

University of  
Lethbridge



# **FACILITIES RESPONSIBILITY MANDATE**

# **INTERDEPARTMENTAL CHARGES**

*Executive Director's Office  
Facilities  
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*Approved March 04, 2005  
Vice-President (Finance & Administration)  
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## OVERVIEW

The Facilities Responsibility Matrix, (see “Appendix A”, pages 12 and 13), outlines the mandate of Facilities with respect to normal services for the operation and maintenance of the Lethbridge campus grounds and facilities of the University of Lethbridge. This matrix, in conjunction with the service definitions described in the following section, will assist Facilities supervisors and Service Centre staff to understand what is considered “normal service expectation” and whether the service is part of Facilities normal funding or is included under University lease agreements with Ancillary Services or Students’ Union.

Services that Facilities can provide with departmental expertise, but which are not part of the normal service mandate are considered supplementary. These supplementary items are not included within the Ancillary Services Lease Agreement. The Students’ Union Building Agreement, the Physical Education Building, Max Bell Regional Aquatic Centre and Centre for Sport and Wellness as well as the University Facilities - Use and Rental Policy (<http://www.uleth.ca/vpadmin/>) indicate a fee for these services is chargeable as indicated on the matrix. Supplementary services are not considered normal service and designating them as chargeable provides a control mechanism for the demands of other departments and projects on Facilities resources. Performing these supplementary services reduces the availability of Facilities resources to perform the basic necessary operation and maintenance functions for which Facilities is mandated. Directing Facilities staff away from performing their mandated duties reduces occupant safety, comfort and campus appearance and results in increased deferred maintenance as a result of an ineffective primary maintenance and service program.

# DEFINITIONS

## CAPITAL PROJECT SERVICES BY OPERATING UNITS

**“Capital Alteration/Renovation/Major Building Projects”** are projects that renew, redesign or develop new space to accommodate a new or revised functional requirement of a department within the University. These projects are contracted out to external contractors through the Capital Projects Office. Normally, all work associated with the project is contracted out. If a part of the project cannot be contracted out, for example, the expertise is not readily available from external forces or it is more cost effective for the project to utilize certain functions in which internal expertise is available within the University, then the cost of casual staff or replacement funding for in-house expert staff to perform the function can be billed back to the project if the work performed is greater than one half of a man day. This work could entail: specialized trade work for installation or moving of office furniture and packing and moving contents to a new building, clearing rooms in preparation of renovations, delivering equipment/furniture from staging area to new buildings or renovated area for Capital Project Department. All materials used from Facilities resources can be billed back to the project at cost plus GST (2.31%).

**“Capital Infrastructure and Maintenance Projects”** are deferred maintenance projects that replace or renew building and/or site system components to maintain the integrity of the University facilities and are normally funded through the Post Secondary Institutions Capital Grants Program or the maintenance projects budget. The funding for these infrastructure projects cover the cost of materials and external forces required to perform the project. In special cases where external forces are not available or the expertise by University forces is required to perform the labor function, and the amount of labor required is significant (100 person hours or greater) for installation, then special approval can be obtained to recover internal labor costs from the project fund.

**“Capital Projects Inspections/Commissioning”** is an operating responsibility of Facilities to maintain the University of Lethbridge standards with respect to design and construction of all projects on campus as part of being responsible for the total campus infrastructure including infrastructure, alteration, renovation and major building projects. The performance of these duties (to review design, inspect construction and commission projects) is the responsibility of the section within Facilities that is assigned to operate and maintain these site services, building systems or system components. There is normally no charge back on renovation, alteration or infrastructure projects to perform these services. For major building projects, dependant upon project size, Facilities can request, from the University, the additional forces required to carryout the performance of these duties.

## **CARETAKING SERVICES**

**“Caretaking – Standard Supplies and Services”** - Supplies are defined as all cleaning chemicals required to clean facility space, and all paper products (example: toilet paper, paper towels, linen towels and hand soap) for washrooms and departmental common spaces that are supplied at no charge. Standard cleaning service is defined as work required to provide basic cleaning services to University campus facilities. Standard cleaning services are supplied, at no charge, to: classrooms, instructional labs and studios (student related), research labs and studios (research related), offices, common areas and Ancillary Services administrative office space.

**“Caretaking – Supplementary Supplies”** Caretaking Services does not receive funding for labour or materials to supply instructional labs and studios or research labs and studios with supplementary supplies consumed in the delivery of their program or service, such as laboratory studio instruction materials. Supplementary Supplies are provided, at no charge, for classrooms, offices and common areas.

**“Caretaking – Supplementary Services”** is defined as any extra cleaning service required to maintain University cleaning standards. External events and post construction clean-ups require

Supplementary Services and are charged for labour and materials. Areas not charged for Supplementary Services include: classrooms, offices, common areas, instructional and research labs and studios.

#### Students' Union Building (governed by Students' Union Building Agreement)

The following areas in Students' Union Building receive Standard Supplies and Service at no charge: University space (such as the Registrars' Office area), Student's Union space (including Union offices), and shared areas (Ballrooms A and B, meeting rooms, conference room, Council Chamber and dining room lounge).

Supplementary Supplies and Services are provided at no charge to the above with the exception of SUB shared space to which the University Facilities - Use and Rental Policy applies.

Areas that are charged for Standard Supplies and Services and Supplementary Supplies and Services include: SUB commercial space, SUB food court/common area space.

#### Ancillary Services

Supplementary Supplies and Supplementary Services for Ancillary Services are charged as indicated below:

- Central/Main Administrative offices - considered University space. Standard Supplies and Services are provided at no charge. Supplementary Supplies and Services are covered by the Ancillary Services Lease Agreement.
- Food Services - Standard Supplies and Services are not provided. Supplementary Services and Supplies are charged for.
- Housing Services and all areas including Conference Services - Standard Supplies and Service and Supplementary Supplies are not provided. Supplementary Services is charged for.

- Printing Services/Copy Centre - All Caretaking services supplied are covered by the Ancillary Services Lease Agreement.
- Bookstore - Standard Supplies and Services and Supplementary Supplies are not provided. Supplementary cleaning is charged for.

## **BUILDING MAINTENANCE AND UTILITY SERVICES**

**“Facility Maintenance”** the main function of Facilities is the performance of demand, preventive, emergency or corrective maintenance on building or site system components that form the integral part of the normal building, architectural, structural, envelope, mechanical or electrical systems. Facility Maintenance is performed as part of the mandate of the Facilities departments of Building Maintenance, Utilities and Grounds. Facility Maintenance is charged back for Housing areas and as indicated in the Ancillary Services Lease Agreement and the Students’ Union Agreement.

**“Distribution of Goods on Campus”** involves transporting of oversized goods on campus and is part of the Building Maintenance mandate. Examples include: deliver new equipment from Materials Management to requisitioning department, deliver equipment/furniture from staging area to existing offices or areas, move items to storage areas per department’s request, deliver packing boxes for office moves, remove computers and equipment declared obsolete for Information Technology and other departments and travel off campus to pick up or deliver goods (includes: transport rat carcasses to Research Station for disposal, transport obsolete equipment to auctions, institutions or landfill). Moving materials for renovations, alterations or new building projects will be charged back to the capital project and should be included with the project budget.

**“Event Set Up”** entails providing furniture for internal special events/functions. Examples of functions include: Convocation, theatre presentations, Board of Governor’s meetings. Refer to Section I of the University Facilities - Use and Rental Policy as well as the Responsibility Mandate for Physical Education, Max Bell Regional Aquatic Centre and Centre for Sport and Wellness. With the exception

of Convocation, Sport & Recreation Services are responsible for all event set-ups in the Centre for Sport and Wellness and Max Bell Regional Aquatic Centre.

Charges apply for providing greater than normal services for internal events (staff required at times outside of normal working hours). Examples include costs associated with off campus travel to pick-up and return items associated with the event. Refer to Section 3.1.1 of the University Facilities -Use and Rental Policy.

Charges will apply to external events for providing set-up/tear down of furniture for all external events such as weddings, “Imaginus” display, craft fairs, private company banquets. Refer to Section 3.3 of the University Facilities - Use & Rental Policy as well as the Responsibility Mandate for Physical Education Building, Max Bell Regional Aquatic Centre and the Centre for Sport & Wellness.

**“Facility Signage”** is part of the Facilities mandate and refers to installed interior and exterior directional signage on University buildings that identify buildings, faculties and departments within the buildings and provides direction from one area to another.

Identification signage identifies: all rooms, occupants, name plates for reception desks, fire extinguisher locations, house phone and classroom phone instructions, elevator safety instructions and all health and safety instruction requirements for public areas (i.e. no smoking signs) which are not program or departmental specific.

**“Supplementary Signage”** refers to signage requirements which are either program specific or for inter-departmental purposes and are chargeable to the requesting department(s). Examples include: event signage, instructional/procedural signage to operate equipment, price boards and sign-out boards.

**“Program Equipment”** is equipment or components of equipment that has the primary function of supporting the mandate of a department, i.e. the owner department operates or uses the equipment to support the program function of the department such as research instruction, food service, recreation, sport, printing and billing. Examples of program equipment include: dishwasher, autoclave, environmental chamber, fridge, stove, microwave, photocopier, printer, computer, lab equipment, cages, tools, NMR’s, environmental equipment, control systems, power conditioning and backup systems, etc.

Normally, installation and maintenance of program equipment is the responsibility of the user department and is performed by an “external” contractor hired through a requisition issued by the department. Facilities must coordinate with the user department in identifying a qualified contractor, determining the scope, cost and other contractual requirements. If the installation or maintenance labour required is relatively small (less than one half of a day) Facilities, if they have the internal expertise, will perform the work and charge the department only for the materials used. If Facilities internal labour exceeds one half of a day, then Facilities will charge back materials and labour for installation or maintenance of program equipment.

**“Provision of Facility Furniture”** is the replacement of existing “standard issue” furniture and furniture accessories from funding within the Building Maintenance furnishings program (7502) due to obsolescence or lifecycle issues as required to make any space useful to the level of normal building standards. Standard issue furniture includes: workstations, chairs, file cabinets, bookcases, tack boards, whiteboards, chalk boards, window coverings and classroom seating units. Refer to: “Standard Furniture Provision”, page 9 for furniture standards for faculty offices, administration offices, reception areas, classrooms, seminar rooms, instructional labs and studios, grad student areas, meeting rooms and department lounge rooms.

**“Standard Furniture Provision”** for faculty office, administration/staff office, and reception, classroom, lab, lounge and common areas is as follows:

Faculty Office: 1 workstation with return, 1 task chair, 2 sled based visitor chairs, 3 full size bookcases, 1 2-drawer lateral file cabinet, 1 4' x 4' tackboard or whiteboard, 1 waste basket and 2 door mounted coat hooks.

Administration/Staff Office: 1 workstation with return, 1 task chair, 2 sled based visitor chairs, 2 full size bookcases, 1 2-drawer lateral file cabinet, 1 4' x 4' tackboard or whiteboard, 1 waste basket and 2 door mounted coat hooks.

Reception/Classroom/Lab/Lounge/Common Areas: Quantities and description/design of furniture as determined at time of construction or renovation.

**“Supplementary Furniture”** are those items not contained in the standard protocol or original and/or additional furnishings considered beyond the requirement (Examples include: custom shelves, custom cabinets, custom workstations, additional chairs, bookcases, cabinets, whiteboards, tack boards, file cabinets.) Supplementary Furniture also pertains to those items associated or specialized for academic/departmental program requirements (examples include: PA systems, “Smart” boards, electronic podiums and additional furnishings beyond standard origin in research Labs). The Department to whom a research lab is assigned is responsible for funding all replacement furniture requirements.

**“Ergonomic OH&S Furniture”** is specialized furniture to meet an individual’s requirements for Occupational Health & Safety reasons, and is considered supplementary furniture. Examples include: keyboard trays, footstools, monitor stands/inserts, height modified chairs or workstations, ergonomic alterations to workstations, or other items not included in standard furniture provision. Refer to “Standard Furniture Provision”, page 9.

**“Utilities Consumption”** is the direct consumption of electrical power, natural gas, domestic water and sanitary sewer service, or the indirect consumption of these utilities through the hot water heating system and chilled water system, including a proportional share of distribution usage, infrastructure and metering charges required to deliver the service. Utilities is provided under the Facilities

mandate for all areas except Housing Services and Ancillary areas as provided for in the lease agreement, and the commercial and common area per the Students' Union lease agreement.

## **SECURITY SERVICES**

**“Security Standard Services”** pertains to security patrols for the protection of property and personal safety. This includes: first response to medical emergencies and intrusion alarms; response to fire alarms and coordination of evacuation with the Lethbridge Fire Department, if required; supervision and enforcement of parking areas; support of Utilities department including response to HVAC system problems; inspections of university property, lights, and roadway areas for deficiencies/damage; provision of cash escorts and provision of advice and direction to students and the general public.

**“Security Supplementary Services”** requires the provision of a security officer for a required period of time which would result in the officer being unavailable to perform the routine and emergency response duties. Supplementary Services normally require an additional security officer, for example, to supervise an event on campus.

**“University Facilities Use and Rental Policy”** determines what services are considered chargeable when a space is rented or used for a function outside of the normal University mandate. Refer to University Facilities - Use and Rental Policy.

FACILITIES RESPONSIBILITY MATRIX - INTERDEPARTMENTAL CHARGES

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	CARETAKING																
	Caretaking - Standard supplies and services		Caretaking - Supplementary supplies	Caretaking - Supplementary services	FACILITY Maintenance of building components (excludes furniture, signs, keys, and program equipment)		Provision of FACILITY Furniture, Signs, and Keys		Provision of Supplementary and PROGRAM Furniture, Signs, and Keys		Maintenance of FACILITY Furniture, Signs, Keys		Maintenance of Supplementary and PROGRAM Furniture, Signs, Keys		ERGONOMICS and SPECIAL custom alterations to and provision of furniture		
	L	M	M	L	L	M	L	M	L	M	L	M	L	M	L	M	
<b>UNIVERSITY BUSINESS</b>																	
Classrooms	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	Ch	NCh	NCh	
Instructional labs and studios (student-related)	NCh	NCh	Not provided	NCh	NCh	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	Ch	NCh	NCh	
Universal common areas	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	Ch	NCh	Ch	
Departmental common areas	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	Ch	NCh	Ch	
Research labs and studios (research-related)	NCh	NCh	Not provided	NCh	NCh	NCh	NCh	?	Under review	NCh	Ch	NCh	NCh	NCh	Ch	NCh	Ch
Offices	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	Ch	NCh	Ch	
<b>Students' Union Building (governed by SUB Agreement)</b>																	
SUB - ballroom C (kitchen, bistro, patio...)	?	?	Ch	Ch	?	?	?	?	Ch	Ch	?	?	Ch	Ch	Ch	Ch	
SUB - Shared areas (e.g. ballrooms A & B), meeting rooms, Conference room, Council Chamber, dining room, lounge)	NCh	NCh	University Facilities- Use and Rental Policy	University Facilities- Use and Rental Policy	NCh	NCh	Sh	Sh	Ch	Ch	Sh as negotiated	Ch	Ch	Sh	Sh	Common-NCh, Department Ch	
SUB - University space	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	Ch	NCh			
SUB - Union Space (incl. Union offices)	NCh	NCh	NCh	NCh	NCh	NCh	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	
SUB - Commercial Space	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	
SUB - Food Court/Common Area Space	Common Area Agreement		Ch	Ch	Common Area Agreement		Ch	Ch	Ch	Ch	Common Area Agreement		Ch	Ch	Ch	Ch	
<b>Ancillary Services</b>																	
AS - Central/Main Administrative Offices	NCh	NCh	NCh	Lease Agreement	NCh	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	Ch	NCh	Ch	
AS - Food Services (see Lease and Food Services Agreements)	Not provided		Not provided	Ch	Lease Agreement (define what 'included)		Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	
AS - Housing Services (all areas) including Conference Services	Not provided		Not provided	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	
AS - Printing Services/Copy Centre	Lease Agreement				Lease Agreement			Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	
AS - Bookstore (see Lease Agreement)	Not provided		Not provided	Ch	Lease Agreement		Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	
<b>Space Used by/Rented to External Groups (see University Facilities - Use and Rental Policy)</b>	NCh	NCh	Ch	Ch	NCh	NCh	Ch	Ch	Ch	Ch	NCh	NCh	Ch	Ch	N/A	N/A	

FACILITIES RESPONSIBILITY MATRIX - INTERDEPARTMENTAL CHARGES

	CAPITAL PROJECTS																																
	Event Set up		Distribution of goods on campus		PROGRAM/Equipment Installation, Maintenance, and Service Extension (external)		PROGRAM/Equipment Installation, Maintenance, and Service Extension (internal)		Security - FACILITY Routine Services		Security - Supplementary Services		Utilities - Consumption		CAPITAL Infrastructure and Maintenance (building components) PROJECTS - Installation		CAPITAL Alteration/Renovation/Major Building PROJECTS - Installation		CAPITAL PROJECTS - Inspection/Commissioning														
	L	M	L	M	L	M	L	M	L	M	L	M	L	M	L	M	L	M	L	M													
<b>UNIVERSITY BUSINESS</b>																																	
Classrooms			NCh	NCh	External Contractor Hired - Paid by Requesting Department												NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh			
Instructional labs and studios (student-related)			NCh	NCh													NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	
Universal common areas			NCh	NCh													NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	
Departmental common areas			NCh	NCh													NCh	Ch	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	NCh	Ch					
Research labs and studios (research-related)			NCh	NCh													NCh	Ch	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	NCh	Ch					
Offices			NCh	NCh													NCh	Ch	NCh	NCh	NCh	NCh	Ch	NCh	NCh	NCh	NCh	Ch					
<b>Students' Union Building (governed by SUB Agreement)</b>																																	
SUB - ballroom C (kitchen, bistro, patio...)			?	?													?	?	?	?	Ch	Ch	?	?	?	?					NCh	NCh	
SUB - Shared areas (e.g. ballrooms A & B), meeting rooms, Conference room, Council Chamber, dining room, lounge)			NCh	NCh													Sh	Sh	NCh	NCh	Ch	Ch	NCh	NCh	NCh	NCh	Ch					NCh	NCh
SUB - University space			NCh	NCh													NCh	Ch	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	Ch					NCh	NCh
SUB - Union Space (incl. Union offices)			NCh	NCh													Ch	Ch	NCh	NCh	Ch	Ch	NCh	NCh	NCh	NCh	Ch					NCh	NCh
SUB - Commercial Space			Ch	Ch													Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	Ch	NCh	Ch					NCh	NCh
SUB - Food Court/Common Area Space			NCh	NCh													Ch	Ch	Common Area Agreement		Ch	Ch	Common Area Agreement		NCh	Ch						NCh	NCh
<b>Ancillary Services</b>																																	
AS - Central/Main Administrative Offices			NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	NCh	Ch				NCh	NCh												
AS - Food Services (see Lease and Food Services Agreements)			Ch	Ch	Ch	Ch	Lease Agreement		Ch	Ch	Lease Agreement		NCh	Ch						NCh	NCh												
AS - Housing Services (all areas) including Conference Services			Ch	Ch	Ch	Ch	Contract		Ch	Ch	ChCh - Aperture; Lease Agreement - Uhall		NCh	Ch						NCh	NCh												
AS - Printing Services/Copy Centre			Ch	Ch	Ch	Ch	Lease Agreement		Ch	Ch	Lease Agreement		NCh	Ch						NCh	NCh												
AS - Bookstore (see Lease Agreement)			Ch	Ch	Ch	Ch	Lease Agreement		Ch	Ch	Lease Agreement		NCh	Ch						NCh	NCh												
<b>Space Used by/Rented to External Groups (see University Facilities - Use and Rental Policy)</b>			Ch	Ch	Ch	Ch	NCh	NCh	NCh	NCh	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A												