

## Common Questions and Answers for Vision FM Work Requests

**Q)** Which account can one use to repair a broken eyewash/sink?

**A)** To repair an existing broken eyewash/sink, use the Corporate account (the numerals 00 <zeros>). To submit a work request for installation of an additional eyewash/sink, use your appropriate departmental chartfield string.

**Q)** How do I know if my work request has been scheduled? What does the term “requested” vs “assigned” mean?

**A)** **Requested** means that the work request has been submitted into the system but has not yet been assigned for work by FHS Corporate Services. Once someone from Corporate Services has reviewed the work request for accuracy and account information (which usually takes no longer than 1-2 business days), the work request then officially enters the system and is presented to the appropriate Engineering Supervisor for work. Once a work request has been signed-off by Corporate Services, the status will be changed to “Assigned”. If an exorbitant amount of time has passed and your work request has not changed to Assigned, please contact Corporate Services directly.

**Q)** What do I do if work requests take months to get completed/why do they take so long?

**A)** In order to alleviate delays between work request submission dates and completion dates, ensure that a desired completion date is noted on the work request. Call HHS Engineering X75501 (main desk) immediately after the completion date to inquire why work was not completed. Work requests to hang pictures, etc. are lower priority in comparison to urgent patient care, clinic, and lab repair work requests. For example, if you need a bulletin board to be hung, list a completion date of about 8 weeks out on your work request. Emergencies, patient care areas, leaks, etc. will be addressed more immediately. Requests such as bulletin boards, securing bookcases, etc. can take up to 6 months. (It is a large building with many requests, and they will need to prioritize, especially when staff may be off sick or on vacation.) Again, call the Engineering supervisor contact provided on the summary sheet.

**Q)** Who do we contact for work requests that were not completed or if a great deal of time has passed?

**A)** We encourage you to first contact **HHS Engineering** (supervisor contacts are provided on your summary sheet), as the delay may be as simple as gaining access to a space. Provide them with your Work Request number. If many months have passed and Engineering has not responded to a work request, request for estimate or work not complete, call Corporate Services for assistance in following up. Again, please be sure to have your work request number available.

**Q)** Who makes the decision to complete work /approve overtime/ work request charges?

**A)** Call Andrew Harrison or Tony Cannon regarding overtime charges (which are usually \$60.50 per hour). Engineering would usually ask Corporate Services or the work order requester to approve.

**Q)** Does Corporate Services check all work requests that go through the Vision FM system?

**A)** We check FHS work requests to ensure a chartfield string for departmental work has been provided, or to determine if it is a corporate cost. We also check to make sure it is FHS space. We cannot approve work in Hospital space.

**Q)** For work requests that are submitted for off-site FHS university locations (e.g. Chedoke, etc.), who checks these university work requests, and how are they charged?

**A)** The University does not have a shared services agreement with Hamilton Health Sciences at other sites. As such, we do not currently review work requests for these sites.

**Q)** Is it the department's responsibility to submit work requests for emergencies that come up, such as floods, overflowing toilets, etc.?

**A)** In order to ensure immediate attention, we encourage you to call Engineering. Or, you may contact Corporate Services to follow up and we can submit the official work request to Engineering.

**Q)** What is the proper process for an urgent request, i.e., toilet overflowing etc.?

**A)** Call Engineering first at ext. 75501, then follow up with a work request.

**Q)** If we decide to bring equipment into our work environment, do we need to have it inspected?

**A)** If the equipment is originally from a foreign country, it must be inspected. If it has a “CSA-Approved” sticker attached, there is no need to have the equipment inspected.

**Q)** What do I do if a work request has been incorrectly charged to the wrong account and appears on my department’s invoice?

**A)** Please send Corporate Services an email (**To:** Todd Pentlichuk **CC:** **Denise Healey**) with the invoice attached to your email. We will contact Engineering to revise the invoice.

**Note: MDCL/CRL FHS staff will need to enter work orders (for those buildings) through Mosaic, as of March 2016.**