Brock University
Facilities Management Operating Procedure

FMOP 1-5 Annex A
Disruption of Service Communication

The Customer Service Coordinator, or designate, requires the following information in order to be able to issue the Disruption of Service Notification. A template can be found below.

- Statement of Disruption: (Notification of…)
- Areas affected by disruption: (Area/Building/Level/Room Numbers)
- Anticipated duration of disruption: (Start & end dates, start & end times, daily?)
- Reason for the Disruption (including details of work to be performed, who will be performing the work e.g. stating the name of the contractor or in-house staff)
- Alternatives available (include mapping and posting of way-finding signage if applicable)
- Contact Information (Manager's, Project Manager's, or Supervisor's contact information including name, position title, extension and email address)
- Anticipated date for notification to be removed

Disruption of Service Notification Template

Subject Line:

Notification of (Planned/Unplanned) (Summary of Disruption) Disruption – (Building Name) (Dates) (Anticipated duration of disruption -Start and end dates and start and end times daily if applicable)

Body Text:

Please be advised that starting (Date) at approximately (Time) until approximately (Time) a (contractor /trade) will be (reason for the disruption including details of work to be performed) on the (building level work to be completed or location) of the (building name).

(Description of disruption to be anticipated i.e. noise, access, workers in area)

Alternatives: (provide description of alternatives to the service that is disrupted; if there are no alternatives, that is to be stated)

If you have any concerns within your area with regard to this work please contact Joanne Phelan, Customer Service Coordinator at extension 3717 or email facilitiesmanagement@brocku.ca or contact (Manager Name, Title at extension#) or email (email address).

Please notify your staff and co-workers of this ongoing work if they are not on the distribution list. Additions to this notification list should be directed to Joanne Phelan, Customer Service Coordinator.

We regret any inconvenience that this has caused.

This message can also be found on the Brock University Portal at my.brocku.ca and on our website at http://www.brocku.ca/facilitiesmgmt/

Thank you,