

# Facilities & Operations Department

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13900 Granzon | Oak Park, MI 48237 | Telephone: 248-336-7665



## OPERATIONS DEPARTMENT COMMUNICATION PLAN

This communication plan supports the objectives and priorities of Facilities and Operations, ensuring that all communication efforts contribute to the overall mission and vision of the District.

### Non-Emergency Issues

- The building Principal, Assistant Principal or Admin Assistant must enter all requests in the School District's FMX Maintenance System.
- The Facilities Manager receives and routes all work order requests to the appropriate department.
- The Facilities Manager is responsible for closing out all work orders performed under custodial, maintenance and grounds.
- Please do not call the Manager or Mechanical Operations Manager

### Emergency Issues and Heating & Cooling Issues

#### *If discovered by School District Personnel*

- Promptly notify the Facilities Manager via phone. If the Facilities Manager does not answer, please contact the Director of Operations.
- The building Principal, Assistant Principal or Admin Assistant must still input the issue into the FMX Work Order System (Maintenance Help Desk Ticket).
- The Facilities Director will notify the Superintendent and Cabinet (if applicable) of the issue.
- Once diagnosis and appropriate resolution has been established, the Facilities Manager and/or Director will provide an update to the Building Administrator and will also notify the Superintendent.
- The FMX work order will also be updated.

#### *If discovered by Contractor (Custodial/Maintenance)*

- Contract Manager/Supervisor promptly notifies the Facilities Manager immediately. If the Facilities Manager does not answer, please contact the Director of Operations.
- The Contract Manager/Supervisor must input the item into the School District's FMX Maintenance system.
- The Director of Facilities will notify the Superintendent and Cabinet (if applicable).
- Once diagnosis and appropriate resolution has been established, the Facilities Manager and/or Director will provide an update to the Building Administrator and will also notify the Superintendent.
- The FMX work order will also be updated.

### Department Contact Information

Tiffany Cavill – Operations Director – 248-396-2100  
Yolonda Heard – Facilities Manager – 248-750-7118