

KPWHRI Facilities Contact List

Regular KPWHRI facilities office hours:

Jeff Pearson is typically onsite Monday - Friday, 6am - 2:30pm. All facilities related requests should go to him via e-mail when possible (Jeff.P.Pearson@kp.org). Scheduling appointments with him through Outlook will help ensure that you will have service when you need it, given ample notice. If you need immediate assistance during those hours, please call 425-507-3807.

Facilities coverage between the hours of 2:30pm – 5pm (Mon - Fri):

- Non-urgent requests should be sent via e-mail to Jeff to handle the next business day. *Please reference the below back-up contact information/resources for additional information.
- Urgent requests and emergencies should be sent to Brittany Morgan by calling 253-330-6968 or Carol Sather at 360-981-4408.

Facilities assistance after regular business hours (after 5pm on weekdays and weekends), please report your facilities request to the manager on duty. Manager on duty can then assess the urgency of the request.

- Non-urgent requests should be sent via e-mail to Jeff to handle the next business day. *Please reference the below back-up contact information/resources for additional information.
- Urgent requests and emergencies should be sent to Brittany Morgan by calling 253-330-6968 or Carol Sather at 360-981-4408.

Back-up facilities coverage for vacations/time off:

If Jeff is ever out of the office for partial or full days off, employees and managers should follow the below *back-up contact list if certain requests *can't* wait until he returns.

- Urgent requests and emergencies should be sent to Brittany Morgan by calling 253-330-6968 or Carol Sather at 360-981-4408.

***Back-up contact information/resources when Jeff is out of the office:**

- Building issues (HVAC, bathrooms, janitorial):
 - Employees can report non-urgent issues to Avison Young building management at 206-515-4750; please send Jeff via e-mail to explain situation/resolution so he can follow up when back in the office
- Photo ID badge issues:
 - More info: http://kpwhri-intranet.ghc.org/admin_ops2/facilities/ao_fac_equipment_badges.html
 - New requests or replacement requests when Jeff is out of the office can be submitted by the employee or manager here: <http://incontext.ghc.org/asd/forms/accessbadgerequest.html>
- Building access/key card issues:
 - Please e-mail or call Brittany Morgan (brittany.b.morgan@kp.org) / 253-330-6968)
- Commute Solutions (parking and ORCA passes):
 - Employees must submit new requests/replacements/changed online: <https://kpwa.luum.com/commute>
 - Requests for new/replacement ORCA passes for pick up at Met Park must be submitted before 12:00pm to receive the pass the same day. When Jeff Pearson is out the office, employees need to also e-mail Brittany Morgan (brittany.b.morgan@kp.org) to get a new/replacement ORCA pass.
- Deliveries and pick-ups (surplus, etc.):
 - Please e-mail or call Brittany Morgan (brittany.b.morgan@kp.org) / 253-330-6968) to arrange assistance with a delivery or pick-up in Jeff's absence.
- Conference room set-up:
 - Please contact your Research Support Specialist or Administrative Support Specialist for assistance.
- Carpentry orders and ergonomics:
 - Please e-mail Brittany Morgan (brittany.b.morgan@kp.org) in Jeff's absence
- Voice Tech:
 - PC Support (kpwhripcsupport@kp.org) for new requests
 - Help desk (206-630-6700) for troubleshooting and issues with phone equipment
- Iron Mountain:
 - Willie Foster (Willie.A.Foster@kp.org; 630-6787)
- Water Dispenser Issues:
 - Crystal Springs (1-800-824-8252 or dgann@dsservices.com)