

Who to Call

(A List of Facilities Contacts)

YSB Facilities Contact Info as of Nov. 20, 2019		
CALL/CONTACT	HOW TO CONTACT	WHEN TO CONTACT
Yale Emergency Repairs	203-432-6888	For true building emergencies: Floods, leaks, power issues, freezer issues, EH&S emergencies, after-hours/weekend issues that can't wait until normal business hours (Mon – Fri: 8:30am – 5:00pm)
Facilities Operations	Fill out a Facilities Work Request: https://facilities.yale.edu/about-yale-facilities/requesting-services	For non-emergency building/custodial issues. See below for Custodial Team Info.
EH&S	https://ehs.yale.edu/	For non-emergency EH&S issues
Faculty IT Support	203-436-9045	When you have issues with your current computer. For Ladder Faculty Only.
ITS Helpdesk	2-9000 or https://yale.service-now.com/it?id=get_help	For staff computer issues
ITS Network Services	2-9000 or https://yale.service-now.com/it?id=service&sys_id=9f222bc9dbbf7a802de17ecbf96199d	For network related issues
ITS Mobile Devices	2-9000 or https://yale.service-now.com/it?id=service_offering&sys_id=dc684dcd6fbb31007ee2abcf9f3ee4f5	For all cellular/mobile phone related issues or service
ITS Telecom	2-9000 or https://yale.service-now.com/it?id=service_offering&sys_id=94684dcd6fbb31007ee2abcf9f3ee4f6	For all desk phone related issues
YSB Custodial Team		
YSB Facilities Manager	Michael Stringer	michael.stringer@yale.edu
YSB Custodial Team Lead	Rasheda Turner	risheda.turner@yale.edu ; Note: Risheda is your first point of contact
YSB Sr. Custodian	Vicki Martin	victoria.martin@yale.edu
Ground Floor Team	Tim Phelmetta / Desse Chesson	
Concourse Level Team	Clarence Boyd / Risheda Turner	
Pavilion Café Team	Tim Phelmetta / Risheda Turner	
First Floor	Harold Morris	
Second Floor	Phyllis Ostuno	
Third Floor	Mike Durham	
Fourth Floor	Vicki Martin	
Fifth Floor	Vicki Martin	
YSB AED Device Locations		
Ground Floor	Elevator Lobby and Near G140	Sign-Up here if you or a member of your lab are interested in AED general awareness training provided by Yale EHS. These locations will be listed on the MCDB Website under the Facilities Tab.
Concourse Level	Elevator Lobby (closest to C112); Near C187A and Near O.C. Marsh Restrooms	
First Floor	Elevator Lobby newar 128	
Second Floor	Near Kitchenette 255	
Third Floor	Near Kitchenette 353	
Fourth Floor	Near Shared Support Room 440	
Fifth Floor	Not Yet Installed	
BL3 Facility	Not Yet Installed	