The months of October, November and December were busy and productive ones for Facilities Management. Our organization responded exceptionally well to several “crisis” situations including the severe ice storm in December, a steam line break at Storrs Architecture Building which caused an electrical transformer to be rewired, a major water line break near the high-rises, and several other smaller emergency situations. Through all of these incidences, I was impressed by our teamwork, professionalism and customer focus. Our employees were willing to work long hours, sometimes at personal sacrifice, to keep the campus functioning and to minimize the impact on students, faculty and staff. This is the mark of an outstanding Facilities Management organization and I commend you for it!

There are numerous other successes to report from the last three months. Not the least of these is the great work to finish the renovation of second floor of Reese Building. I have received many compliments from our customers on the quality of design and craftsmanship in this renovation. Engineering Services and Maintenance & Operations also did yeoman’s work in getting staff and faculty moved into the new Admissions Building and in making the associated renovations and moves happen in a timely and efficient manner. One other highlight for Engineering Services was the completion of the Jazzman’s Café project in Fretwell. This coffee shop is a first class addition to the campus thanks to the hard work of Engineering Services and the shops.

Housekeeping continues to innovate and be a leader in their field by shifting to the Team Cleaning concept. They completed implementation of this concept in Fretwell and are 85% complete in the Library. Housekeeping also continued their outstanding training program with 100% participation during the quarter. Recycling continued to excel with the placement of a used magazine rack in Fretwell and support to America Recycles Day, Elon Home for Children and the Centralina Clean Fuels Coalition.

Our Administration section continues to excel at keeping our customers happy and informed, our finances and personnel actions straight, and the University’s Motor Fleet on track. During the quarter, they championed the review of 15 positions for upgrades or salary increases. Our small Management Information staff has their hands full trying to keep all of our computer systems operational and start up a new Computer Aided Facilities Management System (CAFM) in coordination with Academic Affairs and Information Technology Services.

The quarter was also very successful in the capital construction world. The new Student Activities Center (SAC) Addition was completed in December. This building will be a big plus for the University’s Athletic Program and our efforts to recruit top quality student athletes. It was exciting to see the site grading work start in November on the new Facilities Management and Campus Police complex. Construction continued on the new Humanities Building (Robinson Hall), the Science and Technology Building, Regional Utility Plant #1, Chiller Phase V at Atkins, the Campus Infrastructure Development (CID) Mass Grading and Macy Air Handler Replacement. The new College of Education Building was successfully bid (bids were significantly under budget). Work on this building will start in January. In the next three months, we also expect work to begin on the Chancellor’s Residence site grading, Regional Utility Plant #2, The Classroom Office Building (on Charlotte Research Institute), and CID Roads and Utilities. Several important projects will finish over the next three months. These include CID Mass Grading, Macy Air Handler, and East Parking Deck #3. It appears all of these projects will come in on time and within budget! Credit is due to our Capital gang for the hard work to make this happen.

Congratulations to everyone who received a Customer Service Award and an Award for Excellence this quarter. Thanks to all in Facilities Management who do so much to make UNC Charlotte a great university and a nice place to work. Let’s keep working together on our Teamwork, Customer Service and Continuous Improvement.

Philip M. Jones, P.E.
Associate Vice Chancellor for Facilities
EMPLOYEE OF THE QUARTER

Congratulations to Donnie Leak, recipient of the Facilities Management Employee of the Quarter Award.

Donnie has a great appreciation for his hometown of Charlotte and is proud to be a Charlottean. He was born and raised here, graduated from UNC Charlotte with a Sociology degree, and served as a Charlotte City firefighter for 15 years. Donnie and his wife Sally have two children.

Donnie returned to UNC Charlotte in October 2001 as the Housekeeping Floor & Maintenance Supervisor. He leads a crew of 11 men in the maintenance of all academic and office buildings on the UNC campus on 3rd shift. Donnie is proud of the job his Floor & Maintenance crew perform and of what a close group they are. But what he appreciates most about them is that when he came on board, they accepted him, didn’t prejudge him, and gave him a chance to learn. This also gave him a chance to assign each individual to tasks that fit their ability, and while doing this he has made each of his crew feel valued. This is just a part of what makes Donnie a good supervisor and leader to his crew and coworkers. Just being nominated by your entire crew is a compliment to any supervisor.

Donnie has simple but effective goals for his crew. He wants them to be open to change as the campus grows, maintain a positive attitude, and for them to learn as much as he knows. One of Donnie’s favorite sayings is “expect what you inspect.” Also Donnie has found a key to help the success of his 3rd shift crew is to hold nightly 10-15 minute meetings in which they go over assignments, supplies, and any special concerns the crew might have. But the biggest challenge they face right now is changing over to the Team Specialists concept. Under this concept, instead of one person being responsible for a specific floor, the whole team becomes responsible for the entire building.

When asked about Donnie’s leadership abilities, Brian Guns responded, “Donnie is a great team player, he works well with people in a positive manner and brings people together in a positive way, and is a very good influence on other supervisors.” Essie Spears, another Housekeeping supervisor, said that “Donnie is truly a Jeremiah. He could tear down anything and make you feel like it is the right thing to do. He wants you to believe in you because you are worth believing in.”

When Donnie is not working, he is enjoying life and likes to be among people who are optimistic. Bowling, basketball, football games, and fishing with his son are his favorite pastimes. He would like to continue to grow by going back to school to obtain his Master’s degree in Counseling/Christian Education. If Donnie could go anywhere, he would like to visit the Middle East. From reading the Bible he would love to see where all the history took place.

When asked what others in Facilities might be surprised to know about him, Donnie responded that we would be surprised to know that he can sing pretty well. Guess who will be signed up to sing at the 2003 Facilities Management Christmas party!

Teri Weaver, Administration

TEAM OF THE QUARTER

Congratulations to the Emergency Steam Outage Team for being selected as the Facilities Management Team of the Quarter. This team consists of 19 members – 7 from HVAC and 12 from the Electrical Shop.

On October 17, 2002, there was an emergency steam outage because of a condensate line breakage which affected at least 11 buildings on campus, but the team members immediately took action to solve the problem.

At the time of notification, Scotty Wilkerson, Howard Jaecks, and Steve Norman shut down the steam loop in order for the electricians to evaluate the situation at the transformer. After this was completed, the damaged line was dug up and repaired all the way into the manhole. After the electricity was restored, Pete Altman and Joey Johnson went into all buildings affected and made sure the HVAC systems were back in operation. The above mentioned brought the steam back up into operation. The employees from Shop 12 were: Scotty Wilkerson, Howard Jaecks, Steve Norman, Pete Altman, Joey Johnson, Dennis Mutts, and Robbie Robinson.

Phil Meacham asked shop personnel to go into all the affected buildings to instruct everyone to vacate the buildings so the power could be dropped as the high voltage switch could possibly blow up. Once the buildings were emptied, personnel members were sent to check all the elevators to make sure no one was on them and then the elevators were shut down. The testing company was called to test the high voltage switch. Ed Seamon, Mark Gault, and Jerry McCarthy were in safety equipment in the manhole so they could work the high voltage switches. After all problems were fixed and the main was reenergized, personnel went back into the buildings, turned the elevators on, and checked to ensure that everything was working properly. Next these personnel moved the barricades and cleaned up. The people from Shop 11 were Ed Seamon, Mark Gault, Jerry McCarthy, Mike Camp, Lance Anderson, Dewey Lilley, James Manley, David Huntley, Winston Bynoe, Steve Reise, Marvin Mackey, and Phil Meacham.

The teamwork between these shops shows the expertise and quality performance of our team. They performed quickly, calmly and proficiently in an emergency situation. An exceptional job!!

Beverly Imes, Robbie Robinson, and Phil Meacham, Maintenance and Operations
Sanford Water Main Break
A Great Example of Facilities Management Teamwork

Early this winter, water was spotted coming out of the ground beside the sidewalk near Sanford Hall. Shop 12 employees started digging to find the water leak after the evening meal at the Residence Dining Hall (RDH). Arnold Vanhoy, Jeff Brindle, Dennis Mutts, and Robbie Robinson dug until 2 a.m. the next morning but did not find the pipe. They decided to stop for the night and start back up the next day. The following day Shop 12 incorporated the help of the Grounds Department. With Robert Murray and Phil Leonard, Shop 12 located the 8 inch water main. While pumping water out of the hole that was excavated, water was turned off to Sanford Hall, Moore Hall, and RDH. Arnold Vanhoy and Robert Whisnant got materials ready to clamp the leak. After the repair was made, Shop 12 employees turned the water back on and conducted a visual check for any leaks. While checking for leaks Howard Jaecks, King Walters, Jeff Brindle, and Arnold Vanhoy flushed out any mud or debris from the system through the fire hydrants at both dorms. The Grounds crew, led by John Clark, finished up by putting sand around the water main for stability and then backfilled the hole. When the ground dried, the Grounds Department put down a temporary asphalt walkway until the ground had completely dried for concrete work. This was a team effort between Shops 11, 12, and 15. All three of these shops worked together to complete this job in a timely and efficient manner. A big thank you goes out to Arnold Vanhoy, Jeff Brindle, Dennis Mutts, Robbie Robinson, Robert Murray, Phil Leonard, Howard Jaecks, King Walters, Robert Whisnant, Steve Reis, and John Clark for a job well done!!!

Robbie Robinson, HVAC & Plumbing
Congratulations to **Donnie Leak**, of Housekeeping, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to the **Emergency Steam Outage Team**, of Shops 11 and 12, who were recipients of the Team of the Quarter Award. Members of this team are: **Pete Altman, Lance Anderson, Winston Bynoe, Mike Camp, Mark Gault, David Huntley, Howard Jaecks, Joey Johnson, Dewey Lilly, Marvin Mackey, James Manley, Jerry McCarthy, Phil Meacham, Dennis Mutts, Steve Norman, Steven Reis, Robbie Robinson, Ed Seamon, and Scotty Wilkerson**. Congratulations also to **Recycling** and **Automotive** for being accident free for an entire year! As recipients of the Safe Team of the Year Award, members of these shops will be treated to lunch. Team members are: **Automotive**: John Carpino, John Barden, Joyce Clay, Bobby Robinson, and Keith Lewis. **Recycling**: Gail Thomas, Lee Arnold, Shannon Caveney-Cox, Kelly Freshcorn, and Dot Munson. (See related articles).

Other recipients for the October – December, 2002 period were:

**Customer Service Awards – Individual**

Beveryly Starcher  Teri Weaver

**Award for Excellence – Individual**

Ray Dinello  John Morris  Bobby Robinson

Sam Feeback  Donnie Leak  Noella Paquette

Essie Spears  Joyce Parks  Teri Weaver

**Customer Service Awards – Team**

- Lee Arnold, Shannon Caveney-Cox, Kelly Freshcorn, Dot Munson, Gail Thomas, and John Tarlton
- Duane Barron, Jerry Brindle, Bob Fria, Fred King, Art Sutherland, Adam Thompson, and George Williams

**Award for Excellence – Team**

- Ronnie Bell, John Carpino, Reggie Cunningham, Bob Fitzgerald, Bob Fria, Keith Lewis, John Morris, John Sawyer, Chris Shores, Jerome Steele, John Tarlton, and Adam Thompson
- Dorinda Calhoun, Franjo Pauler, and Terrel Patton
- Emergency Steam Outage Team: (Pete Altman, Lance Anderson, Winston Bynoe, Mike Camp, Mark Gault, David Huntley, Howard Jaecks, Joey Johnson, Dewey Lilly, Marvin Mackey, James Manley, Jerry McCarthy, Dennis Mutts, Phil Meacham, Steve Norman, Steven Reis, Robbie Robinson, Ed Seamon, and Scotty Wilkerson)
- Jodi Case, Jessica Deal, Elizabeth Haddock, Kelly Nash, and Noella Paquette
- Cannise Evans, Dorothy Knotts, and Beverly Starcher
- Recycling Team (Gail Thomas, Lee Arnold, Shannon Caveney-Cox, Kelly Freshcorn, and Dot Munson)

**Safe Teams of the Quarter** (no accidents reported during the quarter):

- Electrical, Automotive, Preventive Maintenance, and Recycling

To view photos and read detailed descriptions of nominations, visit our website at [http://facilities.uncc.edu/awards](http://facilities.uncc.edu/awards)
SAFE TEAM(S) OF THE YEAR
Recycling and Automotive Shop
Earn Safe Team of the Year Awards

Automotive Members: John Carpino, John Barden, Joyce Clay, Keith Lewis, and Bobby Robinson
Recycling Members: Gail Thomas, Lee Arnold, Shannon Caveney-Cox, Kelly Freshcorn, and Dot Munson

It is great to hear that two Facilities Management shops have tied for Safe Team of the Year for 2002. Recycling and Automotive have worked hard this year to maintain safe work habits that enabled them to go through the entire year without a single reportable accident.

When asked how Recycling accomplished this, Gail Thomas said that Lee Arnold, Recycling Crew Leader, does on-the-job safety training and both Lee and Gail encourage the rest of the team to be safe and put their safety first by asking for help rather than try to lift something that is too heavy for them. She thinks “they do a good job working as a team and looking out for each other. This plays a large role in their safety success.”

John Carpino has been serving as interim supervisor for the Automotive Shop since Calvin Lowder retired in December. He believes that the biggest part of the success of the Automotive Shop in maintaining safety is that everyone “watches out for each other” and keeps an eye out for spotting safety concerns before they become a problem.

By putting safety first, these two shops have earned this noteworthy award and will be honored with a luncheon on February 17th. Phil Jones, AVCFM, said he is very proud of these two teams and hopes that even more teams will be eligible for this award next year.

Terra Perkins, Housekeeping

Kelly Freshcorn, Keith Lewis, John Carpino, Phil Jones, Bobby Robinson, Dot Munson, John Barden, Gail Thomas, and Lee Arnold
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<thead>
<tr>
<th>SHOP</th>
<th>EMPLOYEE NAME</th>
<th>LOCATION</th>
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<td>Gary Kenneth Cranford</td>
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 ANNOUNCEMENTS

Recycling

The Recycling Team is pleased to announce a new member — Kiera Noelle Caveny-Cox was born on December 17, 2002, to Chris and Shannon Caveny-Cox. Mother and daughter are doing well.

If you wish to contribute shared leave for Shannon, see Gwen Sasser or Hedy Talley for forms.

CPR Training Coming to Facilities Management!

At the suggestion of the Safety Committee, eight employees have agreed to become certified as CPR trainers so they can provide certification to other employees within our organization. These eight people are: John Conn, Jessica Deal, Donnie Leak, Rick Mancini, Kelly Nash, Steve Scott, Ed Seamann, and James Williams.

The first step is for these employees to become certified at the Basic Provider Level. To do this, they will attend two 4-hour sessions taught by Dr. Linda Moore and Dr. Ann Newman, of the UNC Charlotte College of Health and Human Services. Classes are scheduled for 1:30 – 4:30 on February 12th and February 19th. After that, each employee will be required to complete 16 additional hours of training. The next step will be to set up a schedule so that all FM employees can become certified at the Basic Provider Level.

Capital Planning and Construction

The Capital Planning and Construction Section of Facilities Management is the group that manages development of the new University buildings. The Construction Management Team within the Capital group oversees the construction activities and is responsible for the construction inspections and project schedules for the new buildings. Currently, the program includes 21 major projects with budgets totaling more than $228,000,000. This is an important responsibility for the University because the Project Architects and Engineers cannot be on the job sites frequently enough to inspect the fast-moving construction activities. Presently, the “CM Team” is comprised of John Neilson and Al McCool. This article will provide some background information on John and Al, who have undertaken this important responsibility. Future articles will provide information on other members of the “Capital Gang”.

Al McCool has 33 years of experience in new construction and renovation work, seventeen of which have been with UNC Charlotte’s Facilities Management Electrical Shop. Work at UNC Charlotte involved 13 years scheduling and supervising electrical crews, 4 years journeyman, and 2 years as a Telecommunications Technician. Prior to joining the University, he served as an Electrical Journeyman working with Union County Board of Education (4 years), Cannon Mills (3 years), and Electrical Construction and Engineering Company (ECEC) (3 years), plus 4 years with ECEC as an apprentice. Al is a North Carolina licensed Electrical Contractor and a North Carolina AHERA asbestos inspector and abatement supervisor. During Al’s 2 years as a Telecommunications Technician, he received certification on the University Telephone Switch Equipment. Al joined Capital Planning and Construction in the fall of 2001 as a Construction Manager and is currently overseeing Chiller Replacement Phase 5, RUP1, RUP2, CID Mass Grading, Infrastructure Enhancements, and Recreation Field Lighting projects. Al and his wife, Joyce, live in Kannapolis and have two daughters—Tracie and Joye.

John Neilson has 16 years experience in new construction and renovation work, six of which have been with UNC Charlotte’s Capital Planning and Construction Department. He spent 4 years as a project manager prior to accepting a new position as Assistant Director for Construction in 2001. John’s project manager assignments have included a variety of projects such as: Squires Hall, Cameron Boulevard, Hayes Intramural Fields, SAC Expansion, Colvard Urban Institute Renovation, Colvard Roof Replacement, and various chiller and air handlers replacement projects. Prior to joining UNC Charlotte, John was a full time on-site field representative for Odell Associates Inc. assigned to such projects as: Greenville’s Bi-Lo Center Sports Arena, Barnhardt Student Activity Center, York County Justice Center, Charlotte Hornet’s Office Building, and Charlotte Coliseum Hospitality Room Expansion as well as part-time construction administration services on site during construction of the New Charlotte Coliseum. John is a UNC Charlotte Alumni and a Gulf War veteran. He retired from the US Navy Seabee Reserves in 1994. Current projects include the New East Deck, Humanities Office Wing, Humanities Academic Wing, Science & Technology Building, College of Education, and Phase 8 Student Housing projects. John and his wife, Donna, live in Charlotte and have two children—Amy and Alex.

Charles Rust, Capital
MOTHER NATURE CREATES HAVOC ON CAMPUS

Mother Nature can paint a beautiful picture, but she can also be a nuisance. On December 4th & 5th 2002 we saw this first hand. These days are now marked in history as one of the worse storms the Carolinas have seen. This was also a time that showed the true team spirit of Facilities Management. All the FM shops pulled together on the clean up and making our sidewalks and entryways safe. There were approximately 1,053 labor hours relating to this work.

Just a few weeks later, on January 23rd, the University was closed because of a snow storm. Once again, our Facilities Management shops did an outstanding job of clearing the campus. Many folks even commented that the campus was in better shape than the highways.

Much appreciation to all those employees who worked hard on keeping our campus safe!

Noella Paquette, Administration

RECYCLING

Jazzman’s Magazine Re-Use Rack

In cooperation with Sodexo, the Office of Waste Reduction and Recycling (OWR&R) established a magazine and book re-use rack in November. The rack is in Fretwell, in the hallway outside Jazzman’s Café. The rack was recovered by OWR&R when another department on campus disposed the item. It was in sad shape. John Tarlton from Preventive Maintenance repaired and painted the rack – it looks like new!

OWR&R staff stock the rack with magazines and books recovered from recycling bins on campus. The mailing labels on the magazines are removed or marked through and replaced with a label about reducing waste, re-use and recycling. To date approximately 90 pounds of magazines and books have been placed in the rack. Students, faculty and staff are free to take the books and magazines and the items disappear from the shelves within a day or two after placement. OWR&R encourages patrons to bring back the magazines when they are finished so that others can enjoy them. Some people have been bringing books from their home collections and adding them to the rack.

When you have a chance, go by Jazzman’s and check it out.

Gail Thomas, Waste Reduction & Recycling

Management Information Systems

As our campus continues to grow at a accelerated rate, Facilities Management will soon activate two Web Cameras enabling all to view each building as it is under construction, as well as other campus activity. Web camera installation was a joint campus-wide project lead by T.L. Smith of Facilities Management’s Engineering Services involving the cooperation and assistance of Facilities Management’s Electrical Shop, UNC Charlotte’s Information Technology Services, Telecommunications and Network Services sections, as well as Facilities Management’s Management Information Systems section. Two cameras were installed - one on the south-eastern portion of the penthouse above the 10th floor of Atkins Library and the other on the northwestern portion of the roof of the Student Actives Center. The position of the two cameras gives viewers a complete view of all the current construction on our campus. Look for the cameras on the Facilities Management web site that will be posted in the coming month at http://facilities.uncc.edu.

Ray Dinello & John Faison, Management Information Systems

Writers: Beverly Imes, Phil Jones, Noella Paquette, Terra Perkins, Robbie Robinson, Charles Rust, Gail Thomas, Teri Weaver
Photography: Noella Paquette, Robbie Robinson and Gail Thomas
Editors: Kelly Nash and Pat Sinclair