

Letter from the Associate Vice Chancellor for Facilities Management

Dear Facilities Team,

We are fast approaching the *holiday season* and the end of another year. I hope you will enjoy a peace-filled and joyous Thanksgiving and Winter Holiday. It seems to me we have much to be thankful for this year. We are part of a growing University that aspires to great things; we live in a vibrant and progressive city in the greatest country on earth. Most of all we have good friends, family and fellow employees with whom to share our work and life. Take time this holiday season to rest, relax and enjoy being with your co-workers. I am thankful every day that we have such dedicated, hard working and friendly employees in our Facilities Management Department.

We have some grand opportunities ahead of us in the next year – to name a few – completing the rollout of our new web-based work management and informal project systems to our customers; continuing the construction of the new Student Union and Bioinformatics buildings; starting construction on the new Center City Building; and beginning the reorganization of our Maintenance and Operations group into zones. There will be more information on this last initiative in the weeks ahead. These are all major challenges which I am sure we will navigate successfully.

Thank you for all you do for the students, faculty and staff of UNC Charlotte. We are a good organization and getting better every day through **Teamwork; Customer Service; Continuous Improvement; and Safety.**

Philip M. Jones, Associate Vice Chancellor
Facilities Management
Creating a Campus of Distinction!

HOLIDAY LUNCHEON

December 4 at 11:30 a.m.

Student Activity Center (SAC) Salons

\$5.50 per person due November 21

Catered by Chartwells

Featuring:

Parade of Carts & Decorating Contest

Entertainment and Door Prizes

Brought to you by:

The Facilities Mgmt Social Committee

Let us come together and fellowship with one another. Everyone is welcome.



Inside this Issue

Employee of the Quarter	2	Race for the Cure	13
Team of the Quarter	3	Personnel Pipeline	14
Supervisor of the Quarter	3	Sustainability Day	15
Focus on Staff	4	Personal Success	16
Communication Corner	9	Holiday Stress Busters	17
Michele Kohan - Highlights	10	Health and Safety Zone	18
First Qtr Accomplishments	11	Happy Birthday List	19
David Jones - State Winner	12	Action News	20

EMPLOYEE OF THE QUARTER



Congratulations to Lance Anderson, Zone 1, who was honored with the “Associate Vice Chancellor’s Employee of the Quarter” award.

This award is presented to an individual with exceptional performance above and beyond expected duties, exhibits outstanding customer service, and demonstrates creativity and initiative resulting in outstanding measurable outcomes during the quarter.

Lance Anderson, winner of the Employee of the Quarter Award, recently celebrated five years with UNC Charlotte in Facilities Management. During his tenure here, he has won several Team Awards, both in Shop 11 and Zone 1, but this was his first Employee award. Lance feels the recognition of this award really should have gone to the entire team that worked on the cooling tower motor project.



The motor was 650 pounds, the days were hot; safety harnesses, pulleys, and ropes were all needed in an attempt to lower the motor to the waiting truck to take it off to be rewound. The only solution seemed to be to rent a lift to lower the motor down from the cooling tower and a Purchase Order was requested to place a call to Sunbelt Rentals, which would delay the project at least another day.

Remembering that he had seen a roofing contractor with a sky lift working on the Smith building, Lance decided to see if the roofing team would be willing to help out. They were, they even seemed eager to help and quickly brought the equipment over to the cooling tower, lowered the motor onto the truck, and the motor was on its way to be rewound.

A few days later the motor was returned to RUP 1 and Lance again approached the roofing contractors to see if they would be willing to help. They were and again the job was quickly done, with the motor back in its place on the cooling tower. We would like to thank Radco Contruction; not only did they save UNC Charlotte/FM about \$1,000, they also saved us a couple of days at a time when having a disabled cooling tower was a big risk.

Everyone who was involved in this project played an important role in its success and even though Lance disclaims that his role deserved more recognition than anyone else, he is the one who thought of the idea of asking the contractor for help and approached them in such a way that they would be eager to assist, not only once but twice!

Lance’s comments? He said it is a pleasure to be working with such a great team, not only within Zone 1 but within Facilities Management as well. Now he has expanded that teamwork spirit to the contractors as well.

**Carolyn Hinkle
Zone 1**



TEAM OF THE QUARTER

Congratulations to **Robert Braun, John Heck, Chip Lawrence, Jim Krupa, Jerome Steele, John Renwick, Joe Coleman, and David Skor** (General Services) who were honored with the “Associate Vice Chancellor’s Team of the Quarter” award.

This award is presented to a team with exceptional performance above and beyond expected duties; exhibits outstanding customer service with fellow workers, and the university staff; and demonstrates creativity and initiative that results in outstanding measurable outcomes during the quarter.

These gentlemen were nominated by Henrietta Thomas and Pamela Hickman in the University Advising Center. The nomination stated, “these gentlemen contributed to the wonderful space that we are currently in now. When we, the University Advising Center, were able to occupy our space and requested the services of Facilities Management, the gentlemen of Shop 14 answered the call. They brought a wonderful attitude, great customer service skills, and the physical strength needed to set up our offices. These guys answered the ‘many’ questions we had and were such a pleasure to work with. We want to



nominate Shop 14 for the Customer Service Award and the Award for Excellence.”

Although there were other shops involved with this project, Ms. Thomas stated this team stood out because they “took great pride in making sure that the renovations in the area, down to the smallest detail, were top quality. They were always cheerful and attentive to our concerns. They also took the time to follow up with us after we occupied the space to make sure everything was OK.”

Thanks guys for a job well done!

Beverly Imes
Associate Vice Chancellor’s Office

Larry Lane ***Supervisor of the Quarter***

Larry was nominated by Kathy Fisher, Motor Fleet Specialist. She nominated her supervisor because she has been very impressed with his supervisory skills since taking this position. She stated, “he is able to handle the demands of two completely different shops, Automotive and Preventive Maintenance, with determination and a sense of humor.”



One of his accomplishments includes putting together a package to replace about 25 of our oldest vehicles at year end, scrapping most of them and spending about \$300,000 in year-end funds. He did the research and found the vehicles that would serve our needs the best, while continuing to manage both shops in an efficient manner.

Kathy also noticed his ability to grasp a problem and find a solution without riding roughshod over those he supervises. Moreover, Larry can judge what we are capable of and allows us to do our jobs without interference, while still being on top of any situation.

FOCUS ON STAFF

SAFE TEAMS OF THE QUARTER

(Statistical Information provided by UNC Charlotte Safety Office)

TEAMS WITH THE BEST SAFETY RECORD DURING THE QUARTER

THE FOLLOWING FIRST SHIFT TEAMS HAD NO ACCIDENTS JULY-SEPTEMBER 2007

**ELECTRICAL, HIGH VOLTAGE, HOUSEKEEPING - NORTH & SOUTH, AUTOMOTIVE,
PREVENTIVE MAINTENANCE, RECYCLING, ZONE 1 AND ZONE 2**



Jason Shores accepts for Electrical



Dewey Lilly accepts for High Voltage



Gaynell Williams accepts for Housekeeping - North



Wade Ward accepts for Zone 2



John Garst accepts for Zone 1

*To view all awards photos and
read detailed descriptions of
nominations, please visit our
web site at:
[http://fmbld02.uncc.edu/Awards
/default.asp](http://fmbld02.uncc.edu/Awards/default.asp)*

FOCUS ON STAFF

SAFE TEAMS OF THE QUARTER

Continued

THE FOLLOWING SECOND AND THIRD SHIFT TEAMS HAD NO ACCIDENTS

JULY-SEPTEMBER 2007

Colvard Area (Subhash Pandya), CRI Area (Crystal Mason's Team), East Area (Bonnie People's Team), Friday Area (Katherine Humphries' Team), Library Area (Candis Clemons' Team), West Area (Robert Seedoff's Team), and Woodward Area (Clara Crawford's Team)

**Subhash Pandya
Colvard Area**



**Tomasa Bonilla
CRI Area**



**Bonnie Peoples
East Area**



**Katherine
Humphries
Friday Area**



**Candis Clemons
Library Area**



**Robert Seedoff
West Area**



**Clara Crawford
Woodward Area**



FOCUS ON STAFF

CUSTOMER SERVICE AWARDS

(NOMINATED BY CAMPUS CUSTOMERS)

Individual Recipients

- Robert Braun, General Services
- Steve Burt, Design Services (*pictured right*)
- Julie Deese, Housekeeping
- Kathy Fisher, Motor Fleet (*pictured below*)
- Safi Neshat, Design Services
- Uma Pandya, Housekeeping
- Pauline Simuel, Housekeeping (3 awards)
- Velton Singletary, Housekeeping



- Beverly Starcher, Housekeeping (*pictured below*)
- Daryl Steele, Housekeeping
- Gina Tellus, Housekeeping
- Shari Thompson, Housekeeping (3 awards)
- Linda Wiley, Housekeeping



Team Recipients

- * Baseball - Al McCool and Casi Shepardson
- * Psychology Electrical - Mike Camp and Josh Hyatt (*pictured below left*)
- * Facilities/Police Housekeeping - Yves Byron and Mary Smith (*pictured below right*)



To view all awards photos and read detailed descriptions of nominations, please visit our web site at:
<http://fmbld02.uncc.edu/Awards/default.asp>

FOCUS ON STAFF

AWARDS FOR EXCELLENCE

(NOMINATED INTERNALLY)

Individual Recipients

- Lee Arnold, Recycling
- Yves Byron, Housekeeping
- Marcia Henderson, Business Office
- Beverly Imes, AVC Office
- Marvin Mackey, Electrical (*pictured right*)
- Bobby Robinson, Automotive
- Mary Smith, Housekeeping



Team Recipients

- * **Reese Trash Audit** - Devin Hatley, Lee Arnold, Kathy Boutin-Pasterz, Lucille White, David Jones, Kelly Freshcorn, Rhonda Renwick, Essie Spears, Subhash Pandya, Pershell Leak, Diana Parks
- * **College of Health and Human Services Presenting a Positive Image** - Robert Seedoff, Lyvie Aluinzy, Michael Brown, Cynthia Campbell, Paul Dilgard, Roger Forney, Darrell Steele, Gina Tellus, Shari Thompson, Erich Weaver
- * **Facilities/Police Housekeeping** - Yves Byron and Mary Smith
- * **Kudzu Compound Clean Up** - Jim Campbell, Dewey Lilly, John Godfrey, Phil Meacham, Chris McKinney, David Smith, David Jones, Larry Lane, Dot Munson, Luis Alvarado, Henry Bennett, Pat Smith, Lucille White, Bill Cavelli, Walter Edwards, Rhonda Renwick, Lee Arnold, Chris Gilbert, and Kathy Boutin-Pasterz, Gary Edwards, Robert Murray, Phil Leonard, Tom Eudy, Randy Walter, Barry Andersen, Lanny Caudle, and Dan Barrier (*pictured below*)
- * **Superior Performance** - James Brown and Elsie Neely
- * **Impressive Cooperation** - Galina Neyf'ld and Lotoia Young
- * **Reinstallation of Cooling Tower Motor** - Lance Anderson, Greg Barnes, Joey Johnson, John Garst, Terry Eudy
- * **Atkins G67 Drainage** - Tim Overcash and David Roman
- * **Motor Sports Event** - Gladys Baquero, Tomasa Bonilla, Kim Douangmavongsa, Hashime Wright, Crystal Mason, Huey Craig, Shariffe Samuels, Linwood Sanders, Kennedy Williams, Steve McMiller
- * **Preparing McEniry for Fall Semester** - Maurice Eustache, Steve Patterson, Linwood Sanders, Kennedy Williams
- * **Buildings Up to Par for Fall Semester** - Denise Lee, Madia Smith, Kathy Thomas, Chiquina Barden, Annette Anderson Leona Davis Barry Bryon, Jean Macie
- * **Atkins L36** - Tim Overcash, Arnold Vanhoy, and Eric Walcott
- * **Going Above and Beyond Expectations** - Sarah Chie, Pershall Leak, Diana Parks, Lotoia Young, Debra Deese, Galina Neyf'ld, and Rosilyn Douglas



FOCUS ON STAFF

NEW HIRES

Maintenance & Operations

Anthony Horn; Power Line Supervisor

Facilities Information Systems

Dionte Sims; IT Technical Support Technician

Shop 12 – HVAC

Erik Boice; Maintenance Mechanic IV

James Gilbert; Maintenance Mechanic III

Shop 15 – Grounds

Richard Peabody; General Utility Worker

Zone 1 Maintenance

Tarick Brittingham; Maintenance Mechanic III

Housekeeping – 3rd Shift

Salvador Garcia; Housekeeper

Kimberly James; Housekeeper

Michael Brown; Housekeeper

Reginald Fils-Aime; Housekeeper

Ming Ji Jin; Housekeeper

Katherine Humphries; Housekeeping Supervisor

(pictured right)

PROMOTIONS

Capital

Norm Johnson; Facilities Construction Engineer

HVAC

Neal Konneker; HVAC Mechanic

Grounds

Arnulfo Argueta; Grounds Worker

Thomas Eudy; Maintenance Mechanic II

Preventative Maintenance

Joe Coleman; Maintenance Mechanic III



Who are we? Not UNCC



UNCC is no longer considered an appropriate reference to the University, and it should be avoided in all references internally and externally, according to Director of Public Relations John Bland.

The appropriate reference is **UNC Charlotte** or **The University of North Carolina at Charlotte**.

“While UNCC is an established term and may even be a sentimental favorite for some people, it suggests the pre-doctoral, much smaller and academically limited school that UNC Charlotte used to be,” said Bland. “University leadership wants to leverage our association with the University of North Carolina system to enhance our reputation locally and regionally, especially with prospective students, faculty and staff who hold the UNC brand in high esteem. Retiring the use of UNCC in marketing communications helps achieve that goal.”

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COMMUNICATION CORNER

The All Employees Meeting is a time for everyone to come together, celebrate accomplishments, and hear what is going on within our department. There are changes, news, and policies that affect all of us. However, due to constant chatter and cell phones ringing, it is challenging to hear.

Sure, it's okay to converse; however, when others are trying to listen to the information which affects everyone, it is time to turn the volume down.

Implementing the tips in the article below will help all of us be more sensitive to those around us at work, home, and in public. As you read you will find this is something we already know. Therefore, I am looking forward to seeing the new, reinforced habits we form over the quarter. I'll see you in January!

*Best regards,
Beverly*

How To Use Proper Etiquette

By **Deborah Ng**

<http://www.howtodothings.com>

Volumes of books have been written on the subject of etiquette. There are proper ways to conduct oneself when attending a social function, religious ceremony, social event or meal.

It's not difficult to use proper etiquette. Generally you must treat others in the same manner that you would like to be treated, or sometimes even more politely than you feel you need to be treated. Etiquette involves respect for those around you and consideration of their needs, and ought to be observed during most everyday and mundane activities. What follows are a few basic guidelines to help you use proper etiquette:

Everyday Etiquette

- Always say "please" or "thank you." When requesting an item, always say, "please," and never say "gimme".

- When making someone's acquaintance, shake the other person's hand and say "nice to meet you" or offer similar pleasantries.
- Cover your mouth when coughing or sneezing.
- Never interrupt when someone is speaking.
- Never wear a hat indoors.
- When greeting someone, it's always best to say, "Hello Judy," or, "Hello Mr. Smith," rather than simply "Hi." If another person is with you, always make introductions immediately after shaking hands.

When Dining

- Always excuse yourself from the table or room when blowing your nose.
- Never speak with your mouth full of food.
- Always turn off cell phones before entering a restaurant.



When In Public

- When visiting a theater or auditorium, please turn off cell phones, iPods, pagers and other noisy personal devices. Refrain from talking once the show begins and never kick the chair in front of you.
- Consider those around you. Some language or behavior may be inappropriate or offensive for children or adults to witness.

To use proper etiquette is to show others that you care enough to be considerate. It's not difficult to say a few kind words or treat others with respect. In return, you'll be shown the same courtesy.

Michele Kohan - Person of Interest



Michele Kohan, Administrative Support Associate in Housekeeping, has a unique outlook on life. To many here in Facilities Management, she may seem quiet and reserved. But anyone who takes the time to stop by and say hello

is soon treated to a peek behind the wall and into Michele's little corner of the world . . .

Tell me a little about your background

Well, I worked for municipal government – the City of Ocala in central Florida, for over seventeen years, in varying capacities ranging from Administrative Assistant to the Finance Director, and later, the Metropolitan Planning Organization, to HR Benefits Specialist, then Risk Specialist. The first ten years were in the capacity of an administrative professional; the last six or seven were in the insurance industry, where my primary responsibilities were to serve as liaison between the 1,200 or so City employees and retirees and the various insurance companies, mainly to resolve claims issues. I conducted annual open enrollment meetings and taught a few Defensive Driving classes along the way. I enjoyed working with the retirees especially, so the latter part of my career with the City was the most rewarding.

I have heard you have an adventuresome spirit . . .

I believe I reached a certain point in my life (some say it was a crazy mid-life crisis but I beg to differ) where I became dissatisfied with the way I was living. I felt there was more out there . . . wisdom to gain, places to explore, so much I had not seen or experienced. I met this amazing

American couple who were running a grassroots human service organization in Puerto Viejo de Talamanca, on the southern Caribbean side of Costa Rica, just north of Panama. Circumstances had led me back to this geographical area time and again over the years and I believed this was my 'calling'. I spent a week with the Stevens at El Puente early 2005 and moved down three months later.



It was challenging to enter a new culture and embark on a new way of life especially as a single parent toting a six and eight year old along with me. But I believe the challenge was what I was seeking; as this turned out to be the most rewarding time of my life - thus far! The sleepy little beach town appealed to me for its eclectic mix of cultures – Tico, Caribbean, indigenous Kekoldi, with a few Europeans and eccentric Americans thrown in. The BriBri were the indigenous people we primarily served at the soup kitchen.

It was amazing to watch the transformation as people from different tribes who once did not speak to each other, began to open up and become friends, to see the children playing together, and realize that El Puente was helping to break down barriers that had been in place for centuries.

For more information on ElPuente, visit www.elpuente-thebridge.org.

(Continued on page 11)

(Continued from page 10)

How did you end up here in Charlotte and what are your future goals?

After returning to Florida from Costa Rica, I never really felt ‘settled’. I had simply chosen Florida as my return destination because that is where my family was. Once I regained a sense of where I wanted to go and the path I would like to follow in the future, I decided to make a move here to North Carolina; we have been here for six months now and absolutely love it! My parents live over in Bryson City so we sometimes take weekend trips to the mountains. It’s a refreshing change of scenery. I feel blessed to have the opportunity to work here at UNC Charlotte and enjoy the daily contact with staff all over campus. I’m looking forward to continuing my education; and hopefully work toward a degree in Anthro-

pology/Sociology in the near future. I have spoken with a few people who have done tours in the Peace Corp over the years and would like to be able to meet the educational requirements for acceptance by the time my children graduate.



First Quarter Accomplishments

OFFICE OF WASTE REDUCTION & RECYCLING

- **Wins National Effective and Innovation Practices Award for *Construction & Demolition Program Recycling Efforts***
- **Given by the Association for Higher Education Facilities Officers (APPA), the award was given July 15 in recognition of the university's Construction and Demolition Program.**
- **Along with the award, UNC Charlotte also received a check for \$4,000**

HOUSEKEEPING

ACCOMPLISHMENTS

- ***UPGRADED PAPER TOWEL AND TOILET PAPER TO HANDS FREE AND ENVIRONMENTALLY FRIENDLY SYSTEM. INSTALLATION OF NEW SYSTEM UNDERWAY.***
- ***ASSISTED WITH FINAL CLEANUP OF NEW HEALTH CENTER FOR MOVE IN.***
- ***ASSISTED WITH THE CLEANUP AND DEDICATION FOR THE NEW BASEBALL STADIUM.***
- ***COMPLETED THE FINAL REKEYING OF THE NEW AND EXISTING HOUSEKEEPING CLOSETS.***



David A. Jones: State Employees' Award for Excellence - Innovation

This is David's third consecutive feature recognition in Facilities Focus. A humble man, he would elect not to be recognized again. However, David, pictured third from right above, was honored to receive the State Employees' Award for Excellence this month in Raleigh, NC.

David was nominated by his supervisor, Kathy Boutin-Pasterz. Here is what she had to say in the nomination. *"Building materials comprise one-third of all discarded waste in North Carolina. As the Construction/Demolition Recycling Liaison at the University of North Carolina at Charlotte, David Jones has set out to change that. As a fast-growing campus, UNC Charlotte established the construction recycling program in 2004. Since that time, David has built an award-winning program that has been nationally recognized as both highly effective and innovative. In 2007 alone, the program received local, state and national awards. Since the creation of the recycling initiative, UNC Charlotte has recycled and reused more than 2.1 million pounds of material. Last year alone, the program saved almost \$9,000 in tipping fees and diverted nearly 4 tons from the landfill. This represents almost half of the construction debris generated on the campus. Using creativity and persistence, David has worked with the local construction community to recycle waste from the university. Data collection procedures and cost tracking systems measure the program's effectiveness. The program's success and David's knowledge have put him in high demand as a consultant for both local contractors and college campuses throughout the nation.*

David Jones has decreased the amount of waste sent to the landfill and saved UNC Charlotte money. But more importantly, he has helped to reduce CO2 emissions in his community and in our state. Thank you, David, for your innovative stewardship of our state's natural resources."

Congratulations David! You deserve it!!

Beverly Imes
Associate Vice Chancellor's Office

Komen Race for The Cure

By: Noella Paquette, Business Office

On October 6, 2007 the Komen “Race for The Cure” was held in Up-town Charlotte. UNC Charlotte’s Staff Organization along with Mrs. Lisa Dubois came together to set up a team to represent the University and have named it “49er’s for The Cure”.

Everyone started out at the Chancellor’s Residence to be shuttled Up-town and then a brunch was provided by the Chancellor afterwards. We had 3 participants this year from Facilities Management. **Charles Kraus, Zone Maintenance (pictured right), Yves Byron, Housekeeping and Noella Paquette, Business Office (pictured below right).** Come join in next year and show the FM spirit for a good cause.



Manage Stress!

- Drinking Black Tea may help lower your stress level! To find out more about this study, visit the Stress Management Condition Center by going to www.shpnc.org, clicking on “NC HealthSmart” and logging into your Personal Health Portal. You can also find information on evaluating your stress level, relieving stress, and the effects of stress.
- Family and money issues can play a big part in increasing stress levels. Contact Human Resources, call 1-877-327-7658, or go to this link <http://www.hr.uncc.edu/employeerelations/eap.pdf> to learn more about Employee Assistance Programs and other resources that may be available to you at little or no cost.



Quit Smoking!

- Generic, over-the-counter nicotine patches are covered for up to 10 weeks per year for \$5 per prescription. Members will need a prescription for the patches to take to the pharmacy. **Waive the \$5 copayment by:**
 - Receiving smoking cessation support from the free NC Quitline at **1-800-QUIT-NOW**.
 - Participating in smoking cessation counseling from your health care provider.
- Check out the free online NC HealthSmart Stop Smoking initiative in your Personal Health Portal.

To access NC HealthSmart online resources visit www.shpnc.org, click on the NC HealthSmart and log onto your Personal Health Portal.

Health Coaches • Available 24/7
Call 1-800-817-7044

PERSONNEL PIPELINE

SHARED LEAVE

The Facilities Management employees below have exhausted all of their annual leave and have been approved for Voluntary Shared Leave.

- Leona Baker-Davis, Housekeeping
- Armando Vazquez Montalvo, General Services
- James Krupa, General Services
- Adam Thompson, General Services
- Terry Robinson, Housekeeping
- Yonette "Pat" Smith, Recycling

If you would like to donate leave to any of these employees, please use the Shared Leave Donation Form found on the Human Resources website http://www.hr.uncc.edu/forms/Benefits/FORM_SharedLeaveDonation.doc and submit to Marcia Henderson - FM Personnel, x7-2936, Facilities Management/ Campus Police Bldg.

Your generosity in sharing leave will be greatly appreciated.

TIME SHEET REMINDERS

- Compensatory time earned should be used before vacation or sick time. A leave application form is *not* required when using compensatory time.
- Use only **one (1)** leave slip per week, include all types of leave you are using.
- Any **changes** made to a timesheet requires the employee's initials
- Make sure your timesheet is **completed in its entirety**. Employee and supervisor **signatures are required**. Pink copy for your personal records!

If you work **over eight (8) hours** a day or **forty (40) hours** a week, **you must give a reason**.

Day	In	Out	Less Time For Lunch	Hours Worked	Other Hours	Reason	Total Paid Hours
SUN							
MON							
TUE							
WED							
THU							
FRI							
SAT							

FRIENDLY REMINDER

Compensatory time earned for the fourth quarter Employee Awards Program (July - September) must be used within 90 days of receipt (**by January 25, 2008**). If you do not use it, you will lose it!

Students, Staff and Faculty Come Together to Green the Campus

By: Devin Hatley, Office of Waste Reduction and Recycling



Students return with a tire

Wednesday, October 24 marked UNC Charlotte's **Third Annual Campus Sustainability Day**. As part of the day, Keep Charlotte Green sponsored a campus-wide cleanup that included not just students, but faculty and staff as well. People began to arrive at 9:00 a.m. to get their bags and pick-up-sticks, and off they went.

It didn't take long before they were returning with all kinds of strange items. A Target® shopping cart, a motorcycle tire, and strange looking pieces of metal. Some people looked as if they won a small lottery. If described as a reality show, it would be, "Amazing Race meets Earth Day!"

Over 175 volunteers participated from faculty, staff, athletics, and students. Even Dr. Phil Dubois and his wife, Lisa, got in on the act. Fortunately, the rain held off (as if it hasn't all summer) long enough for the impact to be made. At the end of the day, there it was. Four large piles of trash and recyclable materials weighing in at an estimated 2,500 pounds! That's a lot of cigarette butts folks!

Thanks to those who participated and we plan to make it even bigger and better on Earth Day in April.



Staff helping to Keep Charlotte Green.

Keep Charlotte Green Kicks Off

Keep Charlotte Green officially kicked off on Campus Sustainability Day. The program is a collaboration of committee members that work together to "promote a greener campus by coordinating and sponsoring educational events that further UNC Charlotte's commitment to the environment and sustainability." Keep Charlotte Green is operated through the Office of Waste Reduction and Recycling.

For more information visit facilities.uncc.edu/49ergreen



Personal Success

Eight Steps to Problem

Solving

By: Brian Tracy



There is a simple eight step method for systematic problem solving. By solving problems in an orderly way, you can dramatically increase the power of your thinking.

Proceed With A Positive Attitude

First, approach the problem with the expectant attitude that there is a logical practical solution just waiting to be found. Be relaxed, calm, confident and clear in your mind.

Second, change your language from negative to positive. Instead of the word "problem," use the word "situation, issue, or opportunity." Problem is a negative word while situation is a neutral word. "We have an interesting situation", is better than, "We have a problem."

Define the Situation Clearly

The **third** step in systematic problem-solving is to define the situation clearly, in writing. "Exactly what is the situation?" Then ask, "What else is the situation?" Sometimes stating the problem in different words makes it much easier to solve.

Fully 50% of situations can be resolved by accurate definition.

Identify Causes and Solutions

Step number **four** is to ask, "What are all the possible causes of this situation?" Failure to identify the causes or reasons for the situation often causes you to have to solve it again and again. Fully 25% or more of situations can be effectively dealt with by discovering the correct causes.

Step number **five** is to ask, "What are all the possible solutions?" Write out as many solutions or answers to the situation as possible before moving on. The quantity of possible solutions usually determines the quality of the solution chosen.

Clear Decisions Are Key

Step number **six** is to "Make a clear decision." Usually any decision is better than none.



Step number **seven** is to "Assign clear responsibility for carrying out the decision and then set a deadline for completion and review." Remember, a decision without a deadline is just a fruitless discussion.

Finally, step number eight is to follow-up, monitor the decision, compare actual results with expected results and then generate new solutions and new courses of action.

Action Exercises

Here are two ways to apply this technique to think more creatively.

- State the problem clearly, in writing, so that you know exactly what it is that you are trying to solve. Ask, "What else is the problem?"
- Second, develop as many solutions as you possibly can, including doing nothing, before you make a decision.

Holiday Stress Busters



Get Real

Peace on Earth? Good will toward all? With your hyper-critical aunt on her way over, your wallet feeling the holiday pinch, and the baking only half done? No, really, it is possible -- with these tension-taming strategies.

We want to do it all -- make that five-course meal for 25, lavishly decorate the entire house, deliver freshly baked banana bread to the neighbors, create needle-point stockings for the children -- but halfway through we realize that a) there's no time to do it and b) perfection is a bear. Some of us have unrealistically high expectations for the holidays. Yes, you want it to be special, but is it worth driving yourself crazy? To scale back a bit to reality, try these tips:

Have a don't-do list. "Pick five to-dos to pass on," recommends Jannette Shaw, Ed.D., a psychologist in South Bend, Indiana. Ask your kids what they didn't like last year -- such as stringing lights on the shrubs or hand-making cards -- and skip it.

Give yourself a reality check. Tack up some sayings to help gain a little perspective, such as "Christmas means family" or "Take it one day at a time," by your phone or your mirror, or use them as screen-savers, suggests Dorothy Cantor, Psy.D., a psychologist in private practice in Westfield, New Jersey.

Rally the troops. When your kids start to moan, "I'm bored" on holiday break, point to the pile of fallen pine needles under the Christmas tree and the vacuum. Or when your sister-in-law asks, "What can I do to help?" have suggestions at the ready: "Would you rather boil the cranberries or polish the silver?"

Create a "Honey-Do List." Some men don't know where to begin when it comes to holiday planning, says Allen Elkin, Ph.D., director of the Stress Management Counseling Center, in New York City. Make a note with specific tasks ("wrap all Santa presents") with clear deadlines ("by the 24th at midnight").

Manage Money Woes

It's hard to feel jolly when you're worried about credit-card bills arriving in January. But you also don't want to deprive your family of a full Christmas celebration (or listen to your kids complain about skimping). Here are some simple strategies to stay within your means without sacrificing any of the joy:

Give priceless presents. When Tracey McBride, the author of *Frugal Luxuries by the Seasons* (Bantam, 2000) and her husband Mike had to scale back on luxurious gifts, Tracey was afraid it wouldn't go over well with her three kids. So, the family went to a soup kitchen to volunteer. Seeing how tough life was for others gave the kids the gift of perspective and also taught them the importance of helping others.

Dress up inexpensive gifts. McBride found some baskets at Wal-Mart last year for just 99 cents, filled them with shredded brown paper bags, fruit from the farmer's market -- apples, pears, figs -- and a couple of foil-wrapped gourmet chocolates. Baskets can set you back as little as \$10 each.

Recycle your treasures. One of the best and cheapest gifts McBride ever gave her husband was refurbishing two timepieces his late father left him. "They meant so much to him, he cried," she says.

Give personal IOUs. Make a certificate on your computer that entitles the recipient to a chore -- baby-sitting, car washing, lawn mowing -- by you (after the holidays, naturally).

Strip your fridge. Save money on wrapping paper by using your kids' artwork to cover gift boxes, suggests Elaine St. James, author of *Simplify Your Christmas* (Anders McMeel, 1998).

Wax poetic. Write a letter telling your relative you are proud of his or her accomplishments of that year. If the kids are too little to write, they can draw or do a collage that represents their affection for their assigned person.

Source:
Ladies Home Journal



HEALTH & SAFETY ZONE

Getting More Mileage From Safety Footwear



Safety shoes are a vital piece of PPE, offering the last line of defense against the crushing weight of heavy objects or the hazards of dangerous chemicals.

Experts say dedicating a few minutes each day to the care and maintenance of safety footwear can go a long way toward extending the life of workers' shoes. While workers always should **consult the manufacturer's instructions first**, experts offer the following tips for getting the optimal performance and life out of their safety shoes.

Rotate shoes. If it's feasible, purchase two pairs and rotate between the two pairs, says Mark Morgan of Wolverine Footwear Group. On average, a worker can perspire as much as 200 milliliters of moisture into a boot or shoe when involved in heavy activity. Such moisture can eat away at the boot and also cause discomfort and blisters for the workers. By giving each pair of boots a day to rest, you allow the moisture to evaporate and dry out.

Keep footwear clean. After each use, safety footwear should be sprayed off with a hose; dipped in water; or cleaned with soap, water and a cloth or brush, depending on the type of shoes and how dirty they are. (For full-grain leather, clean with a damp cloth or sponge and a mild detergent.) According to Arlen Stensrud of Norcross Safety Products/North Safety Products, cleaning footwear not only protects the shoe from deterioration but also makes it easier to detect signs of physical damage.

Cleaning also helps performance, especially in the case of slip-resistant shoes. Use a brush or hose to clean mud and dirt from the bottom of slip-resistant shoes so they maintain their traction.

Keep leather supple. If you wear safety footwear made with leather, use shoe grease, oil or other moisturizing cream available at shoe stores and other retailers to prevent drying out and cracking. As always, consult the manufacturer's instructions first. If there are no instructions, visit the manufacturer's Web site or a shoe retailer.

Purchase a new sock liner. If footwear doesn't show physical signs of deterioration, a new sock liner available in retailers' footcare aisle "can breathe new life into an old pair of boots."

Source: <http://www.occupationalhazards.com>



Fall has arrived! That means the holiday season and the potential for weight gain are not far behind! The Eat Smart, Move More—Maintain, Don't Gain Holiday challenge is here to help.

This is a seven-week, interactive, online challenge designed to help North Carolinians maintain their weight during the holidays. The challenge begins November 19 and runs through December 31.

Registration is free and begins in early November at www.MyEatSmartMoveMore.com. Participants who enroll during the first week of November will be eligible to win an Eat Smart, Move More prize pack.

Source: WellnessWorks
North Carolina's Teacher and State Employee Worksite
Wellness Newsletter October 2007



NOVEMBER, DECEMBER, AND JANUARY

Nov - 01	Rob Kennedy	Grounds	Dec - 01	Jerome Steele	General Services
Nov - 02	Jose Palacios	Grounds	Dec - 02	Kathy Thomas	Housekeeping
Nov - 03	Crystal Mason	Housekeeping	Dec - 05	Don Ramsey	Grounds
Nov - 04	Art Sutherland	Zone 1	Dec - 05	Linda Wiley	Housekeeping
Nov - 04	Rosilyn Douglas	Housekeeping	Dec - 05	Melanie Hill	Business Office
Nov - 07	Gary Edwards	Grounds	Dec - 07	Bob Smith	Zone 2
Nov - 07	Willard Brown	Housekeeping	Dec - 07	Cannise Evans	Housekeeping
Nov - 08	Phil Meacham	Electrical	Dec - 08	James Crump	Housekeeping
Nov - 09	Pam Williams	Electrical	Dec - 08	Lisa Miller	Housekeeping
Nov - 10	Mario Moore	Housekeeping	Dec - 09	Steve Singer	HVAC
Nov - 10	Ron Hobson	General Services	Dec - 10	Beverly Hancock	Housekeeping
Nov - 11	David Hillard	General Services	Dec - 10	Charles Schindler	Zone 1
Nov - 12	Sarah Duncan	Housekeeping	Dec - 10	David Adams	Housekeeping
Nov - 13	Shariffe Samuels	Housekeeping	Dec - 10	David Huntley	Electrical
Nov - 16	Eric Walcott	HVAC	Dec - 12	Jerry McManus	HVAC
Nov - 16	Rhonda Renwick	Recycling	Dec - 13	Essa Dossary	Design
Nov - 17	Fred Brillante	Design	Dec - 17	Tommy Pressley	Zone 2
Nov - 19	Carolyn Hinkle	Zone 1	Dec - 18	Mingji Jin	Housekeeping
Nov - 19	Elzy Neely	Housekeeping	Dec - 19	Cynthia Campbell	Housekeeping
Nov - 22	Clara Crawford	Housekeeping	Dec - 19	James Gilberti	HVAC
Nov - 23	Ruth Cook	Housekeeping	Dec - 24	Elizabeth Brown	Housekeeping
Nov - 28	David Roman	HVAC	Dec - 25	Cloesel Macena	Housekeeping
Nov - 30	David Smith	Electrical	Dec - 25	Joey Johnson	Zone 1
Nov - 30	Debra Mayfield	Housekeeping	Dec - 26	Joseph Clay	Zone 1
			Dec - 29	Noella Paquette	Business Office
			Dec - 29	Roosevelt Speaks	Grounds
			Dec - 30	Arnold Vanhoy	HVAC
			Dec - 30	Erik Boice	HVAC

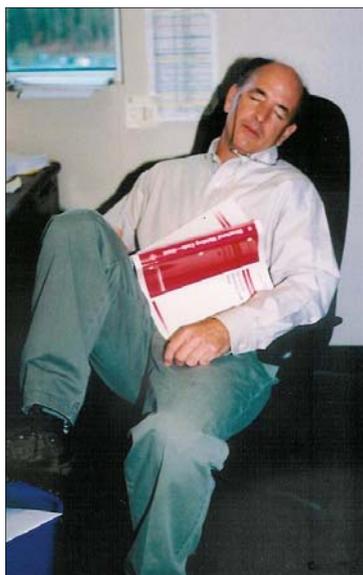


Jan - 02	Annette Anderson	Housekeeping	Jan - 11	Dennis Campbell	Zone 1
Jan - 02	Katherine Humphries	Housekeeping	Jan - 12	Tim Overcash	HVAC
Jan - 03	Jodi Case	Business Office	Jan - 15	Jason Shores	Electrical
Jan - 03	John Morris	Preventive Maint	Jan - 20	Anthony Horn	High Voltage
Jan - 04	Essie Spears	Housekeeping	Jan - 20	John Neilson	Capital
Jan - 04	Jim Krupa	General Services	Jan - 20	Lyvie Alvinzy	Housekeeping
Jan - 04	Philip Leonard	Grounds	Jan - 21	Tonya Day	Recycling
Jan - 05	Bob Frias	General Services	Jan - 25	Joyce Clay	Capital
Jan - 07	Agnes Douglas	Housekeeping	Jan - 27	Barry Andersen	Grounds
Jan - 09	Jacob Atkinson	General Services	Jan - 30	Madia Smith	Housekeeping
Jan - 10	Cristhian Gonzalez	Grounds	Jan - 31	Dorothy Knotts	Housekeeping

Many Thanks!

“Sometimes we take for granted even the simplest things in life; but, circumstances often times change quickly and we are left not knowing where to turn or who to turn to. A series of events -including a catastrophic illness last fall - left me not only physically, but emotionally and financially drained. I moved here to Charlotte for a fresh start, a new beginning. There is no greater pain than that of a mother who finds she is unable to provide the basic necessities for her children, and that is where I found myself earlier this month at the start of school. Then, a wonderful group of people in the Planning, Capital, and Design Services divisions of Facilities Management took me under their wing and helped me out with back-to-school items and costs. Another wonderful lady in Academic Affairs assisted with school uniform shirts. I wanted to share this story as a testimony that the kindness of the human spirit is alive and well. Thank you once again to everyone who helped; please know that one day when the tables are turned, I will be there for you.”

Anonymous Facilities Management employee



John Neilson (Capital Projects) after...

A Hard Day's Work

ALL EMPLOYEES MEETINGS

FIRST SHIFT

January 31, 2007
10:30 AM - 12 Noon
CONE CENTER, McKNIGHT HALL

SECOND & THIRD SHIFT MEETING

January 31 AT 10:30 PM
Cameron Applied Research Center
Room 101

Second Quarter Awards Topic of Interest

**Quarterly Accomplishments will be added in the
November issue of Facilities Focus**

Facilities Focus is a [communication tool](#) for the benefit and enjoyment of all Facilities Management employees.

Your ideas are welcomed and appreciated for future issues.

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Photographers: Carolyn Hinkle, Greg Kish, Kao Vang

Others made contributions, but names were not given at the time of printing. Please provide the names and we will gladly list the names in the next issue. **Thank you!!**

Please look online for the newsletter at: <http://fmbld02.uncc.edu/AVC/Newsletter/default.asp?link=Issue23.pdf>