

*Letter from the Associate Vice Chancellor for Facilities Management*



First Shift



Second and Third Shift

*Dear Facilities Team,*

We certainly live in interesting times. I recently heard an economist say that the present economic recession is an event that occurs once in about 80 years. He went on to say he did not want to live to see the next one. Despite the present budget crisis in which we find ourselves, there are many positive things happening in Facilities Management. One important one I would like to highlight is the recent publication and signing of our **Code of Conduct**. You can read it on page 16 of this publication. This document was developed at the recommendation of the Race and Gender Equity Task Force. To implement this initiative, all FM Directors signed the Code and we rolled it out publicly at the All Employees Meeting on April 23 (second and third shift) and April 24 (first shift). Large posters are being placed in Shops, Break Rooms, and Housekeep-

ing Supervisors' offices. All employees will sign a copy of the document within the next couple of weeks and it will be placed in our respective personnel files. I believe it is an important initiative for four reasons:

1. It provides a clear set of standards for the professional behavior expected of all FM employees
2. It creates shared expectations around how we behave toward each other, leading to an improved working environment for all.
3. It promotes and enhances the basic human needs we all have - to be respected and to be appreciated for our work.
4. It brings accountability and consistency to our day to day interactions with each other (again through a clear set of published standards).

Two other positive initiatives that resulted from employee task force recommendations have come to fruition. First is the publication of **FM Policy Statement #19 – Professional Communication** developed by the Communication and Teamwork Task Force. This policy, like the Code of Conduct, prescribes the way we must relate to each other and our customers in all of our communication – verbal and written. Everyone should read and adhere to this policy. It will make us a better,

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## EMPLOYEE OF THE QUARTER

***Congratulations*** to Sonia Perez, Facilities Business Office, who was honored with the “Associate Vice Chancellor’s Employee of the Quarter” award. At right, Phil Jones presents the plaque to Sonia at the quarterly All Employees Meeting on April 24, 2009.

*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.*

Many factors combine to make us who we are. Sonia Perez’s nomination as Employee of the Quarter spoke about her remarkable spirit of cooperation and customer service, as demonstrated by her willingness to act voluntarily as a translator. Becoming a person who is “remarkable” and who is willing to go way beyond normal performance expectations doesn’t just happen. What is that old saying? “Heroes are made, not born.”

Sonia is one of fourteen children born to her successful businessman father and teacher mother in the island nation of Dominican Republic. The Dominican Republic, not only known for being the second largest island nation in the Caribbean (the first being Cuba) and second only to Puerto Rico in the tourist industry in the Caribbean, is becoming more widely known as producer of some very special women.

In 1492 when Christopher Columbus discovered what was then known as Quisqueya, meaning “mother of the earth”, Dominican Republic was populated by the Tainos natives and was divided into five tribes. One of the chiefs was the female Chief Anacaona of Xaragua, who was executed by the Spanish because of her resistance to their takeover of the island. Skipping through history, we come to today and Kathleen Martinez, a young woman trained as a lawyer from Dominican Republic. Ms. Martinez has been given permission by the Egyptian government to search as



an archaeologist for the burial place of Cleopatra, the last queen of Ancient Egypt. And now our own Sonia Perez.

When Sonia’s father died, Sonia’s mother believed the United States could offer a better livelihood for her and her children, so they moved to New York City. Even though she was a trained teacher, she could only find work in a factory because of the language barrier. Sonia, with a few of her siblings stayed behind in Dominican Republic for several months until her mother was situated enough to be able to bring them to New York. Sonia was ten years old when she arrived and did not speak any English. Her mother would not allow her children to go into bilingual classes in school, believing they would learn English more quickly if they didn’t have a crutch to fall back on. However, she did allow them to attend English as a Second Language classes after school while continuing to teach them proper Spanish herself. Sonia said it took her about three years to become comfortable with communicating in her new language.

A good student and excelling in math, Sonia was offered a scholarship to Stony Brook University to study architecture. Circumstances ended this particular dream so Sonia attended a community

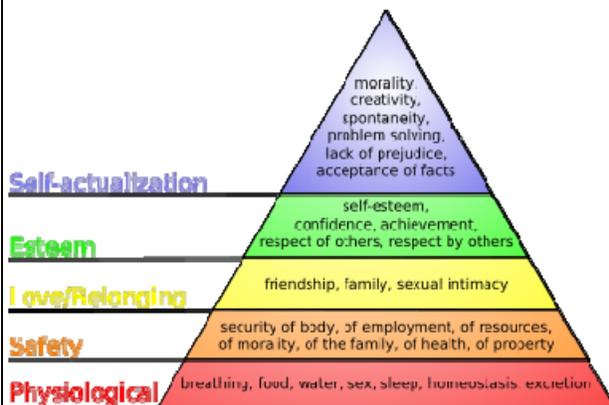
*(Continued on page 6)*

## TEAM OF THE QUARTER

***Congratulations*** Bobby Robinson (center) and John Conn (right), Automotive, 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.*

We were reminded at the All Employees Meeting “**Safety is #1!**” in Facilities Management.



As one of **Maslow’s Hierarchy of Needs**, when all physiological needs are satisfied, the needs for safety and security become active. It is important for all of us to feel safe which is something a group of staff from Appalachian State did not feel on their way to our campus on February 10.

Mr. Art Rex, Appalachian State faculty member in the Department of Geography and Planning, sent a personal, handwritten note to Mr. Phil Jones stating, “On February 10 a small group of us from Appalachian started on what is usually an uneventful trip. One flat tire about



an hour into the trip was repaired and that same tire went flat again as we came to the UNC Charlotte exit. Once again we put the under-sized spare and made our way to campus. I called Appalachian's motor pool and they in turn alerted the UNC Charlotte motor pool of our need. Bobby Robinson and others quickly turned that small job around and we went on our tour of UNC Charlotte's CHHS building. Their quick and expert work provided for a safe drive back to Boone. Please know that this small bit of help turned in to a huge comfort for our trip back. Thanks for a small job well done!”

John Conn, who received the call, assured the group our automotive mechanics could repair the tire. Bobby without hesitation stopped what he was doing to give prompt service to the group when they drove up. Day to day in the automotive shop, people are dropping by to get something fixed at the spur of the moment. That isn’t anything new, but in “just doing his job,” Bobby took an extra step to make sure this tire would not go down again on their two hour/over 100-mile trip back to Boone or anytime after that. Lives were on the line and this action was important enough for a guest of our University to write back letting us know how thankful he was because other lives were in his hands.

*(Continued on page 5)*

## FOCUS ON STAFF

### SAFE TEAMS OF THE QUARTER

*(Statistical Information provided by UNC Charlotte Safety Office)*

**THE FOLLOWING TEAMS HAD NO ACCIDENTS JANUARY - MARCH 2009**

#### Maintenance & Operations

Automotive, Grounds, High Voltage/Fire Alarms, Steam Plant, Zone 1, Zone 2, Zone 4, and Zone 7

#### Housekeeping & Recycling

Housekeeping: Colvard Area, Charlotte Research Institute Area, Friday Area, Kennedy Area, Library Area, North Area, South Area, West Area, Woodward Area and Recycling



Pictured left to right - Housekeeping: Mike Harris (West), Katherine Humphries (Friday), Candis Robinson (Library), Tomasa Bonilla (CRI), Subhash Pandya (Colvard), Johnnie Doyle (Kennedy), and Clara Crawford (Woodward)



Pictured left to right (first shift): Jim Kay (Zone 2), Joyce Parks (Housekeeping-South), Gaynell Williams (Housekeeping-North), Rocky Germani (Zone 1), Wes Wright (Steam Plant), Lewis Jackson (High Voltage), James Mechum (Steam Plant), Jeff Michel (High Voltage), Steve Reis (Zone 4), Bill Cavelli (Recycling), Larry Lane (Automotive), John Garst (Zone 7)

**NOTE: Last quarter Housekeeping Colvard was omitted from the list of safe teams. They had no accidents October - December 2008.**

**\*FRIENDLY  
REMINDER\***  
Compensatory time earned for the quarterly Employee Awards Program must be used within 90 days of receipt (by July 24, 2009).  
**If you do not use it, you will lose it!**

## FOCUS ON STAFF

### INDIVIDUAL AWARD FOR EXCELLENCE

*David Adams* - Housekeeping; pictured below Phil Jones presents David with an Award for Excellence. David was nominated by Kathy Boutin-Pasterz in Recycling for repairing their digital camera, saving them at least \$200 in replacement costs.



### You Deserve A Round of Applause



*The following employees received an applause card:*

#### *Individuals:*

- Tonya Day - Recycling
- Roosevelt Speaks (2 cards) - Grounds
- Linda Wiley - Housekeeping East

#### *Teams:*

- John Conn, Lanny Caudle, Dan Barrier - Automotive and Grounds
- Linda Wiley, Uma Pandya, James Crump, Velton Singletary, Pauline Simuel, David Allen, Mae Harris, Savararia Harrison, Yves Byron, Sam Coleman - Housekeeping East
- Johnnie Doyle, Bernetta Lee, Kathy Thomas, Steven Patterson - Housekeeping Kennedy

*(Continued from page 3)*

In the note, it stated the tire had been fixed once on the way here, but it went flat again. What did Bobby do differently? He stated, "I did what the others did not do. First, I cleaned the area real good. I put the plug in it, then put glue around the plug. Once it dried, I cut it (the plug) down to the tread wear which added a reinforcement to the seal." Bobby explained some plugs come with a self sealer, but they aren't strong enough. It appeared no extra glue was added when the tire was plugged the first time; therefore it pulled out. He took the extra step to add glue. A small detail made a big difference.

Bobby said, "I feel like I'm doing what I'm supposed to do, but I appreciate the award as it continues to show the teamwork we have in our shop and the prompt customer service we provide." John added by stating, "I was surprised we received this recognition for team of the quarter for what I thought was a service as UNC Charlotte employees would expect. If I were broke down at another campus, hopefully they would do the same thing."

## FOCUS ON STAFF

*(Continued from page 1)*

more professional organization. Secondly, we have recently created a leadership development program. All supervisors and managers in FM will go through this program. It is designed to give us the tools we need to lead, mentor, coach, guide and train the employees assigned under our care. I am excited about the potential of this program. We took the first steps in implementation by having a kick-off “Leadership 101” session on March 9. We then contracted to have all the supervisors and managers attend the two-day course entitled “7 Habits of Effective Managers.” This Covey signature course provided our leaders with some great new tools to use in our day to day interactions.

In other good news, we continue to grow even in these tough times. Hiring actions are underway for the new positions at the North Carolina Research Campus at Kannapolis. We also hope to be able to add new positions to support the opening of the Bioinformatics Building in July. This, of course, will depend on the State funding situation at the time.

You’ve heard it said, “when times get tough, the tough get going.” I think that describes perfectly how our Facilities Management team has responded to the budget woes of our current economic situation. Everyone has stepped up to the challenges and has continued to get the job done with a positive attitude. Thank you for your positive, “can do” attitude in these difficult circumstances. While no one can predict how long the constraints on our spending will last, I have no doubt the Facilities Management team will persevere through this and any other crisis.

Finally remember - **Safety is our number one priority.** I hope everyone participates in the **Safety Slogan Contest.** Look for details in this issue of Facilities Focus as well as via email from Clyde Derberry, our safety and training coordinator. I’ll close by saying continue to be SAFE in all you do! Wear your personal pro-

TECTIVE equipment (PPE), adhere to safe Lock-out/Tag-out and confined space practices as required by the job you are assigned, do a risk assessment before starting the job and think safety at all times.

### “Creating a Campus of Distinction.”

**Philip M. Jones**  
**Associate Vice Chancellor for**  
**Facilities Management**

*(Continued from page 2)*

college where she graduated with an AA in Office Technology.

In 2007, Sonia’s husband decided to leave the business he shared with his brothers, strike out on his own, and chose to come to North Carolina. Leaving New York City, her position as Executive Administrator to the Northeast VP with Eastman Kodak, and her extended family was very difficult for Sonia but not as impossible as it would have been if her mother had still been alive. Eastman Kodak offered her a position in their Charlotte office, but Sonia decided against working downtown, choosing rather to work here at the University to be closer to her son, an only child.

Sonia’s biggest loves (besides her husband Pablo, of course) are her son Christopher, traveling in Europe, and playing tennis. She and her sisters still stay in touch, almost on a daily basis even though they are beginning to scatter throughout the United States. Her oldest sister and her father’s family are still in the Dominican Republic and she attempts to visit them as often as possible.

When asked how she was able to face all her challenges, she attributes her successes to the love, training, and support of her wonderful family.

**Carolyn Hinkle**  
**Zone 1**

## FOCUS ON STAFF



### PROMOTIONS

Unit	Employee	Position	Promotion Date
Grounds	Stephen Jackson	Grounds Worker	1/2/2009
Housekeeping	Jorge Nuno	Floor Maintenance Assistant	1/22/2009
High Voltage	John Godfrey	Electrician II	1/25/2009
Zone 6	Parasram Gobin	Electrician I	2/9/2009
Zone 7	Darrell Steele	Housekeeping Supervisor	2/9/2009
Grounds	John Surace	Landscape Specialist I	3/2/2009



### NEW HIRES

Unit	Employee	Position	Hire Date
Business Office	Clyde Derberry	Training & Safety Coordinator	2/23/2009
Fire Alarms	Jeffery Michel	Electronics Technician	2/11/2009
Grounds	Raymond "RJ" Galleno	General Utility Worker	3/2/2009
Housekeeping	Brian Jagroop	Housekeeper	1/6/2009
Housekeeping	David Dickey	Housekeeper	3/2/2009
Housekeeping	Luz Gomez Ramirez	Housekeeper	3/9/2009
Housekeeping	Mike Harris	Housekeeping Supervisor II	2/18/2009
Information Systems	David Champion	IT Technical Support Analyst	1/5/2009
Zone 6	Stanley Trulove	Plant Maintenance Supervisor II	1/20/2009
Zone 7	Karen Westphal	Admin Support Associate	3/9/2009

## Facilities Management's

### **S.H.A.R.E.D. Values**

**S**afety

**H**onesty/Integrity

**A**ccountability

**R**espect for Others

**E**xcellence

**D**ependability

## HEALTH & SAFETY ZONE

# Safety Hazard Hunt

Can you find at least 10 unsafe conditions in this picture?



Special thanks to Bob Frias, Rick Bohling, John Renwick, and David Skor for their help in staging this photo. It in no way represents the high safety standards maintained in the renovations shop.

Check your answers on page 18 in this publication

## Don't forget....

Facilities Management  
**"SAFETY SLOGAN CONTEST"**  
 OFFICIAL ENTRY BLANK

Slogan (print) \_\_\_\_\_ Date \_\_\_\_\_

Submitted by (print) \_\_\_\_\_ Dept/Supv \_\_\_\_\_

(All entries must be received by May 29<sup>th</sup>)

- ✓ You must use the official entry blank and submit by Friday, May 29.
- ✓ Place entry blank in one of the idea boxes (locations listed below) or bring to the FM Business Office and place in the box on the front desk.

<b>Building</b>	<b>Location</b>	<b>Supervisor/Occupant</b>	<b>Unit</b>
Building J	Break room		Grounds/Automotive
Facilities Operations	Hallway		Maintenance & Operations
Kennedy	112	Johnnie Doyle/David Adams	Housekeeping
McEniry	012	Bonnie Peoples	Housekeeping
Colvard		Arzella McCain	Housekeeping
Atkins		Candice Robinson	Housekeeping
Woodward Hall	near training room	n/a	Housekeeping

- ✓ You may submit as many slogans as you like.
- ✓ Remember to **put the date** on the entry form. In case the same slogan submitted, the one received first will receive credit.
- ✓ The winner of the safety slogan contest will be recognized at the next all-employees meeting (July 20 and 21) and the newly selected safety slogan (with entrant's name) is to be displayed in all departments/zones/offices for employees to serve as a daily reminder to our commitment to safety. There is also a prize associated with winning. Stay tuned to find out what it is!

Please contact Clyde Derberry, Safety and Training Coordinator, at 7-2739 with any questions or comments.

## CPR and First Aid Class Schedule

May 29, June 30, and July 31 2009

CPR is held 8:00 a.m. - 12 Noon; First Aid is held 12:30 p.m. - 4:30 p.m.

Locations - to be determined

Supervisors please submit names to Jessica Deal in advance.

If you have questions, please contact Jessica at 704-687-2155

# Campus Clean Up Spring 2009

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The Office of Waste Reduction and Recycling department held their third bi-annual Campus Cleanup on March 14th. Even though the weather wasn't the best, more than 200 volunteers showed up and collected over 700 pounds of trash and 100 pounds of recyclables. **Thank you to all** who came out and gave your time for a great cause. The next sponsored staff/faculty/student cleanup will be held in October.

**Devin Hatley, Environmental Educator-Office of Waste Reduction & Recycling**



# Earth Day Festival 2009

**S**unny skies and nearly hurricane force winds left us blown away for the Office of Waste Reduction & Recycling's 17<sup>th</sup> Annual Earth Day Festival at UNC Charlotte. Each year it continues to grow in popularity both with the campus community as well as exhibitors. This year, over 30 vendors participated to share their missions and products with us. Groups such as the Charlotte Area Bicycle Alliance, Chartwells (dessert food tasting), John Deere Tractor (Hydrogen Fuel Cell Tractor) Charlotte Green initiative (highlighting the projects selected to be funded from the Green Fee) and our own John Barden (with his hand built with reused materials – "Little Tweetsie" replica - pictured bottom right) all came out to educate the campus community about ways they can be more environmentally sustainable.

We also held our 3<sup>rd</sup> Annual **eARTH DAY** poster contest. This year's winner is Valeria Gallegos a senior majoring in Art. Her winning design will be our EARTH DAY festival poster in 2010. And, for the first time we included an outreach program and asked for EARTH DAY posters from area schools. The posters, created by kindergarteners from Pitts School Road Elementary in Concord were displayed at Facilities Management prior to EARTH

DAY, then on site during the festival, and are currently on display at the College of Education's Reading & Elementary Education Department. A few are pictured above right. We would like to thank Casi Shepardson in Facilities Planning for coordinating this outreach effort.



We would also like to thank the many talented musicians (Lee Arnold, John Renwick, Clyde Derbyberry, and Kevin Edwards pictured in the center) who added to the atmosphere of the festival, Chancellor Dubois and Chartwells for providing food for our vendors, Immaculate Bakery for donating cookies, Grounds for setting up tables, and the Recycling Team for all of their hard work!

**Devin Hatley, Environmental Educator  
Office of Waste Reduction & Recycling**



## ***Job Order Contracting Launched***

Design Services announces the successful launch of a new method of awarding competitively bid contracts for informal renovation projects.



This new project delivery approach is commonly referred to in the construction industry as Job Order Contracting or JOC. Job Order Contracting allows Design Services to award any of a series of individual projects to a selection of three JOC General Contractors based on a pre-priced index of services related to Informal Projects.

JOC is an Indefinite Delivery Indefinite Quantity (IDIQ) project delivery system designed to reduce the time and cost associated with most other available project construction processes. The

driver for developing and implementing this new process is our customers' need for accelerating the Scope & Budget, Design Estimate, and Project Completion processes.

Less than a year ago, the University contracted with a consultant, The Gordian Group, to help us standup our JOC program tailored specifically to the needs of UNC Charlotte. We now welcome into this JOC partnership our contractors: M.V. Momentum Construction of Charlotte; I.L. Long Construction Co. Inc. from Winston-Salem; and Kellogg, Brown and Root Services Inc. from Charlotte.

If you have questions or need additional information regarding the JOC program, please contact Steve Terry in Design Services at 704-687-6547 or email him at [sterry@uncc.edu](mailto:sterry@uncc.edu).

**Steve Terry, Design Services**

## ***Housekeeping Supervisors Receive Command Spanish Training***



From April 8 to May 27, eight training sessions are being conducted to help the housekeeping supervisors manage Spanish speaking employees, improve supervisor and employee relations, increase workforce morale and motivation, promote worker safety, and effectively provide feedback on performance by learning to speak basic workplace Spanish.

The training was set up by Crystal Garris and Shirley Jackson in Human Resources and is being taught by Amy Bunker, Spanish Instructor at Central Piedmont Community College. The class time of 7:00 pm – 9:00 pm was chosen to best match the various work schedules of the first, second, and third shift FM Housekeeping supervisors. Classes are held in 5092 Colvard.

Shirley and Crystal are excited about the training and the progress made in just a few ses-

sions. They are pleased with Amy's approach and style of presenting. Shirley is impressed with the great rapport Amy has developed with our supervisors and the fun and interactive drills and activities she uses to increase the learning of conversational Spanish.

Supervisors are coming out of the classes talking about how much they are learning and how much they enjoy the sessions. Greg Kish reports that there is a lot of good hearted laughter during the training sessions as the supervisors practice using workplace Spanish words and phrases. The time spent together in the training sessions is helping to strengthen the bond within the group.

This is another positive initiative for the Housekeeping Department that will help us continue to grow and improve while reaching out to better communicate with our Spanish speaking co-workers.

**Brian Guns, Housekeeping**

## Capital Projects

By: Dorothy Vick



Pictured above, Chancellor Philip Dubois begins demolitions on the building on site.



Pictured above, rendering of the Center City Building

It is official – ground breaking for the Center City Building (CCB) took place Tuesday, April 14. Everyone who is anyone in Charlotte was there, to include some notable out of town guests (Erskine Bowles, President, The University of North Carolina). It has been a much anticipated event that should be completed Fall 2011. The CCB sits on the corner of Brevard and 9<sup>th</sup> Street adjacent to what we hope will be the Light Rail “49er Green” line!!

Capital is sad to announce that Larry Nelson, our much needed Energy Manager, resigned his position two weeks ago to return to his previous job

in Daytona Florida. Although he was only with us a short time, he was making a difference in our energy plan. He will be missed! Brian Kugler has volunteered to fill in for Larry until we find a replacement.

Join us in congratulating John Neilson (aka “the snapping turtle”) in obtaining yet another year (12 consecutive years now) of “no sick days taken”. How does he do it, you wonder? He rides his bike regularly, eats the right foods, drinks only Starbucks coffee, and, what can we say, refuses to get sick. But John is not alone, because Mr. Al McCool has had 3 years of “no sick days taken”. Al’s secret, living right, positive attitude and just being cool!! Congratulations guys!

Many of you may not know that Jen Evans (our female construction manager) has been appointed as Ambassador for the U.S. Army Freedom Team Salute program serving Charlotte and the surrounding area. As an ambassador, Jen will be available to (1) assist in recognizing all generations of Army Veterans for their service and Army Supporters for their dedication to the Army, and (2) help soldiers formally thank those who support them in their service – parents, spouses, and Army Guard and Army Reserve employers.

Also, Jen’s husband Bobby, petroleum Sergeant with the 230<sup>th</sup> Brigade, just deployed for a one year tour of duty in Iraq. Please remember to keep Bobby and all of our men and women in uniform in your prayers!

The Access 2009 – Gateway to Government Procurement Opportunities conference was held at the Cone Center on April 25. This is the first year UNC Charlotte served as host to this half day government procurement conference for small, minority and women-owned businesses. The purpose for Access is to give the business community the opportunity to meet our government procurement office representatives and our prime contractors, and to learn the government procurement process and to identify business op-

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# PERSONNEL PIPELINE

## SHARED LEAVE REQUESTS

The following is a list of our co-workers who due to personal or family illness have exhausted all of their available leave and have been approved for the Voluntary Shared Leave program.

Co-Worker	FM Area
Jennifer Evans	Capital Projects
Ruth Cook	Housekeeping
Michele Kohan	Housekeeping
Clara Crawford	Housekeeping
Johnnie Doyle	Housekeeping
Sarah Duncan	Housekeeping
Crystal Mason	Housekeeping

If you would like to donate leave, please use the “Shared Leave Donation Form.” You may ask either your area Supervisor or Administrative Assistant for a copy of the form. Please submit to:

Marcia Henderson, FM Business Office - Human Resources - 7-2936  
Facilities Management/Campus Police Bldg

Your generosity in sharing leave will be greatly appreciated.

## “Aspire to Inspire before you Expire”



**Congratulations to members of Facilities Management who recently completed ASPIRE: John Lattin (Zone 1), Joe Coleman (Zone 1), Rebecca Hefti (Zone 4), Patricia Teal (Zone 5), and Elizabeth Frere (Planning).**



## *The Newly Redesigned Facilities Management Website*

Facilities Management is pleased to introduce its newly redesigned website, which went live February 2009. The new website provides easier access to information about our Facilities Management departments, services, and programs.

Although there have been some minor changes and fine-tuning of the layout, for the most part, the new website is the same as the previous Facilities Management website. Some of the new features of FM's new website include the following:

- ✓ A more updated look and organized menu structure offering clearer choices and multiple avenues for accessing information.
- ✓ Scrolling the mouse pointer over the tabs near the top and left side of the menu items on the webpage provides additional fly out menus for user selection.
- ✓ On the left side of each page throughout the website are dynamic menus that correspond to the website section and provide easier navigation to other areas of the website.
- ✓ "How Do I" information links and "News & Events" items on each page.
- ✓ The ability for website viewers to sign up for departmental "New & Events" postings.
- ✓ A search box which searches all pages on the site and is accessible from every page within the site.
- ✓ Web pages that list related documents and links to other pages.

One of our goals in redesigning the FM Website was to ensure that it would be easier to maintain web content. The new Content Management System (CMS) that Facilities Information Systems implemented allows each of the FM sub-departments' designated web administrators to create and update their own web pages in a very easy and user-friendly manner.

Another of our goals was to provide FM sub-departments the ability to share information with customers, business partners, and colleagues. The new "News & Events" functionality allows web browsers to sign up for FM news; however, this new feature also allows the administrators to generate an email to anyone who has signed up to receive email notifications when new "News" is posted. Furthermore, FM website visitors have the option to select the FM areas they are interested in receiving news about when that area's news is posted. This feature is another effort for all of FM to provide higher levels of communication and to further enhance our customer service efforts.

We are very excited about this new Facilities Management communication tool and we look forward to hearing your comments and improvement suggestions. Please submit your suggestions via the Idea Box at [http://facilities.uncc.edu/idea\\_submission.asp](http://facilities.uncc.edu/idea_submission.asp).

**Pamela Duff**  
**Facilities Information Systems**



## Facilities Management Code of Conduct

This Code of Conduct sets standards of behavior expected of all employees in Facilities Management.

### **As a Facilities Management employee I am expected to:**

- Treat fellow employees with respect, trust and dignity at all times. Treat others as I would like to be treated.
- Refrain from using profane language, offensive gestures, racial slurs, sexist or harassing comments, or threatening actions. These are inappropriate in the workplace, detrimental to good order and will not be tolerated.
- Earn trust by honoring agreements; keeping promises; practicing confidentiality, honesty and integrity.
- Work as part of the Facilities Management team; Provide support and help to fellow employees; ask for and give assistance; Share lessons learned from successes and failures.
- Accept responsibility and be accountable for my actions. Work to the best of my ability each day.
- Communicate honestly, openly and in a timely manner; Listen to other's point of view.
- Work to resolve disagreements in good faith at the lowest level possible. If necessary, go to a higher authority together, then accept and support the decision.
- Contribute constructively to FM's success by striving for excellence, being dependable, behaving professionally and ethically at all times.
- Value an inclusive culture based on diverse backgrounds and experiences as it makes the organization stronger. Be aware of cultural differences.
- Work to understand and promote FM goals. Proactively support them through discussion, communication, initiative and action.
- Act in the best interest of the organization. Provide positive recommendations for solving problems. Avoid spreading rumors.
- Serve as a role model for others by demonstrating these principles and encouraging teamwork and mutual support.

## Communication Corner

# Six Examples of Workplace Rudeness

Anthony Balderrama, CareerBuilder.com writer

### Are you rude?

- \* You rarely steal candy from toddlers.
- \* You don't trip people on crutches anymore.
- \* You can't even remember the last time you made someone cry.
- \* You might not be in the running for a Good Samaritan of the Year Award, but you're a pretty decent person.

But how about your co-workers? Plenty of our daily interactions at work are befuddling. You're often left wondering if people are deliberately rude or just ignorant of their behavior. After all, you'd like to think people aren't going out of their way to inconvenience you.

With that in mind, we've taken a look at unappreciated behavior that rears its head in an effort to explain why it's rude and why you shouldn't do it (or why someone shouldn't do it to you).

### 1. You know what's rude? When someone --

Interruptions are offensive on many levels. When you interrupt someone, you suggest that your time and ideas are more important than everyone else's and that you have no interest in listening to what they have to say.

A rare offense is forgivable, but habitual interruption is problematic, according to professional coach Susan B. Wilson.

### 2. No thanks

Aside from the phrases "Because I said so!" and "No," perhaps the most common thing you'll hear parents say to a child is, "And what do we say?" The prompt is, of course, for the child to tell someone **"thanks"** -- a practice lost on many adults.

"The following statistic bears repeating," Wilson says. "In a 2002 Public Agenda survey, 48 percent of adults expressed only 'sometimes' en-

countering people who made an effort to say **'please'** and **'thank you.'**" A few words to show gratitude can put someone in a good mood -- or at the very least can keep someone out of a foul mood.

### 3. Table manners

In some company's communal kitchens, you won't have to look hard to see evidence that someone's recently enjoyed a snack in one of the cups or bowls littering the counter. **Reminder:** maids don't work in the office, so they should clean up after yourselves.

### 4. That's just \_\_\_\_\_ rude!

Language is very subjective, and everybody has his or her own unique way of speaking. One person's "Howdy" is another person's "What's up?" When it comes to R-rated language, one person's "hell" is another person's "H-E-double hockey sticks." And that's something you should remember when interacting with others at work. It's less about the profanity itself and more about the fact that you don't care if it bothers the people around you.

### 5. Yes, all of us can hear you now

Cubicles are the norm in many workplaces, so one person's speakerphone conversation becomes an entire floor's business. Never mind how annoying it is to hear a conversation you're not a part of; think how bothersome it is to try to concentrate on work when someone's blathering in your ears. Rather than force your call on the whole department, invest in a headset or just hold the receiver in your hand.

### 6. I'm sorry, do I know you?

When you're walking down the hall and a co-worker is walking toward you, give a smile, a nod or some other greeting. All anyone wants is an acknowledgement that you see them and that you're not going out of your way to avoid having any contact with them.

Why is this important, anyway? Well, think about the alternative: You walk down the hall and pretend not to see them by averting your eyes. What kind of message does that send? Not a good one.

*With this in mind, please let us be more considerate in the workplace as well as at home and in our community.*

# ANSWERS

## Safety Hazard Hunt

### 10 hazardous conditions

1. Fingers near saw blade
2. No pusher block used
3. Materials leaning
4. Reaching hazard while on ladder
5. Safety glasses not worn correctly
6. Close proximity to fan blades
7. Electrical cord on ladder
8. Standing on bucket
9. Cord - trip hazard
10. Electrical cord in water

11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_



Special thanks to Bob Frias, Rick Bohling, John Renwick, and David Skor for their help in staging this photo. **NOTE:** This depiction in no way represents the high safety standards maintained in the renovations shop.

Hello everyone,

I'm Clyde Derberry, safety & training coordinator for Facilities Management, and I'm looking forward to working with you to bring a fresh focus on keeping our workplace safe & secure for students, faculty, & staff. My door is always open for your input or just to say hello. Please contact me at ext. 72739 anytime with your questions or comments. Thanks

# Happy Birthday

5/2	Kathy Boutin-Pasterz	Recycling	6/22	Margaret Sawyer	Zone 6
5/2	Gregory Towne	Housekeeping	6/23	Sherby Price	Housekeeping
5/3	Steven Tillman	Zone 2	6/25	Danny Dang	Zone 4
5/6	Lee Arnold	Recycling	6/25	Rena Foster	Housekeeping
5/6	Dewey Lilly	Zone 4	6/26	Robert Carey	Housekeeping
5/6	Danica Pauler	Housekeeping	6/27	Robert Braun	Renovations
5/7	Greg Barnes	Zone 1	6/27	Warren Monk	Grounds
5/8	Beulah Shankle	Housekeeping	6/28	Mike Burriello	Central Operations
5/9	Josh Hyatt	Zone 4	6/28	Michael Stewart	Housekeeping
5/12	Hai Dang	FIS	6/29	Tommie Stafford	Housekeeping
5/13	Joe Cannon	Zone 6	6/30	Dan Mullins	Zone 1
5/16	Bobby Robinson	Automotive	7/1	Ronnie Bell	Key Shop
5/17	Lee Ann Tisdale	Housekeeping	7/2	Bill Cavelli	Recycling
5/19	Paul Yost	Zone 2	7/2	Sintanis Joline	Housekeeping
5/21	Arzella McCain	Housekeeping	7/3	Alene Owens	Housekeeping
5/21	Dot Munson	Recycling	7/7	Tom Stutts	Capital
5/21	Randy Walter	Grounds	7/8	Marcia Henderson	FBO-HR
5/22	Yves Byron	Housekeeping	7/9	Luis Alvarado	Recycling
5/22	Robin Lawrence	Housekeeping	7/9	Gloria Suarez-Chalco	Housekeeping
5/23	Greg Kish	Housekeeping	7/10	Jessica Deal	M&O
5/24	Julie Deese	Housekeeping	7/11	Uma Pandya	Housekeeping
5/27	Bob Fitzgerald	Zone 6	7/12	Raymond "RJ" Galleno	Grounds
5/28	Terry Eudy	Zone 1	7/13	Raymond Duckett	Housekeeping
5/29	Amanda Felock	Design Services	7/14	John Conn	Automotive
5/29	Melissa McLaughlin	Grounds	7/14	Cheryl Lansford	Design Services
6/1	Kathy Fisher	Automotive	7/14	Lotoia Young	Housekeeping
6/2	Sandra Luckey	Housekeeping	7/15	Paul Dilgard	Housekeeping
6/2	Steve Reis	Zone 4	7/15	Daniel O'Donnell	Zone 6
6/4	Bernetta Lee	Housekeeping	7/15	Shari Thompson	Housekeeping
6/6	Barry Kirkman	High Voltage	7/17	Garcia, Salvador	Housekeeping
6/6	Carolina Snyder	Zone 4	7/17	Pitone Taosoga	Grounds
6/7	Steven Patterson	Housekeeping	7/18	Kirk Kirstein	Zone 6
6/9	Jim Campbell	Zone 4	7/21	Larry Griffin	M&O - Area A
6/10	John Roth	Zone 4	7/21	Armando Vazquez-Montalvo	Zone 5
6/10	Robert Whisnant	Zone 6	7/22	Larry Lane	Automotive
6/11	Beverly Imes	AVC Office	7/22	Mark Neel	Zone 6
6/11	Annie Joyner	Housekeeping	7/23	Brenda Hamilton	Housekeeping
6/14	Jarrett Eudy	Zone 2	7/25	Kathy Brown	Zone 2
6/14	John Fessler	Capital	7/26	Sarah Chie	Housekeeping
6/14	Steve McMiller	Housekeeping	7/26	Kerin Weston	Planning
6/14	George Pickler	Zone 4	7/27	Steve Conder	Zone 5
6/15	Justin Widenhouse	Grounds	7/28	Virgil Torrence	Grounds
6/16	Lance Anderson	Zone 1	7/30	Parsram Gobin	Zone 5
6/18	Melanie Witherspoon	FBO	7/30	Karen Westphal	Zone 7

(Continued from page 13)

portunities in a single setting. The year's event, which was co-sponsored with the City of Charlotte, Mecklenburg County, CMS, CATS and NC DOT, drew over 275 attendees plus 43 Exhibitors and staff (123 persons) and has been receiving very favorable comments. Dorothy Vick, our Historically Underutilized Business (HUB) Coordinator spent numerous hours working this action as the University contact and she was instrumental in obtaining corporate sponsorship, at the last minute, to augment the FM general fund monies that were frozen April 16!

**Great work Dorothy!**



## Facilities Management

### 8th Annual Picnic

**May 15 at 11:00 a.m.**

**Come join in the fun and fellowship!**

**You must have your tickets to be served.**

**Enjoy music and games - Tennis (bring your own racket), Ladder Golf, Horse Shoes, and you may be able to take your turn in the batting cages.**



## ALL EMPLOYEES MEETINGS

### FIRST SHIFT

**July 20 at 10:00 a.m.**

**McKnight Hall - Cone University Center**

### SECOND & THIRD SHIFT

**July 21 at 10:00 p.m.**

**College of Health and Human Services 281**

**Please submit questions anonymously for Phil to Beverly Imes (7-3154) or [brimes@uncc.edu](mailto:brimes@uncc.edu) by July 13, 2009.**

*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.

**Staff:** Denise Brown-Hart, Carolyn Hinkle, Elizabeth Haddock, Beverly Imes, Michele Kohan, and Casi Shepardson

**Proofreaders:** Dorothy Vick and Beverly Imes

**Photographers:** Sherry Ceallaigh, Clyde Derberry, Howard Jaecks, Richard LaLiberte', Julie Laytham, Recycling Staff, Kao Vang

Please look online for the newsletter at: <http://facilities.uncc.edu/FileManager/files/NewsMagazine/Issue29.pdf>