

Letter from the Associate Vice Chancellor for Facilities Management

Dear Facilities Team,

In this issue of Facilities Focus, you will see an article on Values in Action (pages 12-13). I recommend this article to you. During this quarter, you will hear more about the importance of using values to guide us in our everyday work and life. Values are principles or standards which should guide our interaction with our fellow employees and our customers (both internal and external).

Catch a fellow FM employee exercising a value in action and report it to FM Human Resources at FMHumanResources@uncc.edu.

There is a lot of great work by our organization highlighted in this issue as well. Congratulations again to Bobby Robinson on his selection as UNC Charlotte's Employee of the Year. A selection of "one of our own" for this honor reflects favorably on the whole organization and highlights the outstanding work all of you do each day for our University!



Looking ahead, the University's budget continues to be constrained this fiscal year and probably next. Our task is to be good stewards of the resources we have been assigned and spend wisely. At the same time, we must keep the facilities of the University operating effectively to support our students, faculty and staff in their jobs. I want to mention again how proud I am of the way our organization has handled the adversity of the past year in this regard. Many of you stepped up to the challenge and developed innovative ideas to address the freeze and the budget shortfall. Keep at it. Together, we will push through to better days. FM truly is *"Creating a Campus of Distinction!"*

Philip M. Jones
 Associate Vice Chancellor
 for Facilities Management

<i>Inside this Issue</i>			
Employee of the Quarter	2	Values in Action	12
Team of the Quarter	3	Campus Clean Up	14
Employee of the Year	5	Capital News	15
Focus on Staff	6	Bio Achieves LEED Silver	16
ASPIRE & PAC Graduates	8	Recognition of Veterans	18
Safety Zone	9	FIS News	20
Jungle Mom	10	New Beginnings!	21
Housekeeping Rises to the Top	11	Birthday List	22
Did You Know?	11	Upcoming Events	23

EMPLOYEE OF THE QUARTER

Congratulations to Steve Burt, Design Services, who was honored with the “Associate Vice Chancellor’s Employee of the Quarter” award. At right, Phil Jones presents the plaque to Steve Burt at the quarterly All Employees Meeting on October 23, 2009.

The Aerospace Studies and Military Sciences Departments are very happy in their new home in what is now called the Memorial Hall building. This building, once the home of Brocker Health, was divided into many small examination rooms. It is 30 to 35 years old, and was a challenge to convert into a suitable environment for the training and equipping of our ROTC students into tomorrow’s military leaders. This challenge was met head on by Steve Burt, of the Facilities Management Design Services Team along with Jim Harris of J3h Architects who served as both Architect and Construction Manager. The primary contractors; Momentum Construction, P.C. Godfrey, and Simplex Grinnell, and all their sub-contractors made the project possible. Steve said constant communication between all of them, including the ROTC customers, was the key to the success.



The building now consists of lovely offices and a large training room with moveable walls, accommodating varying group sizes. A parking lot is dedicated to that building and the Campus even threw in a lovely pond outside their east entryway.

Lt. Col. Scott A. Rose, of Aerospace Studies submitted a commendation for Steve Burt’s leadership, overall project management and customer service on the year-long, one million dollar renovation of the old 1970’s Brocker Health Center. This was transformed into a modern state of the art office and teaching facility, for both ROTC campus departments. Consequently, Steve was voted Facilities Management’s Employee of the Quarter; receiving his plaque and commendation at the FM All Employee’s Meeting held on October 23.

Steve joined the Facilities Management team eight years ago and has been actively involved in many projects over the years so the gutting out and complete renovation of Brocker Health/Memorial Hall, while unique

(Continued on page 4)

TEAM OF THE QUARTER

Congratulations Randy Baucom (left) and Brent Offenberger (right), Maintenance and Operations Zone 7, 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.

Randy Baucom and Brent Offenberger are maintenance mechanics in Zone 7 located in Kannapolis. Last quarter they, along with other recently hired staff, were introduced as new employees at the All Employees Meeting. Both were hired in June 2009. Now here barely four months and still on probation, they are making their mark by using their talents and skills to save the department and most of all the customer money.

Randy and Brent were nominated by their supervisor, John Garst, for a Team of Excellence award. In the nomination he stated “Randy Baucom researched a replacement “single header” filter to replace the current “double header” filters for the AHU’s at the North Carolina Research Campus for the UNC Chapel Hill and NC State buildings. This new filter was much easier to install. Randy also researched a “D-Ring” clip which made the filter change out progress smooth. Brent Offenberger contacted an individual who removed all the filters from our site free of charge. Randy’s research saved the universities approximately \$1,000.00 in labor fees and allowed the job to be completed much faster than expected. Brent’s actions saved approximately \$500.00 in disposal fees.”



When asked about what strength Randy and Brent bring to our organization, John stated, “Strengths for Randy would be the depth of knowledge he possesses in different areas. Randy holds an electrical and HVAC license and has been a code inspector for Mecklenburg County for a number of years. This knowledge is a definite asset to the maintenance staff here in Kannapolis. Brent, besides being a master plumber, is that “get along with everyone” type of person. He brings great customer service to the buildings and everyone is very pleased and happy to work with him. He is always willing to “go the extra mile” for anyone in the building. Both men are definitely an asset to the Zone 7 maintenance team!”

In an interview with Randy and Brent, here are some things they had to say about their employment here and their recent win.

1) What has your experience been like so far in FM? Randy stated, “It has been great working with a good work team and a learning experience working with all the new equipment in Kannapolis.” Brent stated, “It has been great working with a great team and management.”

(Continued on page 4)

(Continued from page 2)

in some of its challenges, was not a new experience for Steve. His experience prior to joining the FM Team included the design of nuclear power plants to the design of homes for building contractors.

A fourth generation native of Charlotte, Steve can even trace his family back to landing in Jamestown in 1617. The family plantation outside of Raleigh was destroyed in 1864 by Sherman as he marched through the South. Later Steve's great-grand-father came to Charlotte to work on the railroad. Steve served in the Air Force in Special Services during the Vietnam War and, during a stint in California, enrolled at UCLA in the study of Television & Visual Graphics as a Commercial Artist. He finished his degree in Charlotte magna cum laude.

Currently residing in Harrisburg with his wife of 41 years, Julie, also on staff at UNC Charlotte in the Registrar's office, Steve is the proud father of two married daughters. Both are UNC Charlotte Alumni. The oldest, Stephanie (BA, MA English Major), will soon have her fifth book published and the youngest, Courtney (BA-UNCC, MFA- University of Tennessee - Art Major), is an award winning costume designer with the Children's Theater in Charlotte. As a matter of fact, Steve is quite proud of the fact that Stephanie will be interviewing and writing an article for North Carolina's own "Our State" magazine about Courtney's recent costume design award. How cool is that!?!

Carolyn Hinkle
Zone 1

(Continued from page 3)

- 2) **What do you like best about your positions and/or work environment?** Randy likes the small town experience. Brent likes being able to use his experience in the maintenance field and being able to learn from the knowledge of his co-workers.
- 3) **If they could change anything, procedure, or have an idea to do something better, what would it be?** Both have concerns with our parts ordering system. The process is very difficult working so far from the main campus.

Due to these challenges, it has been approved for Zone 7 to work through NC State and Chapel Hill for local procurements as an option because of unique nature of business we have at the location.

- 4) **How do you feel about winning the team of the quarter award?** Both were surprised. Brent added he was happy to know that he was part of a money and time saving effort for the organization.

Beverly Imes
Associate Vice Chancellor's Office

"It's the little things that make the big things possible. Only close attention to the fine details of any operation makes the operation first class."

-- J. Willard Marriot

FRIENDLY REMINDER

Compensatory time earned for the quarterly Employee Awards Program must be used within 90 days of receipt (**by January 21, 2010**). **If you do not use it, you will lose it!**

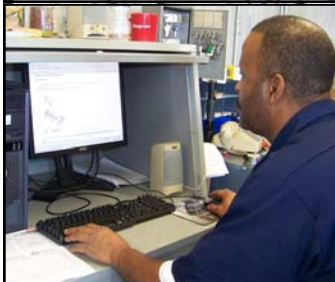


Robert “Bobby” Robinson
2009 UNC Charlotte
FLSA Employee of the Year

By now, most of you know that Robert “Bobby” Robinson, our lead mechanic in Automotive, has been named the 2009 UNC Charlotte FLSA Employee of the Year. Bobby’s letter of nomination cited him for his devotion to duty, forward thinking and “going the extra mile” to improve customer service. He has also been credited for providing suggestions that have saved the University thousands of dollars while being recognized for numerous awards. Awards received within the past two years include Facilities Management’s 2009 Idea of the Year, 2009 Unsung Hero, 2007 Idea of the Year Runner Up, three time recipient of the Individual Award for Excellence, Team of the Quarter and the Team Award for Excellence. And to think he has only been with UNC Charlotte since June 2000.



But just who is Mr. Robinson? Most of you probably don’t know that Bobby was born and raised right here – a true and often time rare “Charlottean!” He has seen a lot of changes over the years, particularly at UNC Charlotte and he takes pride in knowing that he now is contributing to that change.



For relaxation, Bobby takes great pleasure in working on any make or model of Toyota or Ford vehicles. He also enjoys listening to contemporary jazz plus watching football (he’s a big Dallas Cowboys fan) and NASCAR. Prior to coming to UNC Charlotte, Bobby worked over 20 years in the automobile industry as a mechanic and body collision specialist. For a time, he even owned and managed his own auto repair shop. He came to the University seeking a change and a “smaller” fleet to manage.

Bobby’s work ethic is simple – “Stay knowledgeable – keep up with the times and technology . . . don’t let your level of service falter. Be diverse, understand people, treat everyone the same and work as a team!” To prove he walks the talk, Bobby promised to buy Grounds and Automotive staff lunch if he won the employee of the year award. Being a man of his word, he had 20 large pizzas delivered three days later on the Friday after the award was presented, even before receiving the \$2,000 award, less the several hundred dollars withheld for taxes.

Continue the great work, Bobby!

Dorothy Vick, Capital Projects

FOCUS ON STAFF

SAFE TEAMS OF THE QUARTER

(Statistical Information provided by UNC Charlotte Safety Office)

THE FOLLOWING TEAMS HAD NO ACCIDENTS JULY—SEPTEMBER 2009

Maintenance & Operations

Zone 2, Zone 5, Zone 7, Automotive, Key Shop, Steam Plant

Housekeeping & Recycling

Housekeeping East, North, West, Colvard, Woodward, CRI, Kennedy, Friday, Library, Recycling



Pictured left to right are: Douglas Murdock, Zone 7; David Roman, Zone5; Wade Ward, Zone 2; Debra Mayfield, Housekeeping - North; James Mechum, Steam Plant; Walter Edwards, Recycling; Andy Lavoie, Key Shop; and Larry Lane, Automotive.



Pictured left to right are: Billy Poston, Steam Plant; Subhash Pandya, Colvard Area; Raymond Duckett, Charlotte Research Institute (CRI) Area; Bonnie Peoples, East Area; Katherine Humphries, Friday; Essie Spears accepted for Kennedy Area; Franjo Pauler, Library Area; Lisa Miller, West Area; and Clara Crawford, Woodward Area.

FOCUS ON STAFF

FIRST QUARTER PROMOTIONS

Grounds

Pitone Taosoga; Grounds Worker

Zone 2

Neal Eudy; Maintenance Mechanic IV

Tommy Pressley; Maintenance Mechanic IV

Zone 7 - Kannapolis

Joshua Hyatt; Maintenance Mechanic IV

INDIVIDUAL AWARD FOR EXCELLENCE

Dot Munson—Recycling; nominated by Jessica Deal, M&O

Jose' Palacios—Grounds; nominated by Lisa Dubois, Bissell House

Wayne Pickler—HVAC; nominated by John Storch, Housing and Residence Life

Gloria Suarez-Chalco—Housekeeping; nominated by John Garst, Zone 7



Gloria accepts her Award for Excellence

The following employees received an applause card this quarter:

Individuals:

- * James Campbell—High Voltage
- * John Reid Castor—Steam Plant
- * Gary Edwards—Grounds
- * Alton Haskins—Zone 7 Kannapolis
- * Pauline Simuel—Housekeeping
- * Beverly Starcher—Housekeeping

Team:

Tomassa Bonilla, Raymond Duckett, Robert Carey, Sara Brooks, Yan Yim, Gladys Baquero, Radmila Pavlovic, Terry Robinson, Hashime Wright, and Crystal Mason (Charlotte Research Institute Housekeeping Team)

TEAM AWARD FOR EXCELLENCE

Kathy Boutin-Pasterz, Lee Arnold, Henry Bennett, Dot Munson, Lucile White, Pat Smith, Walter Edwards, Luis Alvarado, Bill Cavelli, Tonya Day, Rhonda Renwick, Chris Camerino (Residence Life Student Move In)

Arzella McCain, Joyce Parks, Rena Foster, Julie Deese, Tommie, Stafford, David Adams, David Smith, Armando Vasquez-Montalvo, and Bill Adams (Day Care Clean Up)



Pictured left to right: Joyce Parks, Julie Deese, Arzella McCain, David Smith, and Rena Foster

Congratulations Graduates!

Below are photos taken by the Employee Learning and Development Staff in Human Resources. Our Facilities Management staff continues to enroll in these certificate programs to enhance their professional and personal growth. Therefore, we continue to recognize their accomplishments in Facilities Focus (when we are notified of such). Human Resources currently offers three certificate programs for professional development. For more information on how to register for one of the training certificate programs, please access Training website at www.hr.uncc.edu/Training

*The **Program for Administrative Certification (PAC)** is designed to provide employees in administrative support positions with a strong information base for understanding UNC Charlotte's policies and procedures that impact SPA employees.*

PAC Graduates Summer 2009 (right)

(Graduates listed alphabetically—not all graduates are photographed.)

Deidre Coleman, **Kathy Fisher**, Kathie Goldman, Kathy Harmon, Dodie Hart, Lula Hart, Beverly Hinson, Shannon Homesley, Carolyn Irving, Tracee Jackson, David Landrum, Joanne Pippin, Deborah Rose, Kathleen Schumacher, Joyce Veit



***ASPIRE** is for staff members or faculty who aspire to be supervisors, those who supervise student workers or anyone who wishes to learn more about university procedures. This series of workshops will enhance your knowledge of university policies, state regulations, and communication skills.*



ASPIRE Graduates Summer 2009 (left)

(Graduates listed alphabetically—not all graduates are photographed.)

Annette Anderson, Andrew Coffman, David Dickey, **Rosilyn Douglas**, Marilyn Gaymon, Brenda Hamilton, Bobby Hester, Robin Lawrence, Nelly Lezama, Lisa Miller, Franjo Pauler, Waide Redwood, David Sinclair, Dwight Smith, Roger Smith, Jean-Claude Woko, Avery Wright

ASPIRE Graduates Fall 2009 (right)

Facilities Management employees featured (back row): Samuel Moore, 4th from left; Michele Kohan, 5th from left; Paul Taylor, 3rd from right; Charles Schindler, 2nd from right.



SAFETY ZONE

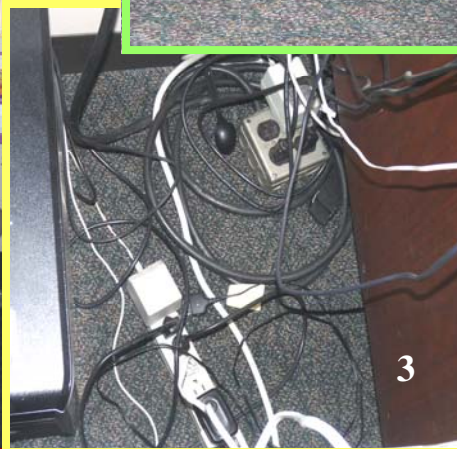
Workplace Safety – Office Areas

Clyde Derberry, Safety & Training Coordinator

When unsafe working conditions are the topic of discussion it's usually a shop or maintenance operation that comes to mind. This is not always the case as unsafe conditions can exist anywhere, yes even in an office environment. As illustrated here office areas are not immune to hazards.

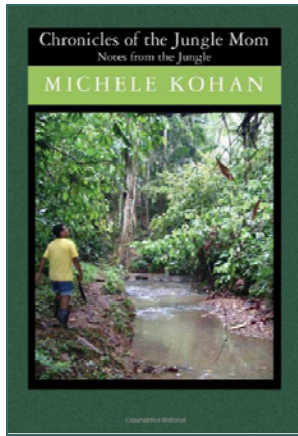
Here are classic examples of:

- ... accessing items from a shelf via risky means (*photo #1*)
- ... injuries caused from file drawers left open (*photo #2*)
- ... does this look like your desk underneath?? (*photo #3*)
- ... check your work area for trip hazards (*photo #4*).



Note: these photos depict staged conditions and in no way represent the actions of the persons and/or departments shown.

Facilities Management Author Offers Book through Campus Barnes and Noble



Housekeeping employee **Michele Kohan** published a book, *Chronicles of the Jungle Mom: Notes from the Jungle* in 2006 after returning from southern Costa Rica. According to Michele, "I wrote from the perspective of a single mom, an unseasoned traveler, living

in a foreign country with two small children. I wrote about the challenges we faced, the people we met and the amazing transformation that took place in our lives. The *Chronicles of the Jungle Mom* is our story. It is unique, in and of itself. It is the story of my children and I, as we embarked on the adventure of a lifetime."

Dilemma on the Bus... How do you say, "Your chicken is dripping on my daughter?" in Patois? Undoubtedly, we had a dilemma. The elderly couple sitting in front of us on the bus back from Limon had stowed what appeared to be a whole chicken wrapped in a plastic bag, up above them. It was thawing quickly. Every time the bus hit a bump, a droplet of condensation - or chicken blood - we're not really sure, came flying back and hit Alex on the knees... So every other stop or so, I nonchalantly stood up and pushed the chicken up a little further - until it was sitting squarely above the woman's head...

"I never intended for my writings to be published, but a desire to provide continued support for [El Puente](#), a non-profit organization serving the indigenous BriBri and Caribbean people of Puerto Viejo, drove me to complete my manuscript in record breaking time upon return to the States. They needed funding and the potential was there. A portion of the proceeds from the sale of each book will be donated to the continued operation of El Puente. Each book sold will help to ensure

that this very worthwhile organization stays in business. El Puente began as a soup kitchen serving nutritious meals to the local indigenous and Caribbean people, and grew into an organization focusing on a comprehensive program aimed toward promoting self-sufficiency. Children are given a chance to attend school for the first time in their lives."

She expectedly wore tattered, soiled clothing, but it was her expression that captured my attention. This girl could have been no more than twelve, but she had the defeated look of an 80-year old - a look that held no hope, a small face incapable of seeing even beyond today. I couldn't help but see the face of my own tiny daughter reflected in the indigenous child's eyes today...

"Small business loans are made to the men, so that they can expand their base area and better provide for their families. A medical clinic has been set upon the front porch, to enable the health officials to treat indigenous children who otherwise, had been left untreated due to the proximity of their homes deep within the jungle."

This family lives in a small wooden shack and sells the large bunches of unripe bananas for 500 colones each. The shack is precariously perched atop a hill and you can see the dirty wooden floor through the haphazardly placed sheets of tin and plywood that serve as four walls. I fear that with the history of landslides in the area, one day we will arrive to find their home crumpled in a heap in the valley below...

A purchase of *Chronicles of the Jungle Mom* is two-fold. You will find yourself immersed in the rich culture of the Costa Rican Caribbean and at the same time, your purchase will benefit a very worthwhile cause. Begin your adventure today. You may find yourself on a plane headed south tomorrow.

Chronicles of the Jungle Mom: Notes from the Jungle is now available at the Barnes and Nobles bookstore located in the new Student Union building at UNC Charlotte. The book can also be ordered through amazon.com or booksurge.com.

-Michele Kohan, Housekeeping

Housekeeping Rises to the Top



Operating on a reduced budget this fiscal year has presented challenges for staff campus-wide. Housekeeping in particular has met these challenges head-on by seeking innovative ways to deal with budget cuts while maintaining a high level of service.

Material costs have increased, yet the budget monies available have decreased. One strategy employed by Housekeeping Coordinator, Greg Kish, has been to purchase less costly products, such as one-ply toilet tissue versus the typical two-ply. In lieu of spending funds for costly repairs on aging vacuum cleaners, Kish and Director Brian Guns have made the decision to purchase new economical backpack units which have a longer life and are more user-friendly.

During the months hardest hit when up to eighteen of our housekeeping positions were frozen, Housekeeping utilized the services of temporary employees through Allegiance Staffing in order to maintain the level of cleanliness we have all come to expect here at UNC Charlotte. With the onset of the flu season, and in particular, the new strain of H1N1 virus, Housekeeping strives to maintain previous APPA levels of cleanliness.

Housekeeping has recently received the go-ahead to fill several vacant positions, and has brought five new employees onboard within the past two weeks. We look forward to continuing to serve the needs of the students and campus staff and strive to meet the challenges ahead.

Brian Guns and Michele Kohan, Housekeeping



By: Dorothy Vick, Capital Projects

Do you realize that Facilities Management is the largest non-academic department on the UNC Charlotte campus? FM has over 380 personnel, representing a very diverse and culturally mixed group of talented men and women who come from all walks of life with varied backgrounds. But what do we really know about our co-workers? What's their background and how did they come to join us here?

There are probably very few people in Facilities Management who do not know **Mrs. Joyce Clay** in Capital Projects. November 2009 will mark her twenty-fourth year with UNC Charlotte. But I bet many of you would be surprised to know that Joyce once had a "pot bellied pig" named Honey. I wonder...is that where they got the name "Honey Baked Ham?" Joyce will tell you that "Honey was a "great" pet and very spoiled – she ate better than I did!" Honey was acquired back in 1997 and passed away October 2002.

And, if you know Joyce Clay, you surely know **Mr. Al McCool**, who has been with our campus and Facilities Management for 27 years. But many of you probably don't know that Al's oldest grandchild, Ms. Ashton Renee Alexander (pictured below), is a Lance Corporal in the United States Marine Corps, proudly serving our country in Iraq with the 2d Maintenance Battalion Supply Company. Although Ashton is currently a Reservist, she plans to apply to Officer Candidates School as she wants to make the military a career. Semper Fi! *Semper Fidelis* is Latin for "Always Faithful."



THE VALUE OF ORGANIZATIONAL VALUES

FACILITIES MANAGEMENT DEPARTMENT VALUES

- S = Safety**
- H = Honesty and Integrity**
- A = Accountability**
- R = Respect for Others**
- E = Excellence**

What's the value in values?

Organizational values define the acceptable standards which govern the behavior of individuals within the organization. Without such values, individuals will pursue behaviors that are in line with their own individual value systems, which may lead to behaviors that the organization doesn't wish to encourage.

In a smaller, co-located organization, the behavior of individuals is much more visible than in larger, disparate ones. In these smaller groups, the need for articulated values is reduced, since unacceptable behaviors can be challenged openly. However, for the larger organization, where desired behavior is being encouraged by different individuals in different places with different sub-groups, an articulated statement of values can draw an organization together.

Clearly, the organization's values must be in line with its purpose or mission, and the vision that it is trying to achieve. So to summarize, articulated values of an organization can provide a framework for the collective leadership of an organization to encourage common norms of behavior which will support the achievement of the organization's goals and mission.

Five ways to live out values

However, just as with a mission or vision statement, it is one thing to have a written guide to an organization's values that remains on the wall, or in a folder, but it is quite another thing to have living values which shape the culture - the way that things get done. So here are five suggestions to ensure you have living values...

1. Communicate the Values Constantly. Values should fit with the organizations' communication, both internally and externally. If we say that we're fun, team-oriented where everyone counts, then having a traditional style with a photo of the CEO may challenge this. Acknowledge and thank those people who have achieved something which particularly emphasizes the values.

2. Enroll New Folk. The values should be explicitly available as new members join an organization. If your organization is a business, this can be a part of the selection process, if a church, and then explicitly stating the values of the church creates an expectation in the minds of newcomers. The church then needs to deliver on that!

3. Revisit and Refresh the Values. Revisit your values periodically - allowing members to update them. This has the power of enrolling those who have joined the organization recently, and avoids the stated values no longer reflecting the business culture.

4. Confront Contradictory Behavior. Ensure that we give feedback to those who don't live out the values of the organization. If people are allowed to live out contradictory values, then over time there is a clear danger that these will usurp the desired values, particularly if it is the more dynamic, dominant individuals who are espousing the contradictory values.

5. Periodically Check out with Feedback. Ask people what they think are the values of the organization - not only members, who may be influenced by the stated values, but outsiders - observers, customers, former members.

Article adapted from materials provided by:
Teal Trust, 4 Portal Road, York YO26 6BQ, UK
<http://www.teal.org.uk/about.htm>

A Letter From An FM Colleague

Friends and Colleagues

We speak often of teamwork and improving communication at our work place. The way we work together to accomplish goals set before us defines who we are. Often we notice a need to improve our communication skills. How we communicate reflects our core values. I think you will agree the values are good.

Respect one another, show no favoritism, and be sincere. Lets add don't speak evil of one another. When we criticize and judge, we are tearing down our work place, destroying our peace, and creating an atmosphere of distrust.

Let's work together to turn this around and move in a new direction. After all, we are all in this together; we do spend more time with one another than we do with our families. Let's go home feeling good from a good day at work not discouraged and tired out from strife and discord.

Sincerely,

Zone Employee

FM VALUES IN ACTION

We have engaged in quite a bit of dialogue about values over the past several weeks. According to the Teal Trust's Five Ways to Live-Out Values, constant communication about values is a good thing. FM employees have voiced their views on the importance of living our values and the input has been greatly appreciated. Here are a few of your comments about values:

- "I am constantly being thanked for smiling and saying hello or good morning to people around here and taking time to show someone to a suite they cannot find...it is the little things that make a difference in this world!"
- "Do it right the first time."
- "You are as good as your word. Make sure your customers can count on you."
- "Communication is key.....without it, how are we suppose to see, see the way we are suppose to go, how are we suppose to know.....Communication is always key, let's not forget it helps both you and me!!!"
- "When I read your email, the first person I thought of was Jimmy Keller in Zone 6.... He demonstrates safety not only for his self but for others... He takes any assignment without a fuss.

If he gets stuck on a problem he asks for help. He has a cheerful personality, positive thinker and generous sole. He is truly a remarkable example of "Values in Action" and I am happy to be able to work with him."

This is a great start, but we need to go much farther. If we are to truly make a difference by living our values we need to become experts at identifying and calling out Values in Action when we see it. Catch someone in the act of living our values and share that information. We don't want general or vague statements about values or how we ought to act. We want specific examples of values in action.

So, catch someone positively acting out our values and give us the details. Be **SPECIFIC** by reporting:

- 1.The situation or task you observed**
- 2.The specific actions taken by the staff member (specifically what they said or did)**
- 3.What value was acted out and how did that action positively reflected on Facilities Management**

Come on! You can do it! Catch a Value in Action. Email your finds to FMHumanResources@uncc.edu.

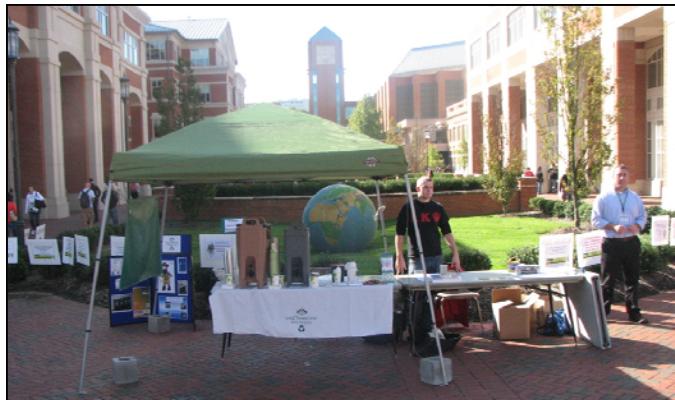
Students, Staff and Faculty
Come Together to
KEEP CHARLOTTE GREEN!



The Office of Waste Reduction and Recycling along with Keep Charlotte Green would like to thank the more than 200 staff, faculty and students that volunteered to make UNC Charlotte's bi-annual campus cleanup a success. At the end of the day, 80 bags of trash, 42 bags of recyclables, a propane tank, a bicycle, a shopping cart, a folding chair, a 32-

gallon drum of adhesive, and two tires were recovered from campus!

The next official cleanup will be held in April 2010. However, if any individuals or groups would like to volunteer before then, they can contact Devin Hatley at dlhatley@uncc.edu or 7-4283. For more information about upcoming events, please visit the recycling department website at www.uncc.edu/recycling.



Capital News

Dorothy Vick, Capital Projects

Some of you may have noticed that construction has begun on the Residence Hall Phase IX building on the former parking lot 24 site adjacent to Lynch Hall. This \$39.1M project will provide apartments and suites to house up to 600 students. It will be a brick and cast-stone clad building (similar to nearby residence halls Lynch & Laurel) with limited parking spaces for ADA compliance and service vehicles. The designer, Clark Nexsen, will attempt to get LEED Silver certification. The construction manager is RodgersRussell.



The short listed firms vying for selection as the construction manager for the Partnership, Outreach and Research for Accelerated Learning (PORTAL) building are BE&K Building Group/Tyler 2 Construction, Bovis Lend Lease/Capstone Civil Group, Edifice, Inc., and Shelco, Inc./Mansel Contractors. Selection should be determined sometime late November 2009. This 90,000sf, \$35M project will sit adjacent to the Bioinformatics Building on the CRI campus and include a 10,000 square foot SCIF (Sensitive Compartment Information Facility) for public/private partnerships to conduct sensitive research. Pease Associates was selected as the design team leader.



Located at the intersection of Brevard and 9th Streets in Uptown Charlotte, the Center City Classroom Building which began in May continues to make progress. All trade packages have been bid on the \$54M project that will house graduate level classes, continuing education, conference rooms and offices. Rodgers Builders is the construction manager.

The bid openings for the site work, concrete and steel packages for the Energy Production and Infrastructure Center (EPIC) will be received next month and construction is scheduled to begin sometime this December. The 200,000 square foot building will provide classroom and laboratory space to accommodate growth in energy infrastructure research and collaboration with industry partners. The building will be located on CRI along Phillips Road across from parking lot 23 and recreation fields 8 and 9 (future home of the 49er football stadium!). Show architect's rendering of both EPIC & football stadium (buy your tickets today).

Bioinformatics Building Helping to Green UNC Charlotte

Devin Hatley, Environmental Educator, Recycling

After years of planning, design, and construction, UNC Charlotte's Bioinformatics building (located on Institute Circle next to Hwy 29) is finally complete and sets the standard for future buildings on campus. What is Bioinformatics you may wonder? In a nutshell, Bioinformatics entails the creation and advancement of databases, algorithms, computational and statistical techniques, and theory to solve formal and practical problems arising from the management and analysis of biological data. Got all that? For test purposes, there is only one thing that you need to remember and it's simple... the Bioinformatics building is a "green" building.

The first of its kind on campus, the building is LEED Certified. LEED stands for Leadership in Energy and Environmental Design. According to the U.S. Green Building Council, "LEED is a performance rating system aiming to improve occupant well-being, environmental performance and economic returns of buildings using established and innovative practices, standards and technology." Some of the features in Bioinformatics include but are not limited to: built in recycling bins located throughout the building; more than 50% of materials were harvested within 500 miles which lowers pollution associated with transportation; a minimum of 10% of the permanent building materials installed on and in this building were manufactured using post consumer recycled materials, and is has a "green" cleaning program among many others.

Construction began in June 2007 and was completed on July 2009. It is the first of its kind on campus, but not the last. "The Residence Hall Phase 9 will be LEED certified, the Center City building will likely be LEED Gold, and the Energy Production and Infrastructure Center (EPIC) will likely be LEED Gold." said Steve Fichter, FM Construction Manager. Levels associated with LEED are: Certified, Silver, Gold and Platinum and are obtained via a points system established by the Green Building Council.

OK, so what are the benefits of these building practices? They are both short and long term. According to David Jones, Sustainability Manager, "We gain cost savings through using resource efficiency (energy and water) during building operations. It has also been suggested that the building systems have longer life cycles as these systems run more efficiently compared to non LEED certified building. This leads to reduced maintenance and replacement costs." In fact, more than 80% of the waste materials during the project were able to be recycled.

Whether it's architecture, construction processes or materials, the most important thing about a building are the people in it. In this case, the Bioinformatics passes with flying colors through improved indoor air quality and comfort due to the design of the HVAC systems, use of low VOC materials, day lighting and improved building cleaning processes. With Bioinformatics in place, "Green" is here to stay.

A PICTURE IS WORTH LEED SILVER

These photos show a few examples of what made the difference in Bioinformatics.

Phase I: Ductwork Fabrication and Storage in Warehouse Prior to Delivery

Ductwork elevated and ends sealed in plastic wrap to prevent dust infiltration.



Phase II: Ductwork Delivery, Onsite Storage and the Beginning of Installation

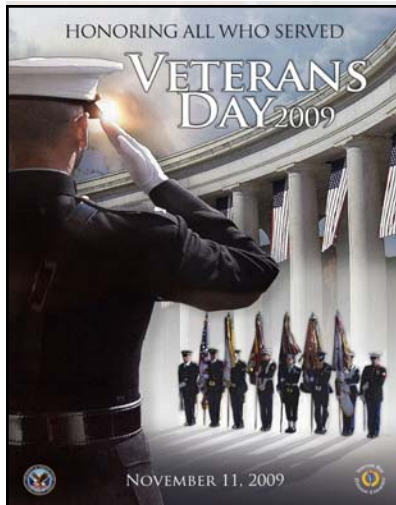
Ductwork Installed and Sealed Prior to Final Connection Demonstrating 100% Protection of Equipment



Phase III: Temporary AHU Operation and Housekeeping

Return air ducts were dropped below ceiling to prevent dust accumulation above ceiling grid





OBSERVANCE

Veterans Day is an opportunity to publicly commemorate the contributions of living veterans – all Americans who have served on active duty in the armed forces. Veterans Day is a time to reflect and honor those who gave their lives while on active duty, and those who survived war but are no longer living.

HISTORY

Originally Armistice Day, Veterans Day became a national holiday in 1954 when then-President Dwight D. Eisenhower signed legislation proclaiming November 11 "Veterans Day." In 1968, a law was passed to change the national commemoration of Veterans Day to the fourth Monday in October. It became apparent that Nov. 11 was a date of historic significance to many Americans. Therefore, in 1978 Congress returned the observance to its original date.

Source: <http://corporate.hallmark.com/Holiday/Veterans-Day>

We pause to commemorate all who have served and the thousands of men and women who are serving our country today and the sacrifices they have made to preserve the independence we take for granted each and every day.

THANK YOU FOR SERVING AND PROTECTING US:

(The following names were submitted by individual areas/shops. If any names were omitted it was not intentional)

Alton Haskin (Zone 7)	E4	Army
Brent Offenberger (Zone 7)	E4	Army
Charles "David" Adams (Housekeeping)	Specialist 4th Class	Army
Charles Schindler (Zone 1)	Specialist 4th Class (E4)	Army
Christopher Gilbert (University Long Range Planner)	Major	Army
Craig Fox (Capital)	Captain	Army
David Skor (Zone 1)	Commisaryman 3	Navy
David Weimer (Zone 4)	2nd Class Petty	Navy
Devin Hatley (Recycling)	PN2	Navy
Dorothy Vick (Capital)	Major	Army
Eugene Gurganus (Zone 5)	Private (E-2)	Army National Guard
Gary Ken Cranford (Zone 6)	E-4	Marines
Hamp Brown (Housekeeping-active duty)	First Sergeant	Army
Howard Jaecks (Steam Plant)	Boiler Tech 2 Oil King	Navy
James Gilberti (Steam Plant)	E4	Air Force
James Mechum (Steam Plant)	Specialist 5 th Class	Army
John Boal (Design Services)	Specialist 4th Class	Army
John Conn (Automotive)	Petty Officer Second Class	Navy
John Fessler (Capital)	LCDR, CEC	Navy
John Garst (Zone 7)	EMC/E7	Coast Guard
John Neilson (Capital)	Builder, First Class	Navy
Joseph Cannon (Steam Plant)	BT1	Navy
Joseph Clay (Zone 1)	Specialist 4th Class (E4)	Army
Larry Griffin (Area A)	Chief Warrant Officer	Coast Guard
Laurance H. Howell (M&O Director)	Commander	Coast Guard
Lee Arnold (Recycling)	OS3	Navy

Mark Neel (Zone 4)	MM2	Navy
Michael Burriello (M&O Central Ops)	SP5/E5	Army
Michael L. Davis (Housekeeping)		Air Force
Phil Jones (Associate Vice Chancellor)	Colonel	Army
Phil Leonard (Grounds)	E-5	Army
Ray Dinello (FIS)	IT1 Surface Warfare	Navy
Richard LaLiberté (Planning)	E4/Corporal	Marine
Rick Ellis (Capital)		Navy
Robert Gray (Zone 6)	Specialist (E-4)	Army
Robert Smith (Zone 2)	Sergeant E4	Air Force
Robert Whisnant (Zone 4)	Sergeant	Marines
Stephen Fichter (Capital)	Lieutenant Commander	Navy
Steve Burt (Design Services)	Sergeant (E-4)	Air Force
Steve Reis (Zone 4)	Staff Sergeant	Air Force
Thomas Stutts (Capital)	SP-5	Army
Thomas Sparks (Capital)	Captain	Army National Guard
Wesley Wright (Steam Plant)	E5	Navy
William Adams (Zone 4)	Sergeant (E-5)	Army
Winford Springs (Housekeeping)	Sp 4	Army

The Habits of Character and Leadership

By Brian Tracy

The ultimate aim of human life and activity is development of character, according to Aristotle. The most important goal you could hope to accomplish in the course of your life is to become an excellent person, in every respect. Your purpose should be to develop the kind of personality and character that earns you the respect, esteem, and affection of the important people in your world.

Develop Your Own Character

Aristotle said a simple method can help, if you wish to learn a virtue later in life. Simply practice the virtue in every situation where that virtue is required. In other words, if you wish to develop the quality of courage, act courageously even when you feel afraid.

Aspire to Leadership

It is not easy to rise to a position of leadership in any organization or in any society. The competition for leadership is fierce. Only the people who are the very best equipped to acquire leadership positions and then to hold on to those positions rise to the top in any area.

The True Test of a Leader

Peter Drucker says the only event that is inevitable in the life of the leader is the "unexpected crisis." Only when you encounter a setback, an obstacle, a difficulty, or the inevitable crisis, do you demonstrate the kind of person you really are. It is not what you say, wish, hope, or intend that reveals your character. It is only your actions, especially your actions in the face of adversity and possible setbacks or losses.

You Are Responsible

Once you have developed a clear vision for your ideal future and resolve to develop unshakable courage by doing the things you fear, you must develop the habit of accepting complete responsibility for yourself and for every aspect of your life.

Tell the Truth

Perhaps the most important quality of leadership is the habit of integrity. You develop integrity and become a completely honest person by practicing telling the truth to yourself and others in every situation. You must continually clarify what you stand for and what you will not stand for. Once you have decided that you are going to build your life around certain values, you refuse to compromise those values for anything.

Now Live!

New Archibus Web Central Functionality

The Facilities Information Systems (FIS) team recently completed an upgrade adding new functionality to Archibus Web Central. Prior to going live, the FIS team successfully conducted several training sessions with the Building Operations, Housekeeping and M & O Managers Supervisor and Processing Assistant roles.

The Archibus system upgrade provides several improvements including new views and user-friendly print features along with the ability for Work Request (WR) and Preventive Maintenance (PM) file attachments. Other new functionality includes:

- A more organized Create Work Request form view;
- Ability to request a Work Request Estimate through the system with a customer approval of the estimate before the work request is issued;
- Ability to create Emergency Work Requests;
- Ability to select to receive email notification that will alert you of any change in status or updates to the work request.
- New up-to-date Standard Operating Procedures (SOPs).

Posted at: <http://facilities.uncc.edu/Archibus/sops.asp>

We are very excited about the new improvements to the Archibus module. We hope the new upgrades will provide more efficient application features that will greatly benefit all of Facilities Management. If you have any comments and suggestions concerning the new upgrades, you may submit them using the FM Web customer feedback form.

Best Wishes to...
Hai Dang



All of us here at Facilities Information Systems (FIS) are sad to say goodbye to **Hai Dang**. Hai recently accepted a Technical Consultant position with AOS, USA (Charlotte Division), our contractor for Archibus.

Hai has been with the Facilities Management Information Systems team since February 2008 and served as the Systems Analyst. He arrived immediately following our first campus-wide Archibus Web Central implementation, and since that time, he successfully completed many custom Archibus developments and assisted many of our Facilities Management and campus customers.

Hai has been an integral part of the Facilities Information Systems family, and we will miss him greatly, but look forward to working with him as an AOS Technical Consultant. Join us in congratulating him and wishing him the best in all his future endeavors.

Babies are true blessings...

Announcing the newest member of the FIS family:

Destiny Michelle Sims
Born: August 2, 2009 at 10:00 am
7 pounds, 6 ounces and 20 inches

Congratulations to **Dionte Sims** and his family!



Michele Kohan in Housekeeping was recently blessed with a third grandchild. Josiah Edward Bunnell was born to her son Jon and daughter-in-law Julie on October 8. He weighed in at 9 pounds 1 ounce.



Robert (Country) Bailey, Ralph Necaie, Isaac Nelson are pictured above at a retirement celebration in their honor. On August 28, Grounds and other staff came together to say THANKS and bid a fond farewell to three very deserving employees.

Congratulations Laura!

Real Estate's **Richard LaLiberte's** stepdaughter (Laura Hudson) received her PhD in Plant Pathology from NC State this past May. Laura has recently accepted a research position and will be working on campus in association with SoyMed.



Laura Hudson with step-dad Richard LaLiberte'

Happy Happy Birthday

11/1	Robert Kennedy	Grounds	12/13	Essa Dossary	Design
11/2	Jose' Palacios	Grounds	12/13	Richard LaLiberte	Planning
11/3	Crystal Mason	Housekeeping	12/17	Tommy Pressley	Zone 2
11/3	Daneil Reichert	Zone 6	12/18	Mingji Jin	Housekeeping
11/4	Hamp Brown	Housekeeping	12/19	James Gilberti	Steam Plant
11/4	Rosilyn Douglas	Housekeeping	12/20	Maria Lopez	Housekeeping
11/4	Art Sutherland	10-M&O	12/24	Elizabeth Brown	Housekeeping
11/6	Luz Gomez	Housekeeping	12/25	Joseph Johnson	Zone 1
11/7	Willard Brown	Housekeeping	12/25	Clozel Macena	Housekeeping
11/7	Gary Edwards	Grounds	12/25	Yan Yim	Housekeeping
11/8	Phil Meacham	Zone 5	12/26	Joseph Clay	Zone 1
11/10	Ron Hobson	Zone 6	12/28	Christy Case	M&O
11/10	Mario Moore	Housekeeping	12/29	David Dickey	Housekeeping
11/12	Sarah Duncan	Housekeeping	12/29	Noella Paquette	FBO
11/12	Wesley Wright	CO-3	12/29	Roosevelt Speaks	Grounds
11/13	Shariffe Samuels	Housekeeping	12/30	Erik Boice	Zone 5
11/16	Rhonda Renwick	Recycling	12/30	Arnold Vanhoy	Zone 6
11/16	Eric Walcott	Zone 6	12/31	Craig Fox	Capital
11/17	Fred Brillante	Design	12/31	Tim Overcash	Zone 6
11/19	Carolyn Hinkle	Zone 1	1/2	Annette Anderson	Housekeeping
11/19	Elzy Neely	Housekeeping	1/2	Randy Baucom	Zone 7
11/19	John Surace	Grounds	1/2	Katherine Humphries	Housekeeping
11/22	Clara Crawford	Housekeeping	1/3	Edison Cobos	Housekeeping
11/22	Mike Harris	Housekeeping	1/3	Tammie Farr	Housekeeping
11/24	Thomas Guenther	Zone 1	1/3	John Morris	Zone 5
11/26	Paul Taylor	Zone 1	1/4	James Krupa	Zone 6
11/28	David Roman	Zone 4	1/4	Philip Leonard	Grounds
11/30	Debra Mayfield	Housekeeping	1/4	Essie Spears	Housekeeping
11/30	David E. Smith	Zone 4	1/5	Bob Frias	Zone 5
12/1	Jerome Steele	Grounds	1/7	Agnes Douglas	Housekeeping
12/2	Walky Louis	Housekeeping	1/9	Jacob Atkinson	Key Shop
12/2	Kathy Thomas	Housekeeping	1/10	Cristhian Gonzalez	Grounds
12/3	Sonia Perez	FBO	1/11	Dennis Campbell	Zone 1
12/5	Don Ramsey	Grounds	1/13	David Haigler	Grounds
12/5	Linda Wiley	Housekeeping	1/16	Trokon Taybior	Housekeeping
12/6	Drew Averitt	Design	1/18	Rocky Germani	Zone 1
12/7	Cannise Evans	Housekeeping	1/20	Lyvie Alvinzy	Housekeeping
12/7	Bob Smith	Zone 2	1/20	Anthony Horn	High Voltage
12/8	James Crump	Housekeeping	1/20	John Neilson	Capital
12/8	Lisa Miller	Housekeeping	1/21	Tonya Day	Recycling
12/9	Steven Singer	Zone 6	1/25	Joyce Clay	Capital
12/10	David Adams	Housekeeping	1/29	Sam Coleman	Housekeeping
12/10	Beverly Hancock	Housekeeping	1/29	Nicholas Fulton	Grounds
12/10	David Huntley	Zone 5	1/30	Madia Smith	Housekeeping
12/10	Charles Schindler	Zone 1			

We Need to Hear From YOU!



Facilities Management Employee Satisfaction Survey November 9-18

As an employee of Facilities Management at UNC Charlotte, we are again asking for your help by completing the survey. The purpose of this survey is to see, overall, how satisfied Facilities Management employees are with their jobs. There are no right or wrong answers. We would like for you to be open and give your honest opinion. Your individual responses will be kept confidential. The responses of all participants will be put together and analyzed by the Research staff of the UNC Charlotte Urban Institute. This is a very important instrument that is used to assess and develop staff related programs. Please plan to participate.

The survey will once again be administered by the Urban Institute (UI) and **will be conducted on-line for the first time**. You have been assigned to one of the following options for taking the on-line survey:

Urban Institute Computer Lab Option

If you are in Housekeeping, Recycling or Maintenance & Operations and do not have ready access to a computer, you are scheduled to take the survey on-line at the Urban Institute's computer lab which is located in **South Colvard Room 1033A**. See the schedule attached for dates and times for your area. Note that there is more than one time slot for each work area. The computer lab

only has 12 terminals available; therefore it is important that you stick to the schedule and the distribution for your area. Administrative staff in Housekeeping and M&O have coordinated with the supervisors to distribute staff at assigned times. **Please ask your supervisor which time you should attend.**

Note: Supervisors and Managers are NOT permitted to use the Urban Institute computer lab to take the survey.

Desktop Option

If you are a manager, supervisor, administrative staff member or have a personal computer assigned to you at your workstation, you are required to take the survey on-line, at your workstation. You will be receiving an email from the Urban Institute providing you with on-line access information.

If you have additional questions regarding the survey, please talk with your supervisor or contact me. Thanks in advance for your support of this effort.

Denise Brown-Hart, Facilities HR Manager

**Facilities Management
Annual Holiday Party**

December 9, 2009 at 11:00 a.m.

**Crossroads Café
Cafeteria Activities Building**

**Catered meal by Chartwells
\$6.25 per person**

**Deadline to pay is December 1
Please bring desserts**

Entertainers!

**Contact Patricia Teal (Zone 5)
via e-mail or extension 7-6096 by
November 20 if you would like to partici-
pate on the program.**



**Holiday Parade on Wheels
Send entry forms to
Tom Guenther (Zone 1) or
John Barden (Automotive)
by November 20.
Entries can be ANYTHING on wheels
... including a vacuum cleaner.**

**CPR and First Aid Class Schedule
November 20**

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

**ALL EMPLOYEES
MEETINGS**

SECOND & THIRD SHIFT

January 28 at 10:00 p.m.

College of Health and Human Services 281

FIRST SHIFT

January 29 at 10:00 a.m.

McKnight Hall - Cone University Center

**Please submit questions anonymously for
Phil to Beverly Imes (7-3154) or
brimes@uncc.edu by January 15, 2010.**



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, Casi Shepardson

Proofreaders: Denise Brown-Hart, Haley Collins, Michele Kohan, and Dorothy Vick

Photographers: Chris Allen, Wade Bruton, Jessica Deal, Clyde Derberry, Paul Dilgard, Ray Dinello, Jen Evans, Kathy Fisher, Crystal Garris, Beverly Imes, Shirley Jackson, Brian Kugler, Julie Laytham, John Neilson, Recycling Staff, Dionte Sims

Please look online for the newsletter at: <http://facilities.uncc.edu/FileManager/files/Issue31.pdf>