

From the Associate Vice Chancellor for Facilities Management

The State's fiscal year (budget year) ended on June 30, 2005. This milestone provides a good opportunity to reflect on our many accomplishments of the last 12 months. Facilities Management has indeed had a banner year.

- We added 71 new employees to our Team.
- We completed construction and occupied eight new buildings during the past 12 months. These buildings include Robinson Hall, College of Education Building, Science and Technology Building, two Regional Utility Plants (RUP 1 and 2), Engineering Research Building, Facilities Management and Police Building, and the Chancellor's Residence. This added over 500,000 square feet to our building inventory. Occupying these new buildings has challenged us all.
- We did nearly \$3.5 million in informal project work during the past year, a 33% increase over previous years.
- In all, we completed 173 repair and renovation projects.

Throughout this turbulent year, the entire Facilities Management Team stepped up to every challenge. The campus has never looked better. We are operating at a higher efficiency than ever before. I am very proud of all of you and the job you have done during the last year.

The challenges will not let up as we go forward into the next fiscal year. It promises to be an exciting and very busy one. We have several strategic initiatives on the horizon which, when implemented, will make us a better organization.

First is the move of Grounds and Automotive to the new compound. There is still construction work that needs to be done to bring this to fruition but, I am confident that we can finish this work and get these two shops moved in the near future.

Secondly, we are going to charter three "process reinvention teams" to reengineer our work order process, our preventive maintenance (PM) process and our informal projects process. These three teams will develop the business practices that we will implement along with new web-based software for work management. A final strategic initiative will be the long awaited start-up of a central warehouse in the old Grounds building. We have narrowed the selection process for the provider of this service to two vendors and we expect to make a selection within the next couple of months. Implementation will take place after the move of the Grounds shop. All of these initiatives will provide unique improvements to our customer service.



Philip M. Jones, Associate Vice Chancellor for Facilities Management

This coming year promises to bring challenges in all our corporate endeavors. We must surely continue to develop our tightly knit teamwork in order to succeed. Keep up the good work on our road to a *Campus of Distinction!!*

Philip M. Jones
 Associate Vice Chancellor for Facilities

*Facilities Management....
 Creating a Campus of Distinction*

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EMPLOYEE OF THE QUARTER

By: Beverly R. Imes

Congratulations to Elizabeth Mace, Motor Fleet Processing Assistant, who has been honored with the “Employee of the Quarter” award for **January—March 2005**.

When asked how she felt about receiving this award, this was her response, “I feel honored and appreciated by my fellow employees and supervisors as well as surprised I received it due to my lack of time in this department.”

Elizabeth received two nominations. One was from her supervisor, John Carpino. He mentioned, in his nomination, her implementation of a training manual for Motor Fleet. She stated she worked closely with Doug Lynn, program developer, as well as Ray Dinello, Facilities Information Systems, providing insight, ideas and changes to the way Motor Fleet conducts business for the development of the program. The Web-based Motor Fleet site was developed to link the old, time-consuming way of billing right into the program. No more human error or needless paperwork, not to mention the timesaving factor in the monthly billing process.

The training manual was written over a period of time. She had to first learn the program with a few crash courses from Doug and then, she wrote it as she learned. The path to the manual is S:\Share\Maint_Ops\MotorFleet_HelpDesk.

John Carpino added, “Elizabeth has been extremely dedicated to our operation, enjoys being busy, greets everyone in a pleasant manner and always tries to improve our processes. She is well liked by co-workers and has accomplished this in a short amount of time.” Elizabeth’s hire date was August 23, 2004.

The second nomination was from her co-worker,



Phil Jones presents Elizabeth Mace with the Employee of the Quarter Award at the Annual Picnic on June 10, 2005.

John Conn, processing assistant for Automotive and Preventive Maintenance. He nominated Elizabeth, because of her help during his medical absence. Elizabeth not only took care of her hectic job at Motor Fleet but, also took care of work orders, PMs and ordering of material in my absence for both shops 16 and 18. He went on to say that she is a true team player and he appreciates everything she has done.

Those are humble words not often heard between co-workers.

Elizabeth stated what she did in John’s absence wasn’t too different from what she does in Motor Fleet other than their work requests are a little more involved and require estimates and follow up work requests assigning work to be done to other shops.

She closed by saying, “I have to be learning all the time and this position has allowed me to do that. I have thoroughly enjoyed my almost 1 year here and look forward to many more to come.”

SUPERVISOR OF THE QUARTER

By: Beverly R. Imes

Congratulations to David E. Smith, Electrical Supervisor II who has been honored with the first “Supervisor of the Quarter” award for January—March 2005.

This isn’t the first time a supervisor has been nominated and then selected to be the employee of the quarter. However, since this is the third time within one year it has happened, Mr. Phil Jones proposed to the Awards Committee that they implement a new category to recognize supervisors.

David Smith was nominated for an Award for Excellence by Phil Meacham, Electrical Supervisor I. Phil wrote, “David has helped develop an atmosphere in Shop 11 that makes it fun and a pleasure to come to work every day. He has been a positive attitude changer in Shop 11.”

When asked how he felt about receiving this award, David responded, “I was deeply honored to be nominated by someone who works so closely with me. There are so many great supervisors in Facilities Management and to be singled out by members of the department is very special.”

I asked David what specific things he implemented to change the attitude in the shop? He stated, “The most important thing that I did was to show a genuine concern for the members of the shop. I take the time to ask the people in the shop how they are doing and what, if any, concerns that they have. I feel that when people feel they are important, they are more willing to support their leadership. I also try to encourage everyone as much as possible. They also know that I am not going to ask them to do anything that I would not do myself. I am not going to put them in any condition that is not safe. Because of the way I treat them, they in turn respect me and are willing to follow my lead and work hard.”

David began his employment with Facilities Management on May 3, 2004 as the Electrical Supervisor II. Currently, David is also in his second month of service as Interim Maintenance and Operations Director.



Phil Jones presents David Smith with the Supervisor of the Quarter Award at the Annual Picnic on June 10, 2005.

During the last Strategic Planning Session his colleagues complimented his work in this position. Here are comments from two of them.

Dan Ziehm, Assistant Director for Project Management in Capital, had this to say: “With all of the work that the shops do and with all of the work that Engineering Services and Capital and all of the other groups bring to M&O, David needs to be recognized for the outstanding job he has done. David has always had the attitude that we will sit down together and work out a solution to an issue or problem that will benefit or work for all that are involved. David has done an exceptional job as the Interim M&O Director and should be recognized for his outstanding efforts.”

Essa Dossary, Electrical Engineer, stated “David has been very supportive to me during my assignment at FM. He has enthusiastically embraced new projects and will not hesitate to ask questions and get involved to get the job done correctly.”

In closing David added this, “I love coming to work everyday. There is never a dull day working in Facilities Management. Each day is full of new challenges and new problems to solve. One thing I love is that I have been able to come in and have a positive impact on people.

David is a graduate of UNCC with a degree in Business Administration. He is married to Crystal and they have two sons, Jonathan (14) and Jeremy (11).

TEAM OF THE QUARTER Prospector Faculty/Staff Renovation Team

By: Beverly R. Imes and Steve Burt

This is one of the largest team awards presented. Ready for the roll call?

Electrical:

Albert Reynolds, Bob Lewis, Chris McKinney, David Huntley, David Smith, Dewey Lilly, Jack Hartsell, James Manley, Jim Campbell, John Godfrey, John Nash, Lance Anderson, Lewis Jackson, Phil Meacham, Tracy Bevins, William Synder and Winston Bynoe

Heating/Ventilation/Air Conditioning:

Larry Earnhardt, Arnold Vanhoy and Mark Neel

Housekeeping:

Arzella Baker, Angela Davis, Annie Joyner, Beulah Shankle, Bonnie Peoples, Carolean Minor, Confort Wilson, Deborah Houser, Elizabeth Browne, Essie Spears, Gail Carlisle, George Lemus and Henry Bennett

General Services:

Adam Thompson, Bob Fitzgerald, George Frias, Jacob Atkinson, James Williams, Jerome Steele, John Heck, Kenny Leazer, Larry Lane, Robert Braun, Robert Gray, Robert Herrington, Ron Hobson, Ronnie Bell, Sam Feedback, Steve Condon, Steve Terry, Ted Fortner, Tim Smith, Wilber Lawrence and William Adams

Fifty-four people were nominated by Steve Burt, Engineering Services, for an Award of Excellence for the exceptional work performed and the beauty of the finished product for the Gold Room Faculty/Staff dining room at the Prospector. All this work was completed during Spring Break, a period of only one week. This required both overtime & weekend work.

The project was to renovate the dining room, restrooms, foyer, serving area, and wait



Phil Jones presents members of the Prospector Faculty/Staff Renovation Team with the Team of the Quarter Award at the Spring Picnic on June 10, 2005

staff workroom in time for service to begin Monday, March 14, 2005. This was in addition to all the other jobs and work orders going on at the same time. Everyone involved pitched in and worked together. They solved all last minute problems and scope changes, and the project was completed "On Time".

The customers have voiced their appreciation for the excellent work performed and the beauty of the finished product. I have always been pleased with the work performed by the various Shops on all my projects, but once again this effort was truly "Above & Beyond". Please offer my sincere "Thank You" to all involved for an exceptional team effort.

Below is a picture of the finished product. Congratulations for a job well done!



FOCUS ON STAFF

Congratulations to **David E. Smith and Elizabeth Mace**, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to the **Prospector Faculty/Staff Dining Room Renovation and Clean-Up Team** who received the Team of the Quarter Award for the period of January—March, 2005.

Other recipients for the January—March quarter were:

SAFE TEAMS OF THE QUARTER

**Automotive, Preventive Maintenance, Recycling and Zone 1 reported no accidents
Electrical, HVAC, General Services and Grounds had no OSHA recordable accidents**

Presentations were made by Byron O'Daniel, Interim Maintenance and Operations Director.



Automotive & Preventive Maintenance



Recycling



Zone 1



Electrical



HVAC



General Services



Grounds

FOCUS ON STAFF

Customer Service Awards – Individual (nominated by campus customers):

Arzella Baker, Winston Bynoe and Marisa Elston. (Pictured below in alphabetical order)



Jerry McManus was also nominated for a Customer Service Award.

Award for Excellence—Individual (nominated internally):

Tracy Bevens, Tera Bryant, David Huntley, Beverly Imes, Phil Meacham (2 nominations), Pauline Simuel, Steve Terry and William “Carolina” Snyder. (Pictured below in alphabetical order)



Jodi Case, Ken Cranford and Noella Paquette were also nominated for Awards for Excellence.

FOCUS ON STAFF

Award for Excellence—Team (nominated internally)



Second Shift Housekeeping—Demonstrated necessary skills, knowledge and proficiency.

Jack Hartsell and Mike Camp—Found a way to feed power to receptacles, saving a wall and money on materials and labor



Lance Anderson, Win Bynoe, Mike Camp, Jim Campbell, John Godfrey, Jack Hartsell, David Huntley, Lewis Jackson, Bob Lewis, Dewey Lilly, Marvin Mackey, James Manley, Chris McKinney, John Nash, Steve Reis, Albert Reynolds, William Snyder—Completed projects and maintained their schedules on service and preventative maintenance work requests.

Also nominated for a team award, but not available for picture, were **Arnold VanHoy and Larry Earnhardt** for their work on a leak in press box # 7 on the main gym floor.

To view all “All Employees Meeting” photos and read detailed descriptions of nominations, please visit our web site at:

<http://facilities.uncc.edu/awards>

Congratulations to **John Conn**, Processing Assistant IV, Preventive Maintenance. John received his Associates Degree in Education from Central Piedmont Community College on May 11, 2005.



EMPLOYEE OF THE QUARTER

By: Beverly R. Imes

Congratulations to Armando Vazquez-Montalvo, General Services, who has been honored with the “Employee of the Quarter” award for April—June 2005.

Armando was nominated for this award by Elsie Byrd, African-American and African Studies Dept. She stated that on Thursday, June 9, 2005, while working in the AAAS department, Armando gave invaluable assistance to Dr. Loy Witherspoon, a faculty member who took ill. I noticed Dr. Witherspoon not "walking" the way he normally does. I asked if he was okay; he clearly wasn't, and got him to his office and sat him down. While I stayed with Dr. Witherspoon, Armando came to check to see if everything was okay.

Dr. Witherspoon was using his phone to try and reach his doctor. At that time, it was critical that I stay with Dr. Witherspoon--but it was more critical that emergency personal be called.

Armando went and called security. Without his invaluable assistance, precious time and maybe, just maybe, one of the most revered persons on campus could have been lost to UNCC.

It would have been so easy for Armando to continue on with his work, as though he had seen nothing. However, he went the **10 extra miles** to come to the aid of a fellow human being, which is becoming rare in today's society. With all of that said, Armando completed his work to the highest level of a craftsman.



Phil Jones presents Armando with the Employee of the Quarter Award at the Quarterly All Employees Meeting-July 29, 2005.

Armando was hired December 20, 2004 as a General Utility Worker in Grounds. He was promoted to Carpenter II in General Services effective April 18, 2005.

As the recipient of this award, Armando receives a few perks including:

- Governor's Award for Excellence Submission
- Name added to recognition plaque
- Certificate
- *Campus News* notation
- FM Newsletter notation
- FM Staff Meeting recognition
- Annual evaluation notation

Phil Jones announced a new incentive which is the “**Employee of the Quarter parking space**”. The sign is currently being made. A space will be available at the New Facilities Management as well as a space close to the Maintenance and Operations building. The sign is interchangeable to be displayed at the appropriate lot depending on which building the employee of the quarter works.

TEAM OF THE QUARTER GROUNDS

By: Beverly R. Imes

The awards summary states this award is given to a team that goes above and beyond expected duties and/or demonstrates creativity, initiative, heroic action, and/or emergency responsiveness over the course of a quarter.

When planning the awards program, it was the Associate Vice Chancellor's plan that this award be given to a shop who met the above criteria. However, this is the first time an entire shop was bestowed with this honor.

Grounds was nominated by one of their supervisors, Bob MacDonald. He stated in his nomination every member of the Grounds Dept. was involved in the landscaping project for the new Facilities Management building.

From unloading the nursery trucks, creating a temporary nursery area with irrigation and deliv-

ering mulch and amended soil, to planting, watering, fertilizing all the trees and shrubs, everyone contributed something to this project. This was a project that was given to Grounds with very little forewarning. The end result exhibits the dedication and professionalism of the department's members. Bob concluded his nomination by saying "Thanks for a job well done."

Evidently, the awards committee agreed and therefore this shop of over 35 men and women received the Team of the Quarter Award.

The purpose of the Facilities Management Grounds division is to maintain, beautify and repair University facilities which includes 250 acres of intensely developed grounds, 12 miles of roadways, parking facilities (43 lots and 5 decks), and a 68 acre athletic field complex.

Penny Franki, another Grounds supervisor, stated she thinks it is well deserving. She is very proud of their team.

Congratulations!

This is great! We deserve this! What do we get?

Thanks for noticing the hard work we do.

Hopefully, we have begun a new dynasty.



**Phil Jones presents GROUNDS with the Team of the Quarter Award at the Quarterly All Employees Meeting on July 29, 2005.
Say "Trees!"**

FOCUS ON STAFF

Other award recipients for the April—June 2005 quarter were:

SAFE TEAMS OF THE QUARTER

Electrical, Automotive, Preventive Maintenance and Zone 1 reported no accidents
HVAC and General Services had no OSHA recordable accidents



Lewis Jackson accepts for Electrical, John Conn accepts for Automotive and Preventive Maintenance, and Joey Johnson accepts for Zone 1.



David Hillard accepts for General Services and Howard Jaecks accepts for HVAC.

Customer Service Awards – Individual (nominated by campus customers):

Lewis Jackson (left) and Walter Wild (right)



Award for Excellence— Individual (nominated internally):

Jerome Crawford (right) and Mark Neel (not available for picture)



FOCUS ON STAFF

Customer Service Award —Team (nominated by campus customers)



James Williams, Jerome Steele (not pictured), Bob Fitzgerald, Adam Thompson and Ron Hobson



Ron Hobson & Ted Fortner

Award for Excellence—Team (nominated internally)

Pershall Leak and Dorothy Knotts (Third Shift—not pictured)

Jeffrey Adam, James Brown and Elzy Neely (Third Shift—not pictured)

Jose Palacios, Paul ‘Eddie’ Yost, Ralph Necasie and Rob Kennedy (right)

Adam Thompson and Kenny Leazer (Adam pictured below left)

Zone 1 Maintenance Team: Art Sutherland, Greg Barnes, Terry Eudy and Joey Johnson (Greg, Terry and Joey pictured below middle)

Mike Camp and Jack Hartsell (Mike pictured below right)



To view all “All Employees Meeting” photos and read detailed descriptions of nominations, please visit our web site at:

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COMMENTS ABOUT FOR NEW FLOWERBEDS AROUND CAMPUS

It began in late winter when new varieties of plant seeds were purchased. **Jose' Palacios** and **Eddie Yost** planted hundreds of seeds in individual pots to sprout and grow in our green house. The new plants were given tender care and then replanted all over the campus. The number of plant bed sites was dramatically increased this spring resulting in many beautiful displays of the new varieties suggested by **Rob Kennedy**. Of particular interest is the first long bed on Broadrick Blvd. The center section is made up of two varieties of 'Amaranthus'. This is our first attempt to use this plant on campus and we are overwhelmed by our success and the attention they have received from the public at large. The tallest plants are tri-color "Perfecta" which can grow up to four feet tall. They will often require staking due to their height. The taller varieties may also need 'heading' by cutting off the top of the plant. Heading should be done in late July and no later than August 1 to ensure that the flower heads will still produce. The second variation is 'Illumination', which will grow two to three feet tall. The bright colorations we see are all from the foliage rather than from flowers. The 'Perfecta's' currently have flower heads which will soon be joined by colorful seed heads.

Wild varieties of "Amaranthus" grow in South America. The plants prefer full sunlight and a sheltered location. They may be cut and used for fresh or dried flower arrangements, although the plants may not be cut here on campus. The seeds from the seed-head are ground up and used like flour or they may be heated and popped like mini-popcorn.

Jose', Eddie, and Rob were joined by **Ralph**

NeCaise who operated the backhoe, mixed soil and delivered mulch to each bed. These four men also were the nucleus of the entire Grounds Department group responsible for the installation myriad of plants and trees surrounding the new Facilities Management and Public Safety Building.

Rob Kennedy and Bob MacDonald, Grounds
Photos by: Penny Franki, Grounds



Amaranthus-'Perfecta' (tall) and 'Illumination'



Rob, Jose', Eddie, and Ralph – the expert annual planters!

I have yet to find a man, whatever his situation in life, who did not do better work and put forth greater effort under a spirit of approval than he ever would do under a spirit of criticism." - Charles M. Schwab

Happy Birthday to You!!

This list was provided by Human Resources. If any names were omitted, it was not intentional.

AUGUST

Al-Arashun, Confort	8/2	Housekeeping
Argueta, Arnulfo	8/15	Grounds
Baker-Davis, Leona	8/2	Housekeeping
Brown Jr, James	8/18	Housekeeping
Byrd, Melvin	8/2	Housekeeping
Conway, Gerald	8/29	Heat/Vent/AC
Dinello, Ray	8/10	FIS
Farrar, Xavies	8/25	Housekeeping
Harris, Mae	8/19	Housekeeping
Jordan, Lucille	8/31	Housekeeping
Kay, James	8/6	ZONE 2
Leak, Pershell	8/30	Housekeeping
McCain, Roger	8/5	Housekeeping
McCool, Al	8/24	Capital
Nelson, Isaac	8/29	Grounds
Pandya, Subhash	8/9	Housekeeping
Parks, Diana	8/18	Housekeeping
Rust, Charles	8/20	Capital
Smith, Yonette	8/8	Recycling

SEPTEMBER

Adams, Jeffrey	9/6	Housekeeping
Altman, Pete	9/12	Heat/Vent/AC
Bailey, Robert	9/26	Grounds
Caudle, Lanny	9/7	Grounds
Crawford, Jerome	9/23	Automotive
Eudy, Thomas	9/30	Grounds
Harris, Mary	9/25	Housekeeping
Howard, Rosa	9/27	Housekeeping
Jackson, Lewis	9/7	Electric
Knuth, Steven	9/4	Grounds
Kroeze, Dale	9/22	Grounds
Manley, James	9/8	Electric
Mechum, James	9/22	Steam Plant
Pauler, Franjo	9/6	Housekeeping
Pavlovic, Marijan	9/9	Housekeeping
Pearson, Joann	9/20	Housekeeping
Reynolds, Albert	9/16	Electric
Russell, Ronald	9/25	Grounds
Starcher, Ken	9/21	Heat/Vent/AC
Steele, Sylvester	9/4	Housekeeping
Thornton, Gene	9/30	General Services
Woodard, Thomas	9/15	Housekeeping

OCTOBER

Baker, Robert	10/30	Grounds
Barrier, Dan	10/7	Grounds
Deese, Deborah	10/11	Housekeeping
Ellis, Rick	10/27	Capital
Feeback, Sam	10/17	General Services
Gay, Kelly	10/24	Capital
Green, Linda	10/26	Housekeeping
Guns, Brian	10/3	Housekeeping
Honeycutt, Tony	10/31	Electric
Jaecks, Howard	10/11	Steam Plant
Jones, Philip	10/11	Assoc. Vice Chancellor
Keller, Jimmy	10/2	Heat/Vent/AC
Lambert, Tony	10/11	Heat/Vent/AC
Lattin, John	10/2	ZONE 2
Lawrence, Chip	10/5	General Services
Leazer, Kenny	10/25	General Services
Lewis, Bob	10/18	Electric
McDuffie, Lillie	10/24	Housekeeping
Neyfel'd, Galina	10/4	Housekeeping
Pavlovic, Radmila	10/1	Housekeeping
Rayner, George	10/5	Grounds
Shepardson, Casi	10/26	Planning
Shores, Chris	10/23	Preventive Maint
Terry, Steve	10/9	General Services
Wild, Walter	10/6	Heat/Vent/AC
Williams, James	10/21	General Services
Williams, Gaynell	10/5	Housekeeping

Learn to enjoy every minute of your life. Be happy now. Don't wait for something outside of yourself to make you happy in the future. Think how really precious is the time you have to spend, whether it's at work or with your family. Every minute should be enjoyed and savored.

Earl Nightingale

FACILITIES MANAGEMENT and POLICE BUILDING UPDATE

We're in! It's been a long time coming. The construction of the Facilities Management and Police Building (formerly the Physical Plant and Campus Public Safety Building) is complete. This project was a little different in that the customers were a little unusual – Police and our own FM Department. This made its success a little more challenging. It's hard to make people happy, let alone your own Department, and the Police Department had certain criteria that had to be met. I felt a more personal investment in this project because I wanted to do right by my own co-workers.

Overall, the move went smoothly. ITS/FIS did a great job in limiting the down time of our computers and phones. Grounds Shop and Peter Franz have done a nice job with the landscaping on the site.



The vehicle lifts are installed in Building J. Jeff Ross has gotten the back compound area well underway. This area will house storage bays/sheds for recycling debris, grounds materials (like mulch, slag & stone), light poles, machinery, and storage trailers. Automotive & Grounds are anticipated to move in the next couple of months.

Parking Lot 26 is now open and in use thanks to Jeff Ross and Granite Contracting.

'We're very satisfied with our new facility' quoted Chief Lynch.

I'd like to take this time to thank some of the construction team closely involved for a project well done – Chief Lynch, Captain Hawn, Phil Jones, Al McCool, Jeff Ross and the Conner Company.

Casi Shepardson, Planning Section
Photos by: Al McCool



Now that we're here...

Solicited comments from staff who moved into the new building. Here are three responses:

"I just want to thank John and Casi for all their hard work and for listening to our moaning and groaning in getting us here." - Charlie Rust, Director of Capital Planning and Construction

"You realize how new is new and how very old is old when you move to the new facility and live there for a while, then return to the old facility for a visit."—Joyce Clay, Capital Planning and Construction

"I still have files in moving boxes."—Beverly Imes, Associate Vice Chancellor's Office

Bidding Farewell to Mr. Ronald Hooks 28 Years of Service

Psalm 128:1-2 says, "Blessed are those who fear the Lord, who walk in His ways, you eat the fruit of your labor. Blessings and prosperity will be yours forever".

These verses describe Ronald Hooks best. Even though I have only been Ron's supervisor for a short time, I truly believe that Ron has been a big part of who I am as a supervisor. Ron is one of the most humble, dependable, respectful, trusting, compassionate, forgiving, loving, and God-fearing men that I have ever met.



Ron has worked at the University for over twenty-eight years. He never missed any time from work without good reason. He was always on time, in fact, he was always early. Ron never said "no" to anything I asked of him and if there was anything that he was not sure of, he would always say, "Essie, I'll do my best". Ron was always very neatly dressed and always in his uniform.

He is one of a kind. There aren't too many people that can say that they have been a part of this or any job for over twenty eight years and leave with a clean slate, but Ron can. He has been a very important part of this University. But, now its time for Ron to start a new beginning, one that he has so graciously earned. And, it is with many mixed emotions that I bid Ron "Farewell, Good-Luck, and God's Speed", as he opens another chapter in his life, starting October 1, 2005.

Ron, on behalf of the entire University of North Carolina at Charlotte, WE BID YOU GOD'S BLESSINGS ON YOUR RETIREMENT.

Your Supervisor and Friend Forever,
Essie Spears

Rosa Howard Retires

Submitted by: Shem Logan, Housekeeping Supervisor

Rosa Howard, who works at the Housekeeping Department during the third shift hours, retires after 21 years of service. Rosa, a very honest, hard worker who began her career here at UNCC in late 1984, says it has been a long, hard journey, but through the grace of God, she made it and enjoyed every day of her career here. She proudly repeated, "If I had to do it again, I would, with no hesitation."



Mrs. Howard worked in the Reese Building as housekeeper under supervisor, Shem Logan. She retires on October 1, 2005, and will be missed by her supervisor, co-workers and Administration. We wish her success and good health in her future endeavor.



Congratulations Zacch !!

For three years, **Zacch Antonio Estrada-Petersen** has been interviewing and writing articles on both the employees of the quarter and teams of the quarter. Now the tables have turned as he was nominated and awarded as a Student Employee of the Year Finalist.

Zacch was first hired as a Federal Work Study student in September, 2002. When his FWS funding ceased, we realized he was too valuable to lose, so we found a way to hire him as a Student Temporary Wage employee. Originally he was hired to assist in a variety of general office duties including such as filing, making copies, maintaining updated manuals of policies and procedures, and running errands.

Because of his **accelerated computer skills and accounting abilities**, we have been able to expand his duties to include: Time/Leave Management preparation of overtime, night shift differential, LWOP, and compensatory time reports weekly. He assists with the maintenance of the Compensatory Leave Bank (debits and credits), which is required to be kept at the departmental level (over 300 employees). Each month, he maintains a database of hours worked and funds paid to all temporary, Federal Work Study, and Student Temporary Wage employees of the Department. Zacch assists with "special" projects, as needed. He has been cross-trained in many areas for better utilization in the event of permanent staff shortages.

Zacch's willingness to cross-train and become proficient in key functions within the personnel unit have been invaluable during staff shortages. During my 4-month absence this past year for serious illness, Zacch took on many of the extra duties of the department and worked extra hours to make sure operations continued to run as smoothly as possible.

Gwen Sasser
Personnel Specialist

A special THANK YOU to Zacch Antonio Estrada-Petersen, student employee for Personnel, for interviewing and writing articles on the employees of the quarter and teams of the quarter since 2002. Zacch graduated May 14, 2005. We'll miss him and his contribution to Facilities Focus.
Beverly R. Imes, Co-editor, Facilities Focus

Recycling Revenues...

The revenue generated through the sale of recycled items through the UNC Charlotte Office of Waste Reduction & Recycling (OWR&R) goes into an account to offset the expense of recycling on campus. These funds can only be utilized for OWR&R supplies, expenses, student labor, student workshop/education/travel expenses, equipment, volunteer expenses, program give-a-ways that promote recycling and waste reduction (the recycled denim pencils, etc.), special event expenses (Campus Green Games, Environmental Lecture Series and Earth Day for example), and awards presented to the campus community (Recycler of the Quarter for example). The revenues generated by the program can never be given back to any state employee, student worker, or program volunteer, as a cash bonus to that individual.



Gail Thomas
Office of Waste Reduction and Recycling



A 'Mater Samich Baby Shower (It's a Southern Thing)



It was yet another HOT day this past Wednesday. What better way to celebrate the summer than with a 'mater samich, and what a better way to celebrate an upcoming baby than to have a baby shower. Ray Dinello and his wife are expecting a bouncing baby boy in about 6 weeks.

Right now you're probably wondering how this all came about. Well, one lunch break last week a bunch of us in Capital and Planning got into a detailed discussion concerning the proper way to make a 'mater samich (for those of us not from the South, me included, this translates to a tomato sandwich). Al McCool and Joyce Clay decided that we should have a 'mater samich get together. At the same time, we were struggling with how to express our happy wishes to Ray Dinello on his upcoming son. So, Joyce decided we'd throw a surprise baby shower for Ray, disguised as a Capital Working Lunch Session with sandwiches served. Ray was quite taken back by the surprise. There was the main course, 'mater samiches, the fixins, sides, drinks and desserts.

The basic 'mater samich is moist white bread (so it sticks to the roof of your mouth), Dukes mayo, salt & pepper and garden tomatoes, if at all possible. The deluxe 'mater samich adds bacon, cheese, and lettuce to the basic ingredients. Tom Stutts claims that 'we need to do it again, just cause it tastes so good.'

Al explained to me that 'all us Southerners know how to make a real 'mater samich. It's when you other guys come with that other stuff, like Miracle Whip, that it gets sacrilegious. You have to have thick tomatoes so that when you bite into it ,you can't put it down because the juice is running down your arms and face.'

We all watched the surprised Dad-to-be open a group baby gift before eating. Ray claims that everything is done and ready, except for packing 'the bag.'

BEST WISHES RAY!



Casi Shepardson
Planning Section

AVOID HEAT RELATED INJURIES

The information below was sent to supervisors via e-mail from Charles Seigler, Campus Safety Office on June 6, 2005. Phil Jones re-sent this to supervisors on July 25, 2005 as a reminder to be careful out there and make sure all our employees are taking proper precautions.

As we proceed into the summer months, it is important to be aware of the significant risks associated with heat related illness. By following a few simple steps and using a common sense approach, these risks can be greatly reduced. Employees who are exposed to hot conditions should be trained on the prevention, symptoms, and treatment of heat related illness. Please pass the following information along to those in your organization who have potential exposure:

Prevention is the key to reducing heat related illness. Following are some tips for preventing heat related illness:

- Drink plenty of fluids, 2-4 glasses per hour (1 cup every 15-20 minutes for severe heat). Water is preferable; while caffeine and alcohol can actually increase the risk of heat related illness and should be avoided.
- When anticipating several days or weeks of work in hot environments, persons should be acclimatized. Time spent working in hot environments should be limited at first, and gradually increased over the next 5 days.
- Clothing should be lightweight, loose fitting, and light colored.
- If possible, direct sunlight should be minimized or avoided. Sunscreen should be worn.
- Breaks should be taken frequently, in cooler accommodations if possible.
- Outdoor work should be scheduled in the early morning or late afternoon.
- Monitor the temperature and humidity. Warm temperatures with high humidity may be as dangerous as high temperatures. A heat index chart is available from the Safety Office that can assist you in identifying dangerous heat/humidity combinations.

Although prevention should reduce the risk of heat related illness, it does not eliminate it. Therefore, recognition and treatment of heat related illness is essential. Heat related illness is progressive, thus early detection will greatly reduce the risk of serious effects. The following heat related illnesses are listed in progressive order of severity:

Heat cramps are caused by the body's loss of water and electrolytes.



The least dangerous of the heat related illnesses, its symptoms include headache, fatigue, weakness, dizziness, nausea, and muscle spasms in the calf, abdomen, and thighs. Treatment for heat cramps include placing the person in a cool, dry place, increasing fluid intake, stretching, massaging and applying ice to the cramping area.

Heat exhaustion is caused by dehydration. Symptoms of heat exhaustion include profuse sweating, pale, clammy skin, extreme thirst, lightheadedness, headache, fatigue, weakness, and nausea. Heat exhaustion is treated by placing the person in a cool, dry place, applying cold compresses, and providing proper fluids, preferably water.

Heat stroke is the most dangerous heat related illness and requires **immediate** medical attention; **call Campus Police at 911 or 2200** from a campus phone. If using a phone from outside the campus network (cell phone, pay phone, etc.) dial 704-687-2200 for immediate response. **Delay in prompt medical care can be fatal.** Heat stroke is caused by the body's thermoregulatory system shutting down. Symptoms include hot flushed skin, absence of sweat, and a core body temperature of greater than 104° Fahrenheit. Treatment should begin immediately by moving the person to a cool area, rapidly cooling by soaking the clothing in cool water, fanning vigorously, and applying cold compresses.

The Safety Office has the capability of measuring environmental heat conditions. These measurements will provide important data that will enable proper decisions regarding work activities. The Safety Office should be contacted for any specific job or heat related activity concern.

If you have any questions, please call the Safety Office at extension 7-4291. In addition, the University Heat Stress program may be found on the UNC Charlotte Safety Office website at:

<http://www.safety.uncc.edu/Safety/HealthManual/HeatStress.htm>

Charles W. Seigler
Director of Environmental Health and Safety
UNC Charlotte

SAFETY AND ENVIRONMENTAL HEALTH OFFICE
King Building, Room 104
(704) 687-4291

Facilities Management 4th Annual Picnic—June 10, 2005

*A committee of 13, approximately 15 volunteers along with members of Grounds helped set up, serve, host activities and clean up. 229 people registered...ordering 174 hot dogs and 284 hamburgers.
Photos by Kao Vang.*



Personal Success

Beverly Imes
Office of the Associate Vice Chancellor



It's Time for a Change!

If anyone knows about change, it is the employees of Facilities Management. Daily, we take requests from customers to make changes to improve the aesthetics of their departments. Now, part of our staff are in a new building—another change. Staff have been promoted and changed departments and many new hires are on board due to the additional buildings. Hence, more change.

As much as we see change, why is it so difficult to change within ourselves?

The changes above are all great, but when an individual is used to doing something a certain way over a period of time, one of the most challenging things to do is change.

If you've read **Who Moved My Cheese** by Spencer Johnson, you are well on your way to handling change

in a positive way. If you have not read the book (or listened to the CD/cassette), here are a few good ways to handle change:

- ⇒ If the change is not life threatening and most changes are not, then embrace it and look for ways the change benefits you.
- ⇒ When a change is hurtful, such as the loss of a loved one or someone's change in attitude towards you, realize these things happen. You cannot control what happens around you, but you **can** control what happens within you.

Decide to **respond** instead of react to change. Respond means take time to think about it before taking action. React means you do the first thing that comes to mind which isn't always the best thing. The choice is yours.

Also, adopt the affirmation, "no matter what happens, I can handle it", because you CAN handle it and you WILL get through it. Complaining only delays progress and keeps you from enjoying the moment.

Applying these few principles consistently will help make life's changes a little easier to handle. It will also keep your blood pressure down.

Enjoy your day!

Dates To Remember

- Aug 9 Work Request Process Reinvention Team Meeting
- Aug 9 Quarterly Supervisors Meeting
- Aug 12 After Action Review - End of Year Informal Projects
- Aug 31 After Action Review - Capital Projects Process
- Sept 12 FM Safety Meeting
- Oct 19 Strategic Planning
- Oct 28 All Employees Meeting



Facilities Focus is a communication tool for the benefit and enjoyment of all Facilities Management employees. Your ideas are welcomed and appreciated for future issues.

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Authors in this edition are listed with each article. Thank you for your creative input.

Photographers: Steve Burt, Penny Franki, Kelly Freshcorn, Al McCool, Noella Paquette, Steve Terry and Kao Vang

Please look on line for the newsletter at: <http://facilities.unc.edu/Facmgmt/newsletter/newsletter.htm>