This has been a busy year for retirements in Facilities Operations – six so far. Bill Hardin who came to the University in 1980 will be leaving us on August 31st, a mere 33 years later. After leaving the US Coast Guard, Bill attended Sandhills Community College in Pinehurst, NC where he earned an Associate’s degree in Horticulture. After graduation Bill was employed as a Horticulturist with the City of Greensboro. He soon left the city starting his UNCG career as a grounds worker taking care of the nine-hole golf course. He continued in that position before becoming a Grounds Supervisor in 1989. During his time at UNCG he says he has planted, pruned, mulched, picked up litter, cleared snow, sprayed pesticides, and supervised the department’s involvement in Commencement. He has worked under three Grounds Managers during his time here and has seen UNCG grow from approximately five thousand students a year to the more than 18,000 students today. He has seen numerous landscape changes on campus over the years and says he is very glad to have been a part of these changes. Anyone who knows Bill knows that he’s full of funny stories, laughs, and enjoys life. We’ll all miss Bill but I’m sure somewhere he has a collection of UNCG stories. Maybe during retirement he’ll find time to write a book about his adventures on campus and we’ll revisit those times with him!

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Robert Attaway came to UNCG as a housekeeper 18 years ago in 1995. He was first promoted to Floor Tech and then General Utility Worker in 2005. General Utility Workers are the jack-of-all-trades in Facility Services. They know all of the jobs and are available to fill in for any position as needed across campus. Robert is a hard worker who has worked two jobs most of his life. He worked part-time with the city of Greensboro 15 of his 18 years on campus. He worked for John Pearce all of those 18 years and John says Robert is going to be a hard employee to replace. Robert spent his entire UNCG career on second shift in the Health and Human Performance Building. I’ve gotten to know Robert recently while he worked in the Sink Building covering for a co-worker who is out. During this time his smiling face was usually the last thing I saw each night as I headed out the door to go home. It always gave me a good feeling inside and I couldn’t help but to head home in a better mood. He will be missed by many on campus, including me!
Spotlight on the Shop of the Month—Facility Services Zones 5 & 6

Facility Services is the largest section in Facilities Operations. They are divided into seven zones with three administrative staff and one repair technician. Recently the Office of Recycling and Waste Reduction moved under this department bringing the total employees to 124, just over half of the employees in Facilities Operations.

Zones 5 and 6 make up second shift Facility Services and is actually two separate shifts—some employees come in at 1:30 when 1st shift leaves and others come in at 4:00. Second shift also covers the campus on the weekends and many special events across campus. They work under the direction of John Pearce. Helping him is one supervisor Ronald Burkes and together they have 22 employees. The crew consists of 15 housekeepers, six floor technicians, and one general utility worker. They clean 12 campus buildings, 11 off-campus buildings, three daycares, two parking decks, the soccer, baseball, and softball stadiums. They also clean the carpet and upholstery in Gove Health, complete special projects that can’t be done on first shift, and they shovel snow along with anything else that’s needed during adverse weather. It kind of sounds like the 12 days of Christmas doesn’t it?

John Pearce who has worked as the second shift supervisor at UNCG for 21 years hired each and every second shift employee who works here now. Years ago he says he had two or three employees working under him and was given the keys with instructions to go clean! Ronald Burkes worked in Residence Life on campus for 11 years before transferring to Facility Services as a supervisor two years ago. John and Ronald say they all work together and everyone is cross-trained. They have to be in order to work efficiently. As John pointed out they may not have the largest buildings on campus, but they certainly have much more ground to cover. And with more students taking classes in the evenings, the campus has become busier than it’s ever been during these hours. With more people come more demands . . . more work, more doors to unlock, along with the potential for any number of emergencies that John and his crew may have to handle in addition to their regular job duties.

While the employees in the department have grown, the square feet of building space to clean has grown even more. Twenty one years ago 1100 West Market Street was IBM, the Music Building and the departments housed along McIver Street were private residences, and the Police Department on Spring Garden Street was a dentist office. Thankfully over the years renovations made to several of the buildings have made their jobs easier. Back in the day John said numerous buildings flooded on a regular basis creating havoc for his crew to clean up. Imagine trying to work when Hurricane Fran came through taking the roof of the Eberhart building with it. Rain poured in everywhere while the second shift crew and all who were called in struggled to keep things running as smooth as they could. If anything is constant, it’s change!

These guys work hard and take a great deal of pride in their work. Unfortunately, the saying, “Out of sight, out of mind” may keep many of them from knowing the true value of appreciation we have for the job they do. Some of us may never go into an off-site building they clean, we don’t always see them during the hours they work on campus, or we may get busy with our own job and just don’t take the time to notice or say thank you for the things they do for each of us. I just know every morning my office will be clean, I’ll have an empty trashcan to fill up once again, and if I ever miss picking up one or two of those pesky little round pieces of paper that fell to the floor from the hole-punch, they will be gone even though I never knew they were there. You probably don’t hear it nearly as often as you should, but thanks to each and every one of you for your dedication and the great job that you do!
KUDOS . . .

I wanted to remark that David Thornberry is an exceptional help around the library. He is always accommodating and manages to take care of impressive installations very quickly. Just today, he was able to manufacture additional brackets for an installation, when we were unable to find the original equipment. Not only does the current installation look more stable than before, but the mounting hardware is very unobtrusive.

Bottom line, he does an excellent job and deserves official recognition. Please thank him from all of us.

Sincerely,
Brown Biggers
Systems Programmer—Analyst
Jackson Library

I want to thank Alvin Verdell for being such a team player the past few days with our EUC staff. This past Friday the fire alarm went off in the building before the building opened. Alvin called me at home to let me know what was going on. He also let me know my info desk staff and students were outside. After Campus Police gave the all clear, Alvin called me again to let me know people were coming back into the building. His communication with me throughout the entire process was invaluable.

We had a repeat performance of his communication this morning. My desk staff didn't show up and he called me at home so that I was aware and could get someone in. He also assisted me with finding our full-time staff throughout the building to cover the desk until I could get someone in.

In both cases I really appreciated his leadership and communication with me and our staff.

Kathleen McGirty
Assistant Director for Facilities & Services
EUC

Congratulations Greg Poteat!

In 1997 Greg Poteat decided to go to Brookstone College to obtain a diploma in Medical Assisting. He gave up his aspiration mainly due to financial reasons. However each time he attended one of his daughter’s graduation ceremonies he would hear a little voice asking if he had it in him to try once again. The answer to this question finally came to him as he watched his last daughter graduate. Behind her with a cane in one hand to assist him crossing the stage was an elderly gentleman waiting to proudly accept his certificate. With his answer and a renewed determination he started back to school the next week.

All of his daughters are or have been in the medical field and they were the inspiration he needed to continue his education. And he gives credit to his wife for her support as he fulfilled his dream to obtain his diploma. Greg says he hopes he will be an inspiration to his grandchildren and others that you're never too old to finish school.
Welcome to Facilities Operations

Utilities

Happy Anniversary

Tim Johnston—Garage—30 years
Wanda Poole—Facility Services—18 years
Robin Rorie—Facility Services—18 years
Shelly Booth—Accounting—15 years
Jack Mongold—Building & Trades—14 years
Reatha Simerly—Facility Services—13 years
Margaret Coleman—Facility Services—12 years
Vince Whitt—OWRR—10 years
Jossee Messan—Facility Services—10 years
Rebecca Dawkins—Facility Services—10 years
Anthony Bessard—Facility Services—10 years
Alice Courts—Facility Services—8 years
Willie Green—Facility Services—8 years
Nathanial Green—Facility Services—8 years
Dennis Cardwell—Grounds—7 years
Jason Dill—Utilities—7 years
Rebecca Jones—Facility Services—7 years
Andrew Bushnoe—Utilities—6 years
Sandy Ingram—Facility Services—6 years
Rodney Stewart—Facility Services—6 years
Mike Moser—Building & Trades—5 years
Rodney Lawrence—Facility Services—5 years
Albert Price—Facility Services—5 years
Morgan Mesar—Facility Services—3 years
Douglas Cato—Utilities—1 year

Upcoming Events:
The students are coming, the students are coming! August 14 & 15 will be Move In Days and as in years past, volunteers in Facilities Operations will be there to help. Tom Hailey is our new Move In Coordinator this year. We will be offering assistance to students with unloading and moving boxes, breaking down boxes and ensuring all recyclable materials are separated from other trash. Sign up sheets are at the front desk!

Congratulations to B.E.S.T. for the Month of July

Kweku Atta—First Shift
Bobby Moore—Second Shift
Look at the south side of the roof of the Sports Turf Maintenance building and you’ll see the new photovoltaic panels installed on June 20th. This was a first for UNCG and the project involved several departments within Facilities as well as outside contractors and students. Facilities Design and Construction managed the project, the Office of Sustainability served as liaison between the different groups involved, and the Electrical Shop of Facilities Operations is responsible for maintaining the panels. Approximately half of the power used by the Sports Turf Maintenance building will be provided by the new panels. After hours and weekends when little or no power is needed in the building, any power generated by the panels will become part of the university’s grid, supplying additional power to the Health and Human Performance building. This was a student-oriented project involving Interior Architecture students who researched the best location on campus for this project.

The panels work by producing DC electricity when the sunlight hits them, sending the electricity inside the building to an inverter that converts it to AC electricity and sends it to the circuit breaker. The inverter was designed with self-diagnostics to be as trouble-free as possible. It powers off and stays off whenever electrical trouble is sensed. It automatically powers back on once the grid has clean electricity. David Alcon, one of our controls technicians in Utilities is a certified solar installer which involves 27 credit hours of courses. This will give him a good understanding of the system which will be beneficial in diagnosing problems and completing any web-based work that may be necessary.

You’ll be seeing more solar energy use on campus in the future. According to Jorge Quintal, Associate Vice Chancellor for Facilities, a photovoltaic array is part of the Pedestrian Underpass project and preliminary studies have been completed for solar thermal systems in two residence halls in Spartan Village Student Housing Phase I.

Stay tuned for more information about this project. In the near future a dashboard will be set up on the web showing real-time results of energy used and saved in this project.
“24, a day in the life of a Facilities Operations employee” continues with 12:00 pm—1:00 pm . . .

12:05 pm—Eddie Taylor cooking BBQ for the Grounds Department celebratory lunch for winning PGMS’s grand award for Urban University Grounds.

12:09 pm—Randy Cappo, Eddie Taylor, & Ben Evans cooking for Safety Day luncheon.

12:25 pm—Al Hanes, looking cool in those shades!

12:28 pm—Drew Bushnoe trying to decide if there’s room on his plate for dessert.

12:35 pm: John Bethea and Mae Byers in line for their lunch at the Service Awards Luncheon.

12:38 pm—Need a key? Travis Holcomb is always willing (and authorized) to help!

12:45 pm—Andrew Gwyn practicing “Safety First” with the appropriate Personal Protective Equipment.

12:50 pm—Remember “One, two buckle my shoe”? This is Kevin Siler and Chris Cardwell’s interpretation of the “five, six, pick up sticks” part of the nursery rhyme.

12:58 pm—At the Grounds celebration lunch . . . and the winner is . . . Jeff Hawkins, surrounded by Kevin Siler, Lee Martin, and Donald Joyce.

12:59 pm: Cynthia Culberson logging preventive maintenance work orders into the system.
Lifting heavy items is one of the leading causes of injury in the workplace. We've all had required safety training and many times know we should ask for help but we get busy or behind schedule and think we don't have time to ask. But the reality is we can't afford not to ask for help. Safety is everyone's responsibility and we must all be willing to make the necessary changes to incorporate the proper safety techniques into our daily routine.

**Two Person Lifting Techniques:**
- Size up the load and check over-all conditions.
- Know the contents of the item. Liquids not only add more weight but also causes instability in the load (See Safety Tip of the Month below)
- Always lighten the load by removing any items that can be removed.
- If the weight, shape, or size of an object makes the job too much for one person, always ask for help.
- Wear proper personal protective equipment (PPE) to avoid injuries and contact stress.
- Ensure that gloves fit properly and provide adequate grip to reduce the chance of dropping the load.
- Wear slip-resistant footwear to provide sure footing.
- Make sure there is enough space for movement and that the footing is good.
- Be sure there are no obstructions in the planned path of movement for the load to prevent tripping.
- Keep an eye on where you place your feet in transit.
- **Communication is essential**—decide in advance which person will direct the move. If one worker lifts too soon, shifts the load, or lowers it too soon, either worker may be injured.
- Work with a person about your same height. Same size lifters will keep the item being carried well balanced.
- Divide the weight lifted in half when two workers lift together.
- Utilize proper handholds, including handles, slots, or holes with enough room to accommodate gloved hands.
- If you need more than two to lift, ask for assistance.
- Use mechanical assistance when available.

**Steps for Two Person Lifting:**
- Take a balanced stance with your feet about shoulder-width apart. Communicate that you are ready.
- Squat down on the balls of your feet, keeping heels off the floor. Get as close as you can to the object.
- Use your palms as well as your fingers to get a secure grip on the object. Make sure this grip will hold.
- Lift slowly using your leg, abdominal, and buttock muscles while keeping the load as close to you as possible.
- Once standing, do not twist when changing directions. Point your feet in the direction you want to go and then turn your whole body. Do not twist with the object while you are walking.
- Ensure the item does not block your vision in any way during the move.
- If moving something up or down stairs, the taller person should be at the lower level.
- To lower the load or place the object, use these same guidelines in reverse.
- Communicate at all times until lift is over.

**Safety Tip of the Month:** Did you know one gallon of water weighs approximately 8.3 pounds? That might not sound like much until you try to lift an item with five gallons of liquid in it—you’ve just added over 40 pounds to the weight, much more dramatic than you might expect. Not only is there the added weight, the movement of the liquid causes instability in the load creating an even greater safety hazard. Always use extra care when lifting or moving items containing liquid. If possible, remove the liquid. When that’s not possible, please ensure you have extra help and use extra care, moving slowly and deliberately to reduce the movement of the liquid.
Hand Safety:

We’ve had several hand injuries recently. What’s the underlying problem? It could be exposure and attention. Consider you may take thousands of steps a day, but you will likely use your fingers and hands tens of thousands of times a day. The more you perform the same activity, the risk of complacency rises and your full attention lowers. With so many finger and hand movements, the “Level of Accepted Risk” rises. How many times have you exposed yourself to risk by taking a short cut you knew was risky “just this once” or said, “It won’t happen to me, I’ve done this a thousand times”? Famous last words!

Lower your “Level of Accepted Risk“:

♦ Look for “hidden” hazards and go beyond “I’ve always done it that way” thinking. Be alert to potential hand hazards—hot areas, moving surfaces, and unguarded pinch points before an accident can happen.

♦ The best safety device for your hands is your mind. Boost your mental skills to redirect attention. Switch attention to areas of greater safety instead of highest hazards. Sustain attention on tasks and redirect attention when distracted.

♦ Consider gloves as a “secondary” level of defense. The “primary” level of defense should include proper planning, inspecting material/equipment before handling, ensuring moving machinery is guarded, etc.

♦ Raise control of your non-dominant hand. Left-handed people have more injuries than their right-handed counterparts because they live in a world designed for right-handed people. Many “lefties” have learned better to use their offhand to a higher degree than “righties” because of this.

♦ Strengthen balance. Poor balance can contribute to hand injuries by losing control of a tool or other object.

♦ Learn and develop skills needed to work safely. Don’t rely solely on cautions and warnings to “pay more attention.”

♦ Select the right tool for the job. Ensure tools are in good condition and use them properly.

♦ Use the appropriate personal protective equipment for the task being performed.

♦ When applying force (push or pull) be prepared for an unexpected slip or release.

♦ Do not wear loose clothing or jewelry around moving machinery.

♦ Maintain good housekeeping in the work area.

♦ Keep hands from under suspended loads.