November 2013

Retirements, retirements, and more retirements . . .

This has been the year for retirements in Facilities Operations. We are once again saying good-bye to some of our co-workers. Two more employees retired last month and another will be retiring the end of this month.

Third shift Steam Plant supervisor Raymond Williams retired after 31 years of service at UNCG. Raymond started his career as an operator in 1982 and was promoted to Supervisor in 1986. Raymond worked third shift most of his career so his face may not be as familiar to some of us. Raymond’s supervisor, Lester Rogers, said Raymond has been a hard worker over the past 31 years and that he will be hard to replace. Raymond will be spending much of his retirement time taking care of his mother.

Electrician Danny Kendrick who came to UNCG in October 2003 also retired October 31st after 10 years of service. His co-workers in the Electric Shop got together on his last day of work to present him with a “Swiss Army cane.” It was loaded with goodies that might come in handy while he’s doing all that fishing and hunting he says he’s planning to do during retirement; that is when he’s not having fun with his grandchildren. Utilities Manager Tom White said Danny was a great employee and he has enjoyed working with him. Danny will be missed by many especially the guys who shared popcorn with him during his morning break.

Willie Brown will retire November 30th after 14 years of service at UNCG. Willie came to UNCG as a temporary housekeeper and was hired as a permanent employee in October 1999. Willie was promoted to General Utility Technician in May 2000. Zone Supervisor, Joe Borden said, “Willie is an efficient and proactive employee who will be very hard to replace.” After retirement Willie plans to work a few days a week with his lawn care business when he’s not working on the “honey-do” list his wife has already started.

We all wish each of you hard-working guys a very happy retirement. Have fun, enjoy sleeping in, and come back to see us from time to time!

Important Information:
Enrollment for next year’s health insurance has been extended from October 31, 2013, to November 15, 2013.
Shop of the Month—Facility Services Zone Seven

The employees of Facility Services Zone Seven work under the supervision of Jeff Melton, who was promoted to supervisor a short 10 months ago. This doesn’t stop Jeff from keeping his staff of two general utility workers and 17 housekeepers motivated to be the best they can be. He and his employees meet the housekeeping needs of nine buildings on campus—Sullivan Science, Eberhart, Stone, Petty, McIver, Moore Nursing, 320 McIver, Carter Childcare and North Drive Childcare. They also provide coverage for non-routine daytime calls at Gove Health, Gray Home and the McIver Street properties.

The employees working in zone seven have over 146 years of combined working experience ranging from five months to almost 17 years on the job at UNCG. The next time you see these employees, you might want to say a big thank you to those who truly do a job that is quite often thankless.

Cleaning my own home is far from my favorite thing to do, so I truly can’t imagine cleaning after the many people who visit, work, and live on this campus. Not only do they do it every day but often you’ll find them doing it with a genuine smile on their face.

Facilities Operations has been focusing on safety in the workplace and has taken steps to reduce the number of on-the-job accidents. Jeff realized his zone had a high number of accidents. This motivated him to find a way to reduce this number and to pass this motivation on to his employees. Jeff set the expectations and together they decided what they needed to do to make safety a top priority and how to maintain a “safety first” attitude as they performed their duties. They focused on ways to be safe in every aspect of their work day.

Not only did they meet those expectations—they exceeded them! They have worked since June (over 90 work days) without an accident! They hope to inspire others to follow their lead. They celebrated their success with a pizza party November 1st. Jeff said, “I would like to thank each and every one in my zone personally for putting safety first!”


Not pictured are: Josephine Hall, James Sutton, Dora Frimpong, Robert Simpson, and Rodney Lawrence.
Congratulations to B.E.S.T. for October

Happy Anniversary

Hal Shelton—Grounds—23 years
John Pearce—Facility Services—21 years
Don Williamson—Buildings & Trades—21 years
Diana Logan—Facility Services—13 years
Sam Locklear—Grounds—11 years
Gually Morales—Grounds—11 years
Sherry Stevens—Facility Services—11 years
Guy McGayhey—Buildings & Trades—10 years
Vernell Rankin—Facility Services—10 years
Patricia Dority—Facility Services—9 years
Jim Mohr—Utilities—8 years
Genaro Perez—Facility Services—7 years
John Tinnin—Facility Services—7 years
Robbin Smith—Facility Services—3 years
Gary Denny—Utilities—2 years
Mae Byers—Facility Services—1 year
Ivan Lyall—Computer Analyst/WIC—1 year

Questions, Kudos, Ideas??

Send to:
Vickie DeBari at vjdebari@uncg.edu
or Jeannie Lasley at jalasley@uncg.edu
Michael Hall did a fantastic job on cleaning the lobby carpet. I can’t see the water stain at all now. He met with me to see where it was and determined how best to clean the area. We moved the furniture out of the way and he went to work. I’m so grateful that he takes such pride in his work. The lobby looks and smells so clean. Please let Michael know we appreciate him.

Lori Krise
Facilities Design & Construction

Thanks to several Facilities Operations employees who worked together to update our records and saved a considerable amount of money at the same time. Vickie DeBari verified the location and features of over 235 telephone lines billed to Facilities Operations. Andrew Gwyn and Chris Aaroe helped by verifying the elevator, fire alarm, and area of rescue lines on campus. Vickie worked with Telephone Services to verify the 12 remaining lines that she was unable to locate. Their efforts paid off, we were able to disconnect 27 phone lines as well as the features on some lines that were all determined as no longer necessary. This resulted in a savings of over $700.00 each month. Debbie Reynolds is now reviewing the remaining lines to ensure all billable lines are being billed to the appropriate department.

Hoyte,
Kudos to the Facility Services staff on their work to refinish the floors in the lobby of Mossman. The floors look great!
Thanks so much,
Jorge Quintal
Associate Vice Chancellor for Facilities

Jeannie,
Thank you tremendously for your quick assistance with the staff that needed to modify benefits. You contacted everyone I needed and they all arrived in my office promptly.
Shakina Dillard
Human Resources

Thanks to all of the facilities staff for their continuing efforts to provide outstanding facilities for our students and staff. Our recent inspection of the EUC food court by Guilford County Health Department cited several concerns with the hot water and HVAC in the food areas. The problems with the hot water have been corrected and the HVAC concerns also have been corrected and are being monitored. Once again, thank you to all of the staff who have worked so hard to make our food service a safer place for all.

Bob Snyder
UNCG Campus Enterprises
Hoyte,
Kudos to the Facility Services staff on their work to refinish the floors in the lobby of Mossman. The floors look great!
Thanks so much,
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Associate Vice Chancellor for Facilities

Jeannie,
Thank you tremendously for your quick assistance with the staff that needed to modify benefits. You contacted everyone I needed and they all arrived in my office promptly.
Shakina Dillard
Human Resources

Dear Mr. Durham,
I would like to compliment, on behalf of our donors Mrs. Maureen and Dr. Roy Vandiver (Mrs. Vandiver is a graduate of Woman's College), the friendly assistance given to them in September by your employee Jim Mohr. Mr. Mohr was working on campus and noticed that they needed help finding where they were going.
I would like to thank Jim and all your division who recognize the importance of reaching out to our campus community and guests. We all share in making UNCG a friendly place and desirable place to be and to come back to visit.
Sincerely,
Miriam Bradley

MORE KUDOS . . .
I recently changed departments and needed all new keys. The guys in the Lock Shop were super helpful and fast. I think they probably went above and beyond to get my keys done so quickly so I really appreciate their help with that.
Also, Don Williamson in the sign shop, who I worked with before in PHE and now again with some signs in my current position, is so helpful and willing to work with me on special signage for our department and answer all of my questions.
I really appreciate these guys and wanted to let you know what a great job I think they do.
Sincerely,
Mitzi Lorenz
Counseling and Educational Department

Congratulations Jeff Melton!
Jeff Melton received a Staff Star last month. He was nominated by Debora Tinnin, one of the housekeepers in his zone. Debora said, “Jeff always has a smile on his face, cares about his workers, and will help you when needed. Jeff goes above and beyond the call of duty.” A big congratulations to Jeff!
“24, a day in the life of a Facilities Operations employee” continues with 3:00 pm—4:00 pm . . .

3:00 pm — Time for Wally Perdue and Jerome Isley to clock out for the day. What do you mean, “Where’s my timecard?”

3:05 pm — Chris Aaroe going to new lengths to find a quiet space to work—plans for a new office?

3:17 pm — Dean Perdue, Brad Weatherly, and Donald Autry in the Aerial Lift Class.

3:25 pm — Mark Cable repairing the outlet for the Kronos clock in the Music Building.

3:28 pm — Drew Bushnoe and Brad Weatherly . . . ready or not it’s your turn!

3:36 pm — Drew Bushnoe and Brad Weatherly . . . hold on to your stomach you’re not done yet!

3:47 pm — No it’s not Groundhog Day, it’s just Dean Perdue cleaning the window wells!

3:58 pm — Ivan Lyall trying to get through all of his emails so he can learn more about Kronos.
We’re All In This Together . . .

With the economy and the budget cuts this year, UNCG is tightening its belt along with everyone else. Last month Jorge Quintal, Associate Vice Chancellor for Facilities spoke to all Facilities Departments. He talked about how this year’s budget cuts would affect our departments and assured everyone that we’re all in this together. Employee’s questions were answered and their concerns were addressed.

Sometimes when things don’t work out the way we think they should—later we look back and see though it might not be what we expected, many times the outcome is actually better. We just need to be willing to work together, keep the lines of communication open, adapt to changes, focus on things that are working, and always look for ways to improve on yesterday.

All Facilities Operations employees are asked to look at processes and inefficiencies in order to work smarter with the reduction in our work force. Just because it was always done a certain way doesn’t mean it’s the only way or the best way. Then again, you may find it is the best way. But, without being open-minded and trying new ways, you’ll never know.

Thomas Edison is quoted as saying, “I have not failed 10,000 times. I have found 10,000 ways that won’t work.” As we work though these difficult economic times we will certainly find processes that don’t work, but we will most definitely find processes that do and hopefully we will all work together to become more efficient and effective in our jobs serving the university.

Have you noticed a co-worker who goes that extra mile in their job? Take a minute to acknowledge their efforts. Nominate them for their commitment to remarkable performance in the area of customer service, or those who make an extra effort to improve or correct a specific aspect of safety within the workplace. or those who have positive and professional interactions with other in collaboration and teamwork. Nominations will be accepted until November 30th for the January awards.

Nomination forms can be found at:

http://facoperations.uncg.edu/NOMINATION_FORM[1].pdf
**Safety Tip of the Month — Awareness of Your Surroundings:**

Being aware of your surroundings can be the first step in preventing both on and off the job accidents. Taking the time to create a safe work environment can be the difference between going home safety to your loved ones at the end of your shift or taking an unwelcome trip to the emergency room.

1. Promote safe working habits by encouraging safe work practices and setting an example for fellow co-workers.
2. Do not use any tools or equipment before being properly trained. If you are unsure—ask for help.
3. Make sure you have enough space to do your work.
4. Maintain a clean, working environment that is free of spills and debris.
5. Inspect all tools and other devices for good working order each time you use them.
6. Keep combustibles, such as wood, paper, and trash, away from all heat sources.
7. Keep all cleaning agents in their original containers.
8. Use barricades and ensure warning signage is posted where necessary.
9. When needed, always use personal protective equipment and use it properly.
10. Use the “buddy system” when working in dangerous or isolated locations.
11. Do not create new hazards—such as extension cords in high traffic areas, blocking exits and routes of egress, etc.
12. If you see or have any safety concerns—report them to your supervisor immediately.

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**OCTOBER SAFETY UPDATE**

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<thead>
<tr>
<th>October 2013</th>
<th>For Year Ending 10/31/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Accidents/Injuries</td>
<td>26</td>
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<tr>
<td>Days Since Last Accident</td>
<td></td>
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<tr>
<td></td>
<td>7</td>
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<tr>
<td>Safe Days Record (since 1/1/10)</td>
<td>69</td>
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<tr>
<td>Safe Days Goal</td>
<td>90</td>
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<td></td>
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<tr>
<td>Number of Accidents/Injuries</td>
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<tr>
<td>Accident/Injury Rate (# of Accidents/# of Positions)</td>
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<td>Restricted Work Days</td>
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<tr>
<td>Lost Work Days</td>
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<td>Lost Work Days - Equivalent # of Positions</td>
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<tr>
<td>Most Common Injury - Cuts and Scrapes</td>
<td>46%</td>
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Our best wishes to everyone for a Happy Thanksgiving and safe travels for those who will be on the roads visiting family for the holidays!