The University of North Carolina at Charlotte
Facilities Management
...Creating a Campus of Distinction

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Facilities Focus News Magazine

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Letter from the Associate Vice Chancellor for Facilities Management

Dear Facilities Management Team,

The brilliant fall colors remind me that our world is in a constant cycle of renewal and regeneration. So, too, are our campus and our organization in a cycle of change and growth. In the busyness of that change and growth, it is easy to get caught up in our day- to-day tasks and priorities. However, we would all be wise to devote time to nurturing the relationships we have with our fellow employees, our customers, and our families. It really is "all about the relationships". As the passing of **Ed Seamon** and **Roger McCain** remind us, we are here only a short time. I ask you to keep the families of Ed and Roger in your prayers.

As we approach the Thanksgiving season, it is clear our organization has much to be thankful for and much to celebrate. I commend each of you on the job you are doing. The successful start of a new academic year, new people hired, promotions, new buildings coming online, a new electrical substation, multiple end of year projects, a new central warehouse operation, move of the Grounds section, a new work management system, and improvements in customer service….these are major accomplishments for our organization. Many organizations would have trouble handling one or two of these growth driven initiatives. You are handling all of them superbly. None of these could have happened without excellent teamwork and dedicated people. Facilities Management is truly creating a "campus of distinction" one step at a time! Let's continue to pull together, build each other up, and cherish our relationships.

Philip M. Jones
Associate Vice Chancellor for Facilities Management

Facilities Management….
Creating a Campus of Distinction

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EMPLOYEE OF THE QUARTER

***Congratulations* to Jerry Brindle who was honored with the "Employee of the Quarter" award for July - October 2006.**

This award is presented to an individual with exceptional performance above and beyond expected duties, exhibits outstanding customer service, and demonstrates creativity and initiative resulting in outstanding measurable outcomes during the quarter.

Mr. Brindle was nominated by Lori Thurber, in the Health Behavior and Administration department for his excellent customer service! The scenario noted in the nomination indicated that Jerry worked on replacing a section of the wall in her office, and exuded top notch customer service by first, explaining to Lori what was going to be done to fix the wall. She stated that Jerry knocked each time he needed to come into her office and asked when would be the most convenient time for him to work. Lori stated she was very appreciative that he made the experience much less stressful and less inconvenient, than what it could have been. She also stated, "this was a superior level of customer service that you don't get much anymore no matter whom you're dealing with".

Kudos to Jerry for exemplifying true customer service, one of Facilities Management's key business drivers.

Article by: Melia James, FBO Personnel

In an interview with Jerry here is what he had to say about this accomplishment:

What are your thoughts about winning the Employee of the Quarter award?

I don't feel I do more than the next person — everyone should be deserving of the award.

How long have you been with Facilities Management (FM) and what do you like the most about working in General Services ?

I've been here for 19 years, 2 months, 2 weeks, 1 day and 2 hours. I enjoy the people - the people make it a gratifying job - and I love to make the customers smile.

The nominee spoke highly of your customer service and felt that it is something you don't get much anymore. Do you have any advice for your fellow employees on this?

If you are doing work for someone - let them know their time is your time. My favorite quote is "Whatever makes you happy - just "tickles" me to death".

When you are not working, what is your favorite pastime.

I like spending time with my wife, seven grandchildren, going to church, and hunting!

> *"Great opportunities to help others seldom come, but small ones surround us daily."*
>
> Sally Koch

TEAM OF THE QUARTER

***Congratulations* to Eddie Calvert, James Mechum, and David Rhodes who were honored with the "Team of the Quarter" award for July - October 2006.**

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.

This team was nominated by Howard Jaecks and James Elliott respectively in Shop 12, for their continued great contributions to Shop 12 and the University. With their own initiative, creativity, knowledge, and attitude of professionalism, this team found a way to make a boiler system in the Cameron Applied Research Center (CARC) operate more efficiently which, as a result, reduces cost.

Eddie Calvert and David Rhodes were not available at the time of the interview. Here are the responses of team member, James Mechum.

What are your thoughts about winning the team of the Quarter award?

I'm glad to have been recognized for the work we did. Every employee at UNC Charlotte should be recognized for a job well done or above and beyond what is his or her required job.

What do you like the most about working in Facilities Management, particularly Shop 12 - HVAC?

I like the ability to keep equipment repaired, maintained, and functioning properly. I also enjoy working with most of the other employees at Facilities Management and HVAC; they are helpful and easy to get along with.

When you are not working, what is your favorite pastime?

I am a member of the Rowan County Wildlife Association. I enjoy shooting, hunting, and fishing!

Kudos to the team for exemplifying the Facilities Management key business driver of continuous improvements!

Article by: Melia James, FBO Personnel

"Efficiency is doing better with what is already being done."

Peter F. Drucker

FOCUS ON STAFF

SAFE TEAMS OF THE QUARTER

(Statistical Information provided by UNC Charlotte Safety Office)

TEAMS WITH THE BEST SAFETY RECORD DURING THE QUARTER

Shop 19: Lee Arnold

Zone 1&2 Maintenance:
Bob Smith accepts for both

Shop 16: Larry Lane

NOT PICTURED: SHOP 11 ELECTRICAL

"Safety First" is "Safety Always"
Charles M. Hayes

AWARDS FOR EXCELLENCE

INDIVIDUAL (*NOMINATED INTERNALLY*)

Shop 19: Kelly Freshcorn

Shop 11: Lewis Jackson

Shop 18: John Morris

Shop 13: Willard Brown

To view all awards photos and read detailed descriptions of nominations, please visit our web site at: http://fmbld02.uncc.edu/Awards/default.asp

Shop 19: Lee Arnold

FOCUS ON STAFF

AWARDS FOR EXCELLENCE

INDIVIDUAL ***(NOMINATED INTERNALLY)***

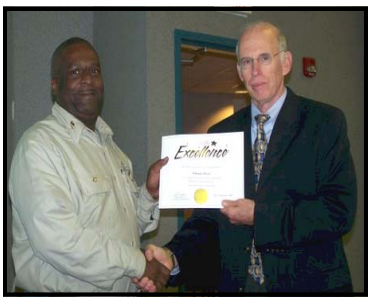
Shop 13: Steve McMiller

Shop 13: Huey Craig

Shop 13: Agnes Douglas

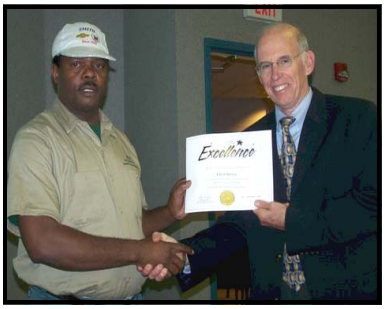
Shop 13: Candis Clemons

Shop 13: Yves Byron



Shop 13: Johnnie Doyle

Shop 13: Mario Moore



Shop 13: Closel Macena

Shop 13: Radmila Pavlovic

NOT PICTURED: TERA BRYANT, FRANJO PAULER, JOANN PEARSON, DIONTE SIMS, AND VELTON SINGLETARY

FOCUS ON STAFF

AWARDS FOR EXCELLENCE

TEAM (*NOMINATED INTERNALLY*)

Shop 14: Andy Lavoie, Rob Herrington, Jacob Atkinson
(Not Pictured: Ronnie Bell and Steve Conder)

Zone 1: Lance Anderson, Joey Johnson, Dave Jarvis; (Shop 11) Dewey Lilly and James Campbell

Shop 13: Sarah Chie and Deborah Deese

Shop 13: Diana Parks and Pershell Leak

Zone Maintenance Team

Shop 15: Randy Walter, Gary Edwards, and Robert Murray

Gaynelle Williams, Sherby Price, Cannise Evans, Debra Mayfield, Confort W. Al-Arashun, and Robert Ussery
(Not Pictured: Beverly Starcher)

Shop 13:

1st, 2nd & 3rd Shifts

Uma Pandya, Bonnie Peoples, Essie Spears, Gloria Suarez-Chalco, Tomasa Bonilla, Clara Crawford, Kim Douagmavongsa, Crystal Mason, Savararia Harrison, Raymond Duckett, Alioune Diop, Robert Carey, Terry Robinson, and Hashime Wright.

FOCUS ON STAFF

AWARDS FOR EXCELLENCE

TEAM (*NOMINATED INTERNALLY*)

Shop 13:
James Brown, Elzy Neely, and Jeffrey Adams

Shop 13: Crystal Mason's Team
Raymond Duckett, Tomasa Bonilla, Hashime Wright,
Kim Douagmavongsa, Gloria Suarez-Chalco, Terry Robinson,
Alioune Diop, and Robert Carey

Shop 13: Johnnie Doyle's Team
Bernetta Lee, Kathy Thomas, Madia Smith, Shari Thompson,
Leona Baker-Davis, Barry Byron, Maurice Eustache, and Darrell Steele
(Not Pictured: Angelia Davis and Annette Anderson)

Shop 13: Clara Crawford's Team
Michael Stewart, Yvonne Eustache, Shariffe Samuels, Lakisha
Hannah, Loletta Atkinson, Huey Craig, and Anthony Thomas
(Not Pictured: Horace Blakeney, Rosilyn Douglas, and Frances Darden)

CUSTOMER SERVICE AWARDS

Shop 13: Diana Parks

Shop 11: Jason Shores

SUPERVISOR AWARD

Shop 14: Rob Herrington

WELCOME CHARDEL FORREST AND CHRIS GILBERT

Introducing…

Chardel Forrest

Strategic Distribution, Inc.
Warehouse Manager

By: Kathy Fisher, Electrical

We would like to introduce you to **Ms. Chardel Forrest,** our SDI warehouse manager. She is the "go to" person here on campus for the new centralized warehouse.

Chardel moved here from Philadelphia where she ran the SDI facility for University of Pennsylvania Campus, but has lived in North Carolina before. Her alma mater is Bennett College in Greensboro where she earned a bachelor's degree in accounting. She lived in Durham for several years after that. When she was tired of the corporate world, she changed career paths and has been working for SDI for three years. If you get a chance, go to Jessica Deal's office and introduce yourself to Chardel. She would love to meet you!

Q. What is the best thing about working for SDI?
A. *Meeting people. I love to go to the mall and watch people too. I am really a people person.*

Q. What is the worse thing about working for SDI?
A. *Getting those same people to give me and the company a chance. I know change is hard for people, but we all have to get past our preconceived ideas and work together.*

Q. What do you think about living in Charlotte?
A. *Charlotte has a much better quality of life than Philly, but I do worry about my 13 year old daughter in the school system. We've had a few issues with it that we've yet to get worked out.*

Q. Do you have any hobbies?
A. *Music, I like jazz and blues, and sports. The Atlanta Falcons are my team, but I watch all the games!*

Q. What would you like everyone to know about you?
A. *I am an individual first and then the representative for SDI. I am hard working, fair and respectful, and expect to be treated the same. As I said before, I love people and want to work with you.*

Welcome to the Team Chardel!

Chris Gilbert Returns to the University

Dr. Wayne Walcott, Chris Gilbert, and Phil Jones

I am happy to announce that **Mr. Chris Gilbert** is back safely after serving our Nation in Iraq for the past year. Chris returned to work at UNC Charlotte on Monday, October 30.

He assumed a newly created position as the University's Long Range Facilities Planner. In this role, he will work closely with the Facilities Planning section and the Office of the Provost to develop plans for the future growth of our campus. I am positive Chris' skills and talents will allow him to make important contributions to UNC Charlotte in this new role.

Chris' office is located on the second floor of the Facilities Management/Police Building (Room 213).

While in Iraq, Major Gilbert served as the Operations Officer for the 505th Engineer Battalion (North Carolina National Guard), directing the completion of over 350 high priority missions as part of Operation Iraqi Freedom. Please join me in giving Chris a heartfelt "Thank You" and "Welcome Home"!

A welcome back reception was held on November 1 hosted by Dr. Wayne Walcott and staff.

Philip M. Jones
Associate Vice Chancellor for Facilities

FIRST QUARTER HIGHLIGHTS

Promotions

Shop 12 - HVAC
Darrel Donahue, Maintenance Mechanic III
Eric Walcott, Maintenance Mechanic III

Shop 13 - Housekeeping
Bonnie Peoples, Housekeeping Supervisor II
Carolean Minor, House Worker (Chancellor's Residence)

Shop 14 – General Services
Samuel Moore, Maintenance Mechanic I
Robert Braun, Maintenance Mechanic IV

Shop 19 - Recycling
Tonya Day, General Utility Worker (*pictured right*)

New Employees

Shop 13 - Housekeeping
Catherine Harris, Housekeeping Assistant (3rd shift)
Barry Byron, Housekeeping Assistant (3rd shift)
Darrell Steele, Floor Maintenance Assistant (3rd shift)
Ruth Cook, Housekeeping Assistant (2nd shift)
Frances Darden, Housekeeping Assistant (3rd shift)
Sintanis Joline, Housekeeping Assistant (3rd shift)

Shop 15 - Grounds
Domenic Dadio, Grounds Worker

Shop 19 - Recycling
Devin Hatley, Information Communications Spec.
Rhonda Wathey, General Utility Worker
Bill Cavelli, General Utility Worker

James Kay Idea of the Year Award Winner!

The first Idea of the Year Award was presented to **Jim Kay, Zone 2**.

This award is presented to an individual or group of individuals who reflect thinking "out of the box". The idea should be reasonable and provide Facilities Management cost-savings and/or improve overall productivity, in support of Facilities Management's strategic management goals and the University's mission.

Jim's idea concerned Duke Centennial Hall which has many corridor and office light fixtures that provide lighting for ambience and mood. These lights burn 24/7 and average about 2,500 hours of burn life. The replacement cost for these lights range in price from $3.50 to $12.50. Jim suggested that each floor outfitted with these lights be put on a daily timer to lower the cost of operations and maintenance by at least 30%.

The idea was approved and is being implemented to include other buildings on campus as well. Jim received the *"Thinking Out of the Box"* award at the All Employees Meeting.

Below Jim stands beside Phil Jones and other employees who submitted ideas that were approved in fiscal year 2005-2006. Each employee received a Facilities Management/UNCC mug. ***Thanks for making Facilities Management better!***

Lisa Casey, Grounds; Steve Terry, Design; Kelly Freshcorn, Recycling; Jim Kay, Zone 2; Phil Jones; Cristhian Gonzalez, Grounds; and Armando Vasquez-Montalvo, General Services; and Beverly Imes, Associate Vice Chancellor's office. (*Not Pictured: James Manley, Electrical; and Melanie Hill, Business Office*)

Featured Section: Design Services

In the new Facilities Management/Police Building, to the right of the reception area, a hallway leads to Room 139 – home of **Design Services**. Formerly known as Engineering Services, Mac Fake heads the Facilities Management Design Services team.

As director, Mac's primary responsibilities are two-fold: to assist the design team as needed to allow them to support the University's informal design projects and to help design and manage some of the projects due to the complex nature of the design. He makes both managerial and design decisions and helps keep good relationships with University clients. On the management side, Mac makes personnel decisions relative to how Design Services functions as a team and to ensure that each position description accurately defines the various individual responsibilities. To ensure that all projects receive code compliant designs, Mac will assist with some design decisions.

Although portions of the University community are familiar with Design Services, some may not realize that this department differs from Capital Projects. The major difference is (1) the maximum dollar amount of the project. Design Services provides "informal" projects up to $300,000 while Capital Projects can be of any dollar amount. (2) The fundamental processes for Capital Projects are dictated by the State Construction Office for all state-owned buildings. Due to the many complex procedures required by the State Construction Office, University Capital Projects must adhere to a series of rules not applicable to Design Services' informal projects. One of the common denominators for both departments is the Department of Insurance (DOI) since all construction projects must be reviewed by and compliant with DOI code requirements. (3) Design Services and Capital Projects both make use of the "Open-End" Consultant Agreement process. Capital Projects may use this agreement process only for projects that are "informal" (with a construction cost up to $300,000); this same requirement governs Design Services. However, Capital Projects can and must solicit for design services from several design firms for all projects above the $300,000 threshold.

To manage informal projects, Mac depends on a team of 12 to handle their large workload. Design Services is comprised of seven designers: electrical engineer (Essa Dossary), electrical design (David Love), HVAC-plumbing (Sam Hanna), civil and architectural-oriented projects (Jeff Ross); and architectural projects (Steve Burt, Kao Vang and Norman Johnson). Fred Brillante provides campus mapping, design services records coordination and technical support for computer-aided drafting (AutoCAD) and other information technology support directly related to Design Services. Steve Terry has recently been brought into Design Services as a specialist to develop a University Job Order Contracting (JOC) system for informal projects; this is a new position. Safi Neshat is currently in a full-time temporary position as University Interior Designer; she handles interior design related to furniture selection, specification, and office relocations across campus. Safi is also involved with building code egress and specialty signage for classroom capacity and code issues. Marisa Elston is the office manager responsible for organizing information and ensuring proper handling of all project-related paperwork; she serves as the department's "quality control reviewer". Marisa also manages all asbestos abatement projects performed by Design Services as well as maintaining quality contractor, vendor and client relations.

Front Row Left to Right: Fred Brillante, Marisa Elston, Kao Vang, Safi Neshat
Back Row Left to Right: Sam Hanna, Norm Johnson, Steve Burt, Jeff Ross, Mac Fake, Essa Dossary, David Love

Currently, clients may request design services from the design team by submitting a FM1 in all too many different ways. The new upcoming Archibus system will allow for project requests to be done only online. Project assignments are based upon the individual's capabilities and expertise. Because of the department's workload, staff may sometimes take on projects that are not normally expected of them due to the large backlog of over 300 projects which is ever growing. Design Services currently can manage 200 projects per year at best.

Once a project is assigned, the project designer meets with the client representatives. The design process

Featured Section: Design Services

begins by interviewing them to determine their true needs, which is often different from what is written on the FM1. The design is developed based on a series of conversations and meetings; the designs are submitted to the client for their review; explanations are provided to ensure that the client understands all aspects of the project and that the designer understands all of the client's needs. The client then provides a "sign-off" on the project with an account number agreeing to the scope of construction to be provided for the dollar amount quoted. The office manager starts an encumbrance process so that the project expenses can be charged to the appropriate account. Once the project is finally reviewed by the Associate Vice Chancellor for Facilities Management, construction can start.

Design Services is challenged by trying to do more projects in less time. In the past quarter, the department has been busy seeking concurrence from the University's Purchasing Department, General Counsel, and Business Affairs for Job Order Contracting. This is a new tool for Design Services for potential use in developing the design and construction of projects; the process was developed by the military in the early 1980s. Unlike the typical standard construction model of design, bid, and build, JOC changes the bidding process. The scope of work (what is to be built) is agreed upon with contractors as the project design is developed. During project design, the JOC comes on board early to help define exactly what is in the design. The intent is to accelerate the process and come to a scope and cost agreement rather than develop an adversarial relationship. Although JOC has not been implemented at the University, it is under consideration as a means to save significant time for the designers. Other universities also report significant cost savings.

The Design Services team interacts daily on an informal basis with Maintenance and Operations and formally through weekly project coordination and review meetings. Although no day is typical for our Facilities Management Design Services team, they manage to have client-designer meetings, design projects, visit job sites, and contact contractors and vendors. In devoting 85% of their efforts to project design and management, little time is left for internal design staff meetings due to schedule constraints. To keep things from falling through the cracks, the Design team conducts ad hoc meetings and telephone conference calls.

The design and construction field of work is always faced with many challenges and frustrations. For Design Services, pleasing everyone is their biggest challenge. Design Services is all about maintaining flexibility, and continue to seek the "win – win" results expected from all parties to the design and construction over the duration of the project.

There are, however, key deliverables for a successful project that include: providing a design inclusive of written specifications and a series of drawings; an estimate of the cost directly related to the scope of work; and constant quality communication with the client and contractors. Once construction begins, the client must be informed of the project's progress, schedule for completion, made aware of any concerns that Design Services may have, and the designer must respond to any of the client's concerns. Mac believes that the major qualifications for any project's success are: communication, flexibility, and cooperation.

Currently, some key initiatives for Design Services are the JOC tool implementation, and the ability to apply a 3% fee related to their scope of services. This 3% fee includes 1% to cover the initial design effort; and the 2% to cover the remainder of the process through the end of construction and closeout. The department wants to maintain good customer contact and be able to react well throughout the construction of each project. The 3% fee will allow for an increase in staff to enable Design Services to better handle the tremendous workload and short timeframes established by the client.

Due to the growth of the University, the request for design services has increased. Project priority meetings with the Vice Chancellors, throughout the year, are necessary to help establish the importance of projects and to save time and effort on developing the most important projects needed on campus.

The Design Services team believes that understanding jargon within the construction industry and the client's comprehension of this jargon is a big task. To help educate the clients, the design team is developing a "process tutorial". This new web-based tutorial should be available in Spring 2007, and should help standardize the language of projects for the University community.

By: Jacqueline Anthony, Housekeeping

Talking with...

Devin Hatley

Environmental Educator

Office of Waste Reduction and Recycling

By: Casi Shepardson, Facilities Planner

What is your job title and tell a brief description of your day-to-day duties.

I am the Environmental Educator. My position, in a nutshell, is to educate students, staff and faculty on our recycling program, energy/water conservation, and waste reduction. This is accomplished through workshops, presentations, programs and various forms of communication.

How long have you been here? Where did you work prior?

I've been here for three months and I previously worked at Habitat for Humanity. Prior to that I worked at The Leukemia and Lymphoma Society.

Do you have a favorite team or sport?

When not working, or spending time with my family, I love to play golf. I feel very lucky that I manage to play at least once a week. I'm also a **HUGE NC State fan** and love everything about the **Wolfpack**!

What are your short term and long term goals here at UNC Charlotte?

My short term goal is to gain an understanding and experience of our current program. Over time, I want to build on our current program using my ideas and experiences. My long term goal is to establish UNCC as the best program in the state from a recycling education standpoint and, also, to set standards throughout the campus. I would also like to assist in forming a working relationship with the faculty/research teams and FM, so that we can implement new technology and take the lead from an environmental standpoint in our community - things like solar and wind power come to mind.

Tell us about any achievements.

I am a graduate of East Carolina University with a bachelor degree in mass communications and a minor in business. I was a finance major, but decided that I couldn't see my life's work being in that concentration. I served six years in the United States Navy and earned quite a few medals - one being the Navy Achievement Medal for a period of work completed over a year and a half. I was stationed in California, Mississippi, Washington D.C., Maine, and Virginia. I have been to Spain, Greece, the Middle East, Alaska, Mexico, Puerto Rico, and the Virgin Islands.

Devin hosts the "Take It or Leave It" table (a swap table) that moves through each of the residence halls on campus each Wednesday to get the students to think about and participate in reuse.

Please tell us a little bit more about your life outside of UNC Charlotte, like your origin or family perhaps.

I have been married for five years and have two girls, ages 1 and 3 (they keep me very busy while not at work) and two female dogs - that's 5 against 1! I was born and raised in Concord, North Carolina and returned home because most of my family is here; it's just a great place to settle down.

Talking with...

Kathy Boutin-Pasterz

Recycling Coordinator
Office of Waste Reduction and Recycling

By: Casi Shepardson, Facilities Planner

What's your background in Waste Reduction and Recycling?

I have been the Recycling Coordinator for UNCC since March 2006. I started working at UNCC on the first day of Fall term 2005 as the environmental educator. I had to find my way to campus and around Charlotte at one of the busiest times of the year! We moved to Charlotte from Mason, Michigan (a small rural town of 7,000 just south of Lansing). My husband, Pete Pasterz, is the recycling coordinator for Cabarrus County. We were both involved in recycling in Michigan.

What other achievements have you accomplished, besides successfully maneuvering around campus and Charlotte?

While working on our masters at Michigan State University, my husband and me co-founded a non-profit recycling program with seven others in Michigan. Since Lansing didn't have a program at the time, we realized we were the ones to start one up. We started with one monthly collection at a shopping center collecting newspaper and glass and, over the next ten years, grew the program to include all three counties that surrounded Lansing; operated three curb-side programs; and collected over 40 items for recycling. The program won several county and state wide awards. Eventually the cities took over the program, so Pete went to manage the program at Michigan State University and I went on to do conservation and environmental education work for the Michigan chapter of the Sierra Club.

What are your short term and long term goals here at UNC Charlotte?

I am excited to continue the work here at UNCC and to grow the program that currently exists. We have a magnificent team and some wonderful resources to draw from. In the 16 years since this program started, it has grown from just a handful of students collecting aluminum cans to a team of 13 collecting 40 different items from the entire campus. We collect from nearly 1,000 bins across campus everyday. This program has won many awards and we intend to keep growing the program and initiating more conservation practices for the University.

UNC Charlotte will recognize ***America Recycles Day*** *November 14 11 a.m. - 2 p.m. at the Belk Tower*

Please tell us a little bit more about your life outside of UNC Charlotte, like your hobbies perhaps.

My husband and me have backpacked through Europe twice (before we became parents). Since having our daughter (now in the UNC-Chapel Hill dental program), we have visited all 50 states. I love to travel, hike, camp, swim, canoe, kayak, and ski. I learned to cross-country ski when I was quite young, but I did not downhill ski until I was age 40. And though I am afraid of height and speed, I love to be in the snow - you can't see the glorious mountain views from the ski lodge. So after much procrastination, I finally took lessons and after many many attempts (did I mention my fear of heights and speed - you have to go up in a chair lift!!), I can now ski, not a great skier, but I won't run over anyone on the slopes (good thing). This Christmas Eve, we will celebrate our 29th wedding anniversary and we plan to travel to Lake Placid in search of snow and skiing.

IN MEMORIAM: ROGER McCAIN

The UNC Charlotte family extends deepest condolence to the family, friends, and colleagues of Roger V. McCain, 53, who collapsed at work on August 21, 2006.

Roger was a dedicated worker having served in UNC Charlotte's Facilities Management division as a general utility worker on the third shift of the Housekeeping department. Roger worked at UNC Charlotte from February 1, 2004 to August 21, 2006. His wife, Arzella Y. Baker; his sister-in-law, Candlace Young; and his step-daughter, Leona (Peaches) Baker-Davis are also members of Facilities Management Housekeeping.

Affectionately known as "Puddin" by his family, Roger was a loving person, and a committed family and church man. Roger attended Charlotte-Mecklenburg Schools where he graduated from East Mecklenburg High School.

Roger, who lived in Charlotte, NC, was preceded in death by his father, James Robert Houston and son, Roderick Brooks. His loving memories are cherished by his wife, Arzella Baker, his mother, Dorothy McCain, and a host of family and friends.

Visitation for Roger McCain was held at Grier Funeral Services in Charlotte, NC on August 23. His funeral and burial were held on August 24 in Waxhaw, NC at Marvin A.M.E. Zion Church and officiated by Rev. Henrico D. White. At Marvin, Roger was a faithful member where he served on the Board of Trustees, the Senior Usher Board, and the Men's Choir.

By: Jacqueline Anthony, Housekeeping

JOHNNIE DOYLE
Supervisor of the Quarter

By: Beverly Imes, AVC Office

On August 20, 2006 the third shift housekeeping staff experienced the sudden death of their fellow employee, Roger McCain. Essie Spears, housekeeping manager, stated in her nomination "none of them were trained to handle this kind of tragedy. Johnnie went above what was expected of him to handle the situation." His nomination stayed strong and the awards committee's votes determined him to be the **Supervisor of the Quarter.**

Who is this humble hero? I sat down with Johnnie to hear his story and share some interesting information with the readers of this newsmagazine.

"That night when Roger came in, I noticed he did not seem to be feeling okay, nor did he look well." Johnnie was concerned and suggested that Roger go home. But, it was project night (Sunday) and Roger wanted to stay at work to make sure Johnnie wasn't short.

After the project work was complete, Johnnie again suggested that Roger go home; Roger agreed. Usually a supervisor would walk an employee to their car if they were not feeling well, but Johnnie took Roger to the office. He intended to notify his family, and let them know that Roger was on his way home. However, Johnnie did not get a chance to notify them because Roger collapsed.

After checking Roger, Johnnie began to adminis-

ter CPR. He had taken CPR 10 years ago and had not used it, but it just "kicked in". To get the emergency assistance Roger needed, Johnnie grabbed the radio to call for help. At this point, he felt he had done everything he could to save Roger. In retrospect, Johnnie felt that administering CPR was "one thing you never expect to have to do" and was glad that he didn't panic.

Campus policemen, Sergeant John Brafford and Officer Markeith Tate, answered Johnnie's call for help. Whey they arrived, Sgt. Brafford began to perform CPR and Johnnie assisted as he tried to revive Roger.

Johnnie began to reflect about how "Roger was a good guy. He was dependable and came through. He helped me out." When Johnnie needed something done, he went to Roger. "He was always one for pitching in. Roger was a dedicated worker, that's for sure."

I attended Roger's wake and noticed Johnnie helping out there too - distributing fans to people and assisting where he was needed. Johnnie stated "I was raised to treat someone good; it will come back to me in more ways than one." One of those ways was receiving the Supervisor of the Quarter award. His face lit up when I told him people on the committee that he didn't even know him, voted for him. He was surprised and humbled. Johnnie works third shift and although there are housekeepers on the awards committee, all participants work first shift.

Johnnie went on to say that "I didn't expect that award; I was totally shocked! There are a lot of people that deserve it. I didn't help Roger to get this award. I feel good that I was able to be there, but that's how God works." Johnnie thought back and contemplated what might have happened if he had allowed Roger to go to his car alone. "He could have gotten into an accident." Johnnie believes God directed him to take Roger to his office.

Johnnie began employment with Facilities Management on October 30, 2005. He was promoted to supervisor for the Kennedy Zone on May 3, 2006. Buildings in the Kennedy Zone include: Kennedy, Burson, Smith, and Cameron Applied Research Center; this zone also does the floors in McEniry.

On being a supervisor, Johnnie says that "It's a challenging job, but I give it my all. I'm looking to move up and looking to help the University in any way I can." His favorite quote is "You work smart not hard". That's what Johnnie tries to always do.

Before coming to UNCC, Johnnie had worked in a supervisory capacity for a company that CPCC contracted. "I came here for the benefits and the retirement plan is better. I was looking for something stable and concrete."

Johnnie is from New York, so the Giants are his favorite team. While in New York he worked with youth, taking them to different colleges. He has brought youth to UNCC twice and never knew that he'd work here!

He has a son, two daughters, and two granddaughters. Johnnie couldn't end the article without naming his mother, Shirley Doyle. He is proud of her because she is a cancer survivor at 72 years old and still going strong!

GET MOTIVATED! BUSINESS SEMINAR

Finally, Johnnie is excited about the upcoming seminar that he and fellow co-workers will attend in Charlotte. "I'm interested in the Get Motivated Seminar." He stated that when he lived in New York, Rudy Giuliani was the mayor. "I used to work on his campaigns when he ran for mayor." He's also looking forward to hearing General Colin Powell and Suze Orman because he has learned from them. "People who aren't going don't know what they will be missing." Johnnie believes in training and advancement.

When you see Johnnie, please congratulate him on his award. He'll be the one helping someone else. **Congratulations Johnnie!**

PERSONNEL PIPELINE

UNLAWFUL WORKPLACE HARRASSMENT

For employees who are subject to the State Personnel Act (SPA)

It is the policy of the University of North Carolina at Charlotte that no state employee may engage in speech or conduct that is defined by the State as unlawful workplace harassment. All current and former SPA employees (as defined by State statues) of the University of North Carolina at Charlotte are protected by statute, which encourages and supports an environment free from unlawful workplace harassment and retaliation.

The State defines unlawful workplace harassment as follows:

Unlawful Workplace Harassment is unwelcomed or unsolicited speech or conduct based upon race, sex, creed, religion, national origin, age, color, or handicapping condition as defined by G.S. 168-A-3 that creates a hostile work environment or circumstances involving Quid Pro Quo Harassment.

Hostile Work Environment is one that both a reasonable person would find hostile or abusive and one that the particular person who is the object of the harassment perceives to be hostile or abusive. Hostile work environment is determined by looking at all of the circumstances, including the frequency of the allegedly harassing conduct, its severity, whether it is physically threatening or humiliating, and whether it unreasonably interferes with an employee's work performance.

Quid Pro Quo Harassment consists of unwelcomed sexual advances, requests for sexual favors, or other verbal or physical conduct when (1) submission to such conduct is made whether explicitly or implicitly a term or condition of an individual's employment, or (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.

Retaliation is adverse treatment that occurs because of opposition to unlawful workplace harassment.

For more information on this policy, visit the link:

http://www.hr.uncc.edu/employeerelations/harass.htm

TIMESHEET REMINDERS

- Compensatory time earned should be used before vacation/annual or sick time. A leave application form is not required with use of compensatory time.
- Any changes made to a timesheet requires the employee's initials.
- Make sure your timesheet is completed in its entirety. Employee and supervisor signature. The pink copy is for your record!
- If you work over eight (8) hours a day or forty (40) hours a week, you must give a reason.

Timesheets completed incorrectly will be returned to the department, which delays it being processed.

EMPLOYEE ACCIDENTS

According to University PIM 26, all job related injuries or illnesses, no matter how minor, should be reported, evaluated, and treated.

Each employee has the responsibility for reporting injuries or illnesses to his/her supervisor. The link for the employee accident report forms is

http://www.safety.uncc.edu/Safety/workers_comp/Index.htm.

For a minor (First Aid Only) Injury Form, the link is S:\FBO\Personnel\Forms\Minor Injury Form 09/19/06.

REMEMBER...SAFETY IS FIRST!

DO YOU HAVE A PERSONNEL QUESTION OR CONCERN?

Contact FBO-Personnel:

Melia James, Personnel Administrator, x72152

Payroll or leave inquiries, Hedy Talley, Personnel Assistant, x7-2936

WHAT'S THE BUZZ...EMPLOYEE TRAINING

UNC Charlotte Facilities Management EMPLOYEE TRAINING RECORD	
Employee's Name:	**Shop/Dept:**
Date(s) of Training:	**Length of Training (hours):**
Location of Training:	**Mandatory:** **Optional:**
Topic of Training Session: (attach a copy of the training curriculum)	
Instructor(s):	**Instructor(s) Title:**
Signature of Supervisor or Manager:	
When an employee has completed training, return this form to the Facilities Management Personnel Office. The information will be entered and the form will be filed in the employee's personnel folder. 7/2006/mj	

Facilities Management Business—Personnel Office has revised the employee individual training form. **New sections are indicated by the black arrows**. Please help us, help you better track your training activities, by completing the form in its entirety!!!

The new form can be accessed on drive S:\Public\Employee Training or on the FM Intranet http://fmbld08/local/FBO/Default.htm.

UNC CHARLOTTE EMPLOYEE TRAINING

The Fall 2006 Training and Staff Development catalog and online registration is now available via the internet from the Human Resources Training and Staff Development webpage (http://www.hr.uncc.edu/Training/index.asp). Visit the webpage and click on "Training Catalog" to view the catalog in PDF with full course descriptions or click on "Workshop Registration" to go to the online registration form, where you can click on the workshop titles to view its description.

REMINDER:

If you would like to attend a training course during your work schedule, you must first receive permission from your supervisor.

UNSUNG HERO AWARD

Don't Forget the New Award for January 2007 All Employees Meeting

This award is presented to non-managerial and non-supervisory employees who, throughout the year, have been someone who could truly be depended upon in every aspect of the job, but may not have done anything out of the ordinary boundaries of the job. This employee will have the reputation of being at work everyday (excluding vacation), doesn't use excessive sick leave, always perform his/her duties exceptionally well, and is a trusted team player.

Recognition Process

- Nominations are solicited from each FM employee within a particular department or shop.
- Employees within each shop will select winner by secret ballot.
- AVCFM will validate.

Amenities

- An Unsung Hero lapel pin; four (4) hours of compensation earned; supervisor notation in annual performance review; recognition during FM Quarterly All Employees Meeting; and a notation in the *Facilities Management* Newsletter.

Personal Success Article

By: Pauline B. Simuel, Housekeeping

EXTRA! EXTRA! EXTRA!

Read all about it!

PULLING TOGETHER…

Behind every winner is a great willing worker. In front of every superstar is a positive role model. Along side every great achiever are caring people offering encouragement, support, and able workers. ***It's true!*** The greatest accomplishments in life are achieved by people pulling together for a common good.

On Thursday, July 27, 2006, awards were running all over the room. Many employees received multiple awards for customer service and excellent work!

For example, Linda Wiley had 24, yes, 24 nominations and I (Pauline Simuel) received four awards! The Housekeeping Department at UNCC is **HOT! HOT! HOT!**

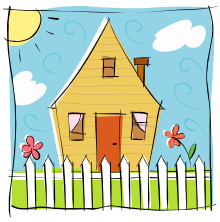
Oh! I received a Human Resources Generalist certificate on April 28, 2006. I pray God will give us grace to give others the benefit of the doubt when called for - that and team work will be our ultimate goal for this shift.

To God be the Glory!!

SAFETY ZONE

By: Casi Shepardson

Here's a good tip that I got from a friend who got the tip from a neighborhood watch coordinator.



"When someone is trying to get into your house, or if you hear a noise outside your house," keep your car keys next to your bed on the night stand and just press the panic alarm on your car. It will go off from almost anywhere from inside your house and it will keep honking until your battery runs down, or until you reset it with the button on the key chain." A lot of burglars will cut your telephone line before breaking in so this is a real good idea - it could save your life.

Happy Birthday to You!

11/1	Rob Kennedy	Grounds
11/2	Jose' Palacios	Grounds
11/2	Jason Schultz	Capital
11/3	Crystal Mason	Housekeeping
11/4	Rosilyn Douglas	Housekeeping
11/4	Art Sutherland	Zone 1
11/7	Willard Brown	Housekeeping
11/7	Gary Edwards	Grounds
11/8	Phil Meacham	Electrical
11/9	Pamela Williams	General Services
11/10	Ron Hobson	General Services
11/10	Mario Moore	Housekeeping
11/11	David Hillard	General Services
11/12	Sarah Duncan	Housekeeping
11/13	Shariffe Samuels	Housekeeping
11/16	Eric Walcott	HVAC
11/16	Rhonda Wathey	Recycling
11/17	Fred Brillante	Design
11/19	Carolyn Hinkle	Zone
11/19	Elzy Neely	Housekeeping
11/22	Clara Crawford	Housekeeping
11/23	Ruth Cook	Housekeeping
11/28	David Roman	HVAC
11/30	Debra Mayfield	Housekeeping
11/30	David Smith	Electrical

12/1	Jerome Steele	General Services
12/2	Kathy Thomas	Housekeeping
12/5	Melanie Hill	Business Office
12/5	Linda Wiley	Housekeeping
12/7	Cannise Evans	Housekeeping
12/7	Bob Smith	Zone 2
12/8	Lisa Miller	Housekeeping
12/9	Steve Singer	HVAC
12/10	David Adams	Housekeeping
12/10	Beverly Hancock	Housekeeping
12/10	David Huntley	Electrical
12/12	Jerry McManus	HVAC
12/13	Essa Dossary	Design
12/16	Joe Clay	Zone 1
12/17	Tommy Pressley	Zone 2
12/20	John Avery	Recycling
12/24	Elizabeth Brown	Housekeeping
12/25	Joey Johnson	Zone 1
12/25	Closel Macena	Housekeeping
12/29	Penny Franki	Grounds
12/29	Noella Paquette	Business Office
12/29	Roosevelt Speaks	Grounds
12/30	Arnold Vanhoy	HVAC

1/2	Annette Anderson	Housekeeping
1/3	Jodi Case	Business Office
1/3	John Morris	Preventive Maintenance
1/4	Jim Krupa	General Services
1/4	Philip Leonard	Grounds
1/4	Essie Spears	Housekeeping
1/5	Bob Frias	General Services
1/7	Agnes Douglas	Housekeeping
1/8	Eric Bush	Housekeeping
1/9	Jacob Atkinson	General Services
1/9	Chano Boyd	Housekeeping

1/10	Cristhian Gonzalez	Grounds
1/12	Tim Overcash	HVAC
1/15	Jason Shores	Electrical
1/20	John Neilson	Capital
1/21	Tonya Day	Housekeeping
1/23	Bob MacDonald	Grounds
1/25	Joyce Clay	Capital
1/27	Barry Andersen	Grounds
1/30	Madia Smith	Housekeeping
1/31	Win Bynoe	Electrical
1/31	Dorothy Knotts	Housekeeping

*This list was provided by Human Resources. If any names were omitted or the incorrect shop is listed, it was not intentional.

IN MEMORIAM: ED SEAMON

Employees were heart broken at the loss of Edward B. Seamon, 53, who died on August 16 after injuries sustained on April 13 during an electrical explosion on campus. It was a long, hard fight for Ed and his family. As a work family, we rallied together in positive thoughts and prayers for four months hoping for Ed's recovery. Now that Ed has passed, plans are being discussed concerning ways to remember Ed on campus. The University community will be notified as plans are solidified.

Here are some thoughts shared by Ed's supervisor, David Smith (Shop 11):
I remember when Ed and I worked at Cannon Mills; we were getting certified on high voltage. Ed was up on one pole and I was up on the pole next to him. We would have to set the cross arms, insulators, and put wire on the insulators. When Ed was getting ready to put his wire on the insulator, I would pull it from him and make him mad. At this time in Ed's life, he was much rougher than he was in his later years. He would begin to curse and carry on and everyone on the other poles would just laugh at him. Later on in his life, instead of cussing, Ed would say "Hamburgers, Hot Dog, Pickles and Peaches."

Facilities Management Annual Holiday Party
December 13, 2006 from 11:30 a.m. - 1:30 p.m.
Cone University Center, Lucas Room
Cost $5.00 per person - Deadline to pay is December 1, 2006 - Please sign up to bring a dessert

STRATEGIC PLANNING SESSION

JANUARY 24, 2007
8:30 AM
CONE CENTER 348

Goals, objectives and action plans for achieving our vision. Reviewing the SECOND quarter.
SLIDES ARE DUE FRIDAY, JANUARY 19

ALL EMPLOYEES MEETING

JANUARY 26, 2007
10:00 AM - 12 NOON
CONE CENTER, McKNIGHT HALL

SECOND & THIRD SHIFT MEETING

JANUARY 25 AT 10:30 PM
Cameron Applied Research Center 101

Second Quarter Awards and Accomplishments
SLIDE ARE DUE MONDAY, JANUARY 22

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.

Co-Editors: Beverly Imes and Melia James
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Please look online for the newsletter at: http://fmbld02.uncc.edu/AVC/Newsletter/default.asp?link=Issue19.pdf