A special thanks to all the **Residential and Academic Custodial Technicians** for braving the inclement weather that the university has been dealing with since December 2013. To date, they have worked through a total of 15 snow and ice storms, shoveling and salting 51 residential halls, the student centers and over 125 building entrances. The teamwork provided by both the Residential and Academic CustodialTechs, along with the assistance of the **Grounds crew** has been outstanding. The Life Long Learning Academy in Arsht Hall on the Wilmington Campus held a special event recognizing all the support staff. Kudos to everyone for maintaining a safe facility for our students and employees.

**Kitty Keefe, Alpha Phi Interim House Director said:**

Ken (Milewski) is a jewel, as well as Lester (Haynes). They are so dependable, professional, kind and helpful. I so appreciate them. Thank you too, Mark (Mankin) for helping us get this done!”

**Kathleen Schmidt said:**

Seth, I just want to write to thank members of your group for noticing that regulated medical waste was not properly disposed of in a municipal waste receptacle. They took the time to report the incident by calling EHS for advice. Because of their action, the University will not be subject to the risk of citation by DNREC. Many thanks to Felix Lopez and his work partner, Gina Crampton for a job well done!
Perkins Student Center Renovations:
All three levels of Perkins have undergone quite a renovation! Total square footage of space renovated between the second floor counseling center, first floor concourse and lower level (former Barnes & Noble space) is 39,000 square feet. The HVAC system for the renovated spaces was also upgraded as we removed 5 air handler units and replaced them with 3 new energy efficient units along with upgrading the building automation system. The lower level is now home to fifteen registered student organizations, along with support staff. A new student lounge is available for studying, gatherings and small events.
Construction is well underway for the Academy Street Dining & Residence Hall. Recently, Whiting-Turner dropped off two Topping-Off Beams to the Facilities Planning & Construction Department. When appropriate, these beams will be inserted in the Area ‘A’ Chimneys of the building. The beams were autographed by over 80 FREAS staff.

Clayton Hall's main conference room received a facelift this winter. The carpet and acoustic panels were replaced and a fresh coat of paint was applied throughout the room.
Did you know?

Facilities, Real Estate & Auxiliary Services has a committee dedicated to:

**Respect & Civility in the Workplace**

Our committee is made up of hourly, salary & professional staff members dedicated to improving the overall work climate of our organization. If you would like to attend one of our meetings please speak to your direct supervisor, or contact Christina McGinty or Sheila Boyle. Stay tuned for many, many good things to come as a result of our meetings.

**Ten Tips for Creating Respect & Civility in Your Workplace:**

1. Before acting, consider the impact of your words and actions on others.
2. Create an inclusive work environment. Only by recognizing and respecting individual differences and qualities can your organization fully realize its potential.
3. Self-monitor the respect that you display in all areas of your communications, including verbal, body language, and listening.
4. Understand your triggers or “hot buttons.” Knowing what makes you angry and frustrated enables you to manage your reactions and respond in a more appropriate manner.
5. Take responsibility for your actions and practice self-restraint and anger management skills in responding to potential conflicts.
6. Adopt a positive and solution-driven approach.
7. Rely on facts rather than assumptions. Gather relevant facts, especially before acting on assumptions that can damage relationships.
8. Include others in your focus by considering their needs and avoiding the perception that you view yourself as the “center of the universe”.
9. View today’s difficult situations from a broader (big picture) and more realistic perspective by considering what they mean in the overall scheme of things.
10. “Each one influence one” by becoming a bridge builder and role model for civility and respect. Act in a manner whereby you respect yourself, demonstrate respect for others, and take advantage of every opportunity to be proactive in promoting civility and respect in your workplace.

*Be the change you want to see in the world* – Mahatma Gandhi

Adapted from Lorman Education Services Newsletter Employment and Labor Union Update – April 2007
It’s not a “Five O’clock World,” for Facilities Anymore

The old hit by the Vogues might have described the normal day for maintenance on the UD Campus when it was released in the sixties, but with the addition of Dave Wilson as a new Supervisor working from 4pm to midnight, the days of everyone closing up shop and going home at five are a thing of the past.

Dave, who’s been with UD for almost thirty years, has spent the last few working as a night mechanic so he knows the challenges his new staff faces dealing with the average of 20-30 calls that come in over the 10 hour shifts that start at 3:30pm and can stretch until 2am. In today’s environment Facilities doesn’t have the luxury of postponing issues until the following day as customers’ expectations are higher and the cost of delaying a fix can overwhelm what started as a minor problem.

In addition to the regular night mechanics, that include Cory Lesniczak and Darren Miller, second and third shift mechanics represent a variety of trades, that will be able to assist Dave as the routine, emergencies or unexpected events arise in the evenings. Three guys will work directly with Dave including Mike Casalvera, Electrician; James Raimato, HVAC Mechanic; and Rod Porter, Building Automation Systems Mechanic. One Plumber, Eric Salsbury, works a modified shift into the early evenings, and leaves campus at 7:30pm. Other staff working into the late evening are Bill Wright, Electronics Mechanic (fire alarm and access systems); and Guy Surer, Locksmith. Working the third or “graveyard” shift from 11pm to 7am is Craig Palmer, Carpenter; and Ben Morgan and Paul King, electricians that share the Monday through Sunday shifts.

In Dave’s world, “Sundays are the busiest all day,” as students return to campus from the weekend and staff are preparing for the week ahead. You might think that summers would give these folks a break but they can be as busy as the Academic Year, especially if it’s a super-hot one. Between Alumni Weekend needs, Summer School, Conferences which include well attended sports camps, and graduate students working on their research projects; there’s never really a down time when it comes to nights and weekends. Then, if you also throw in the winter that we just experienced, it’s not an easy task to keep the campus humming 24 hours a day 7 days a week. UD has a staff and supervisor that can handle almost anything that happens at night, just as if it were the daytime when everyone is here.
Joe Shirley Said:

“Ned, Mike, John, Seth and Tom,”

On behalf of Coach Sherman, the student-athletes, Eric and myself THANK YOU for the hard work, dedication and patience in preparing the baseball field for this past weekend. Three games, three wins and lots of smiles from those student-athletes who were blown away and proud to step on that field Friday.”

John Pullella said:

“Thanks to Nikki (Szymanski) in IT, I am back online at home. She was great!”

Custodial Said:

“Sheila Boyle, H.R. assistant, has earned the respect and admiration of her peers in the Facilities, Real Estate, and Auxiliary Services for her unrelenting support during the transition to UD Time. Her patience, attention to detail, combined with her positive attitude and willingness to go the extra step has made this change in processes more beneficial. She has used her exemplary communication skills and good spirits to provide unwavering support to the facilities team.”

Carol Bedgar Said:

I wanted to extend our compliments to Elaine (Warrick) for all of her hard work and dedication to the Air Force ROTC. We have been having a big inspection the last two days and she has made sure our department is sparkling! She is truly a dedicated and hardworking lady! We are blessed to have her!
From the Ground Up
Facilities, Real Estate & Auxiliary Services Newsletter

WELCOME NEW HIRES

Standing (L-R): Ban Phommachanh, John Coleman, Kevin Taylor; Seated (L-R): Erica Coles, Pam Gouge, Sunny Xie

Standing (L-R): Paula Wilson, Jason Wilson, Safiya Roberts, Eric Remington, Virginia Sierra
UD Benefits Open Enrollment:
This year’s open enrollment for benefits occurs May 12, 2014 – May 28, 2014. All staff must reconfirm their existing benefits online, even if they do not wish to make any changes.

UD Benefits & Wellness Fair
When: May 19, 2014
Where: Trabant Multi-Purpose Room
Time: 9:30 a.m. – 3:00 p.m.
Please make every effort to attend, many vendors will be on-hand to answer your questions.
NEW POS SYSTEM

When residential dining halls opened on Sunday February 9, 2014, it marked the end of a yearlong project to upgrade point-of-sale (POS) systems all over campus. The Facilities - Computing Operations group took the lead in rolling out new hardware and software in most Dining Services retail and residential operations, as well as in a number of other retail locations on campus. A total of 94 new POS registers have been installed, serving more than 50 profit centers around campus. Students and staff can still use their UD ID-cards at the Sequoia POS registers to make purchases with campus accounts, or to access services. The touch-screen registers have modernized point-of-sale on campus in many ways, including better reporting options, and many more user-friendly retail tools. Credit-card capability has been added at many locations where it was previously unavailable.

Dining Services locations include Starbucks (Smith Hall), Einstein Bagel Brothers in the ISE Building, the Scrounge and Dunkin Donuts in Perkins Student Center, the Trabant Food Court, Bleecker Street in the Morris Library, the Figure Eight snack bar at the Rust Ice Arena, the weekly Farmers’ Market located on Mentors Circle in the summer months, Walter’s Café in Hullihen Hall, and all concessions locations in the Delaware Stadium and the Bob Carpenter Center.

Other retail locations include the UDairy Creamery store, the Ice Arenas and Outdoor Pool, the Trabant Info Desk and Perkins Info Desk, the Dispensary at Student Health Services, the Student Multimedia Center in the Morris Library, Parking Services main office, the Recreation Services cashiers office in Carpenter Sports Building, and the newly opened Speakeasy Lounge in 44 Kent Way.

For more information about the new retail system, please contact Mike Parisi, Assistant Director Computing Operations, Facilities Auxiliary & Real Estate Services (m_parisi@facilities.udel.edu).
Making Safety a Priority in the Workplace Here and Elsewhere

A recent article in Safety + Health Magazine picked a “top ten” leaders of governmental and private sector entities that best represent the thinking and actions that create the safest environment for staff in their organizations. I thought I would share some of what I believe are their best quotes from the interviews they gave to the magazine.

One leader said, “I think our biggest challenge is focus. There is simply a lot to do to build a safety culture. We had to educate ourselves; rebuild our safety management programs; reinforce behaviors; and learn to measure, how to improve and how to collaborate.” While another one added, “We believe that everyone in the pool is a lifeguard, and proactively watching out for each other and ourselves is the only way to eliminate accidents.” A third one added, “The key to an effective safety program is the sharing of insight and experience. This requires an effective and expeditious reporting system and a culture of awareness and vigilance.”

The article also reminded me of a slogan used by one of our contractor’s doing work here on campus that says something to the effect of “You are the person most responsible for your

Making Safety a Priority continued
safety while on the job.” This of course doesn’t mean that you shouldn’t also have access to all the personal protective equipment and training required to do your job safely, it just means that often times all the equipment and training in the world can’t protect you from keeping a focus on yourself while on the job. It’s no different from the hazards you face driving to and from work. You must maintain vigilance and attention to the road ahead and drive defensively, instead of expecting everyone else behind the wheel to just behave in a safe manner.

Mark Mankin, Safety Chair, Facilities, Real estate, and Auxiliary Services

Spring Wellness Programs: Check out the UD Wellness website for various programs and related information http://www.udel.edu/wellness/#

North Central & East Zone Custodial Christmas Party
“WE KEEP YOU RUNNING”

Anyone who has rolled out of bed and into the shower only to be met with a blast of bone chilling cold water will appreciate the work of our Central Utility Plant Operators and five Utility Plant Services’ mechanics that are responsible for the 24/7 operation and maintenance of the entire campus wide underground steam, condensate and heating hot water piping system which consists of 16 linear miles of pipe. This includes off hours emergency repairs of such systems to ensure and maintain the Universities Academic, Research, Dining, Hotel and Residence Life needs are not interrupted.

We have an exceptional and experienced crew that reports through Joe LaPalombara, Manager, Utility Plant which includes: John Aaron -9 years; Michael Baldwin-15 years; Chuck Ciafardo-8 years; Caleb Gilly -5 years; Wayde Naylor-16 years; David Bunel- 8 years; Steve Bunville-9 years; Ed Dant-23 years; Joel Dickerson -24 years; Donald Ennis-2 years; Keith Hamm-25 years; Wes Olsen-25 years; Pete Sierra-21 years; and Michael Sorrentino- 6 years.

This has been a long winter with some major underground breaks, the first one being the leak at the Marriott hotel, it was necessary to maintain heat to the hotel. The Hotel is a 24/7 operation and we had to maintain heat and hot water to the Hotel guests in 8 degree weather until the repair was made which was a major accomplishment. The second leak was at the East tower, which occurred right after the hotel leak, it took a week to find the leak and make the repair in 10 degree weather. As their manager, I am proud to say that Wayde, Mike, John, Chuck and Caleb never gave up and worked as a team to make the repairs and keep the campus running. It was a major accomplishment that defines the meaning of Team Work.

While the Central Utility Plant operators keep close to “home,” the Utility Plant Services staff (UPS) travel all over campus servicing the outlying boilers that spread in areas outside the main footprint of the campus and in rental houses, Conover Apartments, West Campus, and the Laird Campus Utility Plant. In addition, the (UPS) shop is responsible for manning the Campus Annual Steam Shutdown. This is the one short window of time during the year that the Central Utility Boiler Plant is actually idled so that we can perform maintenance on the boilers and the underground systems that would be impossible when in full operational mode. The shutdown usually occurred the week after Graduation, but has been moved a week the past few years due to the Alumni Weekend Event.

The eight boiler operators in the Central Plant provide that continuous service by working a complicated four week cycle that rotates through a 36, 40, 44, and 48 hour work week with anywhere from 12 to 16 hour shifts. The shifts can be sequential or staggered with days off between shifts during a single work week. A typical shift might start at 4:30 in the afternoon and run until 4:30 in the morning. When you throw in Holidays everything can get even more complex. The guys work out the kinks in the schedule and share the staffing hardships when
necessary. In addition, Steve Bunville, the Instrument Control Mechanic, keeps equipment running correctly that plays a crucial role in maintaining the systems at peak performance.

The Operators play a key role on campus when the Operations Call Center shuts down. They handle emergency maintenance calls through 831-1141 when the call center is closed after 11PM weekdays, evenings and weekends.

All in all, these Mechanics shoulder a tremendous amount of responsibility for the comfort, safety, and continuous operation of the campus community.
The University of Delaware’s 2013 United Way campaign participated in its second “Days of Caring” project on Saturday, Nov. 23, with UD employees from AFSCME Local 439 and other staff working at Exceptional Care for Children (ECC), Delaware’s only 24-hour skilled pediatric nursing facility. Facilities employees pictured: Ben Adjei, Freddy Sierra and Crystal Hayes.

UD Faculty & Staff Assistance Program/Information:
http://www.udel.edu/Benefits/menus_fsap.html
Visit the website for information. To reach Linda Spotts directly, call 302-831-2414
Congratulations to Our Retirees

January 2014
Larry Beamer, Custodial Technician – 15 years

February 2014
Paul Lyons, Groundskeeper – 25 years
Beverly Cotton, Custodial Technician – 16 years
Joann Watts, Custodial Technician – 8 years

March 2014
Melvin Gibbs, Custodial Technician – 8 years

April 2014
Reginald Grinnage, Custodial Technician – 15 years

May 2014
Keith Sweetman, Electrician – 30 years

June 2014
Audrey Walker, Custodial Technician – 10 years
William Brock, HVAC Technician – 20 years
Sharlene Brady, Custodial Technician – 27 years
Rexell Miller, Custodial Special Projects – 35 years
Billy Keen, Custodial Technician – 10 years
Denise Perkins, Dining Services – 25 years

July 2014
Tom Amos, Driver/Mover – 30 years

August 2014
Ed Jenkot, Glass Technician – 28 years
Mary Jane Keyser recently completed a Certificate in Analytics: Optimizing Big Data program offered by UD. This will assist her in her role to verify, trend analyze and report on the University’s utility consumption. Congratulations, Mary Jane!

Minimum Wage Increase:
Effective 1/1/2015 – Minimum wage for Federal Contractors will increase to $10.10/hour
New Performance Appraisals Period:

Future Appraisals Period: 2/1 – 1/31

Appraisal questions, concerns and/or training requests, please email: hr-appraisals@udel.edu

KUDOS...

Karren Helsel-Spry said: “I’m writing to you concerning the gentleman who looks after my office and conference room in Hullihen Hall (Reggie Grinnage). I wanted to let you know what a great job he does. I never come into my office to find it anything other than perfectly and neatly kept. The same with our conference room that is located just next door. Mr. Reggie (I’m sorry I don’t know his last name) appears to be the leader of the other custodians and he is not only a leader, but he is a very hardworking man. Moreover, he’s the most honest person I know. I’m sure you get a lot of email complaining about things, but I can’t find a single thing to say with the exception of good things about Mr. Reggie”

Service Award Dinner 2014
Tuesday, May 20, 2014
Recognizing 20, 25, 30, 35, 40, 45 years and Retirees
For more information, please visit: http://www.udel.edu/hr/service-awards.html
Corrine Hamed said: “With performance appraisals just around the corner, I felt this is the perfect time to provide you feedback on Rosa Hernandez. As you know, Shelia was our previous custodian, so Rosa had some pretty big shoes to fill when she came to the Center. Rosa has been a wonderful addition to the CCM family. She ensures our building is always presentable and is always available to us when we need something additional or last minute. It is difficult to find respectful, kind people with work ethics and Rosa possess all qualities any supervisor would be proud to have as an employee.”

Shelley Einbiner said: “I just want to give a huge compliment to the team for snow removal on my little piece of campus and for all of the parking lots, walks and access areas on campus. I saw the team putting down salt as the snow started and my sidewalks were plowed and cleared before sunrise on Wednesday. The plower even lifted his plow in front of my parking area to save me the work of removing the extra snow. You still can’t drive through half of Newark, but you don’t even need boots on campus! I want to thank your team for the great work.

Susan Campbell said: “Jason (Carroll), I would like to thank you and compliment you on your support for my concerns. You have always handled them promptly and courteously. You are an asset to ISE!”

Jeff Palmer said: “I just wanted to take a minute to let you know what an outstanding job Leann (O’Brien) is doing in the University Visitors Center. The building looks great and the restrooms are clean and stocked for both the visitors and the staff. Not only does she carry out her responsibilities in a timely manner, she is always willing to do whatever anyone asks.”
KUDOS...

Kitty Keefe, Alpha Phi Interim House Director said: “I called a facilities telephone number to ask a plethora of questions. Within moment, Tim Becker stepped on our porch, knocked at the door, entered, and invested his time in answering every imaginable question as I tried to decipher responsibilities. Tim Becker’s long history with the University and his in-depth understanding of this facility, students in general and University policies made him an invaluable resource.

For the last three months, every single person who entered this house demonstrated excellent workmanship, gracious gentlemanly behavior, and positive attitudes in their work and their University. I began to ask, “For whom do you work?” and 100% of the time their response was “Tim Becker”.

I am still WOWED and very thankful. It has been a wonderful experience to work with a ‘team’, who genuinely cares about their jobs, their University, and these facilities

My hat is off to UD...Tim Becker... and the ‘apples’ of his tenure”

A Quick Message from the Alan:

I wanted to take a moment to share a few of the comments that I received this past winter from many in our University community. Many of the comments revolved around the professional way in which Custodial Services, Grounds, and Maintenance & Operations handled the winter from you know where! The comments came from faculty, administrators, students, and in one case a community resident. They all expressed thanks and gratitude for the way that you all extended yourselves during trying times and for your concerted efforts to keep our building entrances, pathways, parking lots, and streets accessible when it seemed like it was virtually a snow and/or ice event every other day. The fact that you all were here looking out for the best interest of the University community is what they appreciated the most and is also what I am most proud of. Thank you for all of your hard work and please know that we could not be successful as a community if it were not for dedicated folks like you.

You have my very best.

Alan
Please Support the proposed Tobacco-Free Policy at UD

Good morning,

My name is Jessica Borcky and I am the President of the Student Government Association (SGA) which represents the undergraduate student body. As you may know, a tobacco-free policy will be coming forward at the President’s Executive Council. The SGA has worked diligently and comprehensively to ensure this policy would benefit the campus community and enhance student experience at the University of Delaware. As the Student Government Association President and on behalf of the student body, I would like to ask for your support passing this policy at UD.

Best regards,

[Signature]

Jessica Borcky
SGA President
BLUE HENS FANDEMONIUM V
UD Athletics Complex, Newark, DE

It's that time of year again! Enjoy an action-packed day with Blue Hens Athletics & Recreation beginning at 10 a.m. including the Fan Zone with live entertainment, inflatables, pony rides, facepainting, food, autographs, fun and more! Admission and parking is FREE! Delaware Football Spring Game kicks-off at 12 noon followed by postgame team autographs.

[9 a.m.] Volleyball Spring Fling Grass Tournament Begins
[10 a.m.] Fan Zone Programming & Select-A-Seat Event Opens
DE Athletic Trainers Association 5K Run/1 Mile Walk Begins
[12 p.m.] Football Spring Game Kicks-Off
Fan Zone Closes
[1:30 p.m.] Football Postgame Autographs (West Concourse)
Equity-in-Brief: Understanding Parental Leave

This one-hour seminar, designed to showcase underutilized resources on our campus, will overview parental leave at the University. Learn about the current policy and relevant resources such as the Nursing Mother's Room.

This seminar is open to all faculty and staff. Managers are encouraged to attend to be able to provide this information to their staff.

Featured Panelists:
Tom LaPenta, Chief HR Officer
Maggie Andersen, Interim Vice Provost for Faculty Affairs and Diversity

Thursday, May 8th | 12:00-1:00pm | Trabant 219

Register here: http://webapps.css.udel.edu/calendar/detail.php?classid=4622

Questions? Contact Emily at ejb@udel.edu
Remember being ‘It’ in the game tag? Games we played as children provided us with afternoons of fun and laughter. For some of us, these were our first life lessons about sharing and playing by the rules. A deeper look reveals that the strategies of scapegoating, cut throat competition, exclusion, and a win-lose mentality employed to win these games, are similar to the strategies we employ in the adult playgrounds of leadership and community development. This presentation takes a unique look at leadership and its impact on the development of community.