Have Restroom, Will Travel
Submitted by: Rich Noonan

Restrooms are one of the key areas in any facility in terms of cleanliness. We’re all familiar with the horrors that can lurk in certain restrooms. Just think of the last time you needed to use a gas station restroom! The UD Academic and Residential Custodial staff take pride in the cleanliness of our restrooms and devote quite a bit of time and effort in maintaining them to our standards.

Restroom cleaning training poses a number of challenges. First is the fact that the restroom must be closed down for an extended period of time, inconveniencing our customers. Add to that, the restrictions on the number of staff that can be trained at one time due to the limited amount of space in a typical restroom. Enter Bill McGarvey of Philip Rosenau and his Porta-Restroom! He has ingeniously constructed an apparatus that contains a wall, floor, sink, urinal and toilet, all in one compact (but heavy) unit that folds up and fits on a trailer for transport to various locations throughout the Tri-State area.

Bill brought his invention to the University of Delaware during the week of January 29th and used it as an aid in training the Academic and Residential Custodial staff. Ably assisted by Mike Clothier, he was able to fully demonstrate the proper procedures and use of equipment and supplies necessary for effective restroom cleaning. Because of the Porta-Restroom, he conducted the training with groups ranging up to forty employees as opposed to the half dozen or so that can comfortably fit in one of our typical restrooms.

The concept of “hands-on” training for restroom cleaning in a classroom setting was well received by the custodial staff. For our veteran employees, it was a nice change of pace to receive the training without the distraction of folks trying to utilize the restroom for its intended purpose, and our newer employees had the opportunity to meet the Philip Rosenau training staff. Rumor has it that Bill is currently working on a new secret project, and we can’t wait to see what he brings with him on his next visit!

Residential & Conference Custodial Staff Members look on as Bill McGarvey presents restroom training utilizing the Porta-Restroom

Academic Custodial Staff Members watch the demonstration on proper restroom cleaning procedures

Q: “Who invented the portable/electric vacuum cleaner?”
(Answer on Page 7)
Facilities “Spotlight” On You

Implementing Quality Customer Service

Pat Dennis and Karin Saunders, M&O

I deal with all of Maintenance & Operations on a daily basis and find the majority of the interactions to be positive. Recently, however, I received exceptional service/assistance from both Pat and Karin and would like to recognize their attention to detail. Both have taken the time to take my request to the next step, offering their time and support to solve my problem or answer my question.

Thank you, and please keep up the great work!

Marci Steinman
Project Manager

Danny Johnson, Dave Van Hook and Julian Velazquez, M&O

Just wanted to tell you that Dan, Dave and Julian have done a great job responding to asbestos emergencies.

Dan has helped out recently on a late Friday call to the Student Center. He abated some pipe insulation that was found over the door where Network Services was working so that they could continue with their time sensitive work. He also responded after hours to a call at the library where a contractor was doing emergency work on the heat exchanger. With his history of the campus, we were able to determine that the insulation might be asbestos. I was able to call BEI and get it abated that night so that the work could continue and the library could get heat! Additionally, today, Dan responded to the dumpster and trash truck at the Field House while I drove a sample to the lab for analysis. He was able to clear the trash truck of suspected AMC so that they could continue their rounds. As it turns out, the material was not asbestos and they can dump the dumpster as regular waste now. Dan, Dave and Julian are always willing to help in a timely manner!

Jennifer Pyle
DOHS

Grant Greenwood, M&O

The air supply in the central utility plant was failing. Without compressed air we would have been forced to shut down all heating steam and cooling water. As we were running out of options, Grant got creative and brought three portable air compressors in. He tied the compressors in at several points of our system. We shut down our main air and to my disbelief, those three little compressors kept us going long enough to make repairs to the main compressor. Together we really did pull a rabbit out of the hat. Great job by our Maintenance Mechanic.

Joel Dickerson
H/C Water Plant Operator

Jackie Bryant and Bill Williams, Custodial Services

The George Read North custodians (Jackie and Bill) are absolutely AMAZING!! They work so hard and are very pleasant to the staff and residents. If there is any way to recognize them, I would really appreciate it! My staff is also working on something to show their appreciation. They are great and you should know.

Thanks!
W. Donald Walker, III
Director

Ron Beaver and Staff, M&O

I just want to take a minute of your time to advise you of the outstanding effort of Ron and staff. The Mechanical Hall situation was found during a recent scheduled fire alarm inspection identifying a major installation deficiency. It appears that the pre-action sprinkler system detectors for the two systems were improperly programmed. The condition, if left uncorrected, would have prevented the sprinkler portion of the system from operating as designed. He took immediate action upon discovery of the deficiency which included contacting Siemens Fire to respond and make the necessary programming corrections. This is typical of his performance which can be overlooked due to the volume of work performed throughout the year. I truly appreciate the efforts of Ron and the shop.

Kevin McSweeney
Fire Protection Engineer
Terri Lineback, CITA Services

I would like to take a moment to offer praises to you and your CITA Group. I cannot thank them enough for their EXCELLENT Customer Service. They are always courteous and willing to help. Their response time to any of my questions or concerns is always minimal. For example, this morning I arrived at work to find my computer not functioning. It was around 7:30 a.m. I gave Terri a call, and within minutes she was here to service my needs. I could give you example after example of how your team has assisted me over the years. Your group is a valuable asset to our department.

Cinnell Clark-Tolson
Facilities Coordinator

Kirsten Adams and Nick Fontanez, Custodial Services

Congratulations to Kirsten (Harrington Hall D) and Nick (Harrington Hall E) for winning the National Residence Hall Honorary Spotlight Award of the Month!

Way-to-go Kirsten and Nick!

Paula Boyer, Custodial Services

Congratulations to Paula Boyer, Custodial Technician assigned to Harrington Hall for being nominated for “Spotlight of the Month” by the HHA residents.

Great job, Paula!

Lynn Daniels, Custodial Services

Congratulations to Lynn Daniels, Custodial Technician assigned to Harrington Hall for being nominated for “Spotlight of the Month” for December 2006.

Keep up the good work, Lynn!

Chuck Skelly and Tom Craig, M&O

Recently Chuck and Tom went the extra step for customer satisfaction. The request was to re-glue the shelf facing so it wouldn’t keep hanging off and tearing.

Chuck looked beyond this request and discovered the shelving was broken. He then made a recommendation to not only correct the facing issue, but replace the shelving that was damaged in order to prevent anyone from being injured.

Thank you for going the “extra” mile and ensuring the safety of your customers and thank you for a job well done.

Michele Jones
Facilities
What’s Happening

Quality Assessment Team
Center for the Arts

On Tuesday, January 16, 2007, Erick Kalb and Joe Zakreski participated in the monthly membership meeting of the Delaware Chapter of the International Facility Management Association, hosted by the University of Delaware in the President’s Room of the Blue and Gold Club.

The fifty members present heard Joe and Erick describe their participation in the Quality Assurance Team that assisted with the construction of the recently opened Center for the Arts. They both prepared remarks that gave the members a sense of how the Quality Assurance Team functioned with respect to this project and others on campus, while also fielding a number of questions from the audience about the QAT concept. Joe and Erick both did a great job representing the Maintenance and Operations unit and gave the audience members a real appreciation of the value and challenges that come with using a Quality Assurance Team to enhance the outcomes from any major construction project.

IFMA Re-Certification
CFM

Mark Mankin, CFM, recently renewed the International Facility Management Association’s Certified Facility Manager credential. The CFM credential assures professional expertise and establishes standards of practice for the facility management profession worldwide.

Prior to certification, candidates must first meet defined educational and work experience criteria. Successful candidates then pass a comprehensive exam which tests their mastery of eight core competencies of the profession. These are: operations and maintenance, real estate, leadership and management; human and environmental factors; planning and project management; finance; quality assessment and innovation; and communication.

The CFM renews certification every three years based on accumulated professional education points and experience in the field. CFM is the most respected global credential in facility management. To date, more than 3,500 facility managers from 25 countries have earned this recognition.

In addition to membership in the IFMA Academic Facilities Council, he also served two terms as President of the Delaware Chapter of IFMA and currently serves as Education Chair for the Chapter.

Erick Kalb, M&O speaking at the IFMA Meeting

Joe Zakreski, M&O explains how the Quality Assurance Team assisted with the CFA

Mark Mankin, M&O with IFMA Group
Dickinson Floor Lounges Get an Extreme Makeover

Submitted by: Mark Mankin, M&O

If you wander around Dickinson Complex, you might think you’ve stepped into a time warp and been spirited back to the “Sixties,” where oranges, yellows and lime greens transport you back to the era of the Beatles, peace signs, and flower power. In fact, the Dickinson buildings were designed and built in the mid to latter part of that decade, which does explain a lot of what confronts you visually on a stroll down any given floor.

Dickinson Complex, an all-freshman area, was in fact created way before any of the current residents were even born, and the challenge was to give it an updated image without spending a small fortune. The stale colors of yesteryears are found on room doors, stairwell landings, and commons and floor lounge walls.

The Dickinson floor lounges, which were once designated and used as extended housing areas where four students stuffed themselves and their belongings into an area akin to an Army barrack, are presently stuck in this time warp and aren’t as inviting a place to hang out for the residents. The lounge areas have received new carpeting and furniture in the past couple of years, but that was the limited scope of what’s been done.

The solution arrived at by the Housing Painters and their supervisor, Tim Becker, was to completely cover up the old dated design with a new color scheme that blended better with the carpet and upholstery, to give each lounge a more modern and integrated style. The results, as seen in the pictures of before and after, brighten up the hallways and pull together the rooms as inviting spaces to socialize, study, or just chill. The project started just before holiday break and will continue over the coming weeks.

The end result is fewer “flashbacks” for those of us old enough to have lived and experienced the sixties, and a more inviting crash pad for the MySpace generation.

Even though the Dickinson Complex is slated for major upgrades after finishing with the East Campus Residence Halls, the Housing Painters are giving the area a new lease on life and an extreme makeover to carry over until a more comprehensive renovation hits after 2010.
Mary Ellen Saunders is a student at Cecil Community College. She is a 2002 graduate of The Tome School in North East. She is majoring in Visual Communications & Professional Photography and this was a project she submitted as one of her assignments. The model in the poster is her brother Nick Saunders.

Look out Hollywood—here they come!

Cigarette smoking has been identified as the most important source of preventable morbidity and premature mortality worldwide. Smoking-related diseases claim an estimated 438,000 American lives each year, including those affected indirectly, such as babies born prematurely due to prenatal maternal smoking and victims of "secondhand" exposure to tobacco's carcinogens. Smoking costs the United States over $167 billion each year in health-care costs including $92 billion in mortality-related productivity loses and $75.5 billion in excess medical expenditures.

- Tobacco advertising plays an important role in encouraging young people to begin a lifelong addiction to smoking before they are old enough to fully understand its long-term health risk.
- Approximately 90 percent of smokers begin smoking before the age of 21.
- Cigarette smoke contains over 4,800 chemicals, 69 of which are known to cause cancer.
- Smoking is a major factor in coronary heart disease and stroke.
- Smoking by parents is associated with a wide range of adverse effects in children.
- Smoking in pregnancy accounts for an estimated 20 to 30 percent of low-birth weight babies.

For more information on smoking, please call the American Lung Association at 1-800-LUNG-USA (1-800-586-4872)

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**What’s Happening**

**Gloria McDowell, Custodial Services and “Bubba”**

*Gloria found the baby squirrel on campus and is raising him*

*His name is Bubba and he is the Custodial/Residential West Mascot*

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**Hazards Associated with Smoking**

*Submitted by: Karin Saunders, M&O*

Mary Ellen Saunders is a student at Cecil Community College. She is a 2002 graduate of The Tome School in North East. She is majoring in Visual Communications & Professional Photography and this was a project she submitted as one of her assignments. The model in the poster is her brother Nick Saunders.

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What’s Happening

Staff In-the NEWS

New Hires...... Retirees......
Arthur Bowers Deborah Miller
William Brock Bill Reinuke
Jane Frank
James Gordon
Tim Hayworth
Robert Henderson
Angelo Jackson
Eric Johnson
Katie Martinez
Ronnie McGhee
Caryn Miller
Darren Miller
Mark Maull
Victor Ucheh
Kimberly Vance

Plumbing Shop NEWS

The Plumbing Shop recently enjoyed an employee appreciation luncheon from Subway. A local wellness organization came to the shop with a 15-minute presentation on wellness, Subway subs and provided chair massages. Not a bad way to break in the new shop located in GSB.

Safety Corner

The Department of Occupational Health and Safety website: www.udel.edu/ohs
The Safety Beacon—Newsletter published by DOHS: www.udel.edu/ohs/newsletter

Our next issue — May 2007 (Special Edition)

If you have any information that you would like to have published in the next edition, please contact us. Deadline is: Monday, May 14, 2007.

Facilities HR Services, GSB Room 112, Attention E-News
Michele Jones, telephone 831-1522, mjones@udel.edu
Patty Fogg, telephone 831-1102, pfogg@udel.edu
Leslie York-Hubbard of OH&S, telephone 831-6366, leslieyh@udel.edu

A: In 1907, James Murray Spangler, a janitor in a Canton, Ohio department store, decided that the carpet sweeper he used was the source of his cough. He tinkered with an old fan motor and attached it to a soap box stapled to a broom handle. Using a pillow case as a dust collector on the contraption, Spangler invented a portable electric vacuum cleaner. He then improved his basic model, the first to use both a cloth filter bag and cleaning attachments, and received a patent in 1908, and formed the Electric Suction Sweeper Company. One of the first buyers was a cousin, whose husband, William H. Hoover, later became president of the Hoover Company, with Spangler as superintendent. Hoover’s improvements resembled a bagpipe attached to a cake box, but they worked. Sluggish sales were given a kick by Hoover’s 10-day, free home trial, and eventually there was a Hoover vacuum cleaner in nearly every home.