Creating Team Work
Submitted by: Patty Fogg

The Departments of Facilities Planning & Construction and Facilities Building Maintenance & Operations are committed to working on their team work. They have employed the external services of Diane Hanson of Creative Resource Development, Inc. to help them work through their real and perceived differences of one another.

March 2007 created their first “kickoff” meeting in which Diane spent significant time prior to the actual two-day event and after the event working with individuals and/or smaller groups, assessing how to help both departments enhance a better work climate and communications. Periodic meetings between individuals and/or the departments have introduced “Ground Rules.” Items to work on as a “work-in-progress,” include topics such as Respect, Meeting Effectiveness, and Roles/Expectations (who does what and what is their job function).

Through subsequent meetings, both groups have begun to gain a better understanding and appreciation for job content, constraints and overall customer expectations for each discipline.

University Closings
2007-2008

- Monday, September 3, 2007
- Thursday, November 22, 2007
- Friday, November 23, 2007
- University offices closed from 5:00pm, Friday, December 21, 2007 and will reopen on Wednesday, January 2, 2008
- Monday, January 21, 2008
- Monday, May 26, 2008
- Friday, July 4, 2008

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Facilities “Spotlight” On You

Implementing Quality Customer Service

Rex Miller, Wanda Thomas, Phyllis Shaw, Shelton Mason, Joo Seop Song, and Jackie Richards

I must take this opportunity to compliment your outstanding staff. We had 5 convocations in two days in our building. Your staff did an excellent job of keeping the building in top condition. LeRoy and his staff, Rex, Wanda, Phyllis, Sheldon, Joo Seop and Jackie, did an excellent job. Rex and Wanda care for our building like it is their own.

Saturday the overall volume was way over building capacity, yet your staff continued to keep the building in superior shape. We never had to ask them for anything and they got the gyms turned around in record time between each ceremony. Having worked in event management at another university, I recognize the value of strong leadership and teamwork. Kudos to yourself, LeRoy, and all of the custodial staff that work so hard to make our building shine!

Leslie Hayes
CSB Building Supervisor

Greg Love, Debbie Hartnett, Carol Goubeaud and Bill Wright

I am writing to thank you and your staff for working so hard and diligently in keeping the building clean throughout all the activities at the Bob Carpenter Center. I know the building schedule was hectic, making the building difficult to maintain at times, but your staff did an exceptional job.

Please know that we feel fortunate to have an outstanding custodial staff at the Bob Carpenter Center and want to acknowledge them for keeping the building clean and presentable. For your information, we often hear positive comments from our building clients about the cleanliness of the BCC. The support of you and your staff is a critical part of hosting events at the BCC and we want to thank you for all that you do for us.

Vest Johnson
BCC

Ed Jenkot

I am writing to let you know the wonderful service our office received from Ed Jenkot. I called in a service request this morning for leaking windows in my office. Ed arrived within 5 minutes of my call. He not only took care of the problem but he took the time to explain why the windows were leaking in the first place. He went about his work in a very efficient and quiet manner so he wouldn’t interrupt our office work.

Please pass on our thanks to Ed for being so respectful and doing a great job!!! We greatly appreciate it.

Thank you,
Tina Kosinski
Entomology & Wildlife Ecology

Ted Null

Ted was wonderful yesterday. Jim Broomall and several Academy members had a key meeting in Arsht Hall. Conferences was to supply a telephone, but when everyone arrived, there was no phone. The room was extremely hot. We called Conferences for assistance several times with no answer. Ted offered to help as best he could. Ted was able to find the conference phone and brought it to our meeting room. Ted also let maintenance know about the room temperature which was fixed.

With my boss in the room, I was appreciative of Ted’s quick response and helpful attitude.

Again, thank Ted for us.
Linda Osoinach
Academy of Lifelong Learning

Chuck Ciafardo and Bob Garrison

We would like to thank both Chuck and Bob for their recent visit. Our staff got a lot of information and enjoyed working with people so willing to share their knowledge. Our boilers are in good shape now and we will order the suggested spare parts.

Bruce Campbell
Lewes Maintenance & Operations
AMERICAN HEART ASSOCIATION (AHA) WALK

Facilities Goal:
Raise $2,000
Facilities needs your support!!

Deadline for Donations:
Thursday, September 6th

The University of Delaware is participating in the September 9, 2007 American Heart Association Walk. This year will mark the fourth (4th) consecutive year that the Facilities Organization is participating. Your donation or participation in this Year’s 2007 AHA Walk is requested!

The American Heart Association is the largest voluntary health organization working to prevent, treat, and defeat heart disease, stroke and other cardiovascular diseases.

According to the American Heart Association, each year heart disease kills more people in America than any other disease. Stroke is the leading cause of disability and the No. 3 killer in this country.

Your tax deductible donations are used to support research, education and advocacy and helps heart disease and stroke patients. Previous years’ donations have contributed towards major advances such as:

- CPR
- Bypass surgery
- Artificial heart valves
- Pacemakers
- Clot-busting drugs
- High blood pressure medication

If everyone within the Facilities organization would donate $5.00, the organization will exceed its goal!

Make a donation, (two options available):

Option (1)
You may contact any one of the following individuals who have signed up to walk and sponsor them:
Chris Bakowski (CITA), Terry Henderson

Option (2)
You may make a donation “on-line” by accessing the website address: http://heartwalk.kintera.org/wilmingtonde; scroll down “Company Rank” until you see University of Delaware, “click” the University of Delaware link; scroll down this page until you see “Company Structure,” and there you will see “FACILITIES,” and under “Team Leader” name, you will find “Patty Fogg,” where you may access this link and follow the directions in order to make a donation.

Periodic e-mail messages will be distributed between now and September 6th so that you will know how close we are in reaching our goal of raising $2,000. Should you require further information, please do not hesitate to contact Patty Fogg at e-mail address pfogg@udel.edu, or by calling telephone number 831-1102.


Facilities Team Goal

Goal $2,000

$307
EYE PROTECTION: SAFETY GLASSES

Overview:

Facilities employees, whose job duties require the use of safety glasses, are required to wear ANSI-approved safety glasses with fixed side-shields. These safety glasses are provided at NO COST to the employees. Arrangements for receiving safety glasses can be made with the Vision Center of Delaware on Main Street in Newark for our Facilities employees. Whether you or not you wear prescription glasses, your safety glasses will be fitted by professionals for your eye protection.

Where:

Vision Center of Newark
317 East Main Street
Newark, Delaware 19711
Phone: 302-737-5839
Email: jc2015@excite.com
Website: www.visionsource-newark.com

How:
- Bring your UD-ID Card with you to the Vision Center.
- Ask for Scott Osburn.
- If you have a prescription, bring it. If not, bring your current pair of glasses.
- If you do not wear prescriptive lenses, clear safety lenses will be used.
- If your safety glasses need repairs or adjustments, there is no charge.
A special, esteemed congratulations to Robin for recently receiving the Distinguished Service to Safety Award (DSSA) from the National Safety Council (NSC). The DSSA Award is the most prestigious award granted by the NSC.

As an honoree of this award, Robin joins a very select few who have been graced with this honor. Robin will officially receive the award on October 15, 2007 at the Opening Session of the 95th Annual National Safety Council Congress & Expo in Chicago, Illinois.

Alan C. McMillan, President and CEO of the NSC, eloquently stated it best in a letter to Robin: “Your achievements in safety are truly admirable. For outstanding service to the National Safety Council, your organization, and the safety profession, we are honored to inform you that….. As a DSSA recipient, you will join the ranks of a select group of individuals who have significantly impacted our industry....”

Congratulations, Robin, well done and well deserved.