Pest Control
Submitted by: Rich Noonan

“I Don’t Like Spiders and Snakes” is not just the title of Jim Stafford’s quirky seventies hit song, it’s a sentiment shared by many of us. Spiders and snakes are two examples of what are commonly known as pests. In broad terms, a pest is considered to be any organism that is detrimental to humans. More specifically, pests:

1. Are capable of destroying crops or structures;
2. Are threats to human health, livestock and domesticated animals;
3. Reduce aesthetic or recreational values.

This means that there are one heck of a lot of pests out there, and we humans want to control them: Pest Control.

Here at the University of Delaware, with nearly 450 buildings encompassing 7 1/2 million square feet of space and twenty-five thousand folks coming and going on a daily basis, our campuses are an oasis for pests. That’s why we are fortunate to have Grant Lenox and Ralph Reeves, our Pest Control Specialists, on the front lines of our defense against all those creepy crawlers. Grant has been protecting the University since 1976 (he could write a book!) and Ralph has been a part of the Pest Control team since last summer and a University employee since 1996. They are responsible for the Newark and Wilmington campuses with their varied environments: offices; labs; meeting areas; food storage, preparation and serving areas; residence halls; apartments; rental units; athletic areas, etc. Maintaining all of this is a constant challenge that requires licensure by the State of Delaware Department of Agriculture and ongoing education to maintain the certification.

Integrated Pest Management is practiced here at the University. The days of simply spraying pesticides to address a pest problem are long past. While chemical control is part of the program, there is a greater emphasis on prevention through mechanical, behavioral (human) and sanitation controls. An example of this would be the control of rodents in a building. While it is important to eliminate the rodents inhabiting the facility through the use of certain poisons (anticoagulants) and the use of traps (we use three different types), it is equally/more important to prevent future habitation by:

Elimination of food sources through proper storage of edibles, including trash. What’s trash to humans is dinner for Mickey & Minnie.

Deny the rodents access to the facility by insuring that doors close properly and have sweeps installed. Seal up any cracks in exterior walls.

Clean up any clutter.

A key part of the Pest Control Program here at the U of D is monthly preventive maintenance. All of the food service locations, residence halls and certain academic buildings are inspected at a minimum of once per month by the Pest Control Specialist. Chemical controls in these areas occur on an as needed basis and any potential problems are reported to the appropriate personnel. Along with preventive maintenance, Grant and Ralph respond to over 1,000 Service Requests during the year. These can range from a request to treat for ants in an office to removal of a bat from a lecture hall. And don’t forget our residence halls, which have been a veritable menagerie over the years. Grant has removed dogs, cats, rab-
bits, raccoons, hamsters, gerbils, snakes, tarantulas, parakeets, canaries, etc. from dorm rooms over the years. He once even removed a ten-foot Python from one of the rooms (as was said earlier, he could write a book!). So, here’s a tip of the hat to Grant and Ralph (Pest Control Specialists) a.k.a. “Bug man” and “Grasshopper” as they continue in their efforts to keep those pests away from us.

Grant Lenox, Pest Control Specialist, pictured with “Ernestine,” a 6-toe cat recently found on campus.

Ralph Reeves, Pest Control Specialist, finds a critter that is trying to hide.

“You Found What?”

Rich Noonan, Manager of Pest Control Services, is responding to a customer service call.
Facilities “Spotlight” On You
Implementing Quality Customer Service

Bill Brock and LeRoy Wiggins

I just wanted to send my thanks for the assistance your staff provided up at Carpenter Sports Building during the Public Health Flu Clinic. We were all very grateful for their assistance and willingness to help out however they could during the incident. I’m sure that the procedures all your staff follows in routine disinfection on campus helped to contain the virus and minimize its spread any further than it went. Thank you again for their hard work.

Krista Murray, MS, RBP, CBSP
Biosafety Officer
Occupational Health & Safety

Terry Ripski

Recently Terry Ripski took over the long overdue project of cleaning up and braising both my key box and my nine managers’ key boxes. I was very impressed with the thoroughness and speed with which Terry worked. He was informative, knowledgeable and understood our system. He went above and beyond what was expected with things such as providing lists of keys in each key box, and finding a larger key box to replace a smaller one. Working with Terry on this project has been a pleasure. He turned a dreaded project into an efficient and painless process.

Thanks for all your help,

Marty Quirk
Assistant Director
Custodial Services/Academic

Vic Costa, Gina Sinovich, and Natalie Glasco:

I just wanted to write to thank all of you for your help on the Mineralogical Museum -- not a terribly straightforward project. But, if you’ve been by lately, you know that it’s all coming together, and that all those meetings about cabinets were for a purpose!

I know you all always are juggling a lot, and your attention to this project is truly appreciated.

Janis A. Tomlinson, Ph.D.
Director, University Museums
208 Mechanical Hall
Implementing Quality Customer Service

Rhonda Coleman

I was at Amy DuPont today and the project seems to be moving well. I found out that mold was identified on the job yesterday morning. The University project manager, Rhonda Coleman, contacted Joe Miller of the University Occupational Health and Safety group. By this afternoon everything was abated and complete. The space will be safe to work in tomorrow. The University's response was fantastic. The project is a schedule-driven project and everyone is working with a sense of urgency. I wanted you to know that this occurred and I wanted to praise your team.

Stephen M. Mockbee
President and CEO, Bancroft

Sandee Miller

I wanted to let you know what an excellent job your staff did over the past two months working all the graduations scheduled at the Bob Carpenter Center. I was impressed with all the custodians that worked, especially in how they were able to clean the building before, after and during all the ceremonies. As you know, the ceremonies are scheduled back to back with multiple ceremonies sometimes scheduled on the same day. It is quite a challenge for all UD's supporting units to keep up the momentum during this time, but please know that your staff exceeded our standard for cleanliness. For each ceremony, our client was presented with a spotless, shipshape facility which showed me someone had taken pride in doing their job.

I especially want to commend Sandee Miller for everything she did to oversee the custodial staff, not only for these graduations but for what she does year round. She works hard at keeping our facility clean. She not only coordinates the cleaning for everyday purposes; but she also handles all the special events that are scheduled in the Bob Carpenter Center. I work with her directly on a day-to-day basis and can rely on her to get a job done right. She puts in extra time when needed and provides us with valuable feedback. Sandee has become an essential member of the Bob Carpenter Center team and we sometimes don’t acknowledge everything she does. Please know that Sandee and her staff provide a quality service to our facility. We couldn’t do what we do without them. Please share with all your staff my sincere thoughts.

Sylvester (Vest) Johnson
Associate Director
Bob Carpenter Center
Customer Service at its Best

Submitted by: Shirley Coen

(E-mail message to Dave McNamara)
While the current HVAC project to add three air-cooled AC's to room 110 is not 100% complete, I would like to express my regards for the performance of your staff and the contractors.

**Brian Saint (Project Manager)** has done an exceptional job of scheduling, monitoring and pacing himself as well as the contractors. Communications, both verbal and written, have been timely with consideration for all parties.

Questions and/or concerns have been addressed in the immediate and without falter. I appreciate his attention to detail and availability. His strong character and personable touch are refreshing.

BKM provided professional research, presentation, attention to detail and direct communication. Dan Harlan addressed my questions and concerns on a level that I was able to clearly understand. He was readily available and attentive to items of concern. Gary Johnson worked early on, on the design and installation. I was extremely pleased with his knowledge, comfortable with his character and presentation.

Cory Marshall and Brian Smith, of Schlosser and Associates, handled this project with little or no disruption to the operations area. Security in knowing that individuals are aware of policy and procedure for physical access, environment and safety are of the utmost importance. We were kept abreast of activities at all times.

Mike Harman, DelCollo Electric, was exceptional in his pursuit to validate the existing and proposed additions/alteration prior to initiating task. The EPO issue was one area of concern that he went the extra mile to assure all information was readily available. Mike provided a pencil drawing of the EPO trace that was used as a reference by UD staff as well as contractors. Mike was extremely patient with building residents who did not avoid access due to removal of floor tiles at the door itself as was requested. Mike was in the line of the doors swing while placing conduit in the floor and experienced a number of near misses. Tri-M and Kratos spent less hours on-site but followed the same caliber of performance.

Collectively I appreciate the timely arrival and departure of all members of this project. Assignment and return of access cards was routine. Housekeeping, which is a primary necessity, was performed prior to the end of each day. Other than their tools, equipment and supplies being visible, you would not have known the extent of the days activity.

Creativity was abound when it came to physically transporting the individual AC units from the rear entrance of the building through to the opposite end. Once in the room, the units had to be placed on a base passing over the open floor tiles. Amazingly there was no damage to walls, floors or egos. We have had hand truck deliveries that have hit and damaged the walls and/or door jambs. Communications were straightforward. Any questions that could not be addressed were escalated and you could depend on receiving an answer by the following day. Thus far, this has been one of the most outstanding projects I have had to date. If asked, I would strongly recommend they be considered for future projects of this magnitude.

Thank you for your time and consideration.

Shirley Coen
Manager
IT-Network & Systems Services
Marci Hutton LEEDs the way!
Submitted by: Carroll Shmitt

Congratulations to Marci Hutton, Senior Project Manager in Facilities Planning & Construction, for her certification in May as a LEED AP (Accredited Professional). What is LEED? It stands for Leadership in Energy and Environmental Design and was developed by the U.S. Green Building Council (USGBC) to “provide a system for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions.”

Per the USGBC website, “green buildings are structures that more efficiently use valuable resources such as energy, water, materials, and land compared to buildings constructed to basic building codes. Green buildings are better for the environment and provide healthy, comfortable, productive indoor spaces.”

As an Accredited Professional, Marci is familiar with LEED requirements and has the knowledge and skills necessary to participate in the green building design process. She is also equipped to streamline the application process of getting a building LEED-certified, and this will help Facilities support the University’s “Initiative for the Planet” Path to Prominence goal of becoming a “Green” campus.

Way to go, Marci!
Sun Safety Tips

The following tips can help protect you from the sun:

• When possible avoid outdoor activities during the hours between 10 AM and 4 PM when the sun's rays are the strongest.

• Always wear a broad-spectrum (protection against both UVA and UVB) sunscreen with a Sun Protection Factor (SPF) of 15 or higher.

• Be sure to reapply sunscreen frequently especially after swimming, perspiring heavily, or drying off with a towel.

Wear a hat with a 4-inch brim all around because it protects areas often exposed to the sun such as the neck, ears, eyes, forehead, nose and scalp.

• Wear dark colored clothing to shield as much skin as possible. Long-sleeved shirts, long pants, or long skirts are the most protective.

• To protect your eyes from sun damage wear sunglasses that block 99 to 100 per-cent of UVA and UVB radiation.

• Consider wearing cosmetics and lip protectors with an SPF of at least 15 to care for your skin year-round.

• Some medications, such as antibiotics, can increase your skin's sensitivity to the sun. Ask your doctor or pharmacist about the medicines you take and learn more about extra precautions.

• Children need extra protection from the sun. Encourage children to play in the shade, wear protective clothing, and apply sunscreen regularly.

Source: American Cancer Society

For information or confidential assistance call: 800-343-2186

www.hmsincorp.com
Bill McGarvey, Training Director for the Philip Rosenau Co. once again brought his Traveling Portable Porcelain Palace to the University of Delaware’s Pearson Hall Auditorium on April 1st and 2nd to provide visual cues for his training sessions on Proper Restroom Cleaning Procedures. The Portable Porcelain Palace contains a sink, urinal and toilet along with a tiled wall and floor which enables Bill to do “hands on” demonstrations during his training sessions. Bill used a PowerPoint presentation to instruct staff on the proper use of chemicals, equipment and PPE. This year’s presentation featured discussion of the new restroom cleaning products that Custodial Services is now using. The department recently made the shift from Johnson’s Professional Products to Butchers Products. Both companies are divisions of Johnson Diversey, the parent company and a major force in the international sanitary chemical products industry. Bill was ably assisted by Vince Sortino, Sales Director for the Rosenau organization and a former Training Director.

Congratulations John Warren

John Warren, Director of Facilities Custodial & Pest Control Services accepts Goodwill’s Business Partner of the Year Award.

John Warren (left), Facilities Director at UD, accepts Goodwill’s Business Partner of the Year Award from Mike Berardi of Nason Construction, who served as luncheon chairperson.

For the complete story, please visit website address:

https://www.udel.edu/udaily/2009/may/goodwill052109.html

Our next issue — August 2009

If you have any information that you would like to have published in the next edition, please contact us. Deadline is: Monday, July 20, 2009.

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