Last month our campus had the rare opportunity to host the Supervisor’s Toolkit - Nuts & Bolts of Supervision, November 3 through 7.

At the event were 33 Facilities supervisors from around the country including nine of our own supervisors - Mike Duncan, Rebecca Saylor, Rick Johnson, Rob Frick, Bill Hutchins, Wayne Stalans, Ken Wolfenbarger, Joel Rummage, and Radovan Psar.

This week long training addressed so many topics that are at the heart of being an effective supervisor and leader.

But there are two topics that were consistently mentioned by our employees as ideas that they took from the training. These two topics are - “Knowing your employees” and “What type of supervisor are you.”

Construction is progressing on the new Facilities Services Building at 2000 Sutherland Avenue. The building, which once contained the processing functions of successive marble and concrete companies, is currently having its structural steel frame sequentially blasted and primed before its existing envelope is demolished.

New concrete foundations are being poured in places and new steel base plates for the largest columns are being welded onto those columns. Additional steel will be added to the perimeter of the building’s steel frame to make it more rigid and to enable the eventual fastening of the new skin. Selected site grading work will be occurring soon, in tandem with the installation of the storm water drainage system. This is a prerequisite for installing the new roof deck.
Congratulations to our 2014 Chuck Thompson Award Winners!

We would like to extend our congratulations to Chris Webb and Beth Atkins for being named this year’s recipients of the Chuck Thompson Award.

The 16th annual presentation of the Chuck Thompson Facilities Services Outstanding Employee Awards was held October 23. Chuck Thompson was a department Assistant Director until his retirement in 1976 and the award was created by his children in memory of their parents and to recognize two employees who have rendered particularly exemplary, meritorious and unselfish service to the University of Tennessee community.

Two awards are given every year, one from the skilled craft areas and one from the clerical/service areas, and each recipient must have at least 10 years of service with the department.

Chris, the winner from the crafts area, has more than 24 years of service at UT.

The following are some of the comments from Chris’s nomination forms:

“He has shown total dedication to the Central Alarm Systems and safety on campus for many years.”

“Chris always takes pride in his work.”

“He is fast, consistent in the quality of his work, and knows exactly what he is doing and how it needs to be done.”

“He is hardworking, always on call and is always willing to help others.”

“Chris is an absolutely great person to work with.”

“Chris always goes above and beyond to ensure the security systems are up and running no matter what.”

“He has long term dedication to the University of Tennessee.”

“You cannot ask for a better person to work with than Chris.”

Beth, the winner of the service award, has more than 31 years of service at Facilities Services.

The following are some of the comments from Beth’s nomination forms:

“Her work ethic is unequalled and she never complains about anything.”

“She is a faithful employee of UT Facilities Services.”

“Beth has a multitude of different jobs every day and excels at them all.”

“Beth is one of those invaluable people who so consistently, professionally and reliably do their job day in and day out regardless of circumstances.”

“She makes everything look so easy, seamless and effortless one does not realize all she does.”

“She is an invaluable resource to our department.”

“Beth is a vital cog that has been invaluable, particularly in the past three years as we have continually reorganized, expanded our services and enhanced our support to our team and to the campus.”

“Beth is extremely dependable and is pleasant to work with on a daily basis.”

Thank you to everyone who attended the ceremony and to everyone who supported outstanding Facilities employees by submitting nominations.
Lynda Online Training Library

Full Access for UTK Staff

All students, faculty, and staff have access to lynda.com, an online subscription library that teaches the latest software tools and skills through high-quality instructional videos taught by recognized industry experts. All costs are covered through the Technology Fee.

By logging into the UTK account, the campus community can access more than 1,400 training videos on a broad range of subjects, including business skills, photography, design, music and video, home computing, animation, and web design and development. New courses are added every week.

Access the lynda.com library 24/7—even from your iPhone, iPad, Android device, or mobile phone—and watch entire courses or single tutorial videos as you need them. Exercise files let you follow along with the instruction as you learn, and bookmarks help you keep track of what you'd like to watch.

To login to the account:
1. Go to oit.utk.edu/lynda.
2. Select “Log in to Lynda.com.” You will be prompted for your NetID and password, and sent to the Lynda.com dashboard.
3. Select “Browse the Library” at the top for video topics available by category, or click in the search box to search for a particular topic. The “How to use Lynda.com” video is recommended for those new to the Lynda.com libraries.

Team Meetings Provide Valuable Insight

In its first year, a Facilities Services employee involvement program has been a valuable resource.

In the fall of 2013, Facilities Operations Director Bob Caudill created Process Improvement Team (PIT) crews for the unit’s Building Services group.

The idea behind the creation of PIT crews was twofold—to give employees a platform to speak their minds about day-to-day operations and to gain vital insights from team members.

Employees are randomly selected and assigned to a PIT crew based on their work shift. Each crew meets three times before its members rotate out and are replaced with other co-workers. A cross section of the Building Services group is represented during the meetings, with all three shifts meeting during their regular work hours.

Caudill says the meetings have helped him meet with every person in the 200-plus-member Building Services staff.

All comments, suggestions, and concerns brought to the meetings remain anonymous.

“There is honesty during these meetings,” Caudill said. “Since all discussions are confidential, the employees bring issues and concerns to us, along with their ideas for solutions to these issues.”

Managers have addressed several issues as a result of these meetings, including the rotation of new cleaning equipment to more buildings on campus and the testing of new products.

“These meetings are about improving conditions,” said Building Services Assistant Director Gordon Nelson. “It is our responsibility that they have the proper equipment to get the job done.”

Another change coming about as a result of the meetings is a plan that allows foremen to spend more time talking to new and veteran employees about what works and what doesn’t.

“The people who are experienced and in the field should be the ones who are evaluating the products we use,” Caudill said. “There are a lot of smart and experienced people working for us.”

Want to catch up on Facilities Services happenings between newsletters?

Look for Facilities stories on the Tennessee Today Web site!

Want to catch up on Facilities Services happenings between newsletters?

Look for Facilities stories on the Tennessee Today Web site!

Stories will also be linked through our department’s social media sites:
Dozens of Facilities Services employees sported pink October 22 to support Breast Cancer Awareness Month on campus.

The department’s “Wear Pink Day” was launched this year to support and recognize those who have been touched by the disease.

“A lot of us have been impacted in different ways by breast cancer, and with the high visibility our department has on campus, we thought this was a great way to raise awareness,” said Facilities Services Administration Specialist Veronica Huff.

“Whether it is a friend, relative, or co-worker, we have all known someone touched by breast cancer,” Huff said. “Wearing pink one day in October is a great way to support a great cause.”

Veronica said she hopes “Wear Pink Day” will expand every year moving forward.

Thank you to everyone who wore pink and supported breast cancer awareness, and a big thank you to Veronica for organizing the new initiative!

Check out the Facilities Services Web site!  
fs.utk.edu
EMPLOYEE OF THE MONTH
OCTOBER 2014

Congratulations to Tommy Oakley, the October 2014 recipient of the Facilities Services Employee of the Month Award!

Tommy is recognized for displaying great initiative and leadership with the outside contractors during the renovation of the Steam Plant. He is always accessible to them, answering questions and clarifying details while maintaining his normal duties. He is also recognized for proposing an idea which will decrease the cost of chemicals necessary in the boiler to prevent corrosion.

EMPLOYEE OF THE MONTH
NOVEMBER 2014

Congratulations to Daniel Mace, the November 2014 recipient of the Facilities Services Employee of the Month Award!

Daniel is recognized for being an excellent employee who works long and odd hours required of the staff at the Arena and doing so with a constant smile and a good word for everyone. He is always welcomes the chance to help any of his fellow co-workers. Daniel is also recognized for encouraging his co-workers to follow their dreams and that anything can be done to matter what as long as hard work is put in.
2014 FACILITIES SERVICES

HOLIDAY PARTY

WEDNESDAY
DECEMBER 17TH
Beginning at NOON

The Tennessee Terrace
at Neyland Stadium

Lunch, Door Prizes & Holiday Cheer!

Bus schedule & route will be distributed.
For more information, contact Brooke in Room 203 at
214-7662 or bsteve14@utk.edu
Please Welcome Our New Employees!

BUILDING SERVICES:
Lyle Ashley - Service Aide I
Debra Norman - Service Aide I
Frank Tallman - Service Aide I
Joshua Widener - Service Aide I
David B. Clingensmith - Service Aide I
Kimberly Ashford - Service Aide I
Nathan Snyder - Service Aide I
Elliott Tom - Service Aide I
Najeeb Ahmed - Building Services Aide I

PREVENTIVE MAINTENANCE ATHLETICS:
Martha Soto - Service Aide I
Ryan White - Service Aide I
Roy Spurgeon - Service Aide I

ZONE MAINTENANCE:
Ernest Loveday - Maintenance Specialist I

CONSTRUCTION:
Dante A. Renner - Electrician I

ELECTRICAL SERVICES:
Cory Cox - Electrical Assistant II

RECYCLING:
James N. Vogel - Recycling Truck Driver
Clyde Brown - Recycling Truck Driver

STUDENT EMPLOYEES:
Stephen Johnson - Training & Development

Congratulations on Your New Position!

Randy Brooks - moving from Plumbing & Heating Spec II to Sr. Plumbing & Heating Specialist I
Glenn Minor - moving from Maint Specialist in Athletics back to Building Services as a Service Aide I
Jimmy Brewer - moving from Maint Specialist in Zone Maint Sector A to Construction as an Electrician I
Joe VanCleave - began his new position as Custodial Foreman.

Facilities Services Employee of the Month

We would like to thank everyone who has submitted a nomination to the Facilities Services Employee of the Month program since its launch last January.

This program has been a great success and we owe it to those who have taken the time to nominate one of the many deserving individuals in our department.

You can always nominate someone for employee of the month - forms can be found online at fs.utk.edu and with Brooke in Room 203.

We look forward to continuing this program into its second year, and would like to again extend our congratulations to the first 11 recipients of the award -

January – Gary Robertson
February – Ron Couch
March – Mike Manley
April – Tim Faulkner
May – Jack Hammock
June – Justin Dothard
July – Marty French
August – Arlene Williams
September – Charles Farley
October – Tommy Oakley
November – Daniel Mace
UT's Campus Beautification Fund recently dedicated a new garden near McClung Tower. The Holman family, accompanied by the Office of Development and Alumni Affairs, donated this garden addition to the Campus Beautification Fund, providing initial installation and ongoing maintenance costs.

The project was executed in two parts: the in-house design provided by Bethany Morris and Ted Murphy, and the in-house installation performed by Landscape Services team members Anthony Aparijo, Duane Atkins, Jason Cottrell, Steve Kerley, Dennis McGhee, Duane Rainbolt, Joel Rummage, Larry Stalans and Don Taylor.

After the site was chosen, in the existing rectangular bed at the foot of McClung Tower, the project began with an in-house rendering. Once the rendering was complete, Landscape Services prepared the site by removing failing plant material and planting new trees, grasses and shrubs.

The formal design is comprised of Dwarf Yaupon Hollies, Muhly Grass and Gingko Trees, complimented by granite-mounted plaques, which honor three generations of the Stephenson and Holman family, all UT alumni.

In addition, a bench plaque memorializes Flo Irwin Stephenson RD and George Hughes Stephenson, DDS, the matriarch and patriarch of the family who met at UT. The dedication took place on October 3, just in time for the Tennessee-Florida home game. A big thank you goes out to Facilities Services for coordinating the installation of plant material, as well as the delivery and timing of the installment of plaques.

In addition, a big thank you goes out to the Holman family for bringing this new addition to campus.
Building Services’ Participation in Program Nets Rebate

American Paper & Twine Co. presented UT Purchasing with a rebate check for more than $13,000 as a result of Building Services participation in the Tennessee Board of Regents Program.

The check was presented at UT Purchasing in mid-November.

About two years ago, the Tennessee Board of Regents initiated a bid process for janitorial supplies for all member institutions. Previously, most TBR institutions were either procuring products through their own processes or participating in the State of Tennessee supply contracts.

The bid called for pricing on a “core list” of commonly used items in addition to a pre-negotiated “discount off list” for all other items. American Paper & Twine was awarded the contract from the TBR for all janitorial related supplies.

As a condition of the bid, the University of Tennessee was provided access to this contract. This allows UT, Knoxville, in particular, to maintain a compliant purchasing position when utilizing all or part of the TBR contract.

As an incentive for the TBR, including UT, Knoxville, a three percent rebate was made available for all janitorial purchases made against the contract.

The rebate check presented to UT Purchasing was a result of Building Service utilizing this program.

In an effort to standardize products across campus while reducing costs, Building Services began purchasing and standardizing items such as: paper towels, toilet tissue, hand soap, and cleaning chemicals against the contract.

Consideration is given to products with sustainable benefits and environmental impact. Recycled content, reduced plastic content, and bio renewable products not only offer sustainable advantage but cost reduction as well.

WORKERS’ COMPENSATION ANNOUNCEMENT

Please discontinue the use of the old accident forms immediately.

To report on-the-job injuries, complete the first page of the workers’ compensation instructions/procedures form (your supervisor will go over the instructions) and the initial medical information checklist. Both forms can be found under the “forms” tab on the Risk Management Web site:

[http://riskmanagement.tennessee.edu/](http://riskmanagement.tennessee.edu/)

Immediately following an on-the-job injury, the employee’s supervisor will contact CorVel Corp. by phone at (1-866-245-8588) to set an appointment.

In the event that the on-the-job injury results in serious bodily injury, dial 9-1-1 immediately. The employee should seek emergency medical attention at once, and the employee’s supervisor should contact Corvel to set up a later appointment, and explain the situation, only after emergency personnel have been contacted.
Customer Survey Comments:

Air Conditioning Services:  
“Great job as always.”

Abatement: 
“The Facilities Services Department is awesome!”

Electrical Services:  
“Thanks good job.”

Construction:  
“Thank you.”

Lock and Key Services:  
“Timeline and quality of work was excellent.”

Electrical Services:  
“Great job, as always! Thank you very much!”

Paint and Sign Services:  
“Always willing to go above and beyond and more importantly, to teach you the proper steps to ensure a smooth process the next go around.”

Lock and Key Services:  
“You’re awesome! Thank you for your excellent service.”

Paint and Sign Services:  
“Excellent service and product!”

Construction:  
“The service over the phone was excellent, and the staff members were able to come on short notice. Thank you!”

Building Finishes:  
“Dale did a great job and was mindful of meetings going on during his work time. He took extra steps to ensure that it was exactly as Dean Griffith wanted it.”

Lock and Key Services:  
“Thank you Lock & Key Services!”

Paint and Sign Services:  
“The posters looked great! They were very well received. Thank you as always!”

Building Finishes:  
“I have always had great results with my request to Facilities Services. Thank you.”

Assembly Center & Arena:  
“GREAT JOB!”

Thank you for your donations!

Thank you to everyone who donated coats and jackets during this year’s Coats for the Cold collection drive.

This year we collected 13 coats for the Phi Alpha Honor Society to donate to the 2014 KARM Coats for the Cold campaign.

KARM will distribute the coats to needy individuals and families throughout the community.

Thank you again for your generosity and help with this campaign!

LETTERS OF APPRECIATION:

Dear Mr. Hamilton,

I called today to request that a full roach trap in our break room be disposed of and a new one put down.

I’m writing to let you know that I spoke with Ann Free on the phone who was very cordial and extremely knowledgeable in answering my questions.

Secondly, within the hour of speaking to Ann, Johnathan Sawyer arrived to take care of my request.

Johnathan’s customer service skills were equally exemplary. I just wanted to let you know that both of these employees are a credit to UT.

Regards,

Cathy C. Milligan
Human Resources/Records

Check out our new Facilities Orientation Video!

The video can be viewed on our Dept. Facebook page:
A Facilities View

Earlier this month we asked a few members of our Building Services, Recycling, and Sustainability teams to share their views about how we at Facilities can increase our recycling & sustainability efforts while helping to support the mission of Total Cleaning. The following is what they submitted about their experiences with recycling and sustainability.

Sheena Rhea, Building Services Foreman:
The first step to making any recycling program a success is making sure everyone is an active participant in the program. Our Facilities Services office staff does a great job in their recycling efforts. Here are a few things our office personnel can do to assist our service aides in maintaining a desirable work space:

• The greenest paper is no paper at all! Keep things digital and dematerialized whenever possible.
• Ordering takeout and delivery almost inevitably ends with a miniature mountain of packaging waste. If you do order take out, make one large order instead of many separate ones.
• Use washable, biodegradable or recyclable tableware.

Sarah Murray, UT Recycling Outreach Coordinator:
Follow the four R’s here and these tips here at Facilities Services:

Reduce
• Bring your own mugs for your coffee or tea, and reusable containers for your lunch. This will help decrease the amount of waste heading to the landfill from our offices.
• Print only what you need! And if possible, print on both sides of the page.

Reuse
• Reuse old office paper as scratch paper.
• Bring in a reusable water bottle. There are Brita water bottle refill stations within Facilities Services that provide tasty water at no cost to you.
• Use washable, biodegradable or recyclable tableware.

Designate a used goods area for reusable binders, folders, padded envelopes and boxes.

Recycle
• In the office, please be sure to utilize your desk side paper recycling bin.
• When bringing in a paper cup from your favorite coffee shop, be sure to recycle the lid and sleeve of that cup.

Compost
• Be sure to place all food scraps, paper towels, paper plates & coffee grounds in the small, white compost bin inside your office or the large, grey rolling bin outside of your office.
• In the restrooms, please place your paper towels in the designated compost bin.

Elly Boehmer, Sustainability Outreach Coordinator:
As UT works to Make Orange Green, you can too by adopting these practices at work:

• Unplug electronics when not in use and be sure to power down any computers or monitors at the end of each day.
• On a sunny day, turn off overheads and take advantage of natural light.
• Limit vehicle use by walking or carpooling to meetings.
• Be sure to follow Facilities Services’ No Idling Policy: Facilities Services vehicles are not to be idled for warming or defrosting prior to use. In addition, work vehicles must not be idled for any extended period of time unless idling is required to perform the job at hand.

Lastly, keep in mind that ‘peak energy’ hours are between 5-11 am during the winter months. Energy costs increase during these hours so make sure to plan any high-energy-consuming activities for the afternoon. During these hours you can also:

• Turn off or reduce your use of heating.
• Minimize your use of hot water.
• Wait to print or copy large documents for the afternoon.
• Take the stairs and limit your use of elevators and automatic doors.

If you have any questions about recycling or composting in Facilities Services, please reach out! recycle.utk.edu | 865.374.3480
Here are some of the comments from our supervisors:

**Wayne Stalans:**
"One of the things I learned was the importance of getting to know the people who work for you. Everyone is different. Therefore, some people may require a different approach than others. We can’t bend the rules or operate against policy for anyone. The rules are the same for all of us. We should all be treated the same; however, a simple adjustment in body language or even tone of voice could affect the outcome of a discussion. I am glad that I was asked to attend this program.”

**Bill Hutchins:**
"In the class I learned better ways of communicating with my employees. I also learned that to be a successful leader you need to be good at customer service. I think as supervisors we all need these classes from time to time to open up our minds to how to better serve our customers and UT.”

**Rebecca Saylor:**
“It reinforced the idea of asking your employees their ideas, because even though you are in charge doesn’t mean you always have the best way to do things, or that you are always right. That everyone is not the same and you need to get to know each one of your employees, so you know how to connect with them. I truly enjoyed attending the Supervisor Toolkit training and am thankful for being given the opportunity.”

**Ken Wolfenbarger:**
“During the entire training as the trainers were providing us with first hand experiences, I realized that most educational organizations deal with similar overall and employee related issues when supervising and managing employees. The course has definitely enriched my supervisory knowledge and will allow me the tools to handle old and new management styles moving forward.”

**Rob Frick:**
“I will use this in my day to day job skills. One of the biggest things that I will use every day is ‘knowing your people.’ I appreciate the university for investing their time and money for my training to better my knowledge and sharpen my job skills.”

**Mike Duncan:**
“This course was very effective. As a new supervisor it was very valuable to me...this class has been most helpful to me and should be taken by anyone who has never taken it. This course had good techniques to build communication skills, both giving and receiving, motivation skills as well as customer service skills.”
Archibus Training

Employee Training and Development is working to get our staff, especially supervisors, more familiar with Archibus and trained so that the transition will be as smooth as possible.

Most of our supervisors have already gone through a more intense training on how the program works and had sample exercises that they have been practicing on.

Training is currently hosting several training sessions and this time around the training is more of a refresher course and centered on each trainee’s specific role. We are also going over any changes made to the program during the past months. Please check your emails for training dates and times.

If you have questions about Archibus there are experts among us who are knowledgeable about the program and can help you.

These individuals are:
Kevin Garland 4-4009 garlandk@utk.edu
Leo Pedigo 4-3143 lpedigo@utk.edu
Veronica Huff 4-2391 vhuff@utk.edu

For training questions please contact Keisha Gracius 4-2510 kgracius@utk.edu or Charles Farley 4-6247 cfarley5@utk.edu.

Congratulations to Steve Follum and John Patton who both retired from Zone Maintenance in November. Thank you for your dedicated service to Facilities Services and best wishes in your retirements!

Save Energy this Winter

MAKE ORANGE GREEN

It is always important to try and conserve energy but from now until March, keep in mind that ‘peak energy’ hours are between 5-11 am.

Energy costs increase during these hours so make sure to plan any high-energy-consuming activities for the afternoon.

Here are a few easy things you can do to help:

- Take advantage of natural light
- Turn off or reduce your use of heating
- Minimize your use of hot water
- Print or copy large documents in the afternoon
- Power down electronic appliances not in use
Update Continued
Since this is a “fast-track” project, the building has been designed in the sequence it will be constructed, which has allowed certain aspects of the building to go under construction while other aspects are still being designed. Because the interior is the last phase to be constructed, the design of the interior is still ongoing, and a reveal of that will be is coming soon. Also still under development - by UT’s Real Estate and Parking Services offices - is the employee parking location. UTFS is still shooting for an early 2016 completion.

HAVE A COMMENT OR CONCERN?
The Employee Comment Box is located next to Facilities Services Room 107.
We look forward to hearing from you!

YOUR VOICE. YOUR UT.
We would like to thank all of our Facilities Services employees who took the time to fill out the University of Tennessee Employee Engagement Survey last month.
Every employee plays a role in carrying out UT’s mission as the state’s flagship university and your feedback will help determine how to make our campus an even better place to work.
On October 23, the University of Tennessee celebrated its progress toward becoming a recognized leader in conservation and environmental stewardship with the celebration of Sustainability Day, a showcase of sustainable initiatives in and around Knoxville.

The event, organized by the Office of Sustainability took place at Presidential Courtyard on campus, where students and other from the Knoxville community came to savor dishes from local food vendors, shop artisanal wares, learn from environmental organizations and listen to live music.

The Office of Sustainability also kicked off its annual Power Down Pledge drive, encouraging students, faculty, and staff to take personal responsibility for reducing their energy consumption.

Thank you to everyone who helped to make the day such a great success!

New Uniform Graphic

The embroidered version of our new wordmark featuring the Power T has been approved.

The orders that had been on hold will now be placed, and new orders will be placed during regularly scheduled times and on an as-needed basis.

If you have any questions about the new logo or graphic, please contact Brooke Krempa at bsteve14@utk.edu or 214-7662.

If you have questions about ordering uniforms, please contact your shop’s administrative assistant or Amanda Ruelle at aruelle@utk.edu or 974-2802.
JOHNNY MAYOR  12/1
BEAU BAKER              12/2
TERRY MIOLEN              12/2
TOMMY OAKLEY                    12/2
ANTHONY APARIJO                          12/3
ANDREW POWERS                       12/3
IAN ZIJLSTRA                          12/3
ARIEL FARLEY                          12/4
JOSHUA SMYSER                     12/6
KASONDRA TATUM                     12/6
TIONA HICKMAN                       12/7
ARLENE HOLT                      12/7
GARY NICHOLS                       12/7
JONATHAN PARIGIN                 12/7
CHRISTOPHER BEST              12/9
GEORGE BRIDWELL
12/14
LUTHER HOLLOWA                        12/14
SHERRI SATTERFIELD                  12/14
JOEL TOMLINSON                       12/14
LISA WARD                          12/15
DAVID WRIGHT JR.                    12/14
LEON CANNON                           12/15
SHANNON WHITEHEAD                    12/15
CORY BEETS                            12/16
TIMOTHY BROOKS                        12/17
MELISSA INGRAM                         12/17
BARRY MITCHELL                        12/17
CESAR PENALBA                          12/18
LISA LEE                                12/19
RANDALL NICLEY                        12/19
MICHAEL STEEVES                        12/19
ROBERT PATTY                             12/20
ANN FREE                           12/21
IAN CULVER                            12/23
EDWARD JETER                         12/23
KENNETH KECK JR.                    12/23
DAVID CRIGGER                     12/25
CHRIS MABE                             12/25
CARL WEAVER                            12/25
TIMOTHY WIDENER                      12/25
RANDALL CARVER                       12/28
WES WILLOUGHBY                        12/28
JASON COTTRELL                       12/29
THOMAS EMMERT                           12/29
EDWARD MCDANIEL                      12/29
DARYL ROE                                12/29
CLINTON OWNBY                          12/30
TIMOTHY HARRIS                         12/31
PETULA HOWARD                           12/31
KRISTIN MORETZ                           12/31
BENJAMIN HILL                         1/8
JOSEPH KIMBROUGH                     1/8
TAMI WYLIE                               1/8
DEWAYNE DOANE                          1/10
BRENDA KIRBY                            1/10
FRED WOLFENBARGER                    1/10
DAVID CLINGENS Smith                 1/11
SAMUEL MILLER                          1/11
ROY BRITT                                  1/12
NAOMIA HOLLOWAY                         1/12
LEO PEDIGO                               1/12
MICHAEL WELESKI                         1/12
KEVIN ZOLADZ                             1/13
ROBERT CLARK                            1/14
DAVID BRYAN                              1/15
STEPHEN FOLLM             1/15
BELINDA MOORE                            1/15
JOEL DELONG                               1/16
JOE WAYMAN                                1/16
PATRICK PARDEE                       1/18
NEEL PATEL                                 1/18
SCOTTY RICHARDS                        1/18
SHEREE-ANN SPOONS                     1/18
STEPHEN BROWN                            1/19
MICHAEL MERNIA                           1/19
CATHERINE HAWLEY                        1/20
RONALD SANDS                             1/21
CHRISTOPHER LEE                         1/22
JEROMEY WHITE                             1/22
SARAH MURRAY                               1/23
BILLY KING JR.                            1/24
JUDY JONES                                 1/25
TIMOTHY THOMPSON                         1/26
DONALD CHAPMAN JR.                     1/27
JEFFREY CLARK                             1/27
JINAN NASER                                1/27
TIMOTHY SOLOMON                           1/27
CHARLES BURCH                            1/29
EMMA ALLRED                                1/30
ROBERT BRYANT                             1/30
GLENN MCDOWELL                               1/30
JESSE STANDIFER                                1/30

SABA ABDEL KADIR    1/1
EMILY BARBOUR                     1/1
NAHIMANA CLAUDINE               1/1
MAHMoud DALAL                       1/1
NZOHABONIMANA JOSEPH                1/1
NTIRANDEKURA MARIA                 1/1
PHILOMENE MUSABYEYEIZU                1/1
HANI JOSEPH                             1/2
WILLIAM PACE                            1/3
JONAH HALL                              1/4
VERONICA HUFF                             1/4
DAVID SPERLING                        1/4
JAMES VOGEL                              1/5
EDWARD HIBBERT                          1/5
DANIEL ATKINS                           1/6
BROCk ELLIS                               1/6
EUVHENIA SEVASTIANOVA                  1/7
JEANEEN SMITH                            1/7
RANDY GENTRY                            1/8
BENJAMIN HILL                         1/8
JOSEPH KIMBROUGH                     1/8
TAMI WYLIE                               1/8
DEWAYNE DOANE                          1/10
BRENDA KIRBY                            1/10
FRED WOLFENBARGER                    1/10
DAVID CLINGENS Smith                 1/11
SAMUEL MILLER                          1/11
ROY BRITT                                  1/12
NAOMIA HOLLOWAY                         1/12
LEO PEDIGO                               1/12
MICHAEL WELESKI                         1/12
KEVIN ZOLADZ                             1/13
ROBERT CLARK                            1/14
DAVID BRYAN                              1/15
STEPHEN FOLLM        1/15
BELINDA MOORE                            1/15
JOEL DELONG                               1/16
JOE WAYMAN                                1/16
PATRICK PARDEE                       1/18
NEEL PATEL                                 1/18
SCOTTY RICHARDS                        1/18
SHEREE-ANN SPOONS                     1/18
STEPHEN BROWN                            1/19
MICHAEL MERNIA                           1/19
CATHERINE HAWLEY                        1/20
RONALD SANDS                             1/21
CHRISTOPHER LEE                         1/22
JEROMEY WHITE                             1/22
SARAH MURRAY                               1/23
BILLY KING JR.                            1/24
JUDY JONES                                 1/25
TIMOTHY THOMPSON                         1/26
DONALD CHAPMAN JR.                     1/27
JEFFREY CLARK                             1/27
JINAN NASER                                1/27
TIMOTHY SOLOMON                           1/27
CHARLES BURCH                            1/29
EMMA ALLRED                                1/30
ROBERT BRYANT                             1/30
GLENN MCDOWELL                               1/30
JESSE STANDIFER                                1/30