FS Team Members Provide Remarkable Service During Winter Emergencies

See inside for stories, awards, words of appreciation and more.

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FEBRUARY: LANDSCAPE SERVICES

The Landscape Services Team was named the February recipient of the Facilities Services Exceptional Team Award.

With the weather-related emergencies that came in February, our department had many teams that went above and beyond.

The severe weather highlighted the many outstanding portions of our team and how well as a department Facilities responds to a crisis.

Landscape Services was front and center leading the department’s efforts following winter storms.

During the weather events in February, Landscape Services launched into recovery mode, working 16 to 20 hour shifts, grabbing some sleep here on campus and then going right back to the effort.

When some concerns came in about the weather emergency, Landscape Services redoubled their work, readdressing sidewalks, streets, parking lots and ramps to ensure safety.

The team was then back at it the next day. We would like to extend our thanks to the entire Landscape Services Team for their dedicated service to UT and Facilities Services.

“A huge kudos goes out to the Landscape Team and everyone in Facilities Services who gave their all to battle the ice and snow in February,” said Landscape Services Assistant Director Jason Cottrell. “Efforts toward preparation and clean-up of the four separate weather systems that hit east Tennessee in a two week period proved to be a physically and mentally tiring task.

“The Landscape Services team, and Facilities in general, handled the pressures of these weather emergencies with dedication that was unparalleled.

“They proved to be truly essential toward around-the-clock campus operations.”

The Landscape Services team is an example of a campus service we all seek to match.

MARCH: ANN FREE, AMANDA CLARK, JEFF CLARK, AMY MILLER, ARLENE WILLIAMS, HAZEL NORRIS

With the unusual winter weather incidents our campus experienced in February, there are many groups and individuals in Facilities Services whose hard work and effort were remarkable.

Among the groups who worked so diligently is a select group of six employees in Administrative Services and Zone Maintenance who not only worked long hours, but also provided critical support that allowed all of our other teams to do what was needed.

The March recipients of the Facilities Services Exceptional Team Award are Jeff Clark and Hazel Norris from Zone Maintenance, and Ann Free, Amanda Clark, Amy Miller and Arlene Williams from Administrative & Support Services.

Without this team’s service, other emergency activities performed by members of our department would not have been possible.

Each individual of this team performed specific tasks to ensure other Facilities Services units could perform their tasks without interruption.
Ann answered phones and served as a dispatcher helping Landscape Services, Building Services, and Zone Maintenance keep abreast of trouble areas.

“She was instrumental in helping Facilities Services personnel to be at the right locations where and when needed,” said Administrative & Support Services Director Sheree Spoons.

Ann stayed through the night working from 8 a.m. on February 16 through 5 p.m. on February 18 and repeated this from February 23 through February 24 providing valuable coordination and dispatching services.

Amanda, an assistant buyer in Central Supply, and Jeff, who handles procurement support for Zone Maintenance, stayed throughout the winter events working in Central Supply ordering and receiving materials, finding local suppliers, and arranging for deliveries of much needed items.

They worked together to get salt, shovels, ice melt, snow blowers and other crucial items during the winter events.

“Amanda and Jeff’s efforts enabled Landscape Services, Building Services, and Zone Maintenance personnel to continue treating and removing snow or ice covered areas to get the campus cleared for operations,” Sheree said.

Amy, Arlene and Hazel all stayed throughout the nights of February 16, 17, 23 and 24 entering more than 61,000 man hours of time effort.

“This was a huge effort and shows how dedicated these employees are,” Sheree said.

The entries were all made on an individual basis as each employee’s time required adjustments to overcome the KRONOS 24-hour time limitation and to ensure that employees were correctly paid for the shifts they worked and that they earned the correct amounts of overtime and shift differential.

“Each of these individuals performed their work efforts willingly and without complaint,” Sheree said. “They knew what was needed and they ‘took care of business’ and by doing so helped other Facilities Services units take care of theirs.”
Building Services Crew Goes Above and Beyond

During the snow event on February 23 and 24 a team from Building Services that normally works third shift stayed to clear the sidewalks and entrances to all of the buildings that Facilities Operations is responsible for clearing.

Everyone on this team had already worked their eight-hour regular shift from 10 p.m. Monday night until 6:30 a.m. Tuesday morning.

When Supervisor Aaron Nichols called to ask everyone to stay over, 13 individuals said they would stay to help do their part to make a difference in the overall safety of the campus walkways and entrances.

The individuals who made up this team include Samuel Henry, Roberta Twitty, Karen Twitty, Douglas Mayor, Evghenia Sevastianova, Veaceslav Sevastianova, Donald Glover, Roland McElvain, Ray Van Davis, Aaron Nichols, Dennis Saben, Michelle Johnson and David Collins.

Of this group, 11 opted to stay on campus and made use of the sleeping arrangements and meals provided. After a six hour break, they all got back up as a team and started to work clearing and maintaining entrance ways inside their buildings making sure everything stayed clean and safe for anyone who entered.

This group of people made the effort to take care of campus and we would like to extend our thanks for their hard work!

The Building Services team during their work at the Humanities Building.

The crew on the agricultural campus really cared about getting the parking lots cleared, and then they nicely offered to help me to my car, but thankfully I made it on my own.

We love our Facilities Services guys!

Thank you again so very much.

Margot Emery
Senior Writer/Producer
Marketing and Communications
Providing Exceptional Service to Campus

We would like to commend all of the members of our team who worked diligently throughout the cold weather emergencies to provide consistent exemplary service to our customers.

Thank you for all of your hard work that helps to maintain a great environment for students, faculty, and staff on campus.

The performance of our team during these events and the commitment shown to the University of Tennessee was remarkable.

Terry Ledford, director Zone Maintenance:

Whenever the need arises we can always count on the people in Facilities Services to rise to the need.

The winter events beginning on February 16, 2015 were no exception. From Monday, February 16 through Friday, February 27 the campus experienced four wintry precipitation events and temperatures near zero degrees.

Many employees worked several days straight, some sleeping on campus, some not sleeping at all. Many employees repeated this more than once. Employees from every area stepped up to the need.

The following description in no way adequately describes the efforts expended, but just gives a glimpse into what was done.

Zone Maintenance covered their responsibilities for their exterior weather removal plus monitoring buildings during extremely cold weather. Landscape Services cleaned the streets and parking lots several times, along with their other areas for removal. Building Services had their assigned areas for weather removal. Utilities had their responsibilities during freezing weather and had several volunteer for weather removal. Construction and Building Finishes personnel volunteered for weather removal. Even folks in Administrative Services worked overnight to get the payroll in on time.

Exceptional continued on Page 6
Exceptional Continued

And, as is their usual, the Steam Plant kept the steam flowing, even with a loss of natural gas pressure and separate curtailment.

People from all of these groups stepped into unfamiliar roles and carried them off as if they had always been doing them. And then, as if that was not enough, the first week in March promised another precipitation event, but we were all glad we only had another couple of nights in the teens.

The pride of Facilities Services, and the pride we have for our Facilities Services Team was best shown when on the morning of February 26, after an overnight event of six-inches of snow, people coming to Campus were greeted with clean streets and sidewalks and warm buildings. And, this after battling winter for two weeks. Well, the battle had been going on for months, this was sort of the grand finale.

**Tim Tomlinson, director Construction:**

In keeping with The Volunteer Spirit, during the recent snow storm events, we had several personnel in Construction who chose to report to work and assist in helping with snow removal.

We say well done and thank you very much.

**Roy Warwick, director Utilities Services:**

Many thanks to our folks in Utilities Services who worked during the recent winter storms.

As expected, you assisted in every way possible to keep the campus operating. You not only performed your regular duties but worked outside of your normally assigned areas of responsibility to clear streets, sidewalks and parking lots making them safe for our students and staff.

There were many extremely long hours where each of you worked tirelessly and unselfishly.

This was a remarkable effort and a true example of what can be accomplished through such teamwork and dedication.

**Sheree Spoons, director Admin. & Support Services:**

Thank you to those in Admin & Support Services who worked throughout the cold weather emergencies.
The Facilitator

Exceptional Continued

You performed your work efforts willingly and without complaint. You knew what was needed and “took care of business” and by doing so helped Facilities Services shops take care of theirs.

Thank you for your teamwork and a job well done!

Bob Caudill, director
Facilities Operations:

We had an unusually difficult month of February when it came to snow and ice at UT.

We started the late afternoon and early evening of February 16th with a half-inch of ice that froze hard to everything it touched with a coat of snow on top of that and temperatures overnight dipping below zero and not rising much the next day.

This made the usual chemical treatments like rock salt ineffective and we were reduced to chipping at the ice with steel shovels and straight hoes just to make a path to the buildings’ entrances.

This year the responsibility of snow and ice removal from campus buildings was split between Zone Maintenance and Building Services with Grounds concentrating on clearing streets and sidewalks parallel to the roads.

In addition to our struggle to reopen the university, the night of February 17th found 20,000 diehard basketball fans attending the Tennessee vs. Kentucky ball game.

Due to the tremendous efforts of men and women from the Arena, Grounds, and Building Services who were joined by individuals from nearly every shop in Utilities and Zone Maintenance, we were able to clear paths for this large crowd from the G-10 and S-30 garages to the waiting doors of the Arena in time for the ball game to start without delay.

We had many people working 10, 12, and more hours straight, then taking short

EXCEPTIONAL continued on Page 8
Thank You for Your Help...

I want to get a very positive THANK YOU out to Red Gibson! He has done an outstanding job of taking care of Haslam through this week’s weather. Red always goes the extra mile in taking care of the entrances and ramps, etc.

I think Kyle Delong stayed last night and did a good job of getting some of the walks clean and this is/was so appreciated!

Libby Magill, Director of Operations
Graduate & Executive Education

Thank You for Your Help...

I would like to thank everyone from Zone Maintenance and Landscape Services for being such a help to me at PCB and it has been wonderful working with them during this snow.

They all had smiles on their faces and their willingness to help after all the hours they had put in was amazing!

Deborah Miolen
Housekeeping Senior Supervisor

Exceptional Continued

breaks for meals provided by Dining Services and short naps at many different locations on campus then they would rise and start over again until by the morning of the 18th the University could safely reopen due to their efforts.

This tremendous combined effort over several days by individuals from throughout Facilities Services was noticed by the university community and remarked on many times in emails and telephone calls I received over the next month.

This initial bitter cold ice and snow event was followed by at least four more snow events over the next two weeks. The end of February and start of March felt like we just bounced from one snow to the next and it was a constant struggle to keep the sidewalks clear and the doors open.

Thanks to the concerted, constant, and tremendous efforts of Facilities Services we kept the university open and safely operating when many other schools and businesses were closed in Knoxville.

I want to personally thank all the men and women of Zone Maintenance, Building Services, Steam Plant, Landscape Services and Heavy Equipment, Plumbing & Heating Services, Electrical Services, Construction, Building Finishes/ Paint Shop, Lock & Key, RRT, Sanitation Safety, STAR, Admin & Support Services, Administration, Air Conditioning, Design and everyone who contributed.

Without your enormous and extended efforts we could not have been as successful as we were. THANK YOU ALL.
EMPLOYEE OF THE MONTH
FEBRUARY 2015

Congratulations to Ray Van Davis, the February 2015 recipient of the Facilities Services Employee of the Month Award!

Ray is recognized for being a cheerful, hard worker with a smile for everyone and for having great dedication that has resulted in his promotion to assistant foreman. During the course of taking buildings back from the contractor, Ray proved himself invaluable by resurrecting hard floors that hadn’t shined in decades but now could not be separated from a brand new floor by appearance.

EMPLOYEE OF THE MONTH
MARCH 2015

Congratulations to Rick Gometz, the March 2015 recipient of the Facilities Services Employee of the Month Award!

Rick is recognized for helping to motivate the crews and leading by example. Rick is very professional in service to the university, working with co-workers, and always willing to go the extra mile to complete assignments.

He is also recognized for doing the work correctly and making sure our customers are satisfied when the work is completed.

The first ever Big Green Friday was held on March 27.

This twist on the university tradition celebrated sustainability achievements at UT and showcased the campus community’s green pride.

Many Facilities Services employees joined in to support UT Recycling, the Office of Sustainability and university’s efforts to Make Orange Green!

More Big Green Friday Pictures can be found on our department social media pages.
Congratulations on Your Retirement!

Thank you for your dedicated service to Facilities Services and best wishes in your retirement!

Congratulations to the Steam Plant’s Darryl Ford who retired from UT in February after 41 years of service.

Congratulations to Plumbing & Heating’s Robert Hicks who retired from UT in February after 31 years of service.

Congratulations to Zone Maintenance’s Robert Jenkins who retired from UT in March after 14 years of service.

You can find more retirement party pictures on our Facilities Services Social Media Pages!
New Facilities Services Logo Rollout, Q&A

Our new Facilities Services logo rollout took place in mid-March and a toolkit has been made available for Facilities employees. The toolkit can be found on FS share in the folder named “FS Logos – Documents” and includes the following:

- Facilities Services Logos
- Facilities Services Shortcuts
- University Logos
- UT Tagline Logos
- Facilities Services Letterhead
- Fax Coversheet
- HTML E-mail Templates
- Report Coversheet Template
- Research Poster Template

The following is a brief Q&A about the use of logos and documents – a more extensive Facilities Services Logo and University Logo Q&A can be found in the same folder as the documents on FS share.

If you have any further questions about how to use the new logo or its corresponding documents, please contact Brooke in Room 203 at bsteve14@utk.edu.

Facilities/UT Logo Q&A

University Logo:

What makes up the UT Logo?
The university logo is composed of two elements: the icon block and the wordmark. The icon block is a white Power T in an orange square. The wordmark is a letterform version of the university’s official name.

When should the different logo configurations be used?
The centered logo is the primary logo configuration and should be used whenever possible. There are two horizontal logo configurations – left and right justified. These should be used when the design does not allow for the centered logo.

What is the tagline logo?
The tagline logo is a combination of the university logo and the “Big Orange, Big Ideas” tagline.

What are the approved color variations?
There are three approved color variations available – Standard, Reversed on Orange and Reversed on Dark.

Standard: Logos and shortcuts should appear in the standard color configuration whenever possible. NOTE: The Power T is white, not transparent, and the wordmark is Smokey Gray, not black.

Reversed on Orange: When placed on a background of UT Orange, the wordmark should be white, and the icon block should be reversed out (orange Power T in a white block).

Reversed on Dark: When placed on a dark background, the wordmark should be white. The icon block is still orange and white.

Facilities Services Logo:

What is our department logo?
The Facilities Services department logo is a combination of the university logo and the formal name of our department. This logo version allows us to identify its affiliation with the university.

Facilities Shortcut Logo:

What is a department shortcut?
Our department shortcut combines the Power T icon block with the name of a campus unit. The shortcut informally communicates the name of our department and its affiliations with the university.

Facilities Services shortcut logos are designed for use on merchandise, such as apparel and promotional items. They may also be used in print communications when design space is limited.

Can I use the shortcut by itself?
A shortcut may only be used by itself on merchandise. If a shortcut is used in a print communication, a logo must also be present on the same piece. For example, you may use our unit shortcut on the front of a brochure and a logo (university, unit, or tagline) on the back.

Please keep in mind that a unit shortcut and a logo may not be used in the same design space, such as on the same page of a print communication. Our unit shortcut should not be used on one-sided communications such as posters.

Facilities Services Letterhead:

How do I customize our department’s letterhead?
Facilities Services has two letterhead templates available to allow you to customize university letterhead in order to draft an official document. Please use any existing printed letterhead before printing off any additional copies using the new formats.

Each template has already been customized to our department. Please do not edit the images in the header or footer, as those contain the essential elements of the approved university letterhead.
Update on New Facilities Services Building

Construction continues on all sections of the new Facilities Services Building at 2000 Sutherland Avenue.

Selective demolition is nearly complete, as is foundation remediation. Coatings remediation on the old steel structure is still ongoing.

In addition to roof decking, new structural steel is being affixed to the perimeter of the building (to hold up the metal panels that will clad the building), and new steel is being installed at various places throughout the interior of the building too.

In places, the existing slab is being cut to allow the installation of plumbing.

The employee parking situation is still evolving, as are the interior open office areas. Any developments will be announced.

Figure 1. Current view in future open office area, looking northeast.

Figure 2. Identical view, rendered to show what the future open office area will look like (minus the modular furniture).
Building Services took part in its own Recycling Challenge in conjunction with campus RecycleMania again this year. RecycleMania is a completion and benchmarking tool for college and university recycling programs to promote waste reduction activities to their campus communities. The goal of the Building Services Recycling Challenge is to increase the amount of recycled materials in all of the buildings across campus. This year Marie Lemon’s zone took the Cans, Glass & Plastic category, as well as the Overall Win, while Al Henriquez’s zone came out ahead in the Paper category. Recyclables collected during the competition filled 936 95-gallon bins, approximately 55 dumpsters worth of waste diverted from landfills.

**2015 Building Services Recycling Challenge Results**

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Spotlighting Student Assistants:

Facilities Services has partnered with UT students to provide work opportunities within the department, providing both experience for students and assistance for Facilities Employees. Facilities Services employs nearly 40 student workers throughout the department. Students service in a wide variety of areas, from Design Services to Recycling. We would like to thank the following students for being a vital part of the Facilities Services Team.

**Design Services:**
- Ariel Farley
  - Major: Sociology
  - Hometown: Maryville, TN
  - Graduation Date: Spring 2017

- Jennifer Nguyen
  - Major: Architecture & Design
  - Hometown: Olive Branch, MS
  - Graduation Date: Spring 2015

- Kristin Moretz
  - Major: Environmental and Soil Science
  - Hometown: Oak Ridge, TN
  - Graduation Date: Spring 2017

- Brandon Orrick
  - Major: Landscape Architecture
  - Hometown: Knoxville, TN
  - Graduation Date: Spring 2015

**Comm. & Info:**
- Stephen Johnson
  - Major: English
  - Hometown: Oak Ridge, TN
  - Graduation Date: Spring 2016

- Jordan Hollingshed
  - Major: Communications
  - Hometown: Portland, OR
  - Graduation Date: Fall 2015

- Luke Marinac
  - Major: English
  - Hometown: Knoxville, TN
  - Graduation Date: Spring 2015

- Laurel Folger
  - Major: Psychology
  - Hometown: Knoxville, TN
  - Graduation Date: Spring 2016

**Sustainability:**
- Rachael MacLean
  - Major: English & History
  - Hometown: Knoxville, TN
  - Graduation Date: Spring 2016

- Franco D'Aprile
  - Major: Sustainability
  - Hometown: Buenos Aires, Argentina
  - Graduation Date: Spring 2016

- Kevin Ridder
  - Major: Environmental Studies
  - Hometown: Brentwood, TN
  - Graduation Date: Spring 2016

- Collin Neal
  - Major: Sustainability
  - Hometown: Nashville, TN
  - Graduation Date: Spring 2015

More Student Assistant Spotlights can be found on Page 15

Zone Maintenance:

Catherine Hawley
Major: Supply Chain Management
Hometown: Knoxville, TN
Graduation Date: Spring 2017

Rebecca Elias
Major: Kinesiology
Hometown: Nashville, TN
Graduation Date: Fall 2015

Rapid Response:

Michael Pelle
Major: Biosystems Engineering
Hometown: Knoxville, TN
Graduation Date: Spring 2016

Ian Culver
Major: Criminology
Graduation Date: Spring 2016

Lock & Key:

Chelsea Cate
Major: Accounting
Hometown: Brentwood, TN
Graduation Date: Fall 2015

Recycling:

Macy Hyder
Major: Child & Family Studies
Hometown: Kingsport, TN
Graduation Date: Fall 2017

Kyle Riggs
Major: Psychology
Hometown: Maryville, TN
Graduation Date: Spring 2016

Utilities:

Demetrios Smith
Major: Architecture
Hometown: Chattanooga, TN
Graduation Date: Spring 2015

Carl Yoder
Major: Plant Science
Hometown: Knoxville, TN
Graduation Date: Fall 2016

Makenzie Read
Major: Natural Resource & Environmental Economics
Hometown: Knoxville, TN
Graduation Date: Spring 2015

Utilities:

Neel Patel
Major: Mechanical Engineering
Hometown: Yavatmal, MH (India)
Graduation Date: Fall 2015

Kate Turnbull
Major: Studio Art-Painting
Hometown: Knoxville, TN
Graduated: Spring 2014

Landscape Services:

Lee Fuller
Major: Sociology
Hometown: Sarasota, FL
Graduation Date: Spring 2015

Kofi Forkuo-Sekyere
Major: Economics
Graduation Date: Spring 2016

Lock & Key:

Josh Ivey
Major: Chemistry
Graduation Date: Fall 2016

John Brown
Major: Advertising
Graduation Date: Spring 2015
PLEASE WELCOME OUR NEW EMPLOYEES!

BUILDING SERVICES:
Peggy Ashley - Building Service Aide I
John Havens - Building Service Aide I
Darrin Cinnamon - Recycling Truck Driver
Julieta Maxwell - Building Service Aide I
Laureen K. Webb - Building Service Aide I
Roy Spurgeon - Building Services Aide I
Firas F Balad - Building Services Aide I
Ahmed Zamil - Building Services Aide I
Richard Beeler - Building Services Aide I

ZONE MAINTENANCE:
Louie Patterson - Maintenance Specialist I

LANDSCAPE SERVICES:
Jeff Rentsch - Landscape Aide I
Brad Thompson - Landscape Aide I

Facilities Hosts New ‘Fundamentals’ Workshop

Facilities Services launched its new campus-wide workshop program – Facilities Fundamentals – in March.

The first workshop, “Helpful Tips for the DIY Gardener,” was presented by Landscape Services Assistant Director Jason Cottrell. Landscape Aide Mark Mercier assisted in the creation of the presentation.

Jason’s presentation focused on best practices for residential landscaping including yard cleanup, proper planting techniques, pruning practices, spring and summer lawn preparation, and weed prevention.

The workshop, attended by several members of the campus community, was a great success. You can find Jason's presentation on the Communication Coordinator’s page on the Facilities Web site.

We look forward to our next Facilities Fundamentals workshop this month. April’s workshop, presented by Sustainability Manager Preston Jacobsen, will focus on everyday steps individuals can take to be more sustainable in their home or place of work.

Please look for future announcements about upcoming Facilities Fundamentals workshops. If you have any questions about these workshops, please contact Keisha Gracius at kgracius@utk.edu or Brooke Krempa at bsteve14@utk.edu.

Congratulations on Your New Position!

Jacob Kitts, Landscape Aide I – Moving from a Temp position to Full Time in Landscape Services
Jerry Carr, Maintenance Specialist – Moving from Building Services to Zone Maintenance
Kimberly Williams, Accounting Assistant III – Moving from a Temp position to Full Time in Admin. Services
Donna Norris, promoted to Assistant Building Services Foreman
Terry Eubanks, promoted to Assistant Building Services Foreman.
Duane Atkins, promoted to Heavy Equipment Supervisor.
Ray Van Davis, promoted to Building Services Supervisor I
Mark Mercier, Landscape Aide I – Moving from a Temp position to Full Time in Landscape Services
Beginning April 1, 2015, and continuing through June 30, 2015, Human Resources will be accepting applications for new enrollees in their Sick Leave Banks. Please read the University of Tennessee Human Resources Policy on Sick Leave Bank, Section 300, Policy No. HR0382, before completing application.

The Sick Leave Bank is solely for the serious illness or injury of the employee and not for the illnesses/injuries of immediate family members. If you elect to join the Sick Leave Bank, you must have a minimum sick leave balance of 48 hours on June 30, 2015. Your new membership will be processed on July 1, 2015, and 24 hours of your sick leave time will then be transferred to the bank. (These are non-refundable hours.) If you need further information, please contact Employee Relations at (865) 974-8299.

You can download a SLB application form from the Human Resources Web site here: http://hr.utk.edu/employee-relations/sick-leave-bank/.

The completed form should be returned to the HR Employee Relations office at 230 Conference Center Building, Knoxville, TN 37996.

The Human Resources Policy on Sick Leave Bank can be found on the UT Policy Web site here: http://policy.tennessee.edu/hr_policy/hr0382/.
LETTERS OF APPRECIATION

Dear Colleagues in Facilities Services:
I am writing to express my sincere appreciation for the superb job that Facilities Services did in preparing the Art and Architecture Building in preparation for the SGC International Conference last week. We had more than 1,500 people on campus from around the world – and we left them with a very favorable impression of our programs and facilities. I especially appreciate the attention to the floors, and making sure the walkways up to the building and the stairwells were swept. Two trips to Surplus also got a number of things that had been just hanging around out of the building. Bravo!!!!

Beauvais Lyons

Just a quick note to add my thanks for the super job that you all did for us at Art and Architecture. The Building looked great – you’ve made us very proud.

Thank you,

Dorothy Metzger Habel, Ph.D.

Charles (Training):
Thank you for the phone information, also thank you and Ashley for the training, you both made it interesting, fun and took a lot of the “scary” out of getting started. I really appreciate all that you both did!! Again, thank you both for everything!!

Sincerely,

Laureen

Wes (Construction):
I would like to follow up on the completion of the Monitor Walls at Morgan Hall. I appreciate you and your team on a successful and well-done project.

The communication was excellent and thanks to you and Roger the LED lights have completed the final touch. I have received many compliments on how well the lights accent the UTIA lettering,

So thanks again for striving to work this out.

Sincerely,

Steve Glafenhein

Thank You on a Job Well Done (Facilities):
I just wanted to send a quick THANK YOU to you and all of your team - particularly those in Landscape Services, Building Services, Zone Maintenance and Utility Services but also Design, Construction and all of our large family. As you know the SACS accreditation team has been on campus all week and will leave tomorrow for their on campus review and site visit-part of our critical overall University accreditation.

Today as part of their evaluation VC Cimino and I conducted a tour across all of campus including visiting inside Music, Hodges, HBB, Ayres and AHT.

The campus and grounds all looked TERRIFIC!!! Job Well Done!!!!

In fact we received MANY compliments on the conditions - from the cleanliness to the fact there were no obvious problems (lights out, damaged walls, etc.) to the freshly mulched beds, newly planted tulips and other season color to manicured lawns to neat active construction sites to repaired sidewalks to newly renovated buildings, new landscape and new projects. All looked great! Eastern TN weather even cooperated as the climate was perfect with everything budding and in bloom.

Chris and I know the HUGE amount of work involved by everyone. Please make sure these compliments and thanks are extended to all of our team. Their and your efforts made a big difference and set the stage for what has been very productive and successful meetings.

You all showed customer and campus service at its finest!!

Thank you,

Dave

HAVE A COMMENT OR CONCERN?

The Employee Comment Box is located next to Facilities Services Room 107.

We look forward to hearing from you!
Securing the Human Training Program

In May of 2014, the UTSA Information Security Office (ISO) enabled a security awareness training program called Securing the Human. Securing the Human is an online computer-based program that provides faculty and staff with information they need to engage in effective information security behavior.

The UTSA ISO will be sending an email to all faculty and staff containing the link to the security training. The link in the email will direct you to https://univtn.securinthehuman.org. Staff may also use the link to Securing the Human found at: https://security.tennessee.edu.

Please remind your staff to complete the security awareness training, as awareness is an integral part of protecting the University’s resources. This online training is required annually by UT policy IT0123 – Security Awareness, Training, and Education, and is a part of each employee’s yearly performance review. To read the policy, go to: http://policy.tennessee.edu/it_policy/it0123/.

The program consists of a number of videos that cover specific security topics. The videos range anywhere from 1 to 5 minutes in length and are intended to influence user behavior that will reduce security risks. Users are allowed to complete the training at their own pace, monitor their progress, and revisit completed training. Upon completion the user will receive a security training certificate.

For more information about Securing the Human, see http://www.securinthehuman.org/.

We would like to thank everyone who participated in this year’s campus-wide Big Orange Family Campaign. A special thanks goes out to all of our team leaders who helped to organize the effort within our department.

Once our department’s final participation numbers are released we will make sure to share them with everyone.

Thank you again for your generosity.

Upcoming Holiday & Admin. Closing Schedules

April:
Friday, April 3 - Spring Holiday

May:
Monday, May 25 - Memorial Day

July:
Friday, July 3 - Independence Day

Find Facilities on Social Media!
We would like to ask all of our new employees and computer users to please take some time to look over our Acceptable Use of Information Technology Resource policy.

This and other policies can be found at http://policy.tennessee.edu.

The following is the objective of the policy:

**IT0110 – Acceptable Use of Information Technology Resources**

Effective: October 3, 2009
Revision No: 1

Objective: Information technology resources are valuable assets provided to enhance the core functions of the University of Tennessee. The use of the university’s information technology resources is a privilege extended to authorized users for education, research, service, and administration. This ACCEPTABLE USE OF INFORMATION TECHNOLOGY RESOURCES POLICY (AUP) governs the use of the university's information technology resources in an atmosphere that encourages free exchange of ideas and an unwavering commitment to academic freedom. The university community is based on principles of honesty, academic integrity, respect for others, and respect for others' privacy and property. The university seeks to:

- protect the confidentiality and integrity of electronic information and privacy of its users, to the extent required or allowed under federal and state law, including the Tennessee Public Records Act.
- ensure that the use of electronic communications complies with the provisions of university policy and state and federal law; and
- allow for the free exchange of ideas and support of academic freedom.

The university cannot protect users from the presence of material they may find offensive. The presence of such material must not be represented or construed as an endorsement or approval by the university.

This policy applies to all students, staff, and others, referred to as users throughout this policy, while accessing, using, or handling the University of Tennessee’s information technology resources. In this policy, “users” include but are not limited to subcontractors, visitors, visiting scholars, potential students, research associates, grant and contract support personnel, media representatives, guest speakers, and non-university entities granted access. All “users” are required to be familiar with and comply with this policy.

This policy can be found in its entirety at: http://policy.tennessee.edu/it_policy/it0110/
Slips, trips, and falls constitute the majority of workplace accidents. They cause 15% of all accidental deaths, and are second only to motor vehicles as a cause of fatalities.

The most frequent complaints related to slips and falls are shoulder, back, elbow, wrist and knee injuries.

Surprisingly, approximately 70 percent of slips, trips, and falls occur on level walking surfaces. This is especially true during the winter months. No matter how well the snow and ice are removed from campus sidewalks, parking lots and the surrounding streets, people will invariably encounter some slippery surfaces when walking outdoors in the winter. Many cold-weather injuries are the result of falls on ice-covered streets and sidewalks. Walking on snow or ice is especially treacherous. Walking on campus in icy conditions requires planning, caution, and a little common sense.

**TO AVOID SLIPS:**
- Concentrate on the path ahead. Take your time and proceed slowly.
- Where possible, avoid slippery surfaces. Take a route around obvious slippery hazards, such as wet leaves, icy areas and snow banks.
- Wear appropriate footwear. Wear shoes or boots with rough (waffled, ridged or heavily textured) soles to work, and change into dress shoes if you must wear them. The inconvenience of changing shoes is insignificant compared to the inconvenience due to a serious fall related injury.
- A heavy backpack or other load can challenge your sense of balance. Try not to carry too much. You need to leave your hands and arms free to better balance yourself.
- Use handrails wherever they are provided. A secure handhold can prevent a fall if you should slip.
- Check to be sure entrance halls and stairs are clear of snow and slush; tracked in snow and slush often cause slips and falls.
- Beware of changes in walking surfaces. Many falls are caused when someone doesn’t realize he/she is leaving a secure area for a slippery one.
- Clean your shoes when you go inside. Caked snow and ice on shoe soles can be treacherous.
- Use special care when entering and exiting vehicles. Use the vehicle for support.

**IF YOU SLIP:**
- Try to roll with the fall if you begin to fall forward.
- Sit down if you begin to fall backward. When a falling person relaxes, an injury is less severe than when he/she tenses. Fighting a fall on ice can cause twisting or bending injuries which may be worse than the bump the fall would have produced.

Streets and sidewalks that have been cleared of snow and ice should still be approached with caution. Look out for "black ice." Dew, fog or water vapor can freeze on cold surfaces and form an extra-thin, nearly invisible layer of ice that can look like a wet spot on the pavement. It often shows up early in the morning or in areas that are shaded from the sun.

Feel free to contact Environmental Health and Safety if you have any questions at 974-5084 or visit ehs.utk.edu.

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**Check out the Facilities Services Web site!**

fs.utk.edu
HAPPY BIRTHDAY

APRIL

PAUL HINSHAW JR.  4/1
VERNA SPENCER  4/1
DONALD TAYLOR  4/2
TERRY CAPPs  4/2
STEPHEN WAGGONER  4/2
DONNIE PATTERSON  4/3
BRIAN BEELER  4/4
DUSTIN JOHNSON  4/4
STEPHEN COSTNER  4/5
ROBBY HUDDINS  4/8
CHARLES ANDERSON  4/9
JOHN SEIVERS  4/9
CHRISTOPHER WEBB  4/9
WILLIAM GANN JR.  4/10
DAVID ALLEN  4/11
LARRY STALANS  4/12
DUANE ATKINS  4/13
CHARLES FARLEY  4/13
ROLAND MCELVAJN JR  4/13
JOHNATHAN SAWYER  4/13
BILLY STALANS  4/13
JAMES MOORE  4/14
KEISHA GRACIUS  4/15
ROBERT JONES  4/15
ARDIS STONE  4/15
GLENDA TURNER  4/15
KYLE KORN  4/16
RANDY HAMILTON  4/18
ZACHARY HUNTER  4/18
JASON BRADSBY  4/19
RICHARD HUTSELL  4/19
TRACY RIDINGS  4/19
WILLIAM WHITSON  4/19
CORY COX  4/19
IAN SUTHERLAND  4/20
GERALD JOHNSON  4/20
DANTE RENNER  4/20
TONI ADAMS  4/21
KEVIN SUMMITT  4/21
GEORGE HUTCHINS  4/21
AMANDA RUELLE  4/22
NATHAN SNYDER  4/22
RADOVAN PSAR  4/22
BRITTANY ROSS  4/29

MAY

JUSTIN DOTHARD  5/1
BROOKE KREMMA  5/1
JOHNNY WAGGONER  5/4
HATTIE BLAIR  5/4
ERIC POE  5/5
MICHAEL BILLINGTON  5/5
KEITH DOWNEN  5/7
ALLISON GIVENS  5/8
RANDY ALFREY  5/8
ORAL KING  5/10
BEVERLY THATCHER  5/10
TEDDY TACKETT  5/10
AUSTIN SHOFFNER JR.  5/11
JORDAN DOANE  5/12
MICHAEL DUNCAN  5/13
DOUGLAS MIKELS  5/13
MICHAEL OWNBY  5/14
LARRY FOX  5/14
NORMAN BUMBY JR  5/15
KATHERINE HENTHORNE  5/15
GARY PHILLIPS  5/16
TIFFANY SHULER  5/16
GUNARANJAN AREPALI  5/17
TERESA GRAHAM  5/17
COTY CROSS  5/18
GARRETT FERRY  5/18
CHARLES FRANK  5/18
ANTHONY SEABOLT  5/18
KAREN TWITTY  5/19
MICHELLE JOHNSON  5/20
WILLIAM SMITH  5/21
JOSHUA WEBB  5/21
JOSHUA FERRELL  5/22
JOSHUA RAINS  5/22
ELIZABETH BOEHRMER  5/23
SANDRA SLUSSE  5/23
CHRISTOPHER ROGERS  5/24
JOSHUA SMITH  5/24
RANDY CHAMBERLAIN  5/26
JOE VANCEAVE  5/26
PAMELA BALASZI  5/27
VEACESLV IUSSCEA  5/27
RICKY LYONS  5/28
MICHAEL SHREVE  5/28
RICHARD PETRE  5/29
AMY MILLER  5/30
JOEL GILLILAND  5/31