New Boiler Arrives at Steam Plant

The second natural gas boiler was delivered at the Steam Plant in July as Phase II of the Steam Plant Conversion moves ahead.
Delivered by rail and transferred by a semi to inside the plant, the natural gas and fuel oil boiler will replace the coal fired boiler that once sat in its place. A coal fired boiler was also replaced last year.
The plant stopped using coal in March and the new boiler is expected to be online by this fall for the heating season.
The three phased conversion project is an effort to become more environmentally friendly by lowering emissions while meeting EPA standards.
Running concurrently with this phase of the project is the installation of a new KUB high pressure natural gas main to the plant. This line is currently under construction from Topside road, several miles down Alcoa Highway, to the Fulton Bottoms Rugby Field area. From there it extends to the Steam Plant.
Exceptional Team Award Recipients

JUNE: YEAR END BILLING TEAM

The June Facilities Services Exceptional Team Award was given to those who were instrumental in Administrative Services year-end activities. The billing team that included Amy Miller, Sherrill Cox, Lisa Hayes, and Amanda Clark, went above and beyond to ensure all necessary tasks were completed.

The group processed thousands of work requests and more than 250 work orders during the year-end time period. Their efforts during this time allowed the Facilities Services Department to recover operating funds and enable campus units to balance their year-end budgets.

Congratulations to the June recipients of the Facilities Services Exceptional Team Award!

Thank you Amy, Sherrill, Lisa and Amanda for all of your hard work!

JULY: FOURTH OF JULY PICNIC TEAM

Those who helped to organize and cook at this year’s 4th of July Picnic have been named the July Exceptional Team awardees.

The group includes those individuals who assisted in organizing the event, who helped to cook and serve food to the attendees, and those who helped to make the event zero waste.

Members of this team are Brock Ellis, Charles Farley, Ashley Savage-Gilliam, Keisha Gracius, Brooke Krempa, Jay Price, Tim Matthews, Ron Couch, Bill Mills, Robert Clark, Mike Kennemore, Mike Musselman, Mike Duncan, Rick Martin, David Crigger, Glenn Beard, Tim Ragan, Fred Mikels, Josh Scott and Mac Chamberlain.

With more than 400 people in attendance at the picnic this group worked diligently to ensure the event ran smoothly and ensured that all leftover food was donated to the Love Kitchen.

Congratulations to the July recipients of the Facilities Services Exceptional Team Award and thank you for all of your hard work!
UT’s Facilities Services Landscape Services team recently received an Honor Award from the Professional Grounds Maintenance Society (PGMS).

The award was given for their submission of the South Campus Entry and the Lake Loudon Blvd. Streetscape. UT’s overall score was a 75.6 in the Small Site category.

The Green Star Awards Program brings national recognition to grounds maintained with a high degree of excellence and complements other national landscape award programs that recognize outstanding landscape design and construction. Honors are awarded in 15 different categories.

The Landscape team’s submission detailed their efforts in the Lake Loudon Blvd. area on campus, and described their work to divert the public eye from the Steam Plant, and the construction of Gibbs Residence Hall. This area on campus is highly prioritized area for the team because of the many different attractions at Thompson-Boling Arena, and the location of Pat Summit Plaza across the street.

The maintenance program for the South Campus Entrance and Lake Loudon Streetscape includes daily litter pickup, weekly weed maintenance, spot herbicide treatment, mowing of turf space, and street sweeping. The program also focuses on seasonal tree pruning, snow cleanup, brine and rock salt application, irrigation maintenance, bi-annual application of hardwood bark mulch and pine straw, and replacement of seasonal color beds. All planting spaces include low-volume drip irrigation with rain sensor and drought tolerant plant selections.

PGMS judges noted that the turf was clean and well-maintained with nice stripes and great coloring on the hill along the side of Lake Loudon Blvd. Some of the vegetation in this area includes Limelight Hydrangeas, Carissa Holly shrubs, Green Mountain Sugar Maples, Crape Myrtles, Junipers, and Asiatic Jasmine. The team also received points for the landscape’s uniformity, beautiful design, and excellent pruning and mulching, as well as crisp edging on beds.

In addition, Landscape Services was recognized for their good sustainable practices overall, especially in irrigation coordinating with the construction on campus.

The University of Tennessee Knoxville campus landscape vision is a move toward a campus that supports its community with spaces conducive to learning, and also serves as an outdoor laboratory for horticulture and natural resource stewardship. The campus strives to be more pedestrian centered rather than automobile focused as a move toward a healthier ecosystem for Knoxville.
Steam Plant Continued

The addition of this line is necessary not only to meet the increased demand for gas due to the installation of additional boilers, but the higher pressure will allow the Steam Plant to operate the existing 4.5 megawatt gas turbine generator without running the 300 horsepower electrically powered gas compressors currently needed for operation with lower gas pressures.

Phase 3 of the project consists of the demolition and removal of the 300’ smoke stack, electrostatic precipitator, remaining coal handling equipment and the replacement of windows within the plant itself.

You can find more information about the Steam Plant Conversion project on Cone Zone at conezone.utk.edu or on the Facilities Services Web site at fs.utk.edu.

See all of the new boiler pictures and more on the Facilities Services Facebook Page:

Video of the boiler delivery can be found on the Facilities Services YouTube Channel:
Making a Good Thing Even Better: 
Zone Maintenance Customer Service Training

All throughout campus, Zone Maintenance employees are complimented on the exemplary job that they do and the quality of service that comes from the group. Still, the unit has a desire to take the level of service even higher.

Beginning this summer, Zone Maintenance employees began going through a series of customer service training conducted by UT Employee and Organizational Development (EOD).

The Zone Maintenance staff is divided into five groups of 30 and each group will attend four classes to complete their certificate.

The first group received their certificates in July. Individuals in this group were Terry Baker, Greg Burress, Randy Chamberlain, Steve Andrews, Don Turney, Jeff Clark, Randy Longmire, Ernest Loveday, David McGill, Ernest Loveday, David Wright, Aaron Wheeler, Johnny Waggoner, Bill Hutchins, Dale Abernathy, Melvin Godfrey, Mike Steeves and David Cash.

This training is tailored specifically for Zone Maintenance and addresses standards and best practices to use as they interact with the campus community.

Another goal of the training is to encourage uniformity in how Zone personnel respond to customers and how customer concerns are handled.

Training consists of the following courses:


Module 2: Every Customer Is an Opportunity: Approaching and Rebounding from Difficult Customers.


Module 4: Projecting a Positive Image for the Frontline: Outstanding Telephone Courtesy

Congratulations to the first group to receive their certificates this July.

Facilities Services would like to extend thanks to Ivory Patten, Linda Blockson and Johanna Owenby from UT Employee & Organizational Development for teaching the classes.

Archibus Training Aids

Training Aids:

Training Aids for Archibus are now available on our website. You can access them at: 
https://tiny.utk.edu/fstraining

They are located on the bottom right of the page under “Archibus Guides”.

Archibus training aids are available for the following:

- Logging in to Archibus
- Submitting a Leave Request
- Submitting a Work Request
- Processing a Work Request (Craftsperson & Supervisor Roles)
- Submitting a Warehouse Issue
- Submitting a Purchasing Document

If you have any questions concerning the training aids or need additional training, please contact the Training Team or the Archibus Team.

-The Archibus Team
Thank you to our crews who helped to ensure the Torchbearer Relighting Ceremony was a success in late August.

The flame was extinguished during the renovation projects taking place at Circle Park and Torchbearer Plaza during the summer and the flame was ready to be reignited just in time for the first week of class.

Members of student government relit the torch in a small ceremony with the help of our Facilities Services team members.

Thank you again to everyone who contributed to the success of the project and ceremony!

You can find pictures of the renovation project and the relighting ceremony on Facilities Services Facebook page at facebook.com/UTFacilitiesServices.

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Six members of our team received the Facilities Services Perfect Attendance Award for the 2nd Quarter of 2015.

Jesse Standifer, Don Turney, Dale Abernathy, Chris Spangler, Philomene Musabyeyezu, and Joshua Lane were drawn from 116 individuals eligible for the award during the three month time period.

The names were drawn by Brooke Krempa, Randy Hamilton, Veronica Huff and Jordan Hollingshed.

Names will be drawn from those eligible for the 3rd Quarter award in early October.

Awards are given quarterly to one employee for every 20 employees eligible and the names are randomly drawn by employees who are not eligible for the award during that Quarter.

Full guidelines for the Perfect Attendance Award can be found on the Facilities Services Web site fs.utk.edu.
Thank you to everyone who helped to make this year’s Fourth of July Picnic and Training a great success! - Building Finishes, Painting Services, Sign Services, Construction, Landscape Services, Rapid Response Team, Building Services, UT Recycling, Zone Maintenance, Communications & Public Relations, Employee Training & Development, IT Support & Maintenance and EOD!

We would also like to thank everyone who joined us - we had just over 400 in attendance this year.

For the second consecutive year the picnic was a Zero Waste Event and all leftover food was donated to the Love Kitchen.

Find more picnic pictures on Facilities
Cast Your Vote for Facilities Services Employee of the Month!

A year-and-a-half after its inception, the Facilities Services Employee of the Month program has allowed us to honor 18 deserving members of our team.

Thank you to everyone who has nominated members of our team for the award, because without these nominations, this program wouldn’t be possible. Unfortunately, due to a lack of nominations, we were unable to name a July 2015 Employee of the Month.

Help us to honor members of our team in the months to come and cast your nomination for a future employee of the month!

Nomination forms can be found on the Facilities Services Web site, fs.utk.edu, or by clicking this link: https://tiny.utk.edu/FSEOM. Hard copies can be found with unit clerks and in Facilities room 203. These hard copies can be dropped off in the Employee Comment Box next to room 107 or in room 203.

All Facilities Services Employees are eligible for the Employee of the Month Award after one month of services with the department. We invite everyone to nominate an individual of their choice for the award.

For more information about the award program, please contact Brooke at 214-7662 or bsteve14@utk.edu.
POLICY

This policy sets expectations for all Facilities Services employees during the event of a campus emergency including, but not limited to, university closure or catastrophic event in which essential personnel must report to work if it is safe for those employees to do so.

DEFINITIONS

1) Essential Personnel – Staff who are required to report to their designated work location to ensure operation of essential functions or departments during an emergency, or when the University has suspended operations.

POLICY GUIDELINES

SECTION A: Essential Personnel

1) All Facilities Services personnel are considered Essential Personnel. In the event of a campus emergency, Facilities Services personnel should report to work if it is safe for him/her to do so and the employee’s individual situation will allow him/her to do so.
   a. In anticipation of extraordinary circumstances, including but not limited to inclement weather, employees may be given the option to stay on campus rather than go home at the end of their shift. Reasonable sleeping accommodations for employees will be made by their supervisor.

2) In the instance of a campus emergency, all Essential Personnel must fulfill their duties to: (1) ensure the continuation of critical university operations; (2) attend to the needs of students and other members of the university community; and (3) protect the university’s assets.

3) Essential Personnel are expected to come to work in any and all extraordinary/emergency situations unless it is unsafe to do so or they are specifically excused by their supervisor (See Section C: Exclusions).

4) Employees are encouraged to refer to the university’s Inclement Weather Policy online at http://safety.utk.edu/emergency-preparedness/campus-emergency-management/inclement-weather-policy/

5) It is the responsibility of all personnel to ask his/her supervisor if there are questions regarding this policy.

SECTION B: Emergency Declaration

1) Prior to, or during, an emergency event the associate vice chancellor for Facilities Services, and/or a director(s) in Facilities Services shall declare an emergency and establish a starting point(s) for each emergency. After the emergency, an end point(s) will be set. The start and end points may be different for different units and personnel within Facilities Services.

2) If an event, such as a winter storm, can be anticipated from forecasts, etc. a pre-declaration may be issued. The pre-declaration would provide notification of the possible upcoming emergency.

SECTION C: Leave during Emergencies

1) All leave requested within the time period of an emergency, from seven calendar days prior to and/or after the declaration of an emergency, shall be subject to review and approval by the respective director or assistant director. The intent is if an employee had leave scheduled and approved prior to becoming aware of the possibility of an emergency, leave will be granted.
Facilities Services Department Revised Policies

Essential Personnel

Applies to: All Employees in Facilities Services
Issued: January 27, 2015
Updated: August 31, 2015

2) Annual, or personal, leave requested after the start point for an emergency, and/or during the term of an emergency, will not be granted unless approved by the director or assistant director. Time off will be leave without pay and the employee will not be eligible for administrative closing pay for the time off.

3) If an essential employee is not able to come to campus during an emergency, such absence will not be classified as an unexcused absence under the Facilities Services Attendance Policy.

4) Sick leave requested after the start point for an emergency, and/or during the term of an emergency, may not be granted. If the employee provides a doctor’s note and acceptable release upon return to work the employee will be granted sick leave or applicable administrative closing pay. If an employee does not provide a doctor’s note and acceptable release upon return to work, time off will be leave without pay and the employee will not be eligible for administrative closing pay for the time off. The Employee has 10 business days to provide a doctor’s note.

5) It is understood emergencies may arise for an employee, or there may be a very limited number of cases where there is a family situation outside the control of the employee. This does not include family vacation, but there may be an extremely small number of individuals who have strong compelling reasons why they need to be exempt from this requirement. While such exemptions will be very rare, if an employee feels they must ask for an exemption they should see their supervisor. Any exemption will require approval of either the director for the employee’s area or the associate vice chancellor.

6) In an emergency, the requirements of the Essential Personnel Policy supersede the requirements of the Facilities Services Attendance Policy.

SECTION D: Exclusions

1) Employees may be classified as Non-Essential Personnel by their supervisor and/or unit director during emergency situations under the following conditions:
   a. Supervisors and/or unit directors must specifically notify an employee if he/she is to be classified Non-Essential.
   b. If an employee is notified by the appropriate supervisor and/or unit director that he/she is classified as Non-Essential, the employee is not required to report to work for the specific instance.
   c. Notification may be an emergency notification system using text messaging, and/or voice messaging, and/or email.
POLICY

This policy establishes the expectation that all Facilities Services staff shall be available to perform their job commitments to provide quality customer service across campus; to provide a standard process for attendance review, employee support, and if necessary, corrective action that is consistent with applicable state and federal law and university policies. It is the policy of Facilities Services that employees report for duty at the assigned time and place, remain on duty during scheduled work hours, and accurately report hours worked and leave taken in accordance with state and federal law and university policies. Unless otherwise noted below, this policy is applicable to all employees within Facilities Services, including full-time, part-time, work-study, student assignment, and temporary employees.

During periods of Campus Emergencies this policy is superseded by the Facilities Services Essential Personnel Policy.

DEFINITIONS

1) Absence – When an employee misses one or more consecutive workdays. Absences may also be partial workdays.
2) Excessive Absence – When an employee is away from work to the extent that completion of normal work requirements is adversely affected.
3) Exempt Employee – Executive, administrative or professional position that is exempt from certain wage and hour laws and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
4) Non-Exempt Employee – A position that is subject to overtime and minimum wage requirements according to the FLSA and any applicable state statutes.
5) Pattern of Absence – When an employee’s absences occur with a common factor (day of week, day before/after holiday, etc.)
6) Late Arrival – When an employee fails to report to work at the scheduled starting time.
7) Early Departure – When an employee leaves the worksite prior to the end of his/her shift.
8) Unexcused Absence – An absence shall be considered “unexcused” when the employee’s supervisor and/or department has not been properly notified as in Section E-1, a. of this policy.

POLICY GUIDELINES

Section A: Office Hours

1) All offices, shops and work units must be open and adequately staffed for efficient operation during standard hours, including the hour of 12:00 noon to 1:00 p.m. Supervisors are responsible for setting work schedules in conjunction with their work unit’s responsibilities and their employees' needs.

Section B: Employee Work Shifts

1.) Each workday, each employee within Facilities Services is given one rest period of 15 minutes in length for each four hour work period. Since the time is counted and paid as time worked, employees should not be absent from their work area beyond the allotted rest period. Break periods do not accumulate and if a scheduled break is not taken it will not be made up. In certain emergency and extraordinary situations, it is at the supervisor’s discretion if scheduled breaks will be taken.
Facilities Services Department

Facilities Services Department
Applies to: All Employees in Facilities Services
Issued: January 27, 2015
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Section C: Absence Reporting

1) All leave requests, including for annual, personal, compensatory or military leave, must be completed on the proper Leave Request Form and submitted to the department supervisor for prior approval. Each Leave Request will also be submitted to administrative support staff within the department to verify leave balances. It is important that each employee submit a leave request to allow department supervisors enough notice to schedule coverage and/or modify assignments that may be interrupted due to an employee’s leave time.
   a. The number of days’ notice given to a supervisor must be equal to or greater than the amount of scheduled annual leave time an employee is requesting. This is interpreted as a day in advance for each day of leave requested, i.e. Five days prior notice for five days leave or one day prior notice for one day leave.

   Notification on the day the leave begins is not acceptable except for rare circumstances or emergencies for which approval must be given by a director or the associate vice chancellor.

2) Each Employee will inform their supervisor prior to the start of their scheduled work shift of the need to take Sick or Bereavement Leave according to the procedure outlined in Section E below. Upon their return the employee will file the appropriate Leave Form with their Supervisor in a timely manner but no later than within 5 working days.

3) If an employee has no sick leave balance and has an unexcused absence, the day(s) the employee misses work will be considered leave without pay.

4) An employee's annual leave cannot be used in place of sick leave for unexcused absences.

Section D: Leaves and Absences

1) Generally, an absence occurs when an employee misses one or more consecutive scheduled workdays for a single reason. Absences may also be partial workdays.

2) An absence shall be considered “unexcused” when the employee’s supervisor and/or department has not been properly notified. Responsibility for excusing an absence shall be at the discretion of the immediate supervisor. The supervisor should take into consideration any mitigating circumstances and the employee's overall attendance record when making the decision. An unexcused absence should be recorded as leave without pay, even if the employee has a sick or annual leave balance remaining. Absence is considered “excessive” when an employee is away from work to the extent that completion of normal work requirements is adversely affected. Excessive absence includes, but is not limited to the following:
   a) Unexcused absences totaling 6 or more occurrences (excluding approved Family and Medical Leave) in the preceding 12 month period.
      i. In the event an employee has 6 or more occurrences of unexcused absences in the proceeding 12 month period, a doctor’s note must be presented to the employee’s immediate supervisor upon return to work.

   These absences may have been excused or unexcused and caused by medical or other reasons. An employee must be notified that absences are excessive before such incidents can be considered for disciplinary action, up to and including termination. A supervisor may not designate medical-related or Family Medical Leave Act absences as excessive without the concurrence of Human Resources.
      a) Instances of unexcused absenteeism may result in disciplinary action.
      b) Additional absences beyond those that trigger disciplinary action may result in additional disciplinary action.

3) A pattern of absence exists when an employee’s absences occur with a common factor (day of week, day before/after holiday or weekend, etc.) at least 3 times within 3 months. For instance, an employee who is regularly absent from work on a Monday, a Friday or the day before or after a holiday may be viewed as displaying a pattern of absence. Employees exhibiting a pattern of absence may be subject to disciplinary action.
Facilities Services Department

Facilities Services Department

Applies to: All Employees in Facilities Services
Issued: January 27, 2015
Updated: August 31, 2015

4) An incident of no-call, no-show occurs when an employee both fails to report for work at the start of a scheduled work shift and fails to notify the supervisor or designated person before the start of the work shift that he or she plans to be absent. Employee failure to report to work or call in for 3 consecutive scheduled days will be considered a voluntary resignation. Repetitive but non-consecutive incidents of no-call, no-show may result in disciplinary action.

Section E: Employee Attendance/Punctuality Obligations

1) In any situation where an employee is unable to report or may be delayed in arriving for work at the assigned time and place, the employee must contact the immediate supervisor or other designated person in accordance with the supervisor’s requirements. It is the responsibility of each supervisor to establish and communicate to his/her employees the protocol for calling in absent or late. If no specific protocol has been established, the employee must contact the immediate supervisor within 30 minutes of the start of the scheduled work shift. Except in the most unusual situations, the employee is expected to make the call personally, provide a projected length of absence, and explain reasons for the absence or lateness. Failure to call in absent or late in accordance with these regulations may result in disciplinary action.

   a) Speaking directly with their supervisor or someone in their department’s change of command is the strongly preferred means of communicating delayed arrival and/or inability to report. When an employee is unable to report or is delayed, he/she must make an attempt to speak directly with their supervisor, or a supervisor in their unit, unless their department policy otherwise directs.

   b) If an employee has made an attempt to speak directly with their supervisor or someone in the chain of command and has not been able to reach them the employee may make notification using text messaging, and/or voice messaging and/or email.

2) All Facilities Services employees are expected to report for work on time and stay through their scheduled shift. When an employee fails to report to work at the specified starting time, he or she is considered a “late arrival.” When an employee fails to stay through their scheduled shift, he or she is considered an “early departure”.

3) Excessive late arrivals/early departures or patterns of frequency will be grounds for disciplinary action with the severity of the disciplinary action depending upon the severity and impact of the late arrivals/early departures on individual or departmental work performance. Excessive late arrival/early departures includes but is not limited to the following:

   a) 3 incidents of late arrivals/early departures within a 3 month period

   b) Additional instances of late arrival/early departures beyond those that trigger disciplinary action may result in additional disciplinary action.
New Switchgear Installed, Tested

In mid-June the new Medium Voltage Switchgear was installed at the Steam Plant. This installation is part of the Steam Plant Conversion project.

The new Medium Voltage Switchgear has an Arc Resistant design and is the safest ANSI equipment on the market.

Facilities Services and Facilities Planning provided engineering and construction support for the new distribution system.

Facilities Services recently launched a series of how-to videos on its YouTube Channel.

To date, our teams have created six different videos featuring painting and landscape tips.

Topics include mulching, pruning, weed removal, dry wall preparation, basic painting techniques, painting products, and paint cleanup. Future topics will include lawn care and sustainability tips.

Check out our department’s channel, UT Facilities Services, at youtube.com to see professional tips from members of our team and check back often for new content!

Find Facilities Big Orange Friday Pictures on Instagram! utfacserv
Landscape Services Arborist Sam Adams has been working diligently to combat the destruction of several trees on campus caused by an invasive insect.

The Emerald Ash Borer, an exotic beetle that can kill an Ash Tree in as little as three years, was first documented in East Tennessee in 2010 and has affected the Ash Trees on campus. The adult beetles nibble on foliage but cause little damage, however, the larvae feed on the inner bark of the tree, disrupting the tree’s ability to transport water and nutrients.

In hopes of controlling the insect’s impact, this summer Adams began treating significant Ash Trees on campus using a trunk-injected systemic insecticide. When injected into the trees, the life cycle of the female is disrupted and the pesticide is consumed by the larvae.

The significant trees Adams and the Landscape Services team are trying to save include those that are mature and located prominently on campus. One example is the Ash Tree located the Baker Center. It is the only large tree in the area that was saved during construction of the facility. All Ash Trees on campus have been affected by the bug.

“The original tree inventory on campus from 2006 documented 94 Ash Trees,” Adams said. “I reviewed that inventory in July and concluded only 12 of these trees remain at least 70 percent intact and will be treated accordingly for Emerald Ash Borer.”

From that original inventory, 60 trees have either been removed or have been deemed not healthy enough to effectively treat due to advanced infestation.

“We are going to replace all of the removed trees with appropriate species for the area,” Adams said. “We are saving the ones we can and will protect them.”

Landscape Services will treat the remaining Ash Trees on campus every two years while monitoring their condition regularly.

“We are focused on saving big trees to protect the canopy of the campus as much as we can,” said Adams. “The vision is to save the ones that can be conserved and protect them more carefully from now on.”
EMPLOYEE OF THE MONTH
JUNE 2015

Congratulations to Tracy Ridings, the June 2015 recipient of the Facilities Services Employee of the Month Award!

Tracy is recognized for performing year-end accounting activities with the multi-million dollar Utilities budget, as well as helping recover funds from Archibus. She also processes hundreds of utility bills and creates monthly and annual utility reports. She was also nominated for keeping excellent records while maintaining a remarkable work ethic.

EMPLOYEE OF THE MONTH
AUGUST 2015

Congratulations to Jim Hastie, the August 2015 recipient of the Facilities Services Employee of the Month Award!

Jim is recognized for being very effective in applying his training and experience to successfully eliminate infestations. He is often called upon to inspect less than desirable areas, and does so without complaint. With the start of the new school year, Jim has been called on several times already to determine the source of various issues.

Facilities Services Hosts Paint Workshop

Facilities Services held its third campus-wide workshop program, Facilities Fundamentals, in June.

The workshop Professional Tips for the Interior Painter, was presented by Bill Mills and Ron Couch from Paint Services.

Bill and Ron discussed and demonstrated painting preparation, professional techniques, what to avoid while painting, and tips on cleaning up after a painting project is complete.

The workshop, attended by several members of the campus community, was a great success. You can find video of the workshop on the department’s YouTube Channel: UT FacilitiesServices.

While the workshops are on hold for the summer, please look for future announcements about upcoming Facilities Fundamentals presentations after the fall semester begins.

If you have any questions about Facilities Fundamentals, please contact Brooke Krempa at bsteve14@utk.edu.
In Memoriam - Tom Harbin

Facilities Services and the University of Tennessee lost a friend and dedicated team member when Tom Harbin passed away on June 19.

He started with Facilities, then Physical Plant, on July 23, 1979 as a custodian. He was promoted to custodial foreman in 1981 and transferred to Administration as the Maintenance Services Dispatcher in 2003. Tom stayed in this position until his death and was just shy of 36 years of service.

Tom is survived by brothers and sisters-in-laws, Larry and Jackie Harbin, Gary and Ann Harbin and Greg and April Harbin; sister and brother-in-law, Brenda and L.C. Jones; special grandson, Jesse Damewood and several nieces and nephews.

Tom will be greatly missed here at Facilities Services and we ask everyone to keep his family in their thoughts.

LETTERS OF APPRECIATION

To Zone Maintenance:
I feel compelled to send a quick note to you “in the moment” about the outstanding customer service our building maintenance guy for Plant BioTech has given me during this very stressful issue.
I’ve worked for UT coming up on 19 years and I can say I have only received this level of way above the bar customer service a handful of times.
Donnie has coordinated support with the AC shop and so much more, but more than anything, what he’s done is explain what’s going on to me in a way I could understand and made it clear to me that my/our concerns about our Server Room and our equipment are his concerns.
Sincerely,
Mike Stanley, CCP-V, MCSE
IT Administrator
Information Technology Services
UT Institute of Agriculture

To Building Services:
I just want to brag on Liz Thomas. She is our BEC cleaning queen.
She is so wonderful to all of us. She truly goes above and beyond to make sure our areas are clean every night. She empties our shredders, three-hole punch trays and even cleans our windows. If we have a special request, she will make sure to do it and usually it’s that same night.

She knows everyone by name and we all know her. She’s always here early and gets to work right on time. We miss her when she’s out. She’s become a friend to us all. And, we so appreciate how she takes care of us! She deserves an extra star in her crown!
Sincerely,
Beverly Cate
Educational Psychology & Counseling
Bailey Education Complex

To Administrative & Support Services:
I would like to tell you how wonderful it is to work with Amy Miller every month. I met her early in our employment at UT in a training session at the Conference Center.
I reconcile the ledgers for the President’s accounts and many others that he oversees. When I heard where she was going to be working, I knew that she would be a valuable contact. Wow—I had no idea. Amy always responds in a very timely manner with just the documentation that I need. If it doesn’t come from your department, she tells me where it does come from!! She is always friendly, brightens my day, and keeps the internal auditors happy. In this day and time of so much negativity, I wanted you to know that you have a winner in Amy!
Thank You,
Michelle J Barker
Controller’s Office
LETTERS OF APPRECIATION

To Building Services:
I would like to start by saying that I am so happy with the cleaning crew that your office assigned to Austin Peay. The building is always clean, the floors spotless and with a high gloss shine. The bathrooms are ALWAYS clean and fresh smelling.

Tim, Belinda and Derrick are very professional and very approachable. They always have a smile and willing to accommodate in any way possible. I no longer leave notes for the carpet to be vacuumed or a note indicating that paper towels need to be replaced.

Tim does an exceptional job with keeping the floors clean and waxed. I don’t know why, but I am always amazed how clean the floors are and how good they look, “all the time”. I often find myself walking down the hallway with my shoes off which is something I wouldn’t have thought of doing before Tim started cleaning the floors.

Austin Peay may not be the most attractive building on campus but I would be willing to wager it would win the Good Housekeeping seal of approval.

Take care,
Alecia M. Davis
Experimental Psychology

To Zone Maintenance:
I wanted to give a shout out to a few men that I am very grateful for. As some of you are aware we had our second largest conference come to town this past weekend and in Massey we had several maintenance issues, and I was very relieved when I called David Oaks early Sunday morning and informed him of the situation that there was such a great response. We had several men give up their well-deserved weekend days up so that they come help.

Marty French, Mike Manley and Randy Carver along with their supervisor Britt Patterson (these are the workers that I am aware of) came in for 9 hours on a Sunday to put Massey back together the best they could. The position that I am in as Conference Coordinator for the summer, I am the one who hears all of the complaints no matter if it is from the guest or from our clients and it was such a FANTASTIC feeling to make one phone call and then be able to turn around and tell our clients and guests that it will be taken care of.

Marty, Mike and Randy along with Britt did an AMAZING job with the short amount of time they were given and were in communication the whole time and let us know what they needed. I cannot express my gratitude enough that this was the outcome for this situation. As supervisors you do not always get to hear the good so I wanted to pass along something good instead of always preaching the bad.

Thanks for all the work that you do and responding where needed.

Thanks,
Randi J. Rice
South Carrick Hall Director
Department of University Housing, Division of Student Life

To Zone Maintenance:
I wanted to thank Jonathan Hutsell, Cecil Woody and Louie Patterson and let them know that we are very grateful for their quick response and hard work cleaning an office in McCord Hall from a leak.

They were quick to the job and stayed with it all day. Great job.

Take care,
Robert Ridenour
Institute of Agriculture

To Zone Maintenance:
I met with Richard Hutsell this morning and he informed me that the weight on all of the male restroom doors in Haslam have been adjusted to 5lbs. It appears that all doors prior to the adjustment met code, however, he made the adjustments to make them as light as possible. I appreciate the prompt attention that was given to this matter. Further, it was a pleasure to talk with Richard about this and other items related to ODS. It was clear that he is very proud of his work and enjoys being a member of your team and the UT family. Thanks again, Annazette.

Thanks again,
Annazette Houston, SPHR
Director
Office of Disability Services

To Construction:
We started a math camp yesterday (not the university math camp) in which we try to get students that are close to calculus ready into Calculus in the Fall. I took them on a tour of Perkins yesterday to show them the new space. They were quite impressed. We have three of our students from last year helping, so they had something to compare to. They were quite wide-eyed when they saw the rooms in Perkins, and thought they were great. A lot of nice comments from them. Thanks for all of your hard work, and the help you have been! It is neat to see it all coming together in a great way.

All the best,
Richard Bennett
Congratulations to Construction’s David Bryan who retired from UT in June after 31 years of service.

Congratulations to Zone Maintenance’s Allen Norris who retired from UT in June after 22 years of service.

Congratulations to Zone Maintenance’s Tom Smith who retired from UT in June after 24 years of service.

Find Facilities on Social Media!
Sutherland Avenue Facility Update

Construction progress continues to be made on the new Facilities Services Building at 2000 Sutherland Avenue.

The roof has been installed in the central section and the metal panel walls are being attached along the building perimeter. Inside, the concrete floors have been poured in the office areas, CMU walls have been laid, new steel continues to be welded throughout, and ductwork is being hung.

When there is a breakthrough on parking, we will let you know. Completion is expected in May 2016.

Check out more photos on facebook /UTFacilitiesServices
Congratulations to Construction’s Darcy Rathjen and STAR Team’s Derek Bailey for being selected as TNAPPA Professional Development Scholarship recipients this year.

The TNAPPA Emerging Professional Scholarship program awards scholarships to facilities professionals based on demonstrated financial need and an expressed interest in being a part of the Emerging Professional group. This scholarship is intended to help pay for an individual to attend an APPA Emerging Professional Summit or other Emerging Professional training type event as a representative of TNAPPA.

Darcy and Derek are two of the three scholarships recipients for 2015 and a big tribute goes to both of them for representing UT!

Great job and thank you Randy Faubian for cleaning the white panels and overhead mirror in the elevator at the University of Tennessee Conference Center Building!
Poison Ivy Safety at Work

Each year, an estimated 25-40 million people in the U.S. will feel the infamous itch of poison ivy, a plant found throughout North America that typically grows in the form of a vine often along riverbanks. For most, this itchy rash will appear one or two days after they have been exposed to the plant, and the condition can last anywhere from 10 days to three weeks. More than 50% of people are sensitive to the colorless, odorless resin, urushiol, found in the leaves of poison ivy.

The best method to prevent a poison ivy allergic reaction is to avoid exposure. Doing that, you avoid the need for poison ivy first aid.

Avoid Exposure

Know what Poison Ivy looks like
Poison Ivy usually has three small leaves growing off of the same stem. The leaves are green in the summer months and turn red in the fall months. You can also identify them by the green or yellow flowers and white berries that also grow on the vines. Familiarize yourself with the plants growing in your area of the country and how they look at different times of the year so you can steer clear of poison ivy and other plants that may cause an allergic reaction.

Wear Appropriate Clothing
Wear long sleeved shirts and pants when working in areas that have poison ivy. You should also wear high boots and keep your pant legs tucked into them.

Wash Clothing
Remove and immediately wash any clothing that has come in contact with the poison ivy plant.

Wash Hands
Wash your hands after touching any plants that could be poison ivy. Do not touch other parts of your body with dirty hands.
First Aid for Poison Ivy

If your skin is exposed to poison ivy, there are a few things you can do to relieve the pain.

1. Wash your skin as quickly as possible with soap and cold, running water. Do this within minutes of coming into contact with the plant to prevent the oil from absorbing into the skin. Avoid vigorously scrubbing the area or using hot water since this may further open pores or cause more irritation to the skin.
2. Avoid rubbing or scratching the affected skin. It can cause the skin to break and spread the poison ivy to a larger area.
3. Cool off. People with poison ivy exposure tend to find relief from cool baths or cool compresses. You can use a towel with ice cubes wrapped in it on the area, or massage the affected area with an ice cube for relief. Allowing the area to air dry will reduce itching and oozing of blisters.
4. Use oral or topical antihistamines. Oral antihistamines such as Benadryl will help to reduce the itch of poison ivy. Use calamine lotion to reduce itching and redness.
5. Stop the rash from spreading to others. The fluid from the sores caused by poison ivy is not contagious. The rash caused by poison ivy will only spread to other areas of the body if the oil from the plant is spread. Once the oil has been removed from the skin, it is no longer possible to expose others.
6. Wash clothing and shoes. Be sure to wash the items you were wearing when you came into contact with the poison ivy. Use soap and hot water to remove any oil from the plant.
7. Give Fido a bath and wash tools. If a pet was exposed, the oils can spread via your pet's fur, or even on other items such as gardening tools. Thoroughly washing both pets and other items that may have come into contact with poison ivy to remove the oils.
8. If the reaction is severe, seek medical attention. Most cases of poison ivy can be handled at home, however poison ivy can be extremely serious or even fatal. In rare cases, poison ivy exposure can become severe in someone who's highly sensitized to the reaction, or if someone is exposed to a large amount of the oil, either by breathing in fumes when the plant is being burned or having the oils enter areas of broken skin.

For more information, visit these websites:

University of Michigan Health Topics A-Z -- Poison ivy, poison oak and poison sumac:
http://www.med.umich.edu/1libr/pa/pa_tnpoisiv_hhg.htm

U.S. Food and Drug Administration -- Outsmarting poison ivy and its cousins:
http://www.fda.gov/fdac/features/796_ivy.html

Medline Plus -- Poison ivy, oak and sumac rash:

The old adage, "leaves of three, let them be" is often easier said than done, if you plan on spending much time outside this summer.
## AUGUST

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<tr>
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<tbody>
<tr>
<td>MARK PROTEAU</td>
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## SEPTEMBER

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EDGAR WEAVER JR.  10/26  
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AUSTIN ELDER  10/27  
KEVIN RIDDER  10/27  
JUSTIN TREECE  10/28  
MICHAEL YOUNG  10/28  
WAFAA IBRAHIM  10/29  
DONNA KINSER  10/29  
MARK VANDERGRIFF  10/29  
JOHN FARMER  10/30  
STEVEN HILL  10/30  
JAMES MCCARTER  10/31  
MALCOLM SHOFFNER  10/31  

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