

The Facilitator

Facilities Services Bi-Monthly Newsletter

April/May

Volume XIII, Issue 3

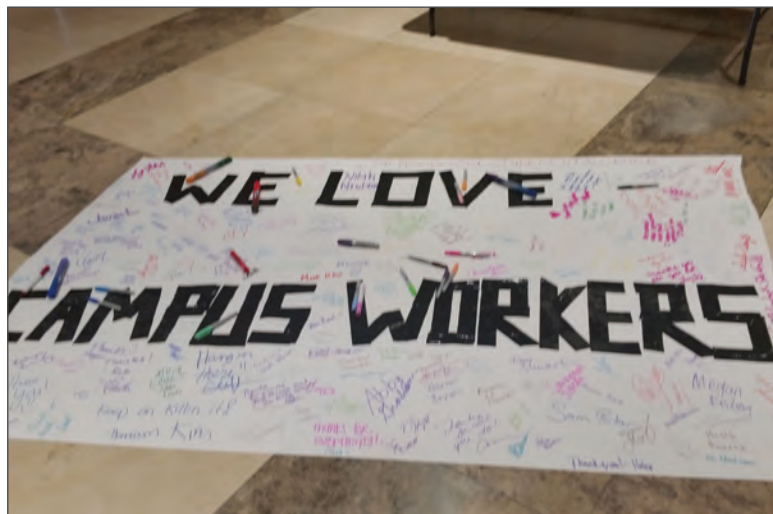


In early May the UT Progressive Student Alliance made this banner signed by students in appreciation of our Facilities Services team!

The banner was created by the PSA right before the spring semester ended and students from across campus signed it in while it was at Hodges Library.

Progressive Student Alliance co-chairs Jenishea Lewis and George Habeib stopped by Facilities Services May 3 to help hang the banner.

You can get a closer look at the banner in the Facilities Building downstairs hallway near the vending machines in the Facilities Building.



Employee of the Month	2	Saving Campus Trees	5	Tri-APPA Conference	11
Perfect Attendance	2	Retirements	5	Pharmacy Services	12
Thank you RRT	2	Project Management Training	6	Employee Awards	13
Picnic Announcement	3	Tiny Trash	7	Birthdays	14
Green Efforts Recognized	4	Office Etiquette	8		

EMPLOYEE OF THE MONTH APRIL 2016



Congratulations to Ron Gibson, the April 2016 recipient of the Facilities Services Employee of the Month Award!

Ron is recognized for being eager to help anyone with whatever needs to be addressed in his zone and for always leading by example.

He is often relied upon to give a wide range of advice to the administrative staff, directors and deans in his zone who have a high degree of trust and faith in his abilities to solve their needs in a timely fashion.

Ron works tirelessly to improve areas whenever possible and actively pursues various ways to cut costs and time needed to perform preventative and standard maintenance.

EMPLOYEE OF THE MONTH MAY 2016



Congratulations to Jacob Capps, the May 2016 recipient of the Facilities Services Employee of the Month Award!

Jacob is recognized for always showing strong dedication to his work as a member on the mowing crew. He always has a smile on his face and interacts well with the campus community and visitors on a daily basis.

He was challenged this mowing season to increase productivity and quality. He accepted the challenge and he has worked diligently on this goal over the last few weeks. Not only has he made some production improvements, but Jacob is now focusing on key details to increase quality.

Perfect Attendance Award Winners

Seven members of our team received the Facilities Services Perfect Attendance Award for the 1st Quarter of 2016.

Larry Holbert, Jesse Standifer, Steve Ferguson, Charles Arnold, Jean Allred, Gerald Johnson and Randy Faubion were drawn from 137 individuals eligible for the award during the three month time period.

The names were drawn by Brooke Krempa, Caroline Sullivan and Ashley Slimp.

The next Perfect Attendance Award winners will be drawn in early July and an announcement will be made shortly after.

Thank You Rapid Response Team!



Thank you to all the members of the Rapid Response Team for providing such a huge help with the move to our new building!



Facilities Services

4th *Of July* Picnic

When: 12 p.m. Wednesday, June 29

Where: Support Services Building (Gravel Lot)



What: We will hold a short training session,
followed by a 4th of July hamburger
and hotdog picnic

*Raffle tickets will be given at entry to be used in prize drawings.
This year's prizes include event tickets, an autographed
Butch Jones photo, and more!*



University of Tennessee Rewarded for Green Efforts



This spring, the University of Tennessee's Office of Sustainability received acknowledgement for its efforts to make orange green when it was recognized as a STARS Silver Institution and a Top Green Power User.

With over 763 participants, the Association for the Advancement of Sustainability in Higher Education (AASHE) is one of the largest sustainability supporters in the world. The Sustainability, Tracking, Assessment & Rating System (STARS) is a self-reported measure of green performance in academics, student and community engagement, operations, and administration.

The University of Tennessee's

Office of Sustainability has been recognized as a STARS Silver Institution. The university was recognized for its dedication to campus-wide sustainability and innovative green programs, including Zero Waste Game Days, the Food Recovery Network, its VOLstarter program, and the Green Revolving Fund. The university's goal is to achieve carbon neutrality by 2061 using these programs, and to engage students, faculty, and staff in the process.

In addition to the STARS Silver rating, UT led the Southeastern Conference in the Environmental Protection Agency's Green Power Partner Challenge. It was recognized for having the largest green power purchase in the SEC, using 91,372,000 kWh of sustainable energy during the 2015-2016 academic year.

"Few Institutions have made UT's commitment to Sustainability," said Facilities Services Associate Vice Chancellor Dave Irvin. "From the Student Green Fee and the Green Revolving Fund to incorporating Sustainability into the classroom to our Steam Plant Conversion to major improvements in energy conversation and

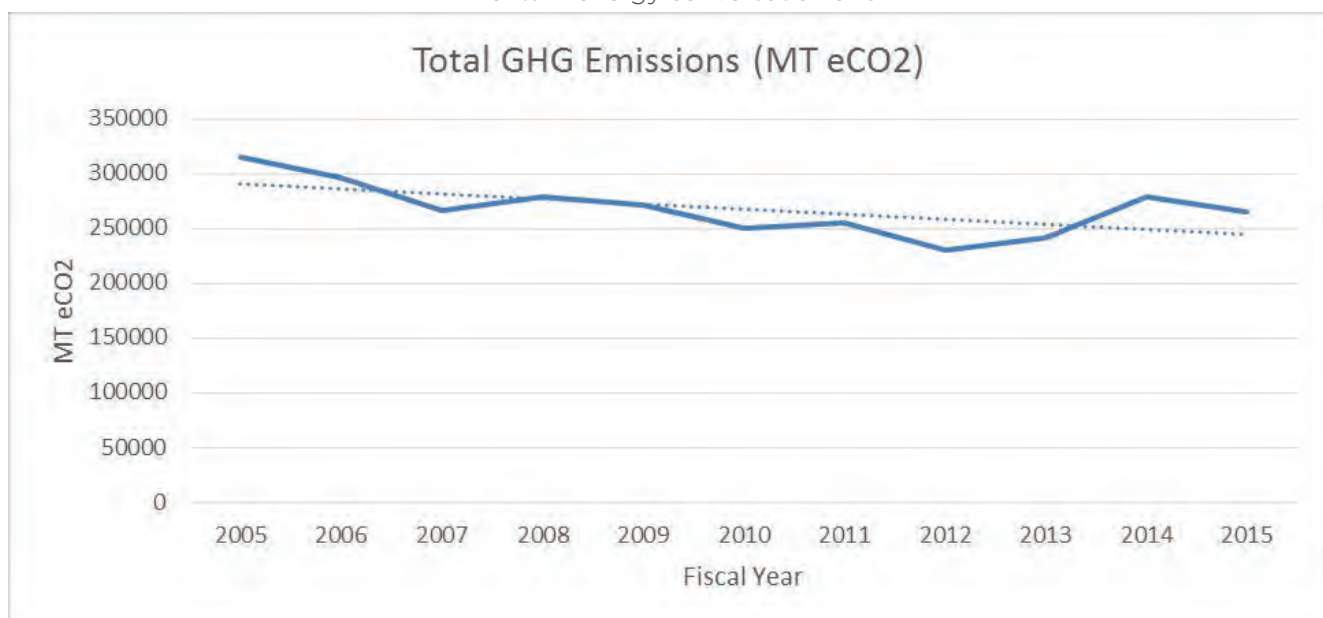
reducing our carbon footprint it's exciting to be a part of a University that backing up its Sustainability promises with dramatic game changing action."

The EPA also listed UT as one of the top 10 green power universities in the United States, claiming over 36% of its power as green via renewable energy credits. Currently, UT is poised to claim 100% green power this fall, positioning UT as the number one green power university in the nation.

"This is an affirmation that the efforts our students, faculty, and staff take toward being a more sustainable campus is not only working, but leading the region and SEC in many regards," said Sustainability Manager Preston Jacobsen.

UT's dedication to sustainability is a long-standing tradition. The institution received STARS recognition for the first time in 2011, and has been ranked as a Top Green Power User every year since 2014.

"I would like to thank everyone for bringing UT to the forefront of sustainability, not only in the SEC but the region as a whole," Jacobsen said.





Saving Another Campus Tree

The Landscape Services team worked to move another campus tree this May, saving it from being killed.

A 25-foot-tall Wynstar Willow Oak was moved from a location on Volunteer Blvd. slated for demolition associated with the Volunteer Blvd. streetscape project.

The team chose to move the tree in an effort to maintain the campus canopy and to help create an environmentally conscious construction zone.

The tree was relocated to the center median on Volunteer Blvd. where an equivalent tree died earlier this year.

More information about the Volunteer Blvd. project can be found at conezone.utk.edu.

Congratulations on Your Retirement!



Congratulations to Construction Services' Harvey Mahan who retired from UT in May after 33 years of service.



Congratulations to Facilities Operations' Sherri Satterfield who retired from UT in May after 34 years of service.

Thank you both for your dedicated service to Facilities Services and the University of Tennessee. Best wishes in your retirements!

Project Management Certification Training



Several members of Facilities Services participated in Project Management Professional training. The course lasted several months and the last class was held in April.

Thirty employees attended the training classes:

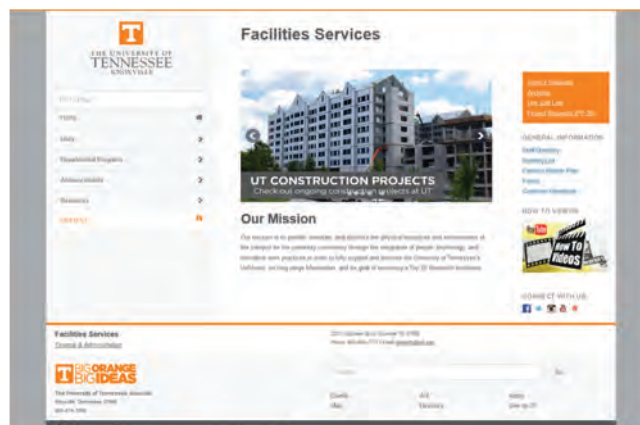
Bryan Lord, Danny Pritchard, Jeff Barnes, Mike Duncan, Roger McDonald, Mark Henegar, Keith Downen, Barbara King, Bethany Morris, Garrett Ferry, Tiffany Shuler, Derek Bailey, Sheree Spoons, Jim McCarter,

Wayne Stalans, Darcy Rathjen, Randy Huelsman, Dean Wessels, Mike Musselman, Wes Hinshaw, Rick Caldwell, Ted Murphy, Teresa Hagerty, Justin Dothard, David Crigger, Tiffanie Casteel, Mark Wagner, Dan Smith, Andy Powers and David Ridings.

All those who completed the course are eligible to take the Project Management Professional (PMP) exam.

CHECK OUT our Website's **NEW LOOK**

fs.utk.edu



Cleaning Schedule & Tiny Trash



All common areas at the new Facilities Services building will be cleaned daily and cubicles will be vacuumed on a bi-weekly schedule.

Individuals in cubicles are responsible for cleaning their own desk space. Cleaning cloths and Swiffer dusters have been made available for all employees in each of the two custodial rooms in the building.

In addition to surface cleaners, light-weight carpet sweepers are also available for employee use. These sweepers can be used to clean up small messes in cubicles between vacuuming schedules.

If you have questions about the cleaning schedule, please call Gordon Nelson at (865) 974-2054.

The Tiny Trash initiative has also been implemented at the new building as people move in.

My Tiny Trash is a waste reduction initiative implemented by UT Recycling within offices on the UT Knoxville campus, in efforts to Make Orange Green.

It is estimated that nearly 90% of waste generated within offices is recyclable or compostable. UT Recycling is implementing My Tiny Trash in offices to promote waste awareness and environmental stewardship, in hopes of increasing recycling rates on campus, while decreasing landfill waste.

You should place all non-recyclable materials in your Tiny Trash bin. This includes candy wrappers, chip bags, foil, and straws. When full, you are responsible for emptying your Tiny Trash into the grey landfill bin at waste stations throughout the building.

Your recyclable materials, including paper, plastic, glass bottles/jars, aluminum cans and steel cans, go in your blue desk side recycling bin. When it fills up, you will take and sort this bin into the blue and green bins at the waste stations. Your compostable materials (food scraps, napkins, etc.) should be taken to the compost bin in the break room.

There are more than a dozen waste stations located throughout the new Facilities Services building. These waste stations include three bins: a blue bin for paper, a green bin for glass, cans and plastic, and a gray bin for landfill (trash).



New paper towel exclusive bins have been placed in each restroom throughout the building. These bins will be used for paper towel waste only. All other trash can be placed in the small gray landfill bins.

If you have any questions about this program, please contact Jay Price at (865) 974-3480.



Facilities Services Department

Office Etiquette

Applies to: All Employees in Facilities Services

Issued: May 10, 2016

Updated:

PROCEDURE

To set expectations and requirements for professional employee behavior and etiquette to establish an efficient and respectful work environment, and to reinforce that the behavior and etiquette of Facilities Services employees directly shapes the perception Facilities Services and the University of Tennessee as a whole.

DEFINITIONS

1. Professionalism: the competence, skill, and behavior expected of a professional.
2. Company Equipment: all equipment owned by the University of Tennessee, used by employees to perform their duties (staplers, office supplies, vehicles, etc.).
3. Confidentiality: the discretion in keeping certain information secret. All communication in a professional environment should be considered confidential unless otherwise explicitly stated.
4. Personal Items: any item or equipment not owned by the University of Tennessee, but privately owned or possessed by a person or persons, including Facilities Services employees and university students.

PROCEDURE GUIDELINES

Section A: Volume of Conversations

1. Employees should be sensitive to the volume of their voice when engaging in conversation.
 - a. If a person within earshot comments on the volume of employee conversation, the conversation is distracting to other employees and is considered too loud.
2. The volume of telephone conversations should be kept low.
 - a. Employees should consider taking personal phone calls to a quiet, non-crowded area, and use subdued voices when speaking on the phone inside.

Section B: Privacy and Professionalism

1. Before conversing in a professional environment, consider if the content of a conversation is considered confidential, and what details are both appropriate and relevant to the conversation.
 - a. The withholding of unnecessary or extemporaneous personal information guarantees confidentiality and a professional image in the work place.
2. Employees should not eavesdrop on the personal conversations, or any other exchange of information, between others.
3. The use of Facilities Services telephones, fax, or email for personal or inappropriate ends is prohibited, as it detracts from workplace productivity and represents an information security threat for university information systems.

Facilities Services Department

Office Etiquette

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Updated:

Section C: Music Use

1. Employees should not listen to music that is too loud or distracting to others.
 - a. If an employee is allowed to listen to music where he/she works, he/she should be considerate toward other employees, and always ask their permission before playing music.
 - b. Employees may use earphones to listen to music as long as the employee is able to hear others while they are in use.

Section D: Confidentiality

1. Employees should be wary of openly sharing personal or confidential information with others while at work. Personal and confidential matters should only be discussed with the appropriate superior.

Section E: Shared Spaces

1. Because working together as a team is a fundamental component of success for all Facilities Services employees, being considerate toward others in a shared workspace is key to maintaining an efficient working relationship.
 - a. Some individuals have sensitivities toward fragrances such as cologne and perfume. Strong-smelling perfume and cologne should not be worn in a shared workspace, as others may be allergic to certain fragrances or find it distracting.
 - b. Strong-smelling food is likewise discouraged.
 - i. When disposing of food containers, employees should use break room trash bins, or another waste receptacle that is removed from a shared workspace, where the smell will not impact others.

Section F: Personal Workspaces

1. Personal workplace décor should be left at a minimum for a professional image and environment.
 - a. Employees are allowed to express themselves through certain, tasteful decorations and personal effects. Displaying profane and/or inappropriate images, violates the right of fellow employees to an inoffensive, shared space in which to perform their duties.
 - b. Employees should be careful not to obstruct pathways or accumulate excess clutter, as this creates a risk of personal injury to themselves and others.
 - c. Employees are asked to keep standing height shelving clean and free of all objects, as visibly cluttered areas can be disruptive.

Section G: Kitchens

1. After using break room kitchens, employees must clean up after themselves.
 - a. Wash and return all dishes, appliances, and silverware to its original storage place.
 - b. Wipe down tables and countertops as needed.
2. If supplies are lacking, such as paper towels, employees should inform the appropriate personnel or change these items themselves, as needed.



Facilities Services Department

Office Etiquette

Applies to: All Employees in Facilities Services

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Updated:

3. Mark all personal food items stored in shared refrigerator. Note: excessively large food items and non-edibles should never be stored in shared refrigerators.
 - a. Employees should remove all of their food items and food containers from a shared refrigerator by no later than the end of each work week.
4. Because of Facilities Services' commitment to environmental sustainability, employees should dispose of waste material and recycling in their respective, properly marked receptacles.

Section H: Restrooms

1. Employees should be considerate toward others when using restroom facilities, and always clean up after themselves.
 - a. Wipe spilled water and soap from sinks and countertops, as needed.
 - b. If toilet seat is soiled contact Building Services to clean.
2. Notify the appropriate personnel of any plumbing problems or low supplies.

Section I: Maintain Shared Items

1. Shared items, equipment owned by Facilities Services, should be used with care and kept in good working order.
 - a. For instance, if a photocopier jams, employees should attempt to correct the problem, and contact the appropriate maintenance personnel if they are unable. Note: an employee should not attempt to correct an issue with any piece of Facilities Services equipment if they are unsure or unqualified.
 - b. Any item taken from its original place should be returned so that other employees will know where to locate it.

Section J: Shared Vehicles

1. Shared vehicles should be treated with care and respect, the same as any other piece of shared Facilities Services equipment.
 - a. No smoking in vehicles.
 - b. When returning a shared vehicle, make sure that all trash and belongings are removed beforehand.
2. Damage to shared vehicles happens, and employees should inspect shared vehicles before and after use, and report any damage found to appropriate personnel.
 - a. Conduct a walk-around of a shared vehicle before use, taking special care to note any dents, dings, and vandalism that may have occurred. Conduct the same inspection before returning the vehicle. Report all damage immediately.

APPA/SRAPP/TNAPPA 2016: Annual Conference and Exhibition:

If you are interested in attending the APPA/SRAPP/TNAPPA 2016: Annual Conference and Exhibition July 11 - 14 in Nashville please speak with your supervisor or director for approval.

If your attendance is approved, please see the below instructions on how to register for the conference and book your hotel.

Conference Registration:

The Tri-APPA Conference registration is now open and can be found here:

<http://appa.org/training/APPA2016/index.cfm>.

If you are not yet listed as an APPA member, you will need to add your name to our University of Tennessee, Knoxville membership list on this Web page: <http://appa.org/Login/NewAccount.cfm>.

Once you have gone through the registration process, you will reach the confirmation and purchase page. Please print this page off and do not hit the "purchase" button. Bring your printout and completed [Travel Request Worksheet](#) to Kim Harr in room 107. Once this request is approved, Kim will process the payment for your registration fees. She will also need your APPA user name and password to complete the transaction.

If you have any questions about payment for registration, please contact Kim at kharr@utk.edu or 974-2814.

If you have any questions about this process, please contact Brooke Krempa at bsteve14@utk.edu or 214-7662.

Conference Cancellation Policy: APPA will refund the full cost of your registration if you cancel by May 1, 2016. Your request for cancellation must be made in writing to us at education@appa.org. Should you cancel your registration from May 2nd to May 30th, APPA will refund your registration fees minus 45% of the amount previously paid. Any request for cancellation received after June 1st will result in a complete forfeiture of fees previously paid. NOTE: APPA is not responsible for any travel or lodging charges incurred.

Conference Hotel:

Renaissance Nashville Hotel

611 Commerce Street

Nashville, TN 37203

Phone: (615) 255-8400

APPA/SRAPP/TNAPPA has secured a special conference rate of \$232 single/double occupancy for APPA/SRAPP/TNAPPA 2016. Your special conference rate includes complimentary WIFI access in your guest room. Please note that APPA's special room rate is available in a first-come, first-served basis.

You can place the charge for the hotel on our personal credit card to be reimbursed after returning from the conference. Upon returning to the conference, please bring your receipt to Kim Harr for reimbursement.

If you would like to request a travel advance, please speak with Kim and she can help you through the process.

If you have any questions about travel reimbursement, please contact Kim at kharr@utk.edu or 974-2814.

The Conference officially runs from 1 p.m. Monday, July 11 to 12 p.m. Thursday, July 14. Please book your room accordingly. (Monday check-in and Thursday check-out).

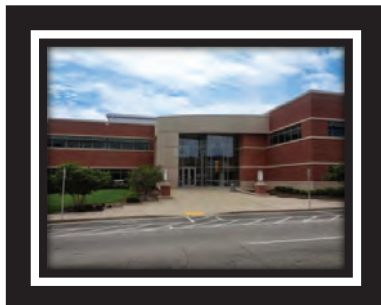


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(DELIVERY FROM 1 TO 3PM MONDAY THROUGH FRIDAY)

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- FREE DELIVERY TO FACULTY AND STAFF BUILDINGS WITHIN 3 MILES OF CAMPUS (*DELIVERY FROM 1 TO 3PM MONDAY THROUGH FRIDAY*) RIGHT TO YOUR DOOR STEP
- DEDICATED 15 MINUTE PHARMACY PARKING (*NO PERMIT REQUIRED*) AND WE ACCEPT MOST INSURANCE PLANS
- WE ARE MEMBERS OF THE STATE'S CVS/CAREMARK 90-DAY RETAIL NETWORK
- OUR STAFF MAKES TRANSFERRING ANY EXISTING PRESCRIPTION EASY ON YOU. JUST CALL US, GIVE US THE NAME OF YOUR CURRENT PHARMACY AND THE NAME OF THE MEDICATION AND WE WILL TAKE CARE OF THE REST.
- MEDICATION COMPOUNDING (*UNIQUE & SPECIALLY MADE FORMULA THAT IS PRESCRIBED FOR YOU*)
- MEDICATION SYNCHRONIZATION (*ORGANIZE SAME DAY REFILL SCHEDULE FOR ALL OF YOUR MEDICATIONS*)
- MTM / MEDICATION THERAPY MANAGEMENT (*INDEPTH MED REVIEW & CONSULTATION SERVICE FOR YOU*)
- WORKERS COMPENSATION
- VETERINARY MEDICATIONS (PET MEDS) ALSO AVAILABLE FOR YOUR PETCARE NEEDS
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1800 Volunteer Blvd, Knoxville,
TN 37996

(located diagonally from "the
rock")

Phone: 865.974.5932

Fax: 865.974.5935

HOURS:

Mo,Tu, Th, Fr: 8:30am-5pm

Wed 9am-5pm



2016 Employee of the Month Award Recipients



May: Jacob Capps

Congratulations to our May Employee of the Month Jacob Capps!

Please help us to nominate our next Facilities Services Employee of the Month.

We owe the success of this program to everyone who takes the time to submit a nomination for one of our many hard working employees.

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 following this link: <https://tiny.utk.edu/FSEOM>.

Hard copies can be found with unit clerks and with Brooke Krempa.

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 Krempa at 214-7662 or bsteve14@utk.edu.



April: Ron Gibson



March: Mike Tackett



February: Dean Wessels



January: Bethany Morris

**2015
and
2014**



Nominate someone today at
<https://tiny.utk.edu/FSEOM>



APRIL



PAUL HINSHAW JR.,	4/1
KATHERINE REISS	4/1
VERNA SPENCER	4/1
DANIEL WEBBER	4/1
TERRY CAPPS	4/2
DONALD TAYLOR	4/2
DONNIE PATTERSON	4/3
RYAN BEDELL	4/4
BRIAN BEELER	4/4
DUSTIN JOHNSON	4/4
STEPHEN COSTNER	4/5
ROBBY HUGGINS	4/8
CHARLES ANDERSON	4/9
JOHN SEIVERS	4/9
CHRISTOPHER WEBB	4/9
WILLIAM GANN JR.	4/10
STEVEN BRADFORD	4/12
LARRY STALANS	4/12
MICHAEL VAN DUZER	4/12
DUANE ATKINS	4/13
CHARLES FARLEY	4/13
CARRIE GAIGE	4/13
WILLOW JOHNSON	4/13
ROLAND MCELVAIN JR	4/13
JOHNATHAN SAWYER	4/13
ROY SPURGEON	4/13
BILLY STALANS	4/13
JAMES MOORE	4/14
ROBERT JONES	4/15
GLENDA TURNER	4/15
GLENN BEARD	4/16
KYLE KORN	4/16
RANDY HAMILTON	4/18
JASON BRADSBY	4/19
RICHARD HUTSELL	4/19
TRENT IVEY	4/19
TRACY RIDINGS	4/19
JULIA STAPLETON	4/19

WILLIAM WHITSON	4/19
CORY COX	4/20
IAN SUTHERLAND	4/20
CAMERON BURRIS	4/21
GERALD JOHNSON	4/21
APRIL OVENS	4/21
DANTE RENNER	4/21
TONI ADAMS	4/22
GEORGE HUTCHINS	4/23
AMANDA RUELLE	4/23
CARSEN ELDER	4/25
RONALD PERLAZA	4/25
RICHARD PRESLEY	4/26
NATHAN SNYDER	4/27
SARAH CHERRY	4/28
DOMINIQUE PATRICK	4/28
VICTORIA CAMPBELL	4/29
RADOVAN PSAR	4/29



MAY



JUSTIN DOTHARD	5/1
ALLISON GIVENS	5/1
BROOKE KREMPA	5/1
VALENTIN LEBESNERAIS	5/3
EDWARD PENNOYER III	5/3
JACK GRESS	5/4
JOHNNY WAGGONER	5/4
ERIC POE	5/5
LYDIA WILLIAMS	5/5
MATTHEW MCCONNELL	5/6
MICHAEL BILLINGTON	5/7
JOSEPH SUITS	5/7
KEITH PACE	5/8
RANDY ALFREY	5/10
ORAL KING	5/10
BEVERLY THATCHER	5/10
KIERNAN BENSEY	5/11
TEDDY TACKETT	5/11

COLE HOFFMAN	5/12
AUSTIN SHOFFNER JR.	5/12
KYLE CLEMMER	5/13
JORDAN DOANE	5/13
MICHAEL DUNCAN	5/13
DOUGLAS MIKELS	5/13
LARRY FOX	5/14
MICHAEL OWNBY	5/14
NORMAN BUMBY JR	5/15
KATHERINE HENTHORNE	5/15
LLOYD JOURNIGAN	5/15
JONATHAN LAUERMAN	5/15
GARY PHILLIPS	5/16
TIFFANY SHULER	5/16
ESTEFANIA UMANA	5/16
GUNARANJAN AREPALLI	5/17
COTY CROSS	5/18
GARRETT FERRY	5/18
CHARLES FRANK	5/18
CHRISTOPHER SPANGLER	5/18
STEVE TRAYLOR	5/19
KAREN TWITTY	5/19
MICHELLE JOHNSON	5/21
JOSHUA WEBB	5/21
JOSHUA FERRELL	5/22
JOSHUA RAINS	5/22
ERNEST LOVEDAY	5/23
SANDRA SLUSSER	5/23
CHRISTOPHER ROGERS	5/24
JOSHUA SMITH	5/24
RANDY CHAMBERLAIN	5/26
MICHAEL RAABE	5/26
JOE VANCLEAVE	5/26
PAMELA BALASZI	5/27
RICKY LYONS	5/28
MICHAEL SHREVE	5/28
LAUREEN WEBB	5/28
RICHARD PETRE	5/29
AMY MILLER	5/30
NIYA GRIMES	5/31