

The Facilitator

Facilities Services Bi-Monthly Newsletter

January/February

Volume XIV, Issue 1

Congratulations to our newest CCP graduates!

Congratulations are in order for the last two Custodial Certification Program graduates and instructors.

Certificates of Achievement for the Basic and Advanced courses were presented to all graduates along with a 9 percent pay raise. They are recognized as certified custodial technicians by ISSA and the Cleaning Management Institute.

The graduating classes celebrated with a party and awards ceremony at the Music Building after they successfully passed the five month program on top of challenging work schedules, winter weather and football season. Three employees attended the Train the Trainer course and became certified instructors.



The 2015 and 2016 graduates include Charles Arnold, Matt Barlow, Omega Beckham-Clark, Ray Davis, Jessica Desmond, Terry Eubanks, Donald Glover, Randall Hanson Sr., Michael Hastie, Steve Hill, Melissa Ingram, Michael Jackson, Brenda Kirby, Veronica Moreno-Toro, Raheem Obaid, Donna Smith, Joe Suits, Mike Weleski. Certified Instructors: Mary Parker, Becky Saylor, Patrick Smith, and Joe VanCleave.

The CCP is an established cer-

tification program for custodial employees that has successfully produced 60 certified employees since the first program in 2013.

Facilities Services aspires to develop a more highly trained, motivated, and satisfied work force and provide better quality and efficient service to our customers. The CCP offers employees personal development, career enrichment and advancement opportunities.

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EMPLOYEE OF THE MONTH NOVEMBER 2016



Congratulations to Charlotte Clabough, the November 2016 recipient of the Facilities Services Employee of the Month Award!

Charlotte is recognized for being dependable, trustworthy, and gaining the admiration of her customers in both the Baker Center and Lock & Key Services.

She gives her customers the best service possible and she will call her supervisor and plan extra work for her assigned areas when needed. She knows every customer by name and is very respectful and courteous of everyone in her areas.

EMPLOYEE OF THE MONTH DECEMBER 2016



Congratulations to Steve Kopp, the December 2016 recipient of the Facilities Services Employee of the Month Award!

Steve is recognized for understanding the importance of keeping the Steam Plant running and is willing to do whatever it takes to get it done - from helping outside contractors to other Facilities personnel.

He is constantly reading books and equipment data sheets to help him excel at his job and he is willing to work until the job is completed. Steve is on call 24/7 and is always willing to come in if needed.

EMPLOYEE OF THE MONTH JANUARY 2017



Congratulations to Mike Musselman, the January 2017 recipient of the Facilities Services Employee of the Month Award!

Mike is recognized for his willingness to do whatever is necessary to complete construction projects including coming in early and staying late while working side-by-side with his crew. His crew holds a deep respect for him because they know Mike will never ask them to do something that he would not do himself.

He is a self-starter who is always preparing for the next day's work, has jobs planned out days in advance and is ready for his personnel to begin and complete projects.

**Help us nominate our
next Facilities Services
Employee of the Month!**

Online nomination forms can be found at tiny.utk.edu/FSEOM.

Hard copies of the nomination form can be picked up with Brooke Krempa 865-214-7662.

All of our past Employee of the Month winners can be found on our Facilities Services Facebook Page.

facebook.com/UTFacilitiesServices/

facebook



Today begins the Big Orange Family Campaign, our time as faculty and staff to give back financially to the University of Tennessee. Your participation shows students, alumni, and donors that we are committed to UT, and it truly inspires them to give back as well.

If you have made a gift to any fund at UT since July 1, 2016, THANK YOU! You have already participated in the Big Orange Family Campaign and will receive a special thank you postcard through campus mail.

If you have not contributed, a team leader from your department/unit will be coming by to talk to you about the Big Orange Family Campaign this week. You can also give online or change your payroll deduction anytime at giving.utk.edu/family.

The following are the team leaders for Facilities Services.

- Facilities Services Executive Committee Member: Brooke Krempa
- Building Finishes and Paint Services: Bill Mills
- Arena, Building Services Athletics: Ann Free
- Plumbing Services: Chip Pennoyer
- Electrical Services: Brooke Krempa
- Lock & Key Services: Ed McDaniel
- Construction: Danny Pritchard
- Administrative; Administrative & Support: Dean Wessels
- Steam Plant: Frank Wyrick
- Air Conditioning Services: Brooke Krempa
- Zone Maintenance Section B: Brooke Krempa
- Zone Maintenance Section A: Ed Roach
- Landscape, Sanitation Safety, Rapid Response Team: Jason Cottrell
- Building Services: Jay Price
- Exempt Staff: Brooke Krempa

Facilities Services has three funds you can give to through this campaign. The Chuck Thompson Outstanding Employee Award, the Bob Evans Memorial Scholarship Fund, and the John Parker Memorial Scholarship Fund.

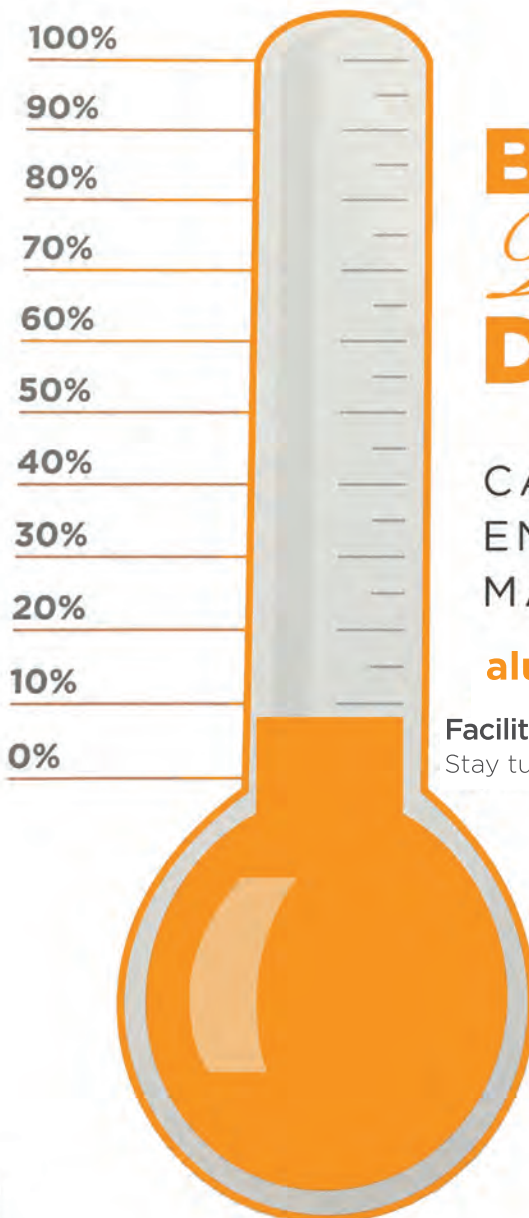
You can designate your donation to one of these funds by writing the fund's name on your donation card.

The campaign will run until March 10. If you have any questions about the campaign please contact Brooke Krempa at 214-7662 or bsteve14@utk.edu. More information can also be found at the Big Orange Family Campaign [website](#).



Facilities Services Department

TEAM NAME



BE THE
Volunteer
DIFFERENCE.

CAMPAIGN
ENDS
MARCH 10.

alumni.utk.edu/family

Facilities Services started the campaign at 9.29%
Stay tuned for weekly percentage updates.



An Invitation to Recycle: UT Recycling Hosts Awareness Day



UT Recycling will hold an awareness day to promote its public drop off location on the UT Knoxville campus.

Established in 2014, the UT Recycling Public Drop Off provides students, faculty, staff, and community members the ability to responsibly dispose of difficult to recycle items.

The service is located at 2121 Stephenson Drive dock 24 and is available 24 hours a day, 7 days a week year round.

The UT Public Recycling Drop Off Awareness Day will be held from 8 a.m. to 5 p.m. March 1 at the Stephenson Drive location. Its goal is to educate the local community and to increase usage of the free service.

Open to the public, the event will feature prizes, food, 90.3 The Rock Volunteer Radio, and games. Staff members will be on hand to answer any questions about recycling. Attendees are also encouraged to bring accepted recyclables.

Items that can be recycled at the drop off include glass bot-

tles and jars, plastic #1-7, plastic film (plastic bags, plastic wrap), paper, steel cans, aluminum cans, scrap metal, cardboard, electronic waste (headphones, keyboards, monitors, mice, etc.), batteries, and printer cartridges.

Now that glass is not accepted in local curbside recycling and campus recycling streams, this drop off location provides a convenient spot to drop off glass.

A complete list of accepted items can be found at recycle.utk.edu/public-dropoff.

UT Recycling was established in

2003 as a campus wide waste diversion service to create a more sustainable campus environment.

In addition to the public drop off and managing the recycling program throughout campus, UT Recycling offers a vast variety of sustainable services.

Campus composting was implemented in 2010 and an average of 1,000 tons of material per year is composted that would otherwise be in a landfill.

UT Recycling works with UT Athletics toward a goal of eliminating at least 90 percent of waste created from athletic venues on campus.

UT has also participated in RecycleMania for 11 consecutive years, competing against other colleges across the United States and Canada to see who can divert the most waste from landfills. This eight week competition begins in February each year and the awareness day will take place right in the middle of this competition.

For more information about UT Recycling go to recycle.utk.edu.



FACILITIES SERVICES EXCEPTIONAL TEAM AWARD

Description:

The Exceptional Team Award will be presented to a Facilities Services team whose performance has extended beyond expectations and has demonstrated an exceptional commitment to help achieve the University's mission.

A team can be designated as a particular subunit or unit, portion of a subunit/unit, or a combination of employees from a number of subunits/units. **Nominated teams must be no greater than 10 people.**

One Exceptional Team will be recognized each month.

Criteria:

Teams will be considered for the Exceptional Team Award using one of the following criteria:

- Project Achievement - A team that has contributed in a significant way to the success of a significant and/or difficult project.
- Quality Improvement - A team that has developed and implemented innovative solutions that contribute to improved efficiency and effectiveness.
- Customer Service - A team with exceptional focus on delivering the highest level of customer service.
- Leadership - A team that has led transformational change to benefit peers, and/or a team that inspires and motivates others to take advantage of opportunities to enhance their own lives professionally or personally.
- Continuous Excellence - A team that has provided a creative contribution to building a brand or identity for the Facilities Services Department.
- Other - A team that showed some other outstanding aspect during the course of their duties.

Nominations:

Each team recognized for the award will be chosen by Facilities Services senior staff based on nominations submitted by university personnel, including within the Facilities Services Department. Nomination forms can be found at tiny.utk.edu/exceptional and on the department awards page at fs.utk.edu.

Awards/Recognition:

The team recognized for the award will receive:

- Reception (breakfast, lunch, or dessert reception)
- A \$10 gift card from the VolCard Office for each team member recognized.
- Recognition on the Facilities Services website and in newsletters.

Contact Brooke Krempa at 214-7662 or bsteve14@utk.edu for more information.

Letters of Appreciation:

To Landscape Services:

I just wanted to say that all of us here at the Lake Avenue Early Learning Center, including Elizabeth, our director, really, really appreciate the landscape crew that tends to our property. Nathan, Thomas and Rob have been the regulars over the past year (not positive when they took over this area) who have all bent over backwards to fulfill our special work order requests and keep up with the regular routine lawn care.

Since we have a slightly unique population and ground use around here with the children and playground/garden spaces, it is especially meaningful when Nathan checks in before putting any potential type of chemical around on the ground or asks before mowing over a spot that looks like weeds, but it's actually a prized garden spot the children have been working on. I have heard teachers and our director say numerous times how much they appreciate that these guys ask questions before doing things that our program might want completed in a very particular manner.

And the sod. Can I talk about the sod for a minute? We had an independent company do some intensive changes on an area of our playground in late spring last year. They ended up laying sod down, as a generous gesture on their part. It was not part of the plan. But we were so happy to have green grass instead of mud in what we call the "Grassy Area" and wanted to do everything possible to keep it alive. Nathan gave so much help and advice during the summer as we tried to baby that sod and give it the best chance to survive. This was a huge deal in our little world here! Nathan has also given several recommendations for how we can fix and modify things on and around the playground which has led to work orders being successfully submitted and jobs completed by the right people.

I also had a parent stop by my desk the day after the guys spread out the new mulch and she asked if we did the mulch. I explained that the UT grounds crew did it. She commended them and said it looked very, very nice. I agree!

So, thank you. Thank you for your part in helping our program be successful through all the hard work, attentiveness to detail and good communication that comes from your team!

Laura Lantzer
UT Early Learning Center - Lake Avenue



More on page 8!

Congratulations on Your Retirement!



Congratulations to Richard "Pete" Petre on his retirement from Facilities Services after 43 years of services at UT Knoxville!

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

You can find all of our Facilities Services retirement party photos on Facebook.



UTFacilitiesServices

Letters of Appreciation:

To Landscape Services:

On behalf of Sigma Alpha Epsilon, I would like to sincerely thank you for your continued cooperation and assistance in revitalizing our fine Fraternity House.

Without your graciousness this project would not have been completed on time, and I am very pleased to report that our alumni remarked that the house hasn't looked this good in thirty years.

More importantly though, over the week and a half that we spent working, we all grew much closer and got to know one another better.

Words cannot describe how indebted we are to both you and Facilities Services and if there is ever anything that you all should need from us, please do not hesitate to let me know.

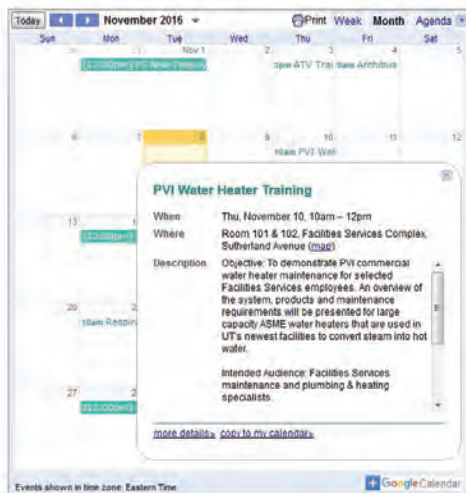
My best,
Spencer Shelton



Have a letter you would like to share? Send it to Brooke at bsteve14@utk.edu.

Check Out the Facilities Services Training Calendar

Facilities Services Training Calendar



INFORMATION

- Staff Directory
- Building List
- Campus Master Plan
- Employee Forms
- Customer Forms
- Customer Handbook
- Employee Training

OPEN PROJECTS



CONNECT WITH US



The FS Employee Training & Development subunit has developed a new training calendar available to all Facilities Services employees.

You can use this calendar to view upcoming training opportunities offered through the subunit, as well as register for these classes.

The new calendar can be found on the Employee Training page of the FS website at fs.utk.edu.

For more information about the calendar or training opportunities, please contact Laura Jo Anderson, laurajo@utk.edu, or Ashley Savage-Gililam asavage1@utk.edu.

BIG ORANGE FRIDAY



Find Facilities Big Orange Friday Pictures on Instagram!



utfacserv

Spring Cleaning Workshop Slated

Want to learn home spring cleaning tips from a professional? Facilities Services will host a campus workshop, "Facilities Fundamentals: Spring Cleaning Essentials," from 11:30 a.m. to 12:30 p.m. Thursday, March 9 at the International House Great Room.

The event is free and open to the public. Light refreshments will be served.

Building Services Assistant Director Gordon Nelson will discuss the basics of cleaning, disinfecting, and protecting areas in your home. Topics will include knowing your environment, detailed floor work, proactive protection, and what to clean with and why.

If you are interested in attending the workshop, RSVP by clicking this link: tiny.utk.edu/SpringCleanWorkshop.

For more information about the workshop, contact Brooke Krempa at bsteve14@utk.edu.

Facilities Fundamentals: Spring Cleaning Essentials



Presented by the Facilities Services Building Services Subunit

Memorandum

To: All Facilities Services Employees
From: FS Communications & Public Relations
Date: January 30, 2017
Subject: Facilities Services Best Practices Page

A new page has been created on our Facilities Services website and it showcases our department's best practices.

We created the page as a way to compile all of our documents that tell our department's story and highlight the improvements and best practices we have implemented during the past few years.

The "Our Best Practices" page can be found at tiny.utk.edu/FSBestPractices or at the top of our right navigation menu on the Facilities website at fs.utk.edu.

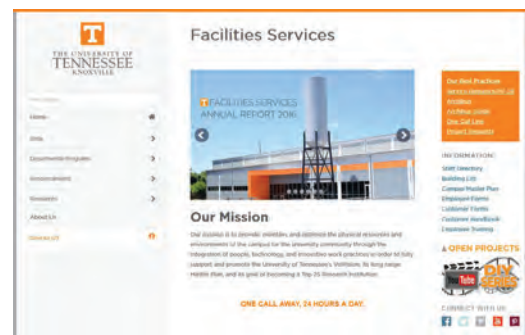
Some of the items the page showcases include our annual reports, expanded and no-charge services guides, Sightlines, our best in-house practices, and reorganization information.

We invite everyone to take a few minutes to familiarize themselves with the department information we compiled on this page.

Any questions about this information can be directed to Brooke Krempa at bsteve14@utk.edu.

What can you find at fs.utk.edu?

- Best Practices Page
- Employee Forms
- Archibus Information & Guides
- Training Calendar
- Departmental Awards
- The latest Facilities news and newsletters
- In-House Practices
- Links to our social media pages
- Facilities Services DIY Video Series
- Training Videos
- Facilities Services Staff Directory



Have a question about the website?

Contact Brooke at bsteve14@utk.edu

Reminder about Facilities Services Complex AEDs

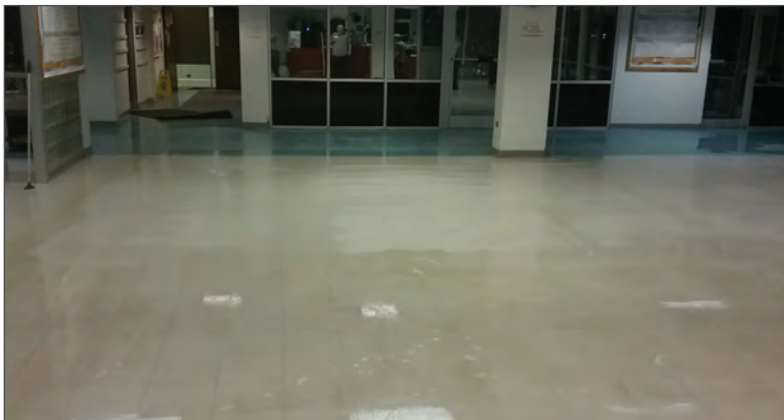
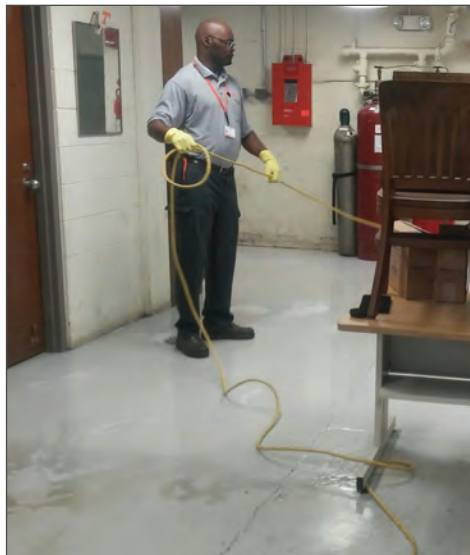
This is a reminder that we have three AEDs (Automatic External Defibrillators) in the Facilities Services Complex. In each of the cabinets we also have an emergency trauma kit for bleeding wounds. These trauma kits can be put to use should someone get injured while using a piece of equipment, etc.

The cabinets are located in the office area on the lower floor by the lift, on the wall outside the Central Supply Loading Dock Office, and in the shop area on the wall across from the door nearest the emergency generator.

While we have several people in the facility that have CPR/AED training, these AEDs are very user friendly and will talk you through the process, even if you have not been trained.



Campus Floor Work: *A Job Well Done!*





"Opportunities for Excellence"

May 15 & 16 2017

Hosted By

The University of Tennessee, Knoxville

Join us for the annual TNAPPA Conference at UT Knoxville this spring!

Early bird rates are still available on and before **February 28, 2017**.

The Tennessee state chapter of APPA (Tennessee Association of Higher Education Facilities Officers) will meet this spring, May 15 & 16, 2017 for their 28th Annual TNAPPA Conference. This year's event will be hosted by the University of Tennessee in Knoxville, Tennessee.

We would like to invite you to join colleagues who will travel from across the state to UT Knoxville for professional networking, educational sessions, and information sharing on Opportunities for Excellence in educational facilities!

Full conference registration includes:

Monday - entry to the Hall of Resources, participation in self-guided and guided campus tours (including Neyland Stadium), and a Welcome Dinner at UT Gardens with games, prizes and entertainment.

Tuesday - entry to the Hall of Resources, breakfast, lunch, snacks during afternoon break, all educational sessions, Dr. William Bass keynote presentation, and guided focused tours.

Tuesday only conference registration includes:

Tuesday - entry to the Hall of Resources, breakfast, lunch, snacks during afternoon break, all educational sessions, Dr. William Bass keynote presentation, and guided focused tours.

Pricing information can be found on the registration form included with this letter.

Registration forms and information about the upcoming conference can be found at **tnappa2017.utk.edu**.

Information about TNAPPA can be found at **tnappa.appa.org**.

Please contact Brooke Krempa with any questions about the upcoming conference or how to register as a participant.

Accommodations:

Hilton Knoxville Downtown

501 W Church Ave., Knoxville, TN 31902
(865) 523-2300 TNAPPA Rate \$96.00

Holiday Inn Knoxville Downtown

525 Henley Street, Knoxville, TN 37902
(865) 522-2800 TNAPPA Rate \$106.00

Rates are valid through April 22, 2017. Space is limited

*Transportation from hotels to conference location provided.

28TH ANNUAL TNAPPA CONFERENCE

Keynote Speaker:

Dr. William Bass, Ph.D.

Schedule at a Glance

Monday, May 15, 2017

TNAPPA Golf Tournament
Dead Horse Lake Golf Course

Hall of Resources (Exhibit Hall) Open

UT Knoxville Pratt Pavilion

Welcome Dinner/Games
UT Gardens

Tuesday, May 16, 2017

Full Day Conference

Breakfast, Hall of Resources, Tours, Lunch, Keynote Speaker, Educational Sessions, Focused Tours, Hall of Resources Break down

Evening Banquet

Galleries, Dinner & Music
Knoxville Museum of Art

**TNAPPA PLANNING
COMMITTEE**

Brooke Krempa, Jason Cottrell, Veronica Huff, Tiffanie Casteel, Mike Raabe, Ted Murphy, Maria Martinez, Amanda Ruelle, and Randy Hamilton

Contact Information:

Phone: 865-214-7662

Email: bsteve14@utk.edu



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

FACILITIES SERVICES

Facilities Services Vendor Fair



Central Supply in partnership with Fastenal hosted the Facilities Services Vendor Fair on February 15. We would like to thank everyone who attended and helped to make the event a great success!



2016 Employee of the Month Award Recipients



December: **Steve Kopp**



November: **Charlotte Clabough**



October: **Ashley Savage Gilliam**



September: **Arthur Tezak**



August: **Veronica Huff**



July: **Emma Jean Allred**



June: **Donnie Carden**



May: **Jacob Capps**



April: **Ron Gibson**



March: **Mike Tackett**



February: **Dean Wessels**



January: **Bethany Morris**

Congratulations to all of our 2016 Employee of the Month recipients!

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 service 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.

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



FEBRUARY

JEFFREY BARNES	2-01
MARK HENEGAR	2-01
ROBERT STEPHENS	2-01
TOMMY FAIRWEATHER	2-02
MARIA MARTINEZ	2-02
GEORGE BURRESS	2-02
HERBERT JONES	2-02
JIMMY BREWER	2-03
SARA TORRES	2-03
JAMES MANLEY	2-03
COREY FALLOS	2-04
STACEY COOPER	2-04
DAVID MCGILL	2-05
MITZI PROWELL	2-06
FELIX PHILLIPS	2-06
JUSTIN BALDWIN	2-06
TYLER BROWN	2-06
BRANDON BEST	2-06
DAVID COLLINS	2-07
RANDY LOVE	2-08
JASON CARRINGER	2-09
LAURA JO ANDERSON	2-09
VERONICA MORENO TORO	2-10
PERRY LONGMIRE	2-10
MICHAEL ATKINSON	2-11
KENNETH BRIGHT	2-12
EDWARD MITCHELL	2-12
THOMAS HENDERSON	2-13
EVELYN VINCENT	2-15
DANIEL GILES	2-15
ROBERT FRICK	2-15
BETH ATKINS	2-16
ROBERT CAUDILL	2-16
DENNIS FRANK	2-16
TIMOTHY MCNISH	2-16
NIKKI WOOLSEY	2-17
CASSIDY LIONHEART	2-18
SHEENA RHEA	2-19
DAVID RIDINGS	2-20
SHERRY MATHESON	2-20

THEODORE MURPHY	2-20
DORIS CANNON	2-21
MICHAEL WELCH	2-21
MARY MARGARETE MILLER	2-22
MAC CHAMBERLAIN	2-22
TERESITA HEGARTY	2-22
JOEL RUMMAGE	2-22
HAROLD BIVENS	2-23
MICHAEL COOK	2-23
ROGER NORRIS	2-23
GLENN MINOR	2-24
HARLS MCHONE	2-24
DENNIS OWENS	2-24
AMANDA CLARK	2-25
MANAR AL-NUAIMI	2-25
GARY HAGGARD	2-26
MARIA ZAMBRANO ANCHICO	2-27
JACOB CAPPS	2-27
RONALD COUCH	2-27
RICHARD JOHNSON	2-28
GHENADI POPESCU	2-28
TIMOTHY FAULKNER	2-29

MARCH

IGOR BUTA	3-01
CHARLES ARNOLD	3-01
ANA GOMEZ GALEANO	3-01
JEFF RENTSCH	3-01
DONNA NORRIS	3-03
ROY NANCE	3-03
MCKINLEY HOUK	3-07
GARY ROBERTSON	3-08
DENNIS MILLER	3-08
RANDY FAUBION	3-08
WILLIAM HENDON	3-09
MARY PARKER	3-10
JESSICA DESMOND	3-10
JOSHUA SCOTT	3-10
JOSHUA CHAPIN	3-10
FRANK BUNNER	3-11
SCOTT HICKS	3-11

VERA RACILLA	3-11
THOMAS MCCONNELL	3-11
GORDON NELSON	3-12
PATRICK SMITH	3-13
MICHAEL CAPPS	3-13
JONATHAN CHRISTMAS	3-13
HUBERT SMITH	3-14
JERRY CARR	3-14
JAMES PELFREY	3-14
FRED MIKELS	3-15
TERRY LEDFORD	3-16
CHRISTOPHER LEWIS	3-17
DWIGHT CULLOM	3-17
TIFFANIE CASTEEL	3-17
MICHAEL HASTIE	3-18
FRANK WREN	3-18
VEACESLAV SEVASTIANOV	3-18
RICHARD CALDWELL	3-19
MELVIN GODFREY	3-19
JAMES ROWLAND	3-19
TODD CURNUTT	3-20
KEVIN AMMONS	3-21
RACHEL ELBON	3-21
STEVE LONG	3-21
KAREN MARTINEZ	3-23
DANNY PRITCHARD	3-23
STEVEN KERLEY	3-23
JIMMY BLAIR	3-24
TONY HEARON	3-24
ANNA HAMILTON	3-25
JOHN SMITH	3-27
SCOTT CARLSON	3-27
MARIE LEMONS	3-27
WAYNE COWDEN	3-27
CURTIS MOYER	3-28
MICHAEL HUMPHREY	3-28
ERIN KELBLY	3-28
PATRICIA NOE	3-28
AARON WHEELER	3-29
NIKOLAS HALL	3-30
PAUL MARTIN	3-30
KATHERINE MCBRIDE	3-31