

THE FACILITATOR

THE UNIVERSITY OF TENNESSEE, KNOXVILLE • FACILITIES SERVICES DEPARTMENT



Summer
2020



FACILITIES SERVICES

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Website at **fs.utk.edu**

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THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

FACILITIES SERVICES

Faces of Facilities Services

Facilities Services is a large department with a lot of diverse backgrounds, skillsets and interests. Spread out across four shifts, it's not easy to get to know everyone outside of your own unit and/or sub-unit. We want to change that one friendly face at a time. In each issue of The Facilitator, we will feature a Facilities Services employee to help you get to know a bit more about them. Namely, their history in the department and how they like to spend time outside of work. In a lot of ways, Facilities Services employees are the very heartbeat of UT Knoxville, and this feature helps our community get to know the stories behind the staff.

Meet Joe Suits



1. Where did you get your start in Facilities Services?

I got my start with building services as a service aide cleaning floors at Dunford Hall on 3rd shift

2. What's your favorite thing about the work you do now?

My favorite thing about the job I do now is the ability to train and empower the foreman and service aides among many of my zones to learn new skill sets.

3. If you could go to lunch with one person from Facilities Services who would it be?

I would like to take the most recent new hire to FS, just to see what brought them to UTK FS.

4. Who is your oldest friend at Facilities Services?

Ashley Gilliam (my first foreman)

5. What would you do on the perfect day off?

I would love to be up early and go fishing on the trout streams for hours.

6. If you could magically do one thing what would you do?

I would love to be able to read minds.

7. Who is the funniest person you have ever met in Facilities Services?

Jawan Payne, he's a quite comic relief.

8. What smell brings back great memories for you?

Spring time, it brings great memories back of years being able to work along side my dad.

9. If you ever become famous what will it be for?

Talking- (Some say I don't know how to be quiet) :)

10. What hobbies/interests would you like to share with our department?

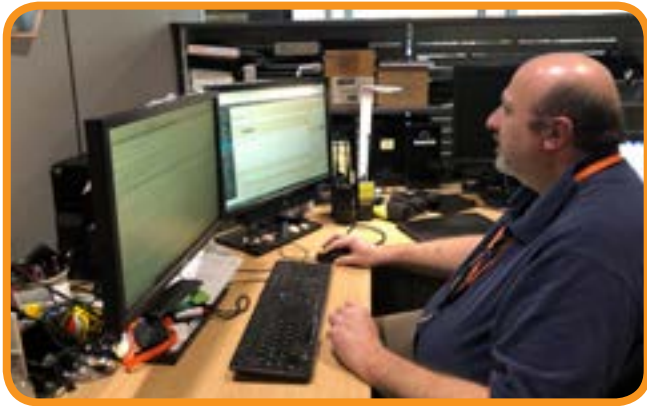
I love to fish as a hobby when time allows! Because I have five kids and a great job that keeps me plenty busy! As cliché as it sounds, the cleaning industry really interest me and learning new technologies and processes.

EXCEPTIONAL TEAMS

With our focus for the past four months shifting exclusively to COVID-19 prevention, it was difficult to choose one exemplary employee or team to honor. That's why our departmental leadership has decided to honor several teams July - September as a way of saying thanks to the many teams who have worked tirelessly to prepare campus for the return of staff, students, faculty and fans. July's honorees are as follows:

Building Services Volunteer Team for In-Depth Decontamination – These folks go in after someone who has been on campus tests positive. They suit up in Tyvek gear and do full disinfection to ensure that those spaces are safe. They're true heroes of this pandemic.

Team Members include: Katie Brown, Jonathon Gilman, Jessica Blair, Melinda Townsend, Brittany Wolfenbarger, Rebecca Cinnamon, Greg Porter, Ray Davis, Ruby Strange, Michelle Lawson, Michelle Smith, Cedric Mattress, Bill Matthews, Richard Archer, Tyler Vandiver, Kevin Ammons and Mike Young



IT Team – This team jumped into action to ensure that all who could were able to work from home without interruption to their productivity. They set them up with hotspots, equipment, and laptops when needed to allow us to continue to function as a team in a new way.

Team Members include: Tim Baker, Jim McCarter, Shawn Benson and Garrett Jones (photo pre-pandemic)

Concord Warehouse Cleaning Team – We needed a storage solution for excess campus furniture as we prepare for social distancing. Some can be stored in the buildings, but that wasn't a one size fits all solution. The best solution was the warehouse on Concord, but unfortunately, it was in bad shape and home to several racoon families. We had holes in the wall, insulation all over, it wasn't water tight, and quite frankly, it was a complete mess. We knew furniture could be arriving in less than a week, so we had individuals from RRT, Zone Maintenance, Sanitation Safety and Landscaping that stepped in to overhaul this space in a matter of days.

Team Members include: Johnathan Sawyer, Grant Jackson, Mike Huber, Jim Hastie, Eric Stewart, Chris Merical, Mike Steeves, Mike Raper, Don Turney, Tony Bunner, JD Zimmerman, Caleb Walker, Kerry Randles, Cory DeBusk, Jesse Standifer, Patrick Childress and Steve Kerley.



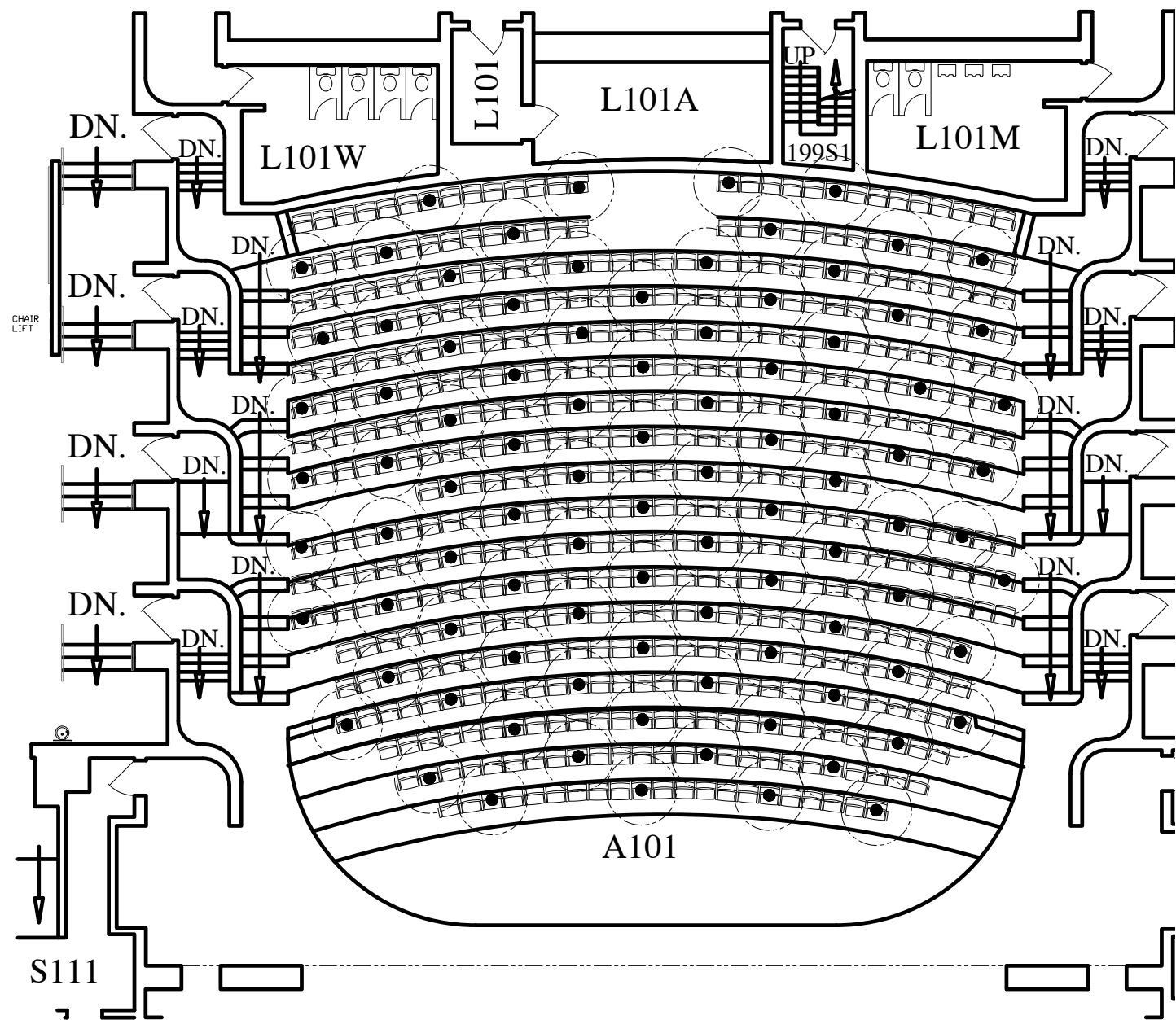
Central Supply Warehouse – On their own, they decided to take action to make sure all packages received into Facilities Services were delivered and distributed safely. They've enforced our mask policy even when it's been tough, and they've created their own protocol for package receiving that involves settling, decontamination and other measures that protect themselves and those who receive the packages. No one asked them to do this, but that's what being a Vol is all about.

Team members include: Bill Wilson, Jeff Talley, Ryan Carpenter, Raymond Keith and Donnie Carden (photo pre-pandemic)

EXCEPTIONAL TEAMS CONTINUED

Classroom Plans – This team looked at all possible campus spaces where we’d need to do social distancing. They’ve done a tremendous amount of work to produce detailed layouts/drawings of hundreds of spaces that are safe and functional for instruction. They did this in an extremely short amount of time.

Team members include: Maria Martinez, Tiffany Shuler, Tiffanie Casteel, Barbara Tallent, Barbara King, Justin Dotham, Bethany Morris, Keith Downen, David Crigger, Nick S., Alex H. and Gerald G.



SOCIAL MEDIA SPOTLIGHT ON FACILITIES

VolShop @UTVolShop · 3/27/20
Our @utkfacserv folks are the best, like Ms. Roberta here, who helps keep the @UTKStudentUnion clean and tidy.

Dr. Anne M. Ho @annemho_math · 5d
We can't say thank you enough to @utkfacserv! I hope that we'll all remember to continue thanking them regularly when we're back on campus!

Facilities Services @utkfac... · 5d
Here's a good #TBT for you! Back in 2018, we gathered the entire department together for this photo to show the strength in our numbers. Rest assured that all 600+ of us at #UTFacilitiesServices will give our all for Tennessee to make sure the campus is ready for you come fall.

tennakum
It's hard work to keep Smokey's yard looking nice. Thank you, @utkfacserv!

UT Knoxville @UTKnoxville
It's hard work to keep Smokey's yard looking nice. Thank you, @utkfacserv!

UT Facilities Services
Posted by Sam Jones Ledford March 19 · 🌐
Thanks University of Tennessee, Knoxville ❤️ we're feeling the love!

University of Tennessee, Knoxville
March 19 · 🌐
UT Facilities Services staff are hard at work making sure campus is clean and germ-free. It's more than just a wipe down, they're cl... See More

Facilities Services @utkfacserv
It's Friday, and that means #UTFSFlatSmokey has returned! Today, Flat Smokey visited with our Construction Services team as they build and install acrylic barriers. He then checked in with Landscape, Lock & Key, and the new signage on the Ped Walkway! #UTFacilitiesServices

UT Facilities Services
Posted by Sam Jones Ledford May 6 at 4:42 PM · 🌐
Congratulations are in order for our very own Susan Gibson! Susan works in our Admin Services unit, and she's just finished her last semester. to gr... See More

UTK Student Life @UTKStudentLife
#BigOrange THANK YOU to the @utkfacserv team for getting Rocky Top ready for Vols to return this fall! We appreciate you!!

VOLUNTEER SPOTLIGHT



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VOLUNTEER SPOTLIGHT

Bee Campus Designation

Did you know more than 150 food crops in the US depend on pollinators? This is just one of many reasons our Landscape Services and Office of Sustainability have worked together to achieve a Bee Campus designation for UT Knoxville for the past few years. This designation is a national effort among colleges and universities to raise awareness about the importance of pollinators and provide new and improved pollinator habitats. To learn more, click [here](#).



Click [here](#) to watch a short video about UT's involvement with the Bee Campus program.

Susan Gibson - Our Very Own Grad!

Congratulations are in order for our very own Susan Gibson! Susan works in our Admin Services unit and finished her last semester to graduate with her Bachelors in Political Science from UT Knoxville while working full time in the midst of a pandemic! Some of her friends from a UT Employees-as-Students Group painted The Rock in celebration of her hard work and accomplishments. Susan, we are so proud of you!



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VOLUNTEER SPOTLIGHT

How Facilities Services is Fighting COVID-19



As Spring Break brought with it the closure of much of campus due to COVID-19, Facilities Services stepped up to the challenge of fighting germs on the frontlines in a big way. Building Services, Zone Maintenance and Utilities all sought ways to provide service while adhering to or exceeding CDC recommendations, and the efforts of our team did not go unnoticed. In fact, UT shared a really great short video clip to social media about our Building Services team and what they were doing in the early stages of COVID-19 management. You can view the video [here](#). Kudos to Jerry Shackelford on the wonderful interview he gave!

Media Coverage for FS

Facilities Services was making headlines for a variety of positive reasons these last few months! Our team has been recognized for our cleaning and disinfecting efforts, continued construction on campus and the hard work Design has put into the Pedestrian Walkway extension. These stories help us share the mission of Facilities Services with the community around us, and we're always happy to brag on our team!



VOLUNTEER SPOTLIGHT

Volunteer First Impressions Surprise Check Presentations

The 2020 Volunteer First Impressions Contest was a great success! For the 2nd Annual contest, we received 63 total submissions from students, faculty, staff and visitors to the university. Winning Projects can be viewed [here](#). Check out these photos from our check presentations.



VOLUNTEER SPOTLIGHT

Volunteer First Impressions Surprise Check Presentations



VOLUNTEER SPOTLIGHT

#MaskUpMonday

As it became evident that masks would be a necessity, Facilities Services reached out to our team encouraging staff to submit selfies that showcase the faces of Facilities and how so many of you are letting your personality shine with your mask designs! It's been so fun to see how you're adapting to the many changes we've faced in such a positive way.



Facilities Services Flat Smokey



Meet Flat Smokey! Every Friday up until Fall semester, Flat Smokey will be traveling around campus to see all that our department is doing to keep campus safe for students, staff, faculty and fans. Since the first appearance of Flat Smokey in early July, many departments across campus have shared his photos and expressed appreciation for all you're doing on their behalf. Flat Smokey may make an appearance in your unit soon!

VOLUNTEER SPOTLIGHT

Congrats to Randy Hamilton

Congratulations are in order to Randy Hamilton, Assistant Director over Sanitation Safety! Randy has recently been awarded a scholarship to attend the APPA Institute for Facilities Management or the Leadership Academy. The scholarships were awarded based on background, special achievements, awards or career-related volunteer work, career and educational goals, leadership and potential for upward mobility. This scholarship is well-deserved, Mr. Hamilton! We are so proud of you.



Shout Out to Josef Wilson

I know this isn't a normal work email, but one I thought worth sending. Tonight, just about our quitting time Sharon Hale (works in an office Perkins) realized her car had no oil in it. Unable to drive her car, Mrs. Hale was going to ride her bicycle to the nearest gas station to get oil for her car (Now mind you its almost 1:30 a.m.). Josef Wilson (works in Tickle) heard what was going on and after clocking out, stopped Mrs. Hale from riding her bicycle and went to the gas station to get the oil for her. I sat with Mrs. Hale until Josef returned with the oil. We put the oil in her car and made sure she was able to drive home safely. I am proud of Josef's kindness and it also proves we all are one big family at UT, looking out for one another. I just wanted to take a moment to share this with you.

Sincerely,
Jessica Blair

VOLUNTEER SPOTLIGHT

Classroom Preparation Video

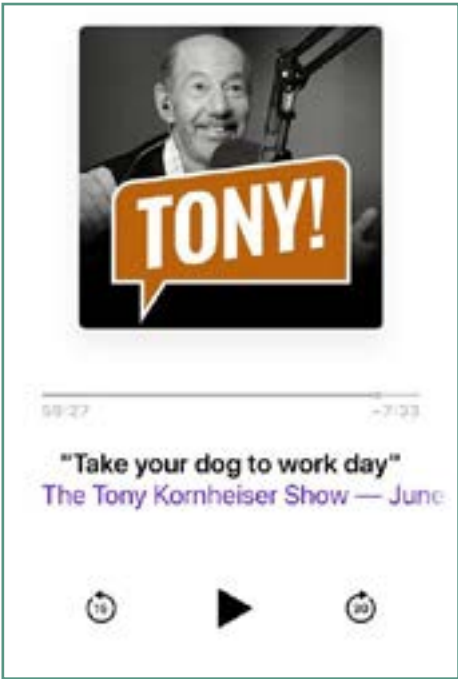
"It really has been, in some ways, our finest hour. Not something we'd want to do, but in terms of how we've responded as a campus..it really is amazing. It speaks to what a great place this is."

Associate Vice Chancellor Dave Irvin is right. This is a great place, and we're here to give our all for Tennessee each day as we work to create clean and safe socially distanced learning environments before students return in August. Check out this great video to learn a little more about how we're preparing for fall.



Shout Out to Facilities Services on the Tony Kornheiser Show!

It's not every day one of our #UTFacilitiesServices employees has a letter read on a popular podcast! Toward the end of June, our very own Chris Morris was featured on The Tony Kornheiser Show! The topic? Flushing toilets at Neyland Stadium. You've probably never thought about it, but each year, our department has to make sure that the pipes in the stadium can handle game day capacity. Want to hear more? Listen to Chris's letter at the 58:29 mark of the podcast episode "Take your dog to work day."



VOLUNTEER SPOTLIGHT

Congratulations to Our Newest US Citizens

We want to extend our most heartfelt congratulations to two of our own, Martine Lubelanu and Raheem Obaid as they celebrate receiving American citizenship!

They are an integral part of our team with powerful stories that help to shape #UTFacilitiesServices in incredibly meaningful ways. They've overcome adversity and faced hardship with grace and resilience, and they do more than their part to make us better as a whole.

Raheem and Martine, we are so incredibly grateful for you and proud of you. It's an honor to call you our fellow Americans.



OSHA 10 Completion

OSHA 10 is a ten hour supplemental training that is part of the OSHA Outreach Training Program. The goal of OSHA 10 is to empower employees by making sure they're knowledgeable regarding their rights related to workplace safety and overall workplace hazards. As #UTFacilitiesServices has been diligent in maintaining social distance, many on our team were able to complete this training on the days they were scheduled to telecommute. This training is thorough, and the quizzes can be tough. We're so proud of all who took on this training, and while we can't see their smiling faces, we know they're proud of themselves too! Great work, everyone!



VOLUNTEER SPOTLIGHT

Training While Telecommuting



As most of Facilities Services spent some time working from home, the Training team was busy assembling materials and providing ample opportunities to continue training while offsite. During the past 2.5 months, Facilities Services has completed 7,116 hours of training on everything from FEMA Incident Management to OSHA 10. You've learned new skills such as typing, mindfulness, safety procedures and website building. Thanks to this training, we are a stronger, better equipped department, and your expertise and gained knowledge help us to better support the University each day. Great work, everyone!

Employee Comment Box Locations:

- Facilities Services Complex Break Room
- Facilities Services Shop Area
- Hodges Library outside room 171a (new)
- Steam Plant (near time clock)
- Steam Plant Hill Breakroom (new)
- Neyland Biology Annex near room 128
- Ellington Plant Science room 4
- SERF outside of room 426
- Former Sanitation Safety (Pest Control) Area at Facilities Services Volunteer Blvd. Location
- The electronic employee comment box can be found at tiny.utk.edu/fscommentbox.



AUGUST

AUGUST		Travis Reno	8-21	Marty Seymour	9-08	
Emily Lingerfelt	8-01	Andrew Gillenwater	8-21	Clifford Ulman	9-08	
Norris Samuel	8-01	Thomas Herrell	8-22	Steven Andrews	9-08	
Sam Adams	8-01	Charlotte Clabough	8-22	Juanita Brogan	9-09	
Cecil Woody	8-01	A'deindra Wells	8-22	Daniel Stoker	9-10	
Nicole Davis	8-02	Darrell Brooks	8-23	Ray Davis	9-10	
Chhorvy Sullivan	8-03	Jeremiah Cook	8-23	Dale Fisher	9-10	
Brickey Hearon	8-03	Joseph Murray	8-23	Joshua Hearon	9-11	
Harley Mathews	8-03	Judy Welch	8-24	Britt Patterson	9-11	
Garrett Lett	8-03	Sandra Kelly	8-25	Millard Lett	9-11	
David Brown	8-04	George Rivera	8-25	Ali Chalabee	9-12	
Bobby Tharp	8-04	Hannah Hayes	8-25	Helen Hennon	9-14	
Justin Brooks	8-05	Jason Hughett	8-25	Michael Gage	9-14	
Steven Henry	8-05	Hannah Wallace	8-26	Paul O'Brien	9-15	
Charles Tolbert	8-06	Elizabeth Thomas	8-26	Mark Wagner	9-16	
Douglas Giles	8-07	Robert Moore	8-27	Kenny Lane	9-17	
Shawn Benson	8-08	Allen Flowers	8-28	Harold Middlebrook	9-17	
Mary Jones	8-09	James Symington	8-29	Chris Morris	9-17	
Makiah Williams	8-09	Meseret Zewde	8-29	Michael Musselman	9-18	
Martin Pearson	8-10	James Yarber	8-29	Juliea Sothen	9-19	
James Norris	8-10	William Witucki	8-29	James Reno	9-19	
Randall Huelsman	8-11	William Freeman	8-30	Caleb Walker	9-20	
Veronica Cross	8-11	Terry Eubanks	8-31	Luke Hanley	9-20	
Mark Carver	8-11	SEPTEMBER			Tom Anderson	9-21
Joseph Winston	8-11	Darren Mullins	9-01	William Messamore	9-21	
David Sutton	8-11	Bryan Lord	9-01	Jim Hastie	9-21	
Peyton Ogle	8-11	Donald Glover	9-01	Jawan Payne	9-22	
Darren Latham	8-12	Kyle Moffett	9-01	Kevin Dickson	9-23	
Jackie Stevens	8-13	Richard Cannon	9-01	Matthew Barlow	9-23	
Clay Miller	8-13	Channing McDonald	9-02	Dedra Giles	9-24	
Wes Hinshaw	8-14	Dewain Day	9-02	Edward Oliveri	9-24	
Esther Dairem	8-15	Eric Stewart	9-03	Melissa Hatfield	9-25	
Chris Fritts	8-15	Gary Thaxton	9-04	Brian Bridge	9-25	
Ashley Savage Gilliam	8-15	Ted Coward	9-04	Mark Ford	9-25	
Mike Cain	8-15	James Saunders	9-04	Michael Leeper	9-25	
Kenny Reynolds	8-16	David Bryant	9-04	Melissa Connell	9-26	
Jason Staley	8-19	Rebecca Cinnamon	9-05	George Clevenger	9-26	
Austin Sutton	8-20	Tristan Conard	9-06	Barbara King	9-27	
Jonathan Hutsell	8-20	Roger McDonald	9-07	Ronald Gibson	9-28	
			9-08	Jim Tolbert	9-30	
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