

THE FACILITATOR

THE UNIVERSITY OF TENNESSEE, KNOXVILLE • FACILITIES SERVICES DEPARTMENT



Fall 2020



T FACILITIES SERVICES

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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 Ashley Savage-Gilliam



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

Building Services 3rd shift Hodges Library

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

Putting order to the equipment inventory. It allows me to work closer with maintenance staff and learn more about mechanical systems on campus.

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

Terry Ledford- he likes trains. :)

4. Who is your oldest friend at Facilities Services?

This is difficult. So many of my original co-workers and friends have left or retired over the years. I'd have to say Chris Mahoney. We were in the trenches during 3rd shift for many years and in the first custodial certification program together. Great memories!

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

Take the boat out on Cherokee lake and swim or if it's raining, read a good book.

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

Give Facilities Services secured funding forever and enough people to accomplish all our goals. Sorry that's two.

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

Jim Hastie by far. No one can get close.

8. What smell brings back great memories for you?

The forest and trees. Reminds me of all the camping and hiking I did with family when I was a kid.

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

Having a small but iconic part in a cult classic sci-fi TV show that I parlay into a career on the sci-fi convention circuit signing autographs and meeting fans.

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

Hobbies: origami, reading, gaming, photography, hiking, flintknapping.

Interests: horseshoeing, Japanese bladed weapons, Victorian dressmaking, fine Scottish whiskey.

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. August and September honorees are as follows:

AUGUST TEAMS

Wastewater Sampling Port Installation Team - This team is responsible for the timely completion of wastewater sampling ports in each of the residence halls. These ports allow for COVID-19 testing of entire buildings to pinpoint potential clusters before they become an issue.

Team Members include: Kenny Reynolds, David Gibbs, Hani Joseph, Jonas Johnson, Todd Curnutt, Norman Bumby, Chris Iler and Jeff Walker (Plumbing)

Wellness Screens & COVID-19 Campus Accommodations Team - This team jumped into action to design and build creative solutions that would allow social distancing and protection in classrooms, dining spaces, offices and more. They then installed the protective measures they built in an efficient manner, ensuring campus was ready before students returned.

Team Members include: Emily Lingerfelt, Rick Gometz, Rick Caldwell, Mike Duncan, Tim Faulkner, Michael Hastie, Riley Kneale, Barbara Tallent, Justin Dothard, Ed Householder, Dan Smith, David Crigger and Helen Hennon (Design & Construction)

Training Team - When it became evident that many of our team would be working from home in this unprecedented time, Training went to work creating paper packets to ensure that everyone had access to ample amounts of training, even without internet access. This team collected completed training packets, graded them and entered them into K@TE so all employees would receive the proper credit. They went above and beyond to help our department in a critical time, and it paid off.

Team Members include: Rebecca Alcorn, Beth O'Neill, Anna Best and Rob Moyer

PPE Distribution Team - As staff began to transition back to campus, this team was responsible for the quick and efficient organization and distribution of thousands of pieces of PPE to hundreds of units. Their attention to detail and customer service made this experience stress-free for business managers and provided yet another example of how Facilities Services is here to serve campus well.

Team Members include: Jeff Clark, Amanda Clark, Perry Longmire, Jason Hughett, Michael Mulryan, Nicole Davis, Michael Leeper and Curtis Rose

Non-Traditional Classroom Set-Up at Brehm Arena - Long before students returned, it became evident that we'd have to get creative with classroom set-ups, especially for larger courses. Brehm Animal Science Arena provided the space needed, but it was in desperate need of clean-up and a handful of upgrades to the facility to turn it into a suitable learning environment. Our teams went to work building ADA ramps, thoroughly cleaning and disinfecting the space and transforming it into a space that facilitates learning and meets the needs of the faculty who use it.

Team Members include: Austin Madden, Ezekiel Martin, Kyden Higgs, Doug Giles, Sandra Britt, Roy Britt, Carolyn Caudillo, Dwain Day, John Estes, Gerald Johnson, Judy Jones, Charles Tolbert and Randy Hamilton



Steam Plant Team - While their work is not COVID-19 focused at the moment, the Steam Plant plays a huge role in keeping this campus running 24/7. Not to be overlooked, the Steam Plant team has operated with social distancing in mind since March and continues to perform their tasks as they always have, with excellence and pride. Great job, guys!

Team Members include: Randy Miller, Brian Bridge, Charlie Burton, Cory Beets, Sam Brown, Steve Kopp, Louie Patterson and Frank Wyrick

SEPTEMBER TEAMS

Classroom/Campus Spaces Set Up Teams - These teams examined how we could create social distance in classrooms and meeting spaces, and then made it happen! From drawing up plans to clearing out warehouse space and moving furniture, this team had a huge responsibility this summer and did an excellent job rising to the challenge.

EXCEPTIONAL TEAMS CONTINUED

Team Members include: Maria Martinez, Barbara Tallent, Tiffany Shuler, Tiffanie Casteel, Gunaranjan Arepalli, Jessie Dyke, Brickey Hearon, Taylor Headrick, Dennis Lee, Chris Lynd, Chris Mabe, Nathan Ownby, Rocket Sharp, Andrew Gillman, Austin Sutton, Bill Hutchins, Billy Lee, Carl Weaver, Cecil Woody, Chris Miriles, David McGill, Dennis Brock, Dennis Frank, Donnie Lowery, Ed Mitchell, Gary Phillips, Jacob Hunley, Jimmy Wyrick, Luke Hanley, Mark Wagner, Matt Barlow, Melvin Godfrey, Michael Leeper, Michael Mulryan, Mike Cain, Nicole Davis, Pat Childress, Paul O'Brien, Randy Thornhill, Ray Loveday, Robert Dykes, Ronald Gibson, Roy Gresham, Steve Bradford, Ted Coward, Tim McNish, Todd Molter, Toni Adams, Vaughn Gusby, Wayne Limbaugh, Will Rowland, and Zachery Coin



COVID Signage Placement Team - This team installed more than 4 miles of vinyl signage across campus helping to keep campus safe and aware of expectations. This team took great care in placement, design and/or adherence to surfaces to avoid damage. This was and continues to be a huge task.

Team Members include: Ted Murphy, Barbara Tallent, Tiffany Shuler, Todd Molter, Chris Mireles, Rob Frick, Michael Raper, Don Turney, and Chris Merial

Outdoor Study Spaces Set Up Team - We know how students tend to gather in hallways and lobbies, and it was determined that we needed to create some options to get them out of hallways and out of doors. We were the SEC and ACC trendsetters in this respect, and these spaces are highly utilized across campus. A lot of planning went into this regarding stake placement, safety, appearance, accessibility, etc. and this team deserves all the credit.

Team Members include: Mike Musselman, Doug Mikels, Jim Smith, Mike Capps, Brian Riley, Kenny Lane, Matt McConnell, Sam Adams, Steve Kerley, Darren Latham, Kerry Randles, David Warren, Robbie Bryant, Jesse Standifer, Caleb Walker, Jeremiah Cook, Patrick Childress, Rick Cannon, Steve Bodenheimer, David Blalock, Kyle Moffett, Edward Oliveri, Mike Moore, Chris Iler, and Ted Murphy

One Call Team – Not just during COVID, but always, goes above and beyond to handle a very high volume of calls flawlessly and with grace. They really are the first line of our customer service. They could be honored any month, but they really went above and beyond throughout.

Team Members include: Ann Free (Dispatcher), Robert Dykes (Foreman), Dayshift: Jimmy Wyrick, Michael Leeper, Matt Barlow, Second Shift: Scott Cross, Steve Bradford, Dustin Riley, Third Shift: Jerry Lethco, Channing McDonald, James Saunders

A/C team response to Sorority Work – One of the sorority houses has had continuous problems with their A/C. This is not a problem of our making, but this team has gone above and beyond even when the Sorority's response to us was quite demanding. They took care of these issues while they were handling everything else on campus, even though the issues were not their own.

Team Members include: Austin Franklin, Beau Baker, Chris Hinshaw, Conner Wright, Daniel Windecker, Gary Robinson, Jason Baggett, Payton Ogle, Tim Brooks with welding assistance by Mike Billington, Cody Smith and Justin Brooks



SOCIAL MEDIA SPOTLIGHT



VOLUNTEER SPOTLIGHT



VOLUNTEER SPOTLIGHT

Wellness Kit Assembly

Many of our team members showed that they're all Vol back in August by participating in campus Wellness Kit assembly prior to the return of students and faculty. Volunteers met at Thompson Boling Arena to put together bags 50,000 bags complete with cloth face coverings, temperature strips for students, hand sanitizer and information on staying well. These kits were distributed to all students, staff and faculty as part of the campuswide effort to minimize illness this fall.



Summer Projects Report

Students returned mid-August to a clean and disinfected campus with many new safety measures installed, thanks to our team. While students were away, Facilities Services spent time applying COVID-19 reminders to interior and exterior surfaces across campus, building and installing wellness screens and other protective measures, serving the EOC, distributing PPE and much more.

The Summer Project Report details all of the work completed by Facilities Services while much of campus was telecommuting. The report was widely praised across campus and serves as a spotlight on the many unseen and untold tasks that happen in our department every single day. To view the full report, click [here](#).

FACILITIES SERVICES SUMMER BREAK PROJECTS 2020

August 12, 2020



VOLUNTEER SPOTLIGHT

Familiar Faces in Mask Up Video



Employees in Facilities Services were some of the first on campus to adapt to wearing masks around others as a way of looking out for their fellow Vols. Over the summer, the announcement was made that students would be required to wear masks upon their return, and the Office of Communications and Marketing put together a great video promo encouraging students, faculty and returning staff to mask up. If you watch the video, you'll notice a few familiar faces! Randy Mathes of our Construction team and Mark Wagner of Zone Maintenance represented our team incredibly well! Great job, guys! Click [here](#) to check it out.

Transforming Brehm Arena

As unconventional spaces were transformed into classrooms, it became evident that Brehm Animal Arena would be needed to house larger classes. That meant that our team would need to get busy on upgrades to make the space conducive to learning. Crews from Building Services, Construction, Zone Maintenance and Operations worked tirelessly to remove rubber flooring, replace lights, building ramps, deep clean and provide pest control services to create a safe, disinfected, accessible environment. Their hard work has paid off, and the space is now an incredible example of what can happen with creative problem solving and a little elbow grease.



VOLUNTEER SPOTLIGHT

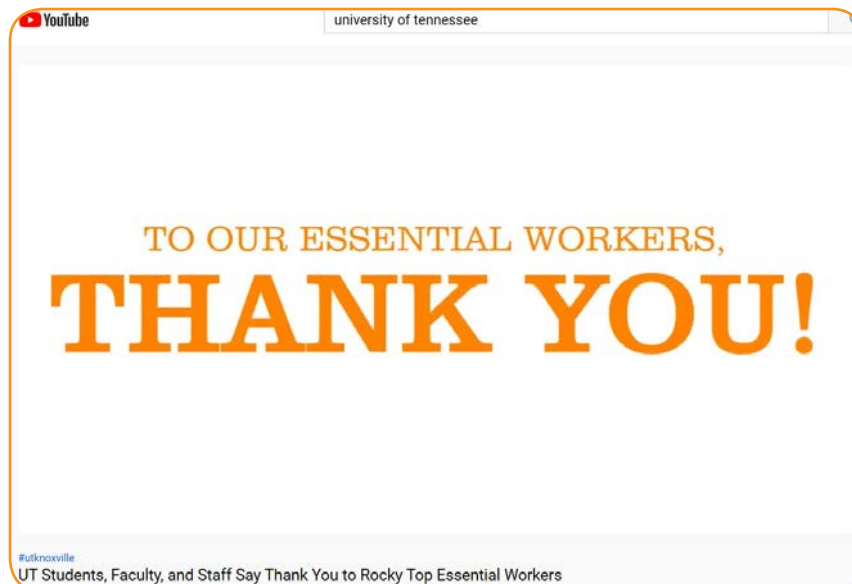
Tim McNish Retires

In September, Zone Maintenance's Tim McNish retired after 40 years of service to the University of Tennessee. Tim has seen UT through many changes, and he's worked hard to adapt and meet the needs of an ever-growing campus. He has certainly earned his retirement, and we wish him the best! It's amazing how many on our team have worked in Facilities Services for the majority of their careers. This just goes to show you what a special place this is. We wish Tim all the best as he enjoys his retirement!



UT Thanks Essential Workers

Many have recognized the incredible amount of work accomplished by Facilities Services throughout the pandemic, and as a token of thanks, UT created this wonderful social media video highlighting many of the essential teams across campus who have worked tirelessly - even when it seemed like the world around us had come to an abrupt stop. If you haven't seen the video, give it a watch [here](#).



VOLUNTEER SPOTLIGHT

T-Shirt Time in Tennessee

Sometimes it seems like this summer was all work and no fun, but when you look at the creative submissions for our t-shirt contest, you know that the case. We received dozens of creative submissions from employees throughout Facilities Services, but unfortunately, there could only be one winning design and one winning team name. The winning shirts, designed by Beth O'Neill and named by Bethany Morris, are the perfect way to for this to represent Facilities Services during each home game! See mock-ups below, and be sure to keep an eye out for the shirs in the stadium on game day!



Welcome Aboard, Apprentices!

One of the most incredible partnerships this department has is the one we've built with the Tennessee Department of Labor and Workforce Development. With their help, we now have an apprenticeship program with local trade schools, helping those students to get on-the-job experience in their chosen field prior to the completion of their certificate. Each apprentice joins us with a "signing day" where they're officially welcomed to the team and the apprenticeship while committing to the terms of the program. We are so excited about the future of this program, and the futures of those who have joined us over the summer! Welcome, apprentices!



VOLUNTEER SPOTLIGHT

Shout Out to Rob Frick

I wanted to pass along a sincere thanks in letting Rob (Professor Frick) participate in our summer build.

Our summer build supports a \$1,000,000 NSF grant which is meant to improve graduation rates for transfer students. Transfer students have a lower graduation rate than traditional students, and studies have found that most transfer students don't have a cohort, or friends/classmates to identify with when they get to campus. Traditionally, most students form these fundamental relationships in dorms their freshmen year. An important part of the TranSCEnD program is building a cohort between transfer students prior to the formal start of their classes at UTK. We do this by working on a group project the week before school starts. Our project is to build a solar thermal heating system for washing our hands using only solar radiation; the project encompasses all engineering disciplines and has a very hands on experience. A significant portion of the project is teaching the students how to plumb and sweat pipe. This is one of their favorite parts of the project and it could not happen without Rob's contributions

This project is successful because Rob is a dedicated teacher and shares his skills/experiences to create one of the most wonderful teaching experiences I am involved in. This year Rob came up a brilliant starter project to get the students comfortable working with tools and sweating pipe; all the while regaling them with interesting historical plumbing facts. Rob is an incredibly empowering instructor and the confidence the students gained from working with him is immeasurable. They all walk away with new skills and confidence; a fact we remind them of when they encounter obstacles in class and life over the next several years.

A quote from one of our student's said it best, "He was great! All y'all were. But Rob specifically was awesome. He joked around and made me feel comfortable and confident as I was learning and working with him. He took time to not just tell me what to do but showed me as he explained what we were doing and how everything worked. I learned a lot from him. He definitely made the experience enjoyable. I mean every word and I hope to see him again very soon. "

Here is a story put together about the build.

<https://tickle.utk.edu/transcend-helps-transfer-students-warm-up-to-engineering/>

All the best and thanks,

Christopher J. Wetteland Ph.D.
Senior Lecturer
Associate Director for Industrial Relations &
Undergraduate Research for the
Center for Materials Processing
Materials Science and Engineering

VOLUNTEER SPOTLIGHT

Shout Out to Ray Loveday

I am not sure if you are the person that I need to contact, but I know David is the Assistant Director. So if I have contacted the wrong person, would you please forward this message to the relevant people.

I work for Gretchen Neisler who is the Vice Provost of International Affairs. She is also the Director for the Center for Global Engagement. We work in Melrose. (1620 Melrose Avenue, Bldg G). As you know, this is an older building and needs a lot of tlc to keep it going. Our facility service men were Lewis and Ray. We will miss Lewis' smiling face. I need to tell you how Ray has gone above and beyond for our department. Both men have kept our department going since I came to work on campus. They show up every day and ask if we need anything. Not only were they attentive, but they fixed things and went the extra mile. We have never had a complaint. Their work was professional and never had to be redone. You don't know how awesome that is in our world where we don't have time to keep focusing on one aspect of the building.

But since COVID came into our world in February, I want you to know how amazing Ray Loveday has been. I have kept his number on the desk, and I called if I needed anything or had a question. He has ALWAYS been available. I can't say that about everyone on campus. To me, that is special. Since March, I am the only person that has been coming to campus from my department. We receive government documents so we had to work with mail services to get our documents and send items to Homeland Security and the Government. I was the one that worked as the transition person. Ray has checked on me several times knowing that I was here alone. (that gave me comfort knowing that if something happened, someone was going to find me). He helped us get COVID ready. Our Vice Provost and the Provost decided at the last minute that we were going to unlock our doors during the school semester. Ray worked with me getting everything in the building ready for people to start coming back to work, visitor flow through the building and helping me figure out how to make the office work since our front desk is in the back of the building.

With people being so easy to complain and show their disdain for everything during this time, I want to tell you how much I appreciate your department and this employee who we all know by his name. He's part of our family. Thank you for all you do for the campus, and we appreciate you.

Amy Gregory
Center for Global Engagement
Assistant to the Vice Provost

VOLUNTEER SPOTLIGHT

Kudos for Quick Thinking

On Monday October 5, 2020, campus experienced a power flicker out of the Laurel Avenue Substation. This caused our duty valve that feeds the processed chilled water system in SERF to switch to city back-up in order to preserve ongoing research projects. When the system switched, it caused a supply line failure resulting in a water episode which dumped about 500 gallons of water into Room 519 and adjoining rooms. Fortunately, Building Services, Zone Maintenance, Electrical Services and Air Conditioning Services jumped into immediate action. The damage was contained and repaired in a timely manner, and water was extracted to minimize damage to the building and valuable lab equipment. This is just one example of what our team does on a daily basis. Great job, team!

Big Thanks to: Bill Hutchins, Mark Wagner, Alexis Carey, Carl Weaver, Dennis Brock, Billy Lee, Matt Barlow, Melvin Godfrey, Zachary Coin, Nichole Davis, Perry Longmire, Cecil Woody, Wayne Cowden, Chris Webb, Steve Bodenheimer, Rado Psar, Jason Staley, Michelle Smith, Michelle Lawson, Tyler Vandiver, Bill Matthews, Brittany Wolfenbarger and Lala Henderson



VOLUNTEER SPOTLIGHT

Shout Out to Facilities Services

Hi Roy,

I got my son moved in Magnolia yesterday. The campus looked absolutely fabulous. It was good to be back on campus and see all the changes. I am amazed at the growth. Everything looked great down to the courtyard grass at the dorms. Augusta National would be envious. Everything was so well coordinated and moving him in went so smoothly. I expected it to be much more chaotic but the police officers and the campus workers were on top of everything and extremely helpful.

Rob Aiken
Key Accounts Manager | Symmetry Energy Solutions

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**.



OCTOBER

Beth O'Neill	10-02
Don Turney	10-03
Paul Hash	10-03
Terry Baker	10-04
Michelle Lawson	10-06
Spencer Morgan	10-06
Nathan Ownby	10-06
Ed Maples	10-08
Arthur Tezak	10-09
Dean Wessels	10-10
Robert Dykes	10-10
Caleaf Davis	10-11
Andres Francisco	10-11
Andy Webb	10-11
Daniel Hall	10-12
Jerry Lethco	10-12
Billy Matthews	10-15
Maria Cruz Avila	10-16
Tina Johnson	10-18
Chris Blair	10-18
Ronald Cox	10-19
Steven Moyers	10-20
Sandra Britt	10-21
Dana Archer	10-21
Frank Wyrick	10-21
Beverly Schubert	10-22
Tim Baker	10-23
Chris Mabe	10-25
Cody Smith	10-25
Stanley Elder	10-25
Buddy Weaver	10-26
Ashley Craig	10-28
Michael Young	10-28
Justin Treece	10-28
Mark Vandergriff	10-29
Dennis Brock	10-29
Steve Hill	10-30
Jim McCarter	10-31
Malcolm Shoffner	10-31
Jeni Sharp	10-31

NOVEMBER

Chelsey McDaniel	11-01
Tyler Vandiver	11-01

Jerrald Limbaugh	11-02
Sherry Jones	11-03
Jonathan Brooks	11-03
Curtis Rose	11-03
Valentina Gujunit	11-04
Michael Kennemore	11-05
Adam Nicley	11-05
Dustin Webb	11-06
Jason Ogle	11-06
Alexis Carey	11-06
Derek Bailey	11-07
Michael Baker	11-08
Chris Graham	11-08
Kevin Jernigan	11-09
Lucas Mills	11-10
Ed Roach	11-10
Gregory Parton	11-11
Dustin Riley	11-11
Jason Maillie	11-12
Matthew Layne	11-12
Louie Patterson	11-13
Nina Tomescu	11-14
Shawn Snipes	11-15
Jerry Rutherford	11-15
Clarence Sterling	11-15
Candace Sweet	11-16
Marcus Couch	11-16
Crendel Wees	11-16
Steven Ferguson	11-17
Steven Evans	11-18
Steven Jollay	11-19
Dale Hurst	11-19
David Blaylock	11-19
Khann Chov	11-20
Jimmy Wyrick	11-20
Randy Longmire	11-21
Teal'k Anderson	11-22
Chris McDaniel	11-23
Anthony Sharp	11-25
Kevin Garland	11-26
Dennis Lee	11-26
Gavin Ramsey	11-26
Sherwin Taylor	11-27
Michael Raper	11-28
Ed Vargo	11-28
Jessica Blair	11-29
Angela Nickerson	11-30
Anthony Brown	11-30

Joshua Bodenheimer

11-30

DECEMBER

Cody Chapin	12-01
Carolyn Brogan-Caudillo	12-02
Cody Byrge	12-02
Beau Baker	12-02
Tommy Oakley	12-02
Geneva Andrew	12-03
Andy Powers	12-03
Anthony Aparijo	12-03
Melinda Townsend	12-04
Kasondra Tatum	12-06
Jonathan Parigin	12-07
David Bodenheimer	12-08
Tyler Pratt	12-13
Luther Holloway	12-14
Lisa Ward	12-14
Joel Tomlinson	12-14
Shannon Whitehead	12-15
Cory Beets	12-16
Melissa Ingram	12-17
Tim Brooks	12-17
Cesar Penalba	12-18
Seth McElhaney	12-19
Randy Nicley	12-19
Robert Patty	12-20
Ann Free	12-21
Ed Jeter	12-23
David Crigger	12-25
Carl Weaver	12-25
Sam Ledford	12-28
Wes Willoughby	12-28
Daniel Windecker	12-28
Randall Carver	12-28
Jason Cottrell	12-29
Thomas Emmert	12-29
Ed McDaniel	12-29
Debra Norman	12-31
Timothy Harris	12-31