

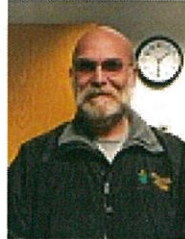
FM KUDOS

February 2018

Faces of FM



Lynette Fleming
Fiscal Technician



Larry Jackson
Utilities Operations
Supervisor



Deborah DeGuzman
FM HR Specialist



Donna DeGrace
Work Control Specialist

6 More Weeks of Winter



Punxsutawney Phil saw his shadow so it's 6 more weeks of winter! Here's hoping this does not mean more snow for Virginia!! Thank you for all your help with cleaning the snow from January's weather—teamwork at it's best!

Did you know??



William & Mary recently hired a new Ombuds Officer to serve employees in helping resolve conflict and navigate university administration and policies. Mark Patterson joins the W&M team after serving as a judge advocate (JAG) in the Air Force for 24 years. The W&M Ombuds Office adheres to International Ombudsman Association standards of confidentiality, independence, neutrality and informality. Mark replaces Tatia Granger, who left the position to assume a full-time clinical teaching role at the Mason School of Business.

For Assistance, contact Mark at 221-1941 or email ombuds@wm.edu. You can also get daily conflict and negotiation tips through his Twitter feed at [@ombudswm](https://twitter.com/ombudswm).

KUDOS to you!!



Chris Ashworth, Kevin Dye, Lonnie Peace, Nano Villarin, Dwayne Williams, Beverly Gaither, Tracie Gilchrist, and Ethel Cooper— "KUDOS in the rapid replacement of sewage stained carpet in a room at OTP. The quick action immensely benefited a student with special needs." ~ Gregg Shipp, Director, Ops & Maint.

Mark Ballman and Ron Russell— "I know the squash court project got crazy at the end and I wanted to thank you both for your help getting the inspection completed and making sure it was safe and approved. I know there was some misunderstandings (maybe on my part, and if so, I am sorry), but I appreciate you both helping me make it all work at the end." ~ Linda Knight, Executive Director of Health & Wellness

Teresa Belback— "It was providence that I ran into Teresa early the second day of the snow event. After a short discussion, she volunteered to let us use the EHS minivan to transport staff, salt, and other supplies to where the BS staff needed them. This was

extremely helpful to us since our two vans were already being used for the same purpose. We had to use personal vehicles the first day to take up the slack. We very much appreciated Teresa's kind gesture." ~ Brad Russell, Safety & Training Coordinator

Rodney Dudley— "I spoke with Kathy Wooldridge today to process payment for the leaded glass arch window repair she did for the door at Chandler Hall. She just could not have been more complimentary about the help she received from Rodney Dudley. She was very impressed with his knowledge and workmanship helping her re-install the repaired half round window and said it was an extreme pleasure to work with Rodney and to please let you know what a great help he was for this project." ~ Liz DeWees, FM Procurement Officer

EH&S Team— "I would like to thank the rest of my team (Sandra Prior, Teresa Belback, Ryan Wright) for helping with the bulb crusher training I recently held for the electricians. Their help in preparing for it and input during the training itself were very much appreciated!" ~ Crystal Taylor, EH&S Safety Specialist

Crystal Taylor— "Just a "thanks" for being sensitive to special needs of the animal research space. Your support is appreciated." ~ Bob Barnet, Faculty Coordinator for Vertebrate Animal Care Unit

Customer Comments

Special thanks to our AWESOME Facilities Management Team!



Thank you so much! The improvement is quite dramatic. My office is much quieter now. Great service.

Thank you, Kirby, for living the FM Values in your work performance. I thoroughly enjoy working with you!

Thanks so much for repairing the Washington 201 seats!

Larry assessed the issued, explained the problem, and resolved it. Good job!!

Jeff did a great quick job. Great to have my desk light back up and running.

Welcome to our team!



Jacob Cooper— Carpenter Shop

Melanie Johnson-Harper—Building Services

Dereck Light— Carpenter Shop

Juan Rodriguez—FPDC

Service—Integrity—Professionalism—Teamwork—Safety