

FM KUDOS

October 2018

Faces of FM



Tiketa Cooper
Custodial Worker



Bob Johnson
Fire Protection Maint.
Supervisor



Chris Smith
Custodial Supervisor



Patricia Smith
Custodial Worker

GO Tribe!



It's not too late to see a Tribe Football game this season or one of the many sporting events! Check out the Digest for upcoming games.

PPFA and Staff Assembly Food Drive Oct. 1—Oct. 31 Campus Center

Did you know??



Faculty/Staff Discounts for Theatre & Dance Shows are available? W&M Theatre and Dance is excited to announce the 18/19 Season now playing at the Kimball Theatre. W&M Faculty & Staff are eligible for discounts to all performances; so please join them for a year of drama, comedy, and dance that celebrates "Bodies that Matter". To purchase tickets, visit the box office at the Kimball Theatre or call 757-221-2674.



BZ to the many members of the FM Team for all the work that went into Hurricane Florence preparations and recovery, and for your support of the State Managed Shelter that was set up in the Tennis Center. Your efforts cleaning gutters, clearing storm water drains and placing sandbags was a major undertaking. You provided invaluable support to the shelter ensuring the university fulfilled its obligations to commonwealth and the public. You carried out your duties without hesitation despite the challenging conditions being forecasted as the storm approached. Thank you for displaying your commitment to Teamwork and to the Safety of the campus and surrounding community.

BZ to Tim Russell, Rena Zrakovi, Crystal Taylor, Jason Kremer, Andrew Gilstrap, and Ben Mulherin for completion of the Facilities Management Web Site improvement project. Thank you for your demonstration of Service in taking on an FM-wide strategic initiative that was outside your normal responsibilities.

BZ to the HVAC Team plus Mack Whitehead for getting the Student Recreation Center HVAC system up to full speed. Thank you for displaying your commitment to Service.

BZ to Crystal Taylor for her efforts in preparing for and managing the positive DEQ Hazardous Waste inspection. Thank you for your display of Professionalism.

BZ to David Milby for his effort in managing installation of 15 bottle filling stations in dorms during summer, plus coordinating maintenance on other bottle filling stations around campus (roughly 50 plus now and growing). Thank you for displaying your commitment to Service.

BZ to the carpenter shop for your efforts installing hundreds of air conditioning units. This was in addition to the ones installed during the days surrounding student move-in. Your efforts were especially noteworthy this year since the college, in most instances, was required to deliver units to the room and install them rather than simply installing student provided units. Providing the a/c units in a timely manner was vital to the College meeting their obligations with respect to fulfilling formal student accommodations. Thank you for your Teamwork.

KUDOS to you!!!



Teresa Belback— "We want to thank you for all you did to help our daughter and her roommates move into Nicholas this year. We're grateful for your commitment to providing a healthy environment to the whole W&M Community."

~ Parents of W&M Student

Donna DeGrace— "Thank you so much! I can certainly tell that William & Mary cares about its students' well being!"

~ Parent of W&M Student

EH&S Staff— "Thank you so much for all the work you and your team did to help our apartment! We truly appreciate everything you did to make our home healthy & happy! :) "

~ Residents of Nicholas 107

"Thank you and your team for facilitating the new staff day session and associated outdoor activities along with blood borne pathogens. I also appreciate the conversation with the local police and EMS to clarify our protocol. I look forward to working with you in the upcoming year."

~ Holly Alexander, Residents Life

Electrical Shop— "Thank you all very much for the rapid service to get the lights back on in the PBK class meeting area today. This is very much appreciated by all concerned!"

~ Eric Bradley, Professor and Chair

Anthony Guzzo— "I hope I can sufficiently express the level of my gratitude for your willingness to go out of your way to deliver me the medication I had been waiting on from Postal Services. It was more than evident that you all had been struggling to keep up with the avalanche of packages that were rapidly flowing into the post office, and I understand that it is extremely difficult to accommodate for the needs of even those who have urgent needs. That is why I was so relieved and amazed to get your call late last night to hear that you had stayed in the post office long after closing time to look for my package. You even had the kindness to bring it to my dorm and hand-deliver the medication to me, for which I couldn't be more grateful."

Your determination and care for the student body clearly goes above and beyond the expectations of the university and is emblematic of a person who truly cares about the student body. I feel incredibly fortunate to attend a place that has such a caring staff that is willing to go above and beyond to provide for the needs of the students."

~ Student

FPDC & Building Services Staff— "The Building Services and FPDC Departments worked collaboratively this summer to overcome multiple scope and schedule challenges to deliver a critical HVAC project in Dupont Hall in time for student arrival. Ben Mulherin, Andrew Gilstrap, Dwight Ivy, Beverly Gaither, Nina Lyttle, Annis Hicks, Sherri Kelly, and Pam Jordan displayed exceptional teamwork to get this done, often improvising and adapting their teams' responses to unexpected construction delays. Even when the turn-around time grew increasingly tight and it looked like we might miss the deadline, their actions continued to reflect our FM Values, and their collective efforts are most noteworthy."

~Bob Morman, Director, Bldg. Services & Jeff Brancheau, Director, FPDC

HVAC Shop— "A big save by your HVAC crew Saturday morning. The Sadler Center AC system failed at the start of the 100th Years of Women Conference; a big deal. They were here quickly, fixed the problem, and informed all as to what would transpire."

~ Bob Knowlton, Director, Sadler Center

Bob Johnson & Ron Russell— "The fire alarm system at Dillard is back up and tested. Swem's facility has been confirmed operation. Thanks to Bob and Ron for all their work to make this happen."

~ Catherine Parker, Senior Project Manager

Ron Russell & Andrew Gilstrap — "I'm writing to let you know that Campus Recreation received excellent service on Friday, August 31 from Facility Management staff members Ron Russell and Andrew Gilstrap. The Adair pool has been offline for several months. During that time, the deck has been used for staging for various projects. When I contacted Ron to ask about the readiness of the pool deck, he invited me over to take a look. When I got there, the deck had been cleared of material but there was a lot of dirt and dust on the floor. The deck needed to be washed down. Rather than put it off to Tuesday, Ron and Andrew got to work to make it right. They stayed late on a Friday before a holiday and the deck looked fantastic upon completion. These two gentlemen went above and beyond to provide a safe and welcoming environment for our students. I cannot thank them enough for what they did. "

~ Bob Gough, Assoc. Director Campus Recreation

Gregg Shipp & John McFarlane— "A big thanks to your office and especially Gregg and John for the quick work last week to get the President's House and its environs ready for the Wall Street Journal photo shoot on Friday. A big deal—and a big prep undertaking. Thanks. President Rowe thought everything looked beautiful."

~ Michael Fox, Asst. to the President

Melissa Wilson— "On behalf of Jim Heller and all of our Law Library staff, we want to thank you for all of the electrical work you have been doing for us. You certainly help to make the law library an inviting place to work and study. Jim Heller is very pleased with the new lighting you just put up. It will show off the history display nicely when it is installed. We know you are very busy working all over campus. All of the Law Library staff greatly appreciates your pleasantness,

patience, recommendations, and promptness in always helping us with our electrical issues. Again, thank you very, very much!"

~ Betta Labanish, Admin. Assistant, Law Library

"Good job Melissa, we are all very busy, but it's nice when someone catches us doing well. Thanks for what you do."

~ Mike Marrs, Electrical Shop Supervisor

Work Control— "We want to thank you and your colleagues for all that you have done and are doing to support the whole W&M Community and especially for your help moving our daughter and her roommates into Nicholas this year!"

~ Parents of W&M Student

"Thank you so much for all the work you and your team did to fix our apartment at the beginning of the semester! We really appreciate your quick response."

~ The Residents of Nicholas 107

Customer Comments

I appreciate the prompt service. Everything was great. Thank you.

Very pleasant, friendly, and even cleaned up the mess made from the repair. Thank you.



Wow. That was really fast. Thanks.

Thank you so much! It's better now.

Special thanks to Donna for helping us get this done!

Great!

FM Awards

Crystal Taylor received a monetary award for the following:

"Crystal Taylor's effort in preparing for the Dept. of Environmental Quality's inspection that occurred on August 2, 2018, went above and beyond regulatory compliance to ensure not only proper management, but safer management for staff, faculty, and students. In speaking with the inspector upon completion of our inspection, she stated that our program was "phenomenal" with regard to the development and implementation of an outstanding waste management program....."

Crystal reviewed the DEQ's new guidelines on Universal Waste Mercury-Containing Lamp Crushing and prepared a gap analysis in May 2017 for the EH&S team follow-up. She was an integral contributor to bringing the lamp crushing area into compliance and for providing training to our electricians on safe lamp-crushing procedures. She also prepared an exception request for secondary ventilation in the lamp crushing room because ventilation directly to the outdoors was costly and not feasible at this time. DEQ approved the request the week following their inspection. Crystal also recommended creating the waste information packets for each lab as a means to enhance learning on expected waste handling practices. Crystal created each packet, tailored them to each lab's waste streams, hand delivered them to each principal investigator (PI) and discussed the packet contents with each PI after which the PI signed a tracking sheet. This practice served as tailored PI training which the DEQ also noted as a program practice they plan to share within the Tidewater Region."

Please take the time to congratulate Crystal on her outstanding efforts and recognition!!

Welcome to our team!



Jason Charest—Building Services
Jasmine Singleton—Building Services
Matthew Lennox—Building Services
Manuel Cerrutti—Building Services
Jennifer Richardson—Building Services
Michael Terrell—FPDC
Will Koeck—FPDC

Farewell!



Gilbert Stewart—FPDC

Service—Integrity—Professionalism—Teamwork—Safety