



# The Who Cares... We Do!



## SPECIAL POINTS OF INTEREST

- Announcements
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- Tricks of the Trade
- Planning, Design and Construction
- Steps for Sustainability
- Care Spotlight
- Safety Corner

## CHARACTER CORNER

**Integrity:** The quality of being honest and having strong moral principle

**Morals:** a person's standards of behavior or beliefs concerning what is and is not acceptable for them to do

**Ethics:** Moral principles that govern a person's or group's behavior

**Accountability:** Is a noun that describes accepting responsibility, and it can be personal or very public.

## C.A.R.E. Announcements

Over the past year the CARE committee has been striving to recognize those who have made outstanding contributions to encourage our department to work together, and to take the time to CARE about your peers. We have seen people join our team and move on to bigger and better things, and in the midst all have made an impact on our departments. In the spirit of that we introduced the Caught You Caring Program, a program that lets people recognize day to day efforts that you may take for granted. Last week we updated the Kudos board to include acts of kindness that have happened since we started the program last December. If you have not seen it take a moment to check it out when you get a chance. Please help us continue to recognize our peers, you can pick up a Caught You Caring form from the Work Control Center or Whitney Miller's desk in the front office.

Please mark your calendars for the upcoming CARE Committee Summer BBQ that will be held on June 10th from 11:30 to 1:30. There will be a sign-up board in the lobby as we get closer to good food, friends, and fun.

**REMEMBER, we can always use more members on the CARE Committee! If you are interested in helping your fellow employees, please contact Whitney Miller in the front office to join the CARE Committee.**

## AWARDS!

The CARE Committee would like to acknowledge your award recipients for December and January. Thank you for all of your hard work and positive attitudes it demonstrates the amazing people we work with on a daily basis.



### December 2014 Agassiz Award

**TO:** Ian Schaeffer **FOR:** Outstanding Achievement in Customer Service, and Working at a Level Above Expectations



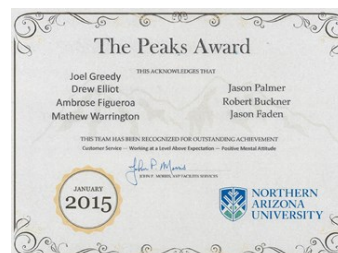
### December 2014 Peaks Award

**TO:** Patrick Ryan, David Elrod, Thomas Miller & Dennis Madsen **FOR:** Outstanding Achievement in Customer Service, Working at a Level Above Expectations and Cross Divisional Teamwork



### January 2015 Agassiz Award

**TO:** Danny Godinez **FOR:** Outstanding Achievement in Customer Service, Positive Mental Attitude and Cross Divisional Teamwork



### January 2015 Peaks Award

**TO:** Joel Greedy, Drew Elliot, Jason Palmer, Ambrose Figueroa, Robert Buckner, Matthew Warrington & Jason Faden **FOR:** Outstanding Achievement in Customer Service, Working at a Level Above Expectations and Positive Mental Attitude

## From the Desk of the AVP

### Personal Growth and Life Long Learning

Can you envision a scenario where all that you know today, is all that you will ever know for the rest of your life? This concept seems unimaginable, and especially in our rapidly changing world. Something as simple as texting or FaceTime with your family and friends takes know-how that did not exist a decade ago.

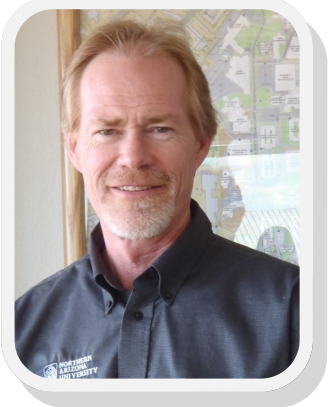
One of our greatest strengths is our outstanding workforce. Our employees' expertise, skills, and dedication have made Facility Services what it is today. Building on this foundation, we aim to grow even further. One means to achieving this strategic end quickly and effectively is through continuous lifelong learning, which not only enhances our employee's know-how but also directly fosters their pioneering spirit, initiative and willingness to assume increasing responsibility.

It is never too late to continue learning and, in fact, I have never heard of anyone passing away from too much knowledge. Some experts say the reason that many people underachieve in their careers is because they do not realize how long it takes to achieve mastery in any field. Research in this area suggests that it requires about five to seven years of hard work for you to move to the top of your field and continued lifelong learning is necessary to stay there. This means that you need to put in five to seven years of focused, concentrated, determined hard work on yourself to get better and better in the key result areas that are responsible for your personal development. There are no short cuts. Sometimes people say, "Five to seven years is a long time to achieve mastery in my field." This is true. However, it is important to remember that the time is going to pass quickly anyway, and you don't want to look back over the past five years and

realize you missed that opportunity to invest in yourself.

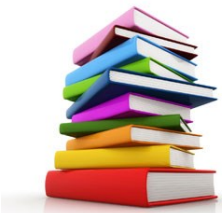
The good news is that, if you set it as a goal, make a plan, and work on it every day, five to seven years from now you are going to be in the top 10% of the people in your field. Through personal development, you are going to be one of the most respected people in your career. You are going to be enjoying the great results and rewards of the top performers in your business through your hard work.

Remember this. Nobody is better than you and nobody is smarter than you. If someone is doing better than you, it just means that he or she started his or her personal development on themselves in a certain way, earlier than you did, and whatever anyone else has done, you can do as well. There are no limits except the limits you place on yourself with your own thinking.



The very fact that others have been able to excel in a field, after having started off in that field with no experience or skills, is proof that you too can excel in that field through hard work. Your job is to put your head down, get busy, and go to work on yourself, committing to lifelong learning. Resolve today to develop the habit of personal excellence, and focus all your energies on joining the top 10% of the professionals in your field. Once you do that, your entire future will open up in front of you. You will become unstoppable.

Another key habit practiced by top people is thinking and acting with personal growth in mind. It is the high road to



**"I personally believe in and am committed to helping you in your pursuit of lifelong learning for personal and professional development."**



personal development and essential to developing the habit of optimism. This method of thinking and living is the foundation of excellence and is essential for you to develop if you want to move into the top 10% of your field.

This growth mindset requires that you develop the habit of continuous lifelong learning, and the habit of continuous professional and personal development. Just as you exercise physically on a regular basis to remain fit and healthy, you must exercise mentally on a daily basis to become better and better and commit to lifelong learning in your chosen field.

Facility Services is committed to helping you in your personal and professional growth by providing training opportunities as funding permits. Unfortunately, the training program and budget was severely reduced as a result of necessary budget reductions over the past decade, and the leadership team is working to restore some of that resource. This reduction in our training budget creates what I call deferred professional development, and similar to deferred maintenance it is very difficult and expensive to overcome. To assist with our efforts, we intend to develop training needs assessments for each employee that will be used to develop a three-year training plan. The Training Needs Assessment Tool (TNAT) will allow us to identify and prioritize our most critical training needs in order to demonstrate to upper administration that this program is being well managed. My goal is to have a TNAT for every position in place by the end of FY15. We have already had training sessions for supervisors to help them un-

derstand the process so they can start developing TNATs within their work units.

As these TNAT's are developed, they will also help us identify 'required' versus 'desired' training. I feel it is the department's responsibility to provide required training within our available resources. It is your job to work on desired training, and we can assist as much as possible. Required training is skill development that is required for you to do your current job duties. If a job duty changes, such as going from pneumatic controls to direct digital controls because the industry is moving away from pneumatics, then we want to train you to know how to use direct digital controls. Desired training is skill and personal development that you may desire. Some desired training may be job related, and some may just be of a personal interest. For example, if you would like to become a supervisor, you may coordinate with your supervisor, to review what is on their TNAT. Do this in order to identify skills that you would need to develop, in order to be prepared for a leadership role when one becomes available. Waiting until after a position is open may be too late to get those minimum skills required to advance, i.e. the growth mindset noted earlier.

Through Facility Services, we are working on various training opportunities such as creating an apprenticeship program, online training, webinars, mentorship training and support, safety training, and training through our professional organization – APFA.

As NAU employees, you can take university classes through NAU with your employee EARP benefits.

NAU Information Technology Services (ITS) department offers online training for NAU employees to improve computer and software skills, visit [nau.edu/its/learn/lynda](http://nau.edu/its/learn/lynda).

NAU employees can enhance and expand current skills, develop personally and professionally in their area of interest and practice, and be engaged in developing a positive organizational culture at the University through a series of training courses offered by the NAU Human Resources department.

Contact FS Employee Services & Talent Management (ESTM) for help accessing any of these training resources, and more.

I personally believe in and am committed to helping you in your pursuit of lifelong learning for personal and professional development. I seek help from all of our department directors, managers, and supervisors to assist me in this effort. It is the responsibility of every individual within the department to be open to career enhancement discussions. We should be open to honest two-way discussions about our abilities, strengths, choices, ideas and opportunities. Together we can make Facility Services our employer of choice.

In closing, I have often heard the adage “What if we train them and they leave?” My response to that is “What if we don’t train them and they stay?”



# Tricks of the Trades

The trades continue to inspire and help in so many ways. Thank you for all the efforts!!



Before and After: The storage area cleanup completed by Landscaping.

Thank you: Shawn Ian Pinkoski



Holiday Lights Parade Float: Thank you to all that put in time and effort for such a great project. This was a great Team Building Experience!!!



# Planning Design and Construction

## NEW Engineering Building

This project includes construction of a ~21,000 SF single story pre-engineered metal building in the Emerald City on NAU's south campus. The School of Engineering has several programs that have outgrown their current space in the Engineering Building (B69) and need this additional space to meet current and projected enrollment.

The programs that will be moved to the new lab building are C4P (Construction for Practice), D4P (Design for Practice) and ME (Mechanical Engineering) Capstone. Accommodating these programs, will be one large

lab for D4P and ME Capstone (6,800 SF), a lab for C4P (2,800 SF) and three classrooms (total classroom space 3,300 SF) to conceivably be used by all or any of the programs.

There are also five offices for faculty and an office for graduate student workers (total office space 800 SF). The proposed building site is at the northeast corner of the Emerald City parcel, north of the Residence Life Warehouse building, and bounded to the north by Pine Knoll Drive and to the east by Lone Tree Road. The project

utility infrastructure and site layout is being designed to accommodate a future second phase of approximately equal size.

Total budget is \$9,180,000. Start date is 3/9/15, and substantial completion is August 14, 2015



## Deferred Maintenance Program

The Deferred Maintenance Program for Facility Services is in full swing. This program has been allocated for projects less than \$150,000 on an annual basis. It has quickly become a major component of our internal services to help NAU Trades catch up with failing system.

As we have continued to grow in square footage over the campus, the older systems have suffered. This program is an opportunity to repair lingering issues.

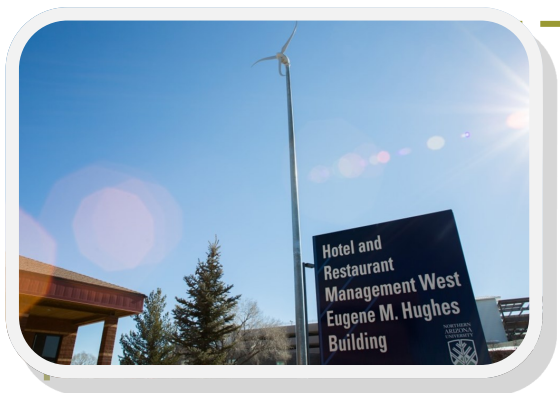
One of our newest team members Patrick Ryan has had a chance to drink from the proverbial "Fire Hose" coming into this new program. He and his team have designed and implemented the processes for applying for, and proactively selecting new projects around the campus.

Deferred Maintenance is looking for input on projects that may need attention. We appreciate any suggestions that will help make the places we occupy safer and more reliable.



# STEPS FOR SUSTAINABILITY

## NAU Installs Two New Renewable Energy Projects!



### Wind Turbine

NAU is excited to announce the installation of its fourth on-campus wind turbine. The 2.4 kW SkyStream 3.7 wind turbine was installed next to the Hotel and Restaurant Management building on north campus. The tower is approximately 45 feet high and can produce about as much energy as would be needed to power a home.

Planning Design & Construction Project Manager Andrew Iacona worked to

install the wind turbine, which was paid for by NAU's Green Fund, and the Department of Finance and Administration. "We're excited to have yet another visual example of renewable energy on campus that will help off-set our fossil fuel use and will symbolize NAU's commitment to sustainable leadership", said Jennus Burton, Vice President of NAU Finance and Administration. "This installation helps to demonstrate how sustainability is part of our culture here at NAU and a top priority," Burton adds.

NAU already has two wind turbines at the "Solar Shack" (NAU's laboratory and test facility for renewable energy) and one turbine outside the LEED Platinum Applied Research and Development building. The University also has multiple installations of solar hot water heaters and a 163 kW solar photovoltaic installation on south campus.

NAU's overall energy use is remaining steady, as the University is managing its energy consumption exceptionally well

through a period of growth in square footage and student population increase. Thanks to aggressive energy efficiency measures and green building practices, NAU has seen an overall reduction in energy use per square foot of 27% since 2002. During that same time the student population has increased by 6,750 and campus square footage has increased 50%.



### Solar Hot Air Heater

NAU is excited to announce the installation of its first on-campus solar thermal air panel system. The Carpentry shop installed the six-panel system on the Campus Surplus warehouse. The wall-mounted system is 24 feet wide by 8 feet high and can generate more than 40,000 BTUs per hour of fossil-free heat energy. As a side benefit, this single installation reduces CO<sub>2</sub>e by over 3 tons per year.

Rachelle Berry, Office of Sustainability AmeriCorps Member, worked with NAU's Green Fund to propose and fund the solar thermal air panel system. "I was very impressed with the initial product demonstrations and believed this solar thermal solution deserved a serious evaluation on campus. It's really a very simple technology and the economics are great."

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# CARE SPOTLIGHT

## Facility Services, meet Jonah Oliver.



Jonah is our new Campus Supply Store Keeper! He comes to us with knowledge and history from a background in parts and the automotive industry. He enjoys working with his hands and has a penchant for fixing things. While he enjoys varying hobbies, above all, he is a family man.



Prior to life here in Flagstaff he and his wife were living in California. Although life on the coast was beautiful, they had the desire to buy a home and start a family but did not feel that California was offering what they had in mind. So in 2005 they found themselves the proud owners of a local home perfect for pet owning and settling into an active and friendly community. They are now proud parents and enjoying the good fortune of working and living in our town!

Much like the friendly and easy way of Flagstaff, Jonah has felt very welcomed here at Facility Services. He has enjoyed meeting new people and appreciates, above all, the interactions that he gets to have with his new, fellow employees. If you have not had a chance to meet him, feel free to drop by Campus Supply!

# SAFETY CORNER

## Top 10 Causes of Injury in the Workplace

According to the 2013 Liberty Mutual Workplace Safety Index, the most disabling workplace injuries and illnesses in 2011 amounted to \$51.1 billion in direct US workers compensation costs.

The top five injury causes—*overexertion, fall on the same level, bodily reaction, fall to lower level, and struck by an object*—accounted for 73.1 percent of the total 2010 cost burden. The remaining five injury causes in the top ten each accounted for less than 5.0 percent of the direct cost of disabling injuries in 2010.

Overall, the top ten cause categories comprised 89.9 percent of the entire cost burden of disabling work-related injuries in 2010.



- **Overexertion** maintained its first-place rank. This event category, which includes injuries related to lifting, pushing, pulling, holding, carrying, or throwing, cost businesses \$13.61 billion in direct costs and accounted for more than a quarter of the overall national burden;
- **Fall on the same level** (*including slips, trips and falls*) ranked second as a leading cause of disabling injury. With direct costs of \$8.61 billion, this category accounted for 16.9 percent of the total injury burden;
- **Bodily reaction** which includes injuries resulting from free bodily motion, such as bending, climbing, reaching, standing, sitting, and slipping or tripping without falling, ranked third at \$5.78 billion in costs;
- **Fall to a lower level** ranked fourth at \$5.12 billion;
- **Struck by an object** took the fifth-place ranking at \$4.10 billion;
- **Struck against an object** accounted for 4.1 percent at \$2.11 billion;
- **Repetitive motion**, with related injuries, accounted for 4.0 percent of the cost burden at \$2.02 billion;
- **Highway incident** represented 3.9 percent of the total injury burden at \$1.99 billion;
- **Caught in/compressed by** (injuries resulting from workers being caught in or compressed by equipment or objects) accounted for 3.5 percent of the total injury burden at \$1.79 billion;
- **Assault/violent act** accounted for 1.3 percent at \$0.64 billion

**NOTE FROM THE AVP: Stay focused, and take care of yourself. We are never too busy to put safety on the back burner!**

