

The Who Cares... We Do!

FACILITY SERVICES



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SPECIAL POINTS OF INTEREST:

- Announcements
- From the Desk of the AVP
- Tricks of the Trade
- Planning, Design and Construction
- Steps for Sustainability
- Safety Corner

CHARACTER CORNER

Stephen Covey Quotes:

“Find your voice and inspire others to find theirs.”

“Accountability breeds response-ability.”

“Leadership is a choice, not a position.”

“You can’t talk your way out of problems you behave yourself into.”

C.A.R.E. Announcements

It is time again to celebrate our team members for excellent work and continued dedication to our vision, mission, and values we at Facility Services strive to maintain.

We would like to announce our monthly awards for service. Our Peaks Award winners are the custodial team who stepped up to deal with a significant and continuous water leak issue at Wilson Hall that happened during the first few weeks of the semester. This team was on the spot when any issues arose to help students deal with water leaks and potential damages to personal property. Their positive attitudes and empathetic understanding for the students went a long way to minimize the frustrations felt by the occupants.

The Agassiz Award winner Gretchen Povlsen was nominated by the trades for her outstanding support and positive attitude.

We would also like to announce our **“Caught You Caring”** notices that are being used throughout the department. You can find blank forms to fill out when you see someone doing a great job. Once you fill out the forms you can drop them off with Whitney Miller (in front of John Morris’ Office) and she will formalize the notice and deliver it to the person who is receiving the notice. It’s a simple way to show others that you notice their continued positive influences around campus. [Forms are located at Whitney’s desk and on the CARE bulletin board in the break room.](#)



Peaks Award Team Winners. Pictured left to right: Pauline Lagunes, Lance McMillon, Bernadette Liang-DeMiguel, Morgan Nez, Prudencia Maestas, Jacob Yaiva, Silvia Padilla, Angela Carrillo and John Morris



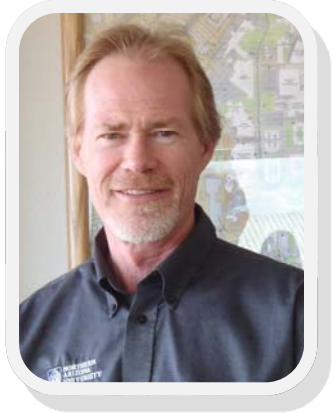
Agassiz Award Winner: Gretchen Povlsen. Pictured left to right: John Morris, Gretchen Povlsen and Mark Crawford



To: You
Dept: FS
Date: 9/18/2014
From: Me

From the Desk of the AVP

Custodian Appreciation Day



“Our custodians clean on the average about 60,000 GSF each day.”

October 2, 2014 is National Custodian Appreciation Day. This day is set aside to acknowledge the work done behind the scenes to keep schools, workplaces and public facilities clean and safe.

As Custodians at Facility Services I have mentioned to each of you how important your jobs are to the mission of Northern Arizona University and how much I appreciate the services you provide. We cannot recruit or retain new students, faculty or staff if our facilities are dirty and filthy. My particular example is when a student brings their parents to campus to see if this is where they want to spend their next four or more years, Mom may be looking at things like how clean are the restrooms. If they look like a gas station restroom, then we can be pretty certain Mom will want to see what other universities are on the list. Knowing how critical your services are to the university, I would like to share a few thoughts with you regarding your profession.

Managing our environment is nothing new. From the beginning of time, humans have worked to arrange their surroundings for the sake of survival. Human communities, both ancient and modern, still depend on environmental management – the job that each of you perform today.

As humans moved from the wide open spaces into indoor living space the need to control waste and pro-

vide a sanitary indoor environment became a priority for both health and comfort. Today most people in the United States spend more than 90 percent of their time in an indoor environment. Many of the pollutants once thought to lurk only outdoors we now know are just as prevalent indoors. Today’s custodian is a skilled individual trained to provide a clean and sanitary indoor environment.

In any business, the impression of cleanliness can shape the attitude of employees, customers and visitors. Cleanliness can be one of the prime factors in many businesses as to whether or not they succeed. Therefore, your services are mission critical to the success of our University.

I often tell our customers that performing custodial services in our facilities is not the same as

they experience in their homes. Our custodians clean on the average about 60,000 GSF each day. This is equivalent to about 30 average sized houses. The spaces you clean are not the same as our customer’s houses, where a small family and possibly some pets live. These spaces often have over 10,000 people using them every day. Imagine trying to clean your house every day after 10,000 people used your restroom, ate in your kitchen, walked on your carpet and sat in your living room. This analogy often helps our customers understand the challenge each of you perform on a daily basis.

I looked up a few terms in the dictionary and found the following:

Janitor – one who keeps the





cared for via routine thorough vacuuming, stain and spot removal, placing mats in high traffic areas, routine deep cleaning and extraction, etc. will last longer, resulting in a lower capital cost over the life of the building; not to mention the improved appearance over time. The finish coat of a clean hard-surface floor will last much longer than that of a gritty, dirty floor, resulting in overall lower maintenance costs thanks to the reduced need for recoating and stripping operations. A hard-surface floor that has a longer stripping interval will also be a ‘greener’ floor, consuming fewer chemicals and less water and labor over time.

Your services are something that everyone depends on. Our customers may not notice that they are complete, but they definitely notice if they are not. You provide a valuable service to the campus and may not always be fully recognized for those services. I encourage everyone to recognize their custodian, not just on Custodian Appreciation Day, but every day of the year. I personally commend and thank each of you for your loyalty to Northern Arizona University.

premises or building **clean**.

Custodian – one **entrusted** with the guarding, keeping and maintaining property.

Housekeeper – the care and management of property and its provisions or the **routine tasks that have to be done in order for a system to function properly**.

These definitions support the value that each of you provide. You **clean** for health, you are **entrusted** with the maintenance of the University’s assets, and you perform **routine tasks that are required for the University to function properly**. Without your services we could not attract or retain students, or acquire the resources needed for research if our facilities, restrooms and classrooms were filthy and knee deep in trash. Each of you should be proud of your contributions and recognize how important your services are to this University.

Some of the many tasks that our custodial staff accomplishes on a daily basis include:

- Cleaning and restocking bathrooms
 - Sinks
 - Toilets
 - Urinals
 - Floor cleaning, refinishing, and polishing (sweeping, mopping, scrubbing and buffing)
 - Clearing garbage bins
 - Restocking restroom paper products and other supplies such as feminine products and air fresheners

○ Cleaning mirrors

- Cleaning floors (mopping, sweeping, polishing)
- Stripping and waxing floors
- Carpet deep cleaning (dry method, extraction, steam and bonnet)
- Cleaning (vacuuming) carpeting
- Cleaning stainless steel, windows and other special surfaces
- Clearing lunch rooms and kitchens
- Cleaning tables in cubicles, meeting rooms, etc...
- Emptying trash and recycling bins
- Picking up litter and loose trash
- Spot cleaning (generally spills - coffee for instance)

On top of these tasks the annual blitz in the Residence Halls takes significant effort. These tasks require knowledge and skills in not only cleaning methods and task frequency, but also cleaning chemicals and various pieces of equipment ranging from vacuums to burnishers. These tasks also require knowledge of green cleaning practices.

Quality custodial services also directly impact the longevity of building finishes. Appropriate investment in the day-to-day maintenance of a space can lengthen the repair, replacement, and refurbishment cycles of many facility related assets. A carpet that is properly



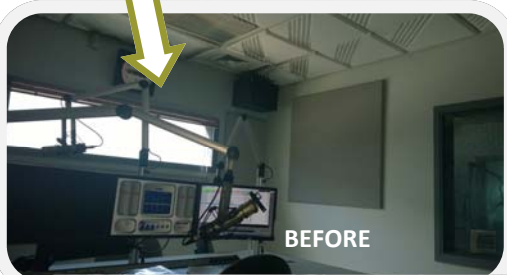
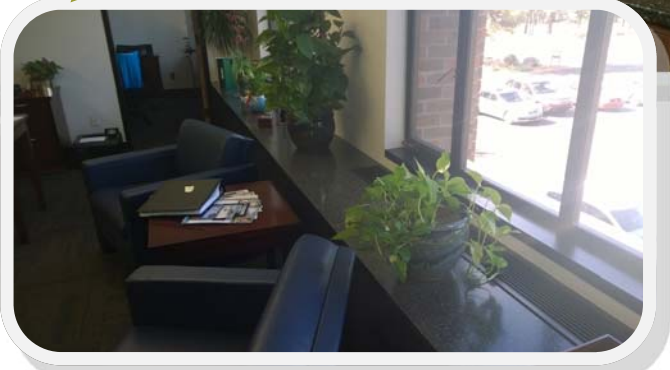
Tricks of the Trades

The trades continue to perform quality work for our customers. Here are a few of the projects that were accomplished this summer through our amazing team

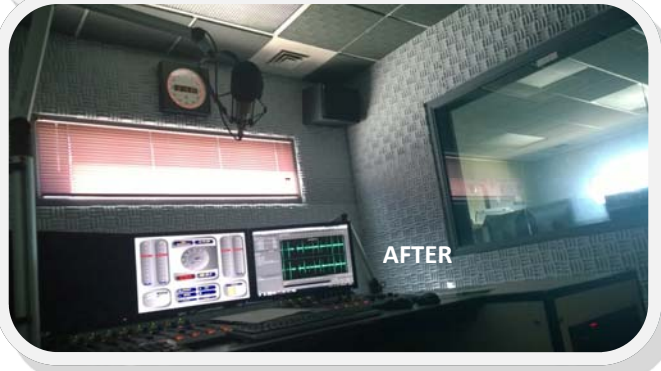
Dr. Rita Cheng's Office Remodel



KNAU Sound Booth Remodel



BEFORE



AFTER



Wall Damage Repairs with Paint



Carpentry's Hand Crafted Cabinetry in Chemistry



Planning Design and Construction

NEW SAS BUILDING

The building will provide a one-stop shop for student services including Admissions, Office of the Registrar, Financial Aid and Student Accounts. It also will be home to the new Lumberjack Mathematics Center, faculty offices and a 154-seat auditorium. Four floors, approx. 100,000 sf.



SITE SAFETY

The following approved PPE must be worn on this site at all times

- Hard hat
- High visibility clothing
- Protective gloves
- Safety boots



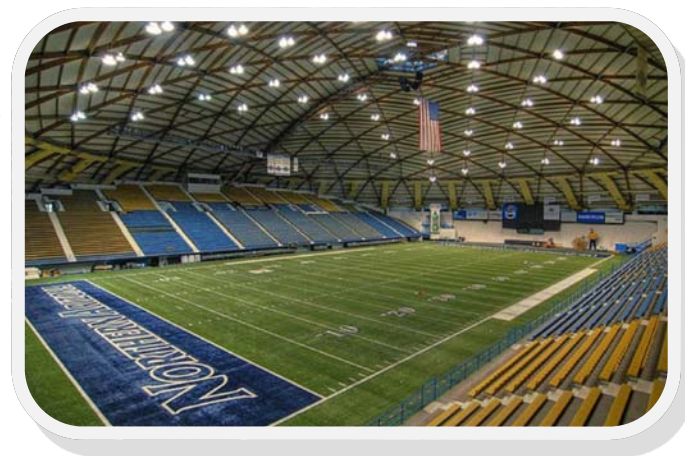
INTERNATIONAL PAVILION

The new International Pavilion will be located in P-32B near Campus Heights. We are tracking to meet LEED PLATNUM for this project. The facility consists of a student game area, auditorium for 350 people, and flexible classrooms and meeting spaces. This new facility will be a focal point for our international and local community

SKYDOME RELAMPING - DEFERED MAINTENANCE

“SETTING THE BAR HIGH”

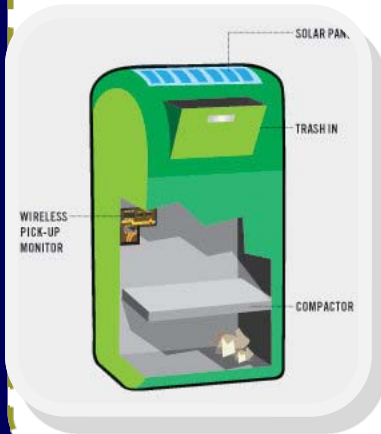
The deferred maintenance program, recently formalized, steps up to re-lamp the NAU Walkup Skydome with blazing speed and efficiency. Though a difficult coordination issue for several teams we were able to re-lamp the entire facility in a 48 hour period with only a 7 day notice of start



STEPS FOR SUSTAINABILITY

BIG BELLIES ON CAMPUS

Have you seen the new beautiful solar trash and recycling bins popping up all over campus? NAU has installed 159 dual stations to help support our multiple efforts to improve recycling across campus. “The implementation of the BigBelly system not only will make the campus cleaner and more efficient, but will also affirm the University’s strong commitment to sustainability” says Justin DiNardi, Facility Services Moving and Recycling Coordinator. The new, high-tech management systems in the Big Bellies allows for real time visibility into their waste and recycling operations while providing the tools to optimize efficiency in collection operations, saving resources, and managing route time effectively.



This effort coincides with two other exciting recycling initiatives happening now on campus. The first is an indoor recycling pilot project in four buildings which installed aesthetically pleasing, high quality trash and recycling receptacles throughout the buildings. The pilot was completed in summer 2014 and the clear signage and smooth program operations produced greatly improved recycling results and the program will be proposed for a campus-wide roll-out in 2015.

The second recycling initiative came out of the Environmental Caucus’ Waste Minimization Action Team. The team has begun coordinating recycling at tailgating during home football games. Contact Green@nau.edu to volunteer and help take part in improving NAU’s recycling.

Safety Corner

HAVE A SAFE AND HAPPY HOLIDAY

OCTOBER IS FIRE PREVENTION MONTH:

Wood Burning Stove —TIPS

- Top chimney with spark guards
- Use adequate ventilation
- Keep combustibles MIN 3’ away from stove
- Shovel ashes into a metal container and store outside

