



The Who Cares... We Do!



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CHARACTER CORNER

Generosity Sharing what's valuable in life means not just giving away material goods, but also time, attention, wisdom and energy — the things that create a strong, rich and diverse community.

Gratitude: The quality of being thankful; readiness to show appreciation for and to return kindness.

C.A.R.E. Announcements

We are excited to announce the Facility Services Employee Winter Feast 2013. This employee only lunch will be held on December 11th from 12:00 noon to 2:00 pm in the FS Transportation Building. Please bring a non-dairy based dessert to share, if possible, as we celebrate this season.

The drawing for raffle prizes will begin at 1:00 pm. The 50/50 Split pot raffle is ongoing, and the winner will be announced at the time of the raffles at the Winter Feast. Please feel free to participate. Tickets are available now in the FAST office: \$1 per ticket or 6 for \$5.

HELP WANTED: We are asking for volunteers to help with setup and take down before and after the party. Please sign up on the volunteer sheet in the lobby.

Your Facility Services C.A.R.E. Committee has appointed Lillian Osthoff as our CONGRATULATIONS AND CONDOLENCES Coordinator (CCCC). Sometimes we are not aware of events that take place in the lives of our Facility Services co-workers. We are asking that supervisors contact Lillian if someone in their department has lost a loved one or has an event to celebrate such as wedding, new baby or retirement etc., so that we can acknowledge them with cards and or flowers. We believe it is important to recognize our fellow staff members, and we sincerely appreciate your help with this effort. Lillian can be reached at Lillian.Osthoff@nau.edu, 523-9392, or just stop by the Work Order Management Office (FAST).

As always, please contact us if you have any fun ideas or suggestions for an event. If you are interested in helping organize this event or any other, please contact the C.A.R.E Committee at FSCARE@nau.edu



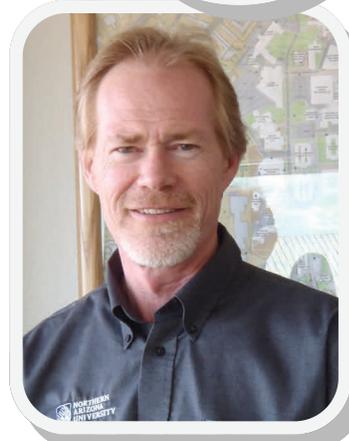
From the Desk of the AVP

Let It Snow: By John P. Morris

The days are getting shorter, the morning air is crisp, leaves are changing and falling, and even our first dusting indicates snow season is just around the corner. For those who may not have managed snow and ice mitigation or even rarely seen snow as they grew up, they may not realize the complexity of snow and ice miti-

gation on a university campus.

Here at NAU we have about 69 acres of parking lots, 7 miles of streets and roadways, over 32 miles of sidewalks, and if we estimate about 4 entries per building that is over 400 entry ways.



Let It Snow: Cont.



“We achieve organizational excellence through the following core values:”

A daunting task when you consider that we manage this with a fairly limited staff. I often receive feedback that our campus is in much better condition than the City after a snow event. That is great feedback knowing that our campus community has high expectations for us to provide a safe environment.

So what are some of the things that our snow and ice mitigation management team has to consider to meet this expectation?

Program leaders must plan for emergency and priority routes; access to residence halls where many of our students live; ADA parking, ramps and routes; high foot traffic areas such as the Pedway; and priority building entrance areas. They must plan for changing campus hours and days of the week, time of day services and shifts, and the difficulties of scheduling and changing shifts to align with campus 24/7 operations. There are specialty areas to account for such as recreation and sports fields, artificial turf, stadium seating (and the related tricks such as snow chutes or snow melting machines), and parking garage decks. Program leaders must give forethought about where to store snow. Freeze and thaw concerns can create other problems for days after an event if not planned

properly. Consideration must be given for designing snow storage areas besides on top of landscape. They must think about items that need to remain accessible such as emergency phones, fire hydrants and parking kiosks. They must also give consideration to the weather, road conditions and services in the surrounding areas. Heavy snowfall in areas outside of campus may dictate the need for campus closures even though conditions on campus may be ready for business. Snow concerns are not limited to just the streets and sidewalks. There are also impacts to building systems such as snow clogged air intakes and roof drains, etc. During a storm event, rapidly changing conditions may require adjustments to any and everything mentioned herein. Therefore, program leaders must regularly know how to assess different snow types, monitor weather forecasts, and coordinate with other regional service providers.

Many might think that selecting snow removal equipment is easy, but not so. There is a large variety of snow removal equipment to consider and some work better under different snow conditions, i.e. dry powder snow versus wet and heavy snow. Equipment considerations include what to use on walkways – snow brooms with tip types that are steel or plastic; snow blades with various blade materials such as steel or carbide and blade shapes such as straight or v-blade; and snow blowers. Equipment used on streets and larger areas can include road graders, front end loaders, and dump trucks. And of

course there is more than one type of manual operated snow shovel. There is the simple residential style push shovel that we are all familiar with, ergonomic shaped shovels, and even shovels on a wheel. Once the event is over snow crews may even need equipment such as vacuums and street sweepers to clean up sand, and ice chippers and scrappers to break up frozen ice patches. Other equipment considerations include equipment maintenance and repair (both routine and emergency), winterizing equipment that may also be used in the summer for other purposes, refueling and spare parts inventory. And in a world where sustainability is becoming more important, vehicle and equipment emissions are a concern.

Other necessary and supplemental products include sand, cinders and grit options along with their pros and cons, for example one university tried using fly ash from their coal operated central plant but ultimately had problems with dust getting into exterior key card access readers. Deicing, ice melt, and salt options also have their pros and cons.



Let It Snow: Cont.

Liquid magnesium chloride may be easy to apply, however it can create a slippery brine which makes a mess on interior entrance mats when tracked in by building occupants, and in some conditions can be more dangerous to pedestrians. It can also have negative impacts to vegetation. Granular salts and ice melts help to mitigate ice; however they also have a very negative impact to concrete causing premature spalling and cracking.

Not to be overlooked are the people and staffing considerations. Policies and procedures such as employee call-back, staffing and staggering shifts, compensation issues, essential personnel designation vs. designated responders (i.e. you may not want all essential staff to respond to snow), over time, response time, campus closures and consequences of non-response all require forethought and planning. Consideration must be given to who is involved and who does what. Workers include custodians, groundskeepers, and even

trade personnel. There is coordination with other entities such as Housing Services, and any external contractors that may be utilized. Thought must be given as to what workers need to wear (and what work wear maybe provided by the department). There are the normal items such as hats, boots and gloves, but other considerations include reflective jackets, hand and feet warmers, and ice trackers to help reduce slips and fall. Staff must be trained on safety issues and how to take care of themselves. They need to know about taking regular breaks from the cold, back safety training, proper shoveling techniques, and use of any required personal protective equipment. Leaders also need to consider and plan on how to take care of their staff – take regular breaks, necessary energy rechargers such as snacks and warm drinks, to meals and possibly even housing if they may be required to stay overnight. There is also the concern about how to get our staff safely to work during inclement weather conditions and getting them home safely.

Once the storm is over everyone gets to relax and throw snowballs, right? Wrong! Clean-up after snow storms includes such things as widening sidewalks to their full width, moving snow piles that may be causing melting problems from freeze - thaw, ice mitigation often days after the snow fall especially in high traffic areas and northern exposures, and of course icicles from roof drains and gutters. Sometimes tree and branch clean-up is necessary, along with identifying any tree hazards and associated campus advi-



sories and area closures. And there is the identification of areas that may have been damaged during the snow removal process such as carved grass areas where sidewalks are not wide enough, broken sprinkler heads, and damaged curb stops, curbs, signs, and railings.

So, snow and ice mitigation is easy. Well maybe at our homes, but in an institutional setting it is a complicated business and we are fortunate to have well trained staff and program professionals. In conclusion I would like to extend my heartfelt thank you and appreciation to those crews who help to keep our campus safe during inclement weather. It is not easy to be one of those expected to come in on a campus closure day when many of the other campus community have options such as sleeping in or sitting close to the fire. **You are true heroes.**



Practice Defensive Walking

Stop Winter Falls



Walk like a penguin

- Plan ahead to prevent last minute rushing
- Stay inside designated walkways
- Use handrails.
- Don't text and walk at the same time.
- Take slow, short steps
- Try not to carry things in your arms (maybe a backpack?)
- Assume *ALL* wet, dark areas on pavement are black ice



Steps for Sustainability

We have stayed busy this past month here at the Green NAU Energy Initiative. We have recently trained eight new Energy Mentors who are now engaging and encouraging their peers to conserve energy by turning off lights and shutting down devices when not in use. We have also moved forward with the implementation of the pilot recycling program at the University Union, Babbitt Administration, Liberal Arts and, SBS Castro buildings.

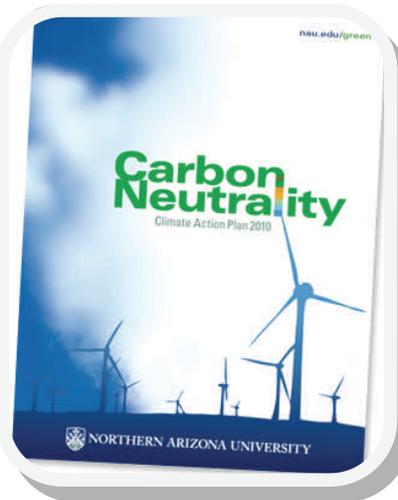
This program is a recycling and waste infrastructure upgraded approved by president Haeger. This project aims to improve the current bin system in these four buildings as well as clearing procedures with the goal of providing better service and increasing recycling frequency on campus.

Brand new blue recycling bins will be placed in each office, as well as black

mini- waste bins. We will also be installing large lobby units as well as medium sized recycling and waste containers in common areas and outside classrooms. Student recycling technicians will

clear office recycling, as well as common area waste and recycling receptacles on a regular basis. Office occupants will clear the small waste bins to a common waste bin. We are rolling out an education and outreach program in conjunction with the pilot program to allow for a smooth implementation of this upgrade.

If you have any questions or are interested in becoming an Energy Mentor, please contact Nick or Avi at: Nick.Koressel@nau.edu or Abraham.Henn@nau.edu



Tricks of the Trades

Fun projects Around Campus

A PICTURE IS WORTH A THOUSAND WORDS!!



THE WHO CARES... WE DO!

Planning and Development

ACC On South Campus

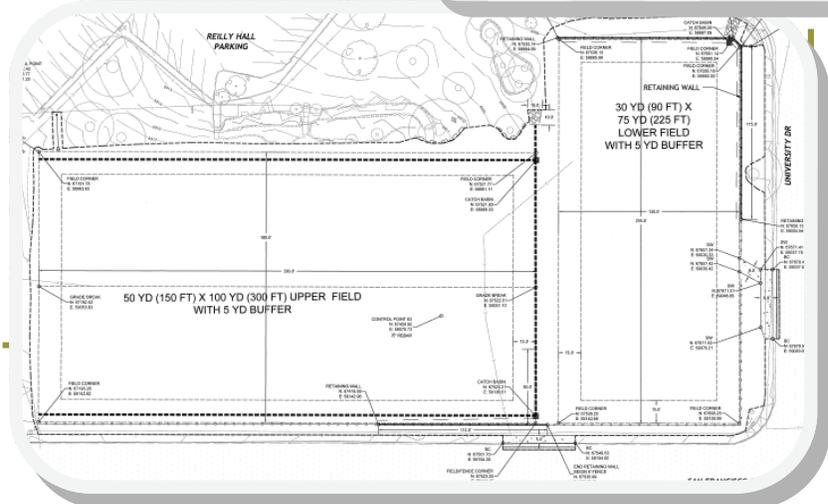


The Suites—Phase II is underway located on McConnell Dr. near the exiting ACC Suites. These two new buildings are two story residential apartment buildings with neighborhood amenities including study rooms, laundry facilities, interior mail, and kitchens. The two buildings will have 220 sleeping units.



Observatory Rec Fields

The new Observatory Fields consists of two levels. The upper level is a Full Soccer Field with a sand based drainage system while the lower field is a standard Half size field dedicated to intermural sports such as Rugby, Ultimate Frisbee, and Quiddich. The exterior retaining walls are comprised of recycled stone from the salvage efforts of Hanley hall.



CARE SPOTLIGHT... Matthew Tafoya

Matthew Tafoya is currently a full time employee in our GIS department here in the Facility Services building. His group collects information on campus assets that are connected to and maintained by NAU. They keep track of both where the asset is and what it is. This insures that we can be proactive in planning for maintenance and upkeep of university resources. The overall plan is to be able to make a full throttle 3D representation of everything that is part of campus from the utility lines to the trash cans. This will allow FS to view and maintain the campus using realistic inventory models of all assets and any associated data from year to year.

Matthew was born in Stockton, California but spent the majority of his formative years in Albuquerque, New Mexico. Previous to Matthew's incarnation as a GIS Master Planner, he was in real-estate investment. He attended ASU and received his bachelor's degree in Business with a major in real-estate development and investment. Working in Phoenix in a high intensity field kept him busy but brought with it its own expectations and pressures. He spent his time doing commercial and master plan development. After the economic downturn he decided to change courses. He returned to school and earned a Masters in GIS and Planning at NAU. Thus landing him here in our midst!

He and his family are now living here in Flagstaff and enjoy the simpler side of life. Having lived two very different lifestyles, he is happy to admit that "everything in moderation" is something to live by. He is now able to spend his time doing some of his favorite outdoor hobbies; which include cycling, hiking and skiing.



ICE & SNOW
TAKE IT SLOW

Reduce Your Speed
When it snows, use your head - not your feet.

Travel Safely
Don't crowd the plow. A snowplow operator's field of vision is restricted. You can see them, but they may not see you.

Be Prepared
Before leaving home, find out about the driving conditions. If the weather is bad, remember: ice and snow, take it slow.

SAFETY CORNER

