

THE FM VOICE



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BUD GAGE WINS DISTINGUISHED SERVICE AWARD

by-Danny Faulk

Congratulations to Bud Gage, Supervisor of the Motor Pool for winning the 2005 Distinguished Performance award. Bud has worked at Facilities Management since 1989. He started as a mechanic in the Motor Pool. He now supervises two other mechanics: Denny Ball and Brian Tibbs, and the three of them are responsible for keeping a large number of cars, trucks, mowers, tractors and other motorized equipment running smoothly.

Bud says the biggest change that has taken place for his department was the move to the new facility in the mid 90's. The old location was cramped and not very well equipped, whereas

this facility is pretty much "state of the art".

Another major change has been the amount of paperwork associated with registering and licensing an ever increasing number of vehicles. Bud takes pride in the fact that he and his crew are allowed the flexibility to solve problems and "make things happen".

Inez Gage works in the work order center and is married to Bud. They have two grown daughters, Charity and Tracy. They presently have two grandchildren and two on the way (twins). Bud says he likes the job security and benefits available here, and that when someone asks him where he works, he's always proud to say, ASU.



Congratulations!

APPRENTICE TRAINING

by- Joe Phillips

Facilities Management has developed an apprentice training program to help train our employees. The program is taught on Tuesdays and Thursdays at 1:00 p.m. in the custodial training area. Andy Hill taught the first five weeks on construction math and its applications. There were six employees in attendance.

The class is open to all of Facilities Management's

employees with supervisor approval. The coming weeks will have classes on Basic Electrical, Plumbing, Carpentry, Painting, Electronic Controls, Flooring, HVAC, Boilers, Housekeeping and Engineering.

If you have an interest in attending any or all of the classes, please contact your supervisor. Remember these are classes on the basics in each area.





Who am I?

E-mail your guess to:
jmiller@astate.edu



Who was I?

Doug Mathis

The brain is a wonderful organ; it starts working the moment you get up in the morning, and does not stop until you get into the office.

-Robert Frost

Clay Hurn receives Hero Award

By- Kathy Hicks

Rain, freeze or heat, Clay Hurn is there to deliver packages. Clay, a Central Receiving employee, received one of the campus Hero Awards. The Hero Awards are nominated by the department Directors across campus for excellent services received by other departments. Clay was nominated by the Testing Center, and Rosemary Freer stated, "Ever since the first day that Clay delivered materials to The Testing Center, he was friendly, efficient and always wore a smile. Testing materials are time sensitive and often sent late by the testing compa-

nies. If we get concerned about delivery, we just let Clay know and he tries to get the test materials to us as soon as possible. The decision to nominate Clay as a Student Affairs Hero was a unanimous office decision, and it was our pleasure."

Clay was honored along with other Hero Award winners with a presentation and dinner at the President's house. It is really excellent for employees to be recognized for a job well done. Congratulations to Clay on his recognition for good customer service. Facilities Management would also like to thank the

Testing Center for his nomination.



COMPUTER USE POLICY

by- Wayne Grommet

Facilities Management has posted a computer use policy to the web. The policy is based on the Staff handbook, and provides specific details concerning the use of computers within Facilities Management.

Computers are furnished by ASU for its employees to use in the performance of their duties. Like any good workman's tool, it needs to be maintained and used in a manner that it was designed for. While ASU has allowed its employees to surf the web and enjoy the speed and versatility of the University's web connections, there have been some abuses of these privileges that have led to Facilities Management spending time and money that could be better used elsewhere.

Visiting certain sites and downloading certain programs from the web have led to us fighting spy ware,

viruses and tracking software on our computers. Some computers have become so bogged down by this kind of material that complete computer rebuilds have become necessary.

Examples of this include KAAZA, the popular music sharing program that has been around for a couple of years. KAAZA contains spy ware that is quite active and actually attacks your computer. While there are versions of KAAZA that have been cleaned of all the spy ware, they are not available to the general public. If you have loaded KAZAA on your machine, your machine IS INFECTED.

Also, pornography sites, shopping sites, free screen saver downloads etc. will install spy ware and tracking software on your computer.

I could go on with other examples but suffice it to say there is no FREE LUNCH where computers

are concerned. Free software and/or search tools usually come with a catch, and that catch is at the very best "spy ware" and at the worst a computer killing virus attack. In any case, when these uninvited items appear on a computer the University must expend resources to remove something that shouldn't have been there in the first place.

Continued abuse of the computer use policy can result in disciplinary procedures as outlined in the current disciplinary policy. We need to be good stewards of the University's property and resources. Please visit the Facilities Management website <http://facmgmt.astate.edu/PoliciesProcedures.html> and review the "COMPUTER USE POLICY" which is listed or ask your supervisor for a printed copy.

A TO Z

by– Evelyn Weatherford

Dear A to Z,

Q.) Help! Somehow I spilled melted candle wax on my couch. Is it possible to get candle wax out of upholstery?

A.) Yes, to a point. You will need a clean dry cloth and an iron. Place the towel on the wax then “iron” over the top of the towel with the iron on medium heat. Keep re-folding the towel and repeat the process until all wax is removed. If the candle had a color to it, a color residue maybe left on the fabric, but there will not be any wax.

Q.) Last year I planted a large number of Hostas. I noticed that since they have come back this spring they

have holes in the leaves. Do you know what might be the problem?

A.) What it sounds like to me is slug damage. Slugs love to come out at night and munch on Hosta as well as other tender vegetation. To be sure, go out at night with a flashlight and see if you can catch them in the act. If that is the problem, you can correct it one of two ways: you can use Slug Pellets, which can be purchased at any garden center, or you can break into you husband's cooler, nab a beer, pour it in a lid, and let the slugs “drink” themselves to death. This really works!

Q.) My husband has been fishing and brings home the fish for me to clean and

cook, but that is not the problem. The problem is the fish smell on my hands after I've gutted and clean them. How do I get that smell out?,

A.) I hate to be the one to tell you, but if you are cleaning the catch you may have more problems than you know. In regards to your question; after “gutting” and “cleaning” your man's catch, just cut a fresh lemon in half and rub it all over your hands. I find that boiling a cut up lemon in water helps eliminate the fish smell in the kitchen.

Thanks for all of your questions. Just an added personal note, May is Skin Cancer Awareness month so don't forget to use plenty of sunscreen, at least SPF 15 even on cloudy days.



RECOGNITION—THE SPICE OF LIFE

by-Al Stoverink

There are a number of our folks in Facilities Management who were recognized recently for their years of service, educational achievements and distinguished performance. These achievements are highlighted in the various articles of this issue. I encourage everyone to take notice of these individuals, congratulate them and aspire to accomplish similar goals.

Recognition is part of “the spice of life” in that it gives us a taste of a little extra flavor in our lives at work, which otherwise can be rather dull. The sense of self esteem that comes from acknowledgment of achievements can contribute greatly to our level of motivation. Those recently recognized

can be proud of their achievements and deserve our congratulations.

Recognition is important not only from the standpoint of the recipient's self esteem and motivation, but also from the perspective of a team effort. We should all recognize how important our individual roles and actions are to the success of our department and ultimately the University as a whole.

“Everyone's contributions count, no matter how small. In one game during his rookie season, former Chicago Bull Stacey King managed to score a single free throw while a teammate named Jordan was totaling 69 points. Asked afterward for his reaction to the whole affair, King said: ‘I'll always remember this as the night Michael and I combined for

70 points!’”

Obviously, public recognition of every employee's efforts is not practical. We can, however, each share in that recognition received as a group, knowing that we each contribute in some way to the combined results of all the individual efforts of our fellow employees.

CONGRATULATIONS to each of those individuals recognized in this issue of THE FM VOICE! You make us all proud and bring recognition to all of us as a department.

*There are no
menial jobs, only
menial attitudes.*

-William John
Bennett

KEEP COOL, KEEP SAFE!!

by-Helen McCoy

It's summer time again folks. Time to break out the old coolers. But wait, before



Hard work spotlights the character of people: some turn up their sleeves, some turn up their noses, and some don't turn up at all.

-Sam Ewing

we start let's review a few important things.

SUNBURN- It's not only painful but exposure to too much sun can lead to skin cancer.

HEAT RASH- Avoid it by bathing regularly and keep skin clean and dry.

HEAT CRAMPS- Painful cramps, often in legs, arms or stomach. Heat cramps are caused by sweating heavily and not replenishing minerals lost in the sweat.

HEAT EXHAUSTION- Symptoms are: heavy sweating, thirst, clammy and pale skin, and fatigue. A person may

also be anxious, faint, confused, and have headache or nausea.

Move the person to a cool area and encourage them to drink water to prevent dehydration.

HEAT STROKE – It is the most serious heat related illness. The body loses its ability to cool itself. **DEATH** can quickly result if not treated immediately. The most striking symptom of heat stroke is absence of sweating. The skin is dry and hot. The pulse is rapid. The person may complain of headache, dizziness or nausea, and may appear confused or delirious. Fainting, seizures, or collapse may occur.

A person with heat stroke needs **IMMEDIATE** medical attention at an emergency room or hospital. While help is on the way, move person to the coolest spot nearby and try to cool their body. They can be immersed in water, **NOT ICE WATER!!** Don't give them anything to drink since they may lose consciousness.

We can't do much about the weather, but there are some things you can do to help reduce the likelihood that you will have a heat-related illness.

1. Gradually get used to

working in the heat. It takes about two weeks to adapt.

2. Dress for the heat. Light colored, loose clothing is better than bare skin.

3. If working outside, wear a hat and sunscreen to prevent sunburn.

4. Drink plenty of fluids throughout the day. Make sure you have ample cool, clean water on the job. Drink before you get thirsty. Try to avoid drinks containing caffeine, because caffeine causes you to lose fluids.

5. Limit your intake of alcohol. Alcohol causes dehydration.

6. Eat well balanced meals. Sweating depletes the body of vitamins and minerals as well as water.

7. Get plenty of rest.

8. Take frequent breaks.

9. Plan your work to take advantage of cooler morning hours.

10. Keep an eye on new hands and co-workers who have health problems. These people are more susceptible to heat related illness.

Enjoy the sunshine, but remember too much of a good thing is sometimes harmful.

FM SCHOLARSHIP WINNER



by-Jon Carvell

Facilities Management would like to congratulate Sarah Watson, daughter of Paulette and Charlie Watson on receiving one of two FM scholarships.

Sarah says she has lived in Caraway her whole life, attending Riverside, and is active in several clubs including French, Art, FBLA, FCCLA,

RAID, Rebels with a Cause and Student Council. She also held a 3.8 GPA and was on the Honor Roll.

Congratulations go out to Sarah and her family. We wish her good luck on the rest of her academic career.

STRONG-TURNER AWARD

by– Helen McCoy

The STRONG-TURNER ALUMNI CHAPTER Award for Academic Excellence is given to 100 African American students each year during the Convocation of Scholars week. It is named in honor of Walter Strong and Fred Turner, the first two African American graduates of Arkansas State University.

This year one of our own has won the award. Kaye

Childs is a member of our custodial staff.

Kaye is from Helena, AR. She works full time and attends school part time. She is majoring in Printing Management.

We are very proud of Kaye and wish her continued success with her academic career.



New Billing Process for Facilities Management

by– Kathy Hicks

Effective May 12, 2005 Facilities Management will bill any charges accrued on a work order weekly. Previously, Facilities waited until a work order was closed before billing; however, our new enterprise software has enabled us to use this more fiscally sound business practice for billing. This means that you will see multiple charges hit FRS weekly for the same work order, which will allow you to keep up to date on the progress and costs as in-

curred. In order to see the status of a work order and the total amount billed to date, please refer to the FM Self Service module under billing to see this information.

FAMIS Self Service is the online module where building managers currently submit their work requests. If you need access to this information, please have the department head responsible for the departmental budget request that access be granted to you via an e-mail to:

wgrommet@astate.edu.

While we understand that this may be a cumbersome process, it is a measure of security to make sure that your account information is only viewed by individuals who need this access. Since we may be overwhelmed with requests, please be patient with us until we process all of the requests.

*Pleasure in the job
puts perfection in the
work.*

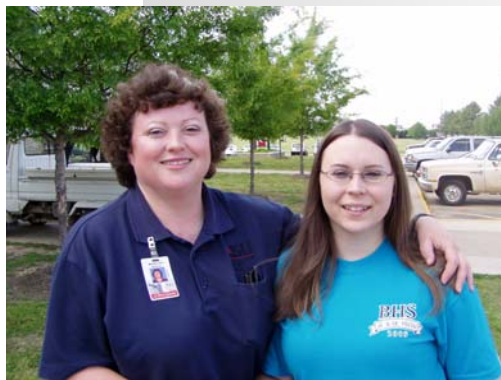
-Aristotle

FM SCHOLARSHIP WINNER

by– Danny Faulk

Martha Baldinger, of the Housekeeping Department, congratulates her daughter, Michelle Cook, for winning the Facilities Management Scholarship. The scholarship is awarded to children of FM employees that show a high level of achievement in high school.

Michelle is an honor graduate from Brookland High School, where she was active in Band, FBLA and many other organizations. She will major in Nursing at ASU. Good luck Michelle.





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Service Recognition Awards

25 years-

Jimmie Carson

William Gann

David Gray

Clint Halcom

Hester Hall

Gary Mode

Dwayne Powell

Lanny Tinker

Marry Tolley

Randy Wallace

20 years-

Mark Wade

10 years-

Anthony Passalacqua

Randy West

Norman Reynolds

New Employees



Penny Kirksey,
Custodial



Kris Richardson,
Custodial



Daniel Jones,
Custodial



Kyries Holloway,
Custodial



Jon Carvell,
Sign Shop



Ray Ferguson
Jr., Custodial



Judy Hass,
Custodial

Housekeeping's Goal—Clean Air

by— Danny Faulk

The Housekeeping Department is trying to keep pace with the increasing level of technology that most of the world has benefited from, which means "new" methods, ideas, and equipment.

A serious issue commanding new technology and attention is high particle counts in the air that need to be eliminated or reduced as a matter of good health. All airborne dirt must land somewhere, and then it needs to be cleaned. If we can reduce the amount of dirt in the air, the domino effect would be less to clean, and therefore we save time and labor. Of course, the biggest benefit is that air is healthier for the occupants and visitors to the building.

Housekeeping has taken a number of steps to enhance the air quality in ASU's buildings.

1. Chemical dispensing systems have been installed in all E & G Buildings to ensure proper mixing of cleaning chemicals.
2. In many cases, organic cleaning chemicals have replaced chemicals that have a negative impact on air quality.
3. Micro fiber cloths and mops that greatly enhance the ability to trap and remove contaminants are being used. They require less chemicals and are very effective in removing germs and viruses from surfaces (sometimes no chemicals are needed).
4. Extensive use of walk-off mats are used at all en-

trances to trap dirt and keep it out of the interior of the buildings.

5. Vacuum cleaners with HEPA filters have replaced old models that stirred up dust and introduced dirt back into the air to be cleaned again another day.
6. Battery operated auto scrubbers are used throughout the campus. These machines cover much more square footage per shift than hand mopping, thus allowing for more frequency, thus cleaner surfaces.

These are some of the changes in our Housekeeping work processes, tools and equipment that enable us to clean more square footage per custodian and improve the air quality at the same time.