

# THE FM VOICE



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*Every job is a  
self-portrait of the  
person who does it  
autograph your work  
with excellence.*

--Unknown



Special guest Jojo the  
Indian Circus Clown.



Jerrold and wife, Linda  
enjoy the show.

## FM ADOPTS POLICY EMERGENCY AND SERVICE ACCESS POLICY

-by Bill Hall

Marking the end of an 18 month process, FM has adopted a policy to provide guidance for emergency and service vehicle access. Representatives from various departments including FM, UPD, the Buildings and Grounds Committee, faculty, and the Jonesboro Fire Department were involved. The policy's intent provides unobstructed access to the campus core for emergency vehicles as well as safe, effective delivery routes to the campus core with minimum vehicular traffic.

As the University and city of have grown, traffic through and on campus has increased. This increase has negatively impacted pedestrian safety and movement on campus. In response, portions of Aggie and Caraway Roads were closed, limiting access to buildings in the campus core.

The team's initial strategy

included identifying sidewalk routes that would allow emergency vehicles to reach campus core buildings, resulting in the identification of three primary east-west routes and one primary north-south route.

Generally, these routes are: sidewalk connecting Aggie east of Student Center and Aggie west of the Student Center; sidewalk north of library connecting parking lot east of Fine Arts and parking lot west of the museum; sidewalk south of the library connecting parking lot east of Fine Arts and parking lot south of library; and the reinforced turf on the pedestrian mall running north from Caraway Road and University Loop. These emergency access routes are to be kept open for ambulance and fire access at all times.

Once the emergency routes were identified, the team began to look at service access and parking. To minimize the number of sidewalks

designated for special vehicular use, emergency routes were also designated as service routes. Service parking areas are located adjacent to the routes in areas that would not impede pedestrian or emergency access to buildings. Secondary service routes were identified based on daily service activities.

Key points to remember are that emergency access routes are not to be blocked, building entry/exits are not to be used as parking or loading zones, and, unless performing maintenance activities that specifically require off-road operation service, vehicles are to stay on paved surfaces at all times. It is necessary for employees and contractors to use sound personal judgment in distinguishing between essential uses of service parking spaces and employee convenience. View this policy at: [facmgmt.astate.edu/Policy-proceed/AutoOp.pdf](http://facmgmt.astate.edu/Policy-proceed/AutoOp.pdf)

## SOGGY CEILING BOYS AT WORK



Soggy Ceiling Boys perform recently at a retirement reception for Jerrel Fielder.

SCB left to right- Mark Wade, Randy Wallace, David Handwork, Andy Hill, Michael Sprinkle, Joe Phillips



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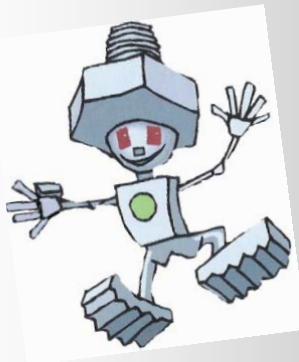
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The FM Safety Nut

## FAIRNESS, HONESTY, RESPECT, ACCOUNTABILITY and a Progressive Disciplinary Policy

**-by Al Stoverink**

The Strategic Operating Strategy of the Division of Finance and Administration places the basic principles of fairness, honesty, respect, and accountability front and center as the keys to effective collaboration in the workplace. The recently adopted Facilities Management Operating Procedure (FMOP) establishes a Progressive Disciplinary Policy. The policy facilitates the application of these principles for both employees and management, which are relative to issues of conduct or performance that

may arise from time to time. Such a policy clearly states the "rules of the game" and gives each person assurance that the system is fair, honest, and respectful, while holding them accountable for personal conduct and performance.

The Progressive Disciplinary Policy essentially provides four stages of disciplinary actions. These consequences should be anticipated when behavior occurs that falls short of the standards of conduct and performance set out in the University Handbook or in Department procedures and job functions. In situations involving very serious deficiencies, the

more serious discipline may be applied without the prior stages. However before any stage of disciplinary action should be applied, the policy of this department is that employees are entitled to a clear direction of expectations and alleged conduct is thoroughly investigated as to the facts without reliance on rumor.

Fairness and respect depend greatly on the honesty and personal accountability that each of us brings to the table. My hope is that all will embrace these principles, apply them daily in the workplace, and render this disciplinary policy moot.

## SPRING BREAK FOR FM EMPLOYEES

(Left) Anthony Passalacqua and Aaron Rhodes get it done the only time they can, Spring Break.

(Right) Gary Holder gets the backhoe dirty.



## TIME FOR YARD WORK

**-by Helen McCoy**

The temperature is rising, the grass is growing, and you have the itch to begin your spring yard work.

Yeah, I know it's a little late to give warnings. You've already been there, done that, and paid the price. But some of us are just getting started.

Here are few safety tips:

— Don't over do—start slowly in order to prevent soreness and

fatigue.

— Limit your exposure to the sun and use a good sunscreen. It's a good idea to wear a hat when out in the sun.

— Inspect your tools and obtain any safety equipment.

— When mowing the lawn know how to operate the equipment.

— Don't disconnect safety devices

— Dress properly for the job

— Wear close fitting clothes

— Sturdy shoes

— Safety glasses

— Pick up all debris before you begin.

— Keep your hands and feet away from moving parts

— Don't allow kids or pets in the yard while you are mowing

— Doesn't hurt to make sure the neighbors aren't out either.

— Take frequent rest periods and drink sufficient water—no not beer

— **Don't fill the mower gas tank when mower engine is hot!**

— **BE SAFE AND ENJOY YOUR LAWN AND GARDEN!**



# FROM A TO Z

-by Evelyn Weatherford

**Q.** My yard is covered with what looks like under ground tunnels. A friend said that I might have moles. What can I do to get rid of moles in my yard?



**A.** The better question would be, "What could I do to get rid of the grubs that the moles are feeding on in my yard". Moles infest your yard when there is an abundance of food, which are earthworms and grubs. Despite the many tunnels, one yard is usually home to only a couple moles. (The only time this statement would not be true is during breeding season in early spring.) Therefore, what you really want to focus on is removing the food source and then the moles will go elsewhere. You need a product similar to Diazinon, or another method of eradication like trapping, or bait and repellents to accomplish this task. Al-

though, bait and repellents are not as effective. Happy mole trolling.

**Q.** Last year I built a new home and had the yard professionally installed, but this winter, when the Bermuda was dormant, my yard had large green clumps in it that do not look like Bermuda. What is your take on this unsightly mess?

**A.** What you are seeing is actually "winter weeds," to be vague. The time is quickly approaching for you to get a head start on weed elimination. You can treat the "weeds" with a post-emergent weed killer such as "Round-up" or MSMA when the air temperature is above 70. If you have a large yard, you might call the County Extension Agent and purchase the chemicals you need at a lower price. The main thing you need to remember is the difference between pre-emergent\* (before) and post-emergent\*\* (after) products. Knowing the products on the market will help to determine which ones to purchase. One last item: Once grass starts to green-up, do not use a non-selective\*\*\* grass killer, such as Round-up, for it will kill everything green,

including your lawn.

\* Pre-emergent means before weeds, grass etc. breaks ground or germinates

\*\* Post-emergent means after weeds...break ground

\*\*\* Non-selective means it kills any and everything

**Q.** Recently, I moved a file cabinet in my office and I noticed that the metal cabinet left a rust stain. Apparently, when the floor was mopped water accumulated under the cabinet. What can I do, if anything?

**A.** This question was directed to Mr. Danny Faulk of Facilities. "If this is a floor of your average composite tile variety, a bleach poultice should do the trick. Double some paper towels, completely cover the effective area, and then pour enough bleach on the tiles to soak the towels. When the towels are dried, the rust should be gone. If it is not completely gone do another application. If this happened on carpet, cover spot with a piece of furniture".



*The harder you work,  
the harder it is to  
surrender.*

--Vince Lombardi



Recently Santa's Tribe sold 200 Boston Butts, and hopes to make the butt roast an annual event. Special thanks to Dr. Jim Steele, the Butt Master. Thanks for working your butt off, Jim!





Facilities Management

## Who am I?



E-mail answers to:  
[jmiller@astate.edu](mailto:jmiller@astate.edu)

## Who was I?

Photo's from previous newsletters



Remember me? Jerrel Fielder!



How about me? Terry Carty!

# STAYING IN THE LOOP

- by Danny Faulk

When the topic of what is needed to improve just about any organization is discussed, someone will invariably say, "we need to have better communications". There are many communications tools available to us, and yet some people feel left out of the loop because they do not know everything that is going on around them.

If you feel you are being left out, maybe you should ask yourself the following questions:

– Do I have a valid e-mail address?

- Do I check for messages?
- Do I read the FM newsletter?
- Do I read the ASU Herald, Jonesboro Sun, etc.?
- Do I read the bulletin boards in my department?
- Do I read my campus mail?
- Do I read the departmental newsletters published throughout the campus?
- Do I read the President's "First Friday" report about what is going on with the University?
- Do I ever attend a Staff Senate meeting?
- Do I ever attend any meeting that the entire campus community is invited to for

information sharing?

- Do I ever sit down and have a cup of coffee with my fellow workers in the break room and discuss what is on my mind and listen to what is on their mind?

Communications is a two way street. There must be a sender and a receiver for communications to take place. The sender must ensure delivery and the receiver must be tuned in.

# TASK FORCE RECOMMENDATIONS BECOME A REALITY WITH 1<sup>ST</sup> FMOP

- by Lanny Tinker

In the fall of 2004, it was my pleasure to serve with 16 of our Facilities Management Colleagues on the Tool Room and the Procurement Task Forces. These Task Forces were commissioned to make recommendations to improve the efficiency and effectiveness of our operations.

It was my first time to witness the empowerment of a Facilities Management cross functional team. Watching the Task Force members present their recommendations to senior management in December was truly one of the finest moments in my 28 years of physical plant service.

On January 1, 2005, Al Stoverink became the new Assistant Vice Chancellor of Facilities at ASU. He immedi-

ately gave instructions to proceed with incorporating many of the Task Force recommendations. Management and staff are currently working on several on-going task force and implementation processes.

The Task Force recommended that Facilities Management needed a written set of standard operating procedures. Facilities Management Operating Policy and Procedure became available on our website on February 14. **FMOP 04-50-001 Policies and Procedures Adoption and Implementation** defines the process for implementing FM procedures and explains our plans for communications and training.

Visit Facilities Management web site at: <http://facmgmt.astate.edu/PoliciesProcedures.html>

to view other recently posted FMOP's:

- FM Service Vehicle Operations, Access Routes and Parking
- Maintenance and Repair of Rental Property
- Wellness Program Guidelines
- Progressive Discipline

Other FMOP's under development:

- Tool Room Process
- Facilities Management Procurement Process
- Computer use policy
- Attendance Policy
- Customer and Employee Satisfaction Survey
- Uniform Policy

## NEW BILLING PROCEDURES

- by Wayne Grommet

Facilities Management will shortly implement new billing procedures to our on campus Customers.

Work Orders issued to customer accounts will now be billed as soon as any charges are placed against the work order.

In the past Facilities waited

until the Work Order had been CLOSED to bill the customer accounts, but some Work Orders remained open for months as charges accumulated. Some of these work orders accumulated large amounts of money and caused "sticker shock" when the billing finally hit the IBM.

Customers will benefit from an ability to use the FAMIS Self Service interface

for a real time history of charges on their accounts.

A Go Live date for this feature has not been officially set, but we will notify the campus before the procedure goes into effect.

Any further questions or inquiries should be directed to Kathy Hicks ([kathyhicks@astate.edu](mailto:kathyhicks@astate.edu)). Facilities Management's Assistant Director/Business Coordinator.



## ANOTHER GREAT BENEFIT!

- by Michelle Summers

Many people take their health for granted because they feel they have the power to overcome anything. Heart disease is the leading cause of death in Arkansas, accounting for 8,623 deaths and approximately 30% of the state's deaths in 2001. (National Vital Statistics Re-

port 2003). ASU now offers full-time employees the opportunity to participate in a Wellness Program.

There is a wide variety of fitness instructional classes offered. In addition to the classes, ASU offers a huge range of athletic equipment and an enclosed swimming pool. Employees may have a customized workout program developed by a professional

to help them achieve personal fitness goals. This is a great way to start a workout program or tune-up your current workout routine.

I encourage each of you to consider participating in the Wellness Program. The guidelines are available on the Facilities Management web site for anyone interested.

## TUITION DISCOUNT NEWS

-by Staff Senate Members

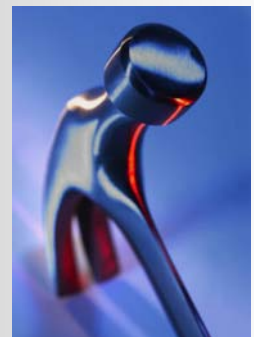
Staff Senate President Tami Freeman and Vice President Victor Hill met with Dr. Les Wyatt and Dr. JW Mason on Friday, March 11, to discuss concerns of staff members on the recent rumor that the faculty/staff tuition discount would be eliminated. Dr. Wyatt was genuinely concerned about how the rumor is affecting the morale on campus. According to Dr. Wyatt, a number of scenarios are being reviewed because of a possible shortfall in revenue for FY05/06. The shortfall for FY04/05 has been met. He identified three possible expense changes that may affect our benefit package. (Please read the article

in the Tuesday, March 15 issue of *The Jonesboro Sun* or look it up at <http://www.jonesborosun.com>).

Freeman and Hill expressed that they left the meeting feeling that Dr. Wyatt is truly concerned about the university benefit package and the well-being of staff, faculty, and students. They would like to request that we join them in asking our colleagues to put aside their fears and be patient with Dr. Wyatt and the administration until we know the outcome of the legislative session. Decisions that are made on campus and the state level will determine our budget for the next two years. The Staff

Senate is represented at UPC meetings and will keep members informed regarding the budget process.

(Editorial Note by Al Stover-ink): Some employees might consider the benefits mandated in the above referenced bills to be of greater value than the tuition discount. Others would consider the tuition discount to be of greater value. In either case, significant costs and related budget impacts are inherent. Issues such as these cannot be properly evaluated separate from the broader budget issues and counterbalancing proposals that may be on the table for discussion at any given time. Therefore, I would caution all concerned to stay informed as much as possible and not jump to conclusions too quickly.



*If the only tool you  
have is a hammer, you  
tend to see every  
problem as a nail.*

--Alfred Adler  
Psychiatrist





## NEW EMPLOYEES

*Let us realize that the  
privilege to work is a  
gift, that power to work  
is a blessing, that love of  
work is success.*

—David O. McKay



Jeremy Irvin, Housekeeping

**Welcome**



Marsha Trusty, Housekeeping



Spring time at ASU.