10 Expectations

1. Honesty & Integrity
2. Communication
3. Think of the Entire Team
4. Look at the Big Picture
5. Treat People Fairly
6. Anticipate Deadlines
7. Develop Relationships
8. Be a Role Model
9. Accountability
10. Follow Up

LED lighting installation results in improvement

New LED lighting initiative reduces energy costs, increases visual quality

The UAB Energy Management Department, Hospital Maintenance, and Campus Maintenance personnel have teamed up to install new LED lighting across the hospital and university. The project started as a way to reduce energy consumption, implement cost-effective measures, and enhance lighting quality on campus.

“Recent projects have focused on replacing 4-foot T8 fluorescent lamps in existing fixtures in offices and corridors, retrofitting or replacing existing parking lot pole lighting, installing new court lighting in Bartow Arena, installing indoor and outdoor wall packs in stairwells and building entrances,” said Brad Gwin, Utilities Management Engineering Manager.

Gwin said when the LED lighting was first made available, the cost per lamp was fairly expensive. The project was limited to improving areas that were difficult to access such as stairwells and atriums. However, the cost of the LED lighting is significantly less than when first introduced, making it possible to use the LED lighting almost everywhere on campus.

“The typical existing T8 fluorescent 4-foot lamp uses 32 watts versus the LED replacement that uses 15 watts. Based on an average cost per kilowatt hour, each lamp saves approximately $10 per lamp per year,” said Gwin. “Over the past year, approximately 6,500 lamps have been replaced around UAB. With current prices, the electricity saved typically pays for the cost of the new LED lighting within one to two years.”

Facilities supports performance management

Regular informal feedback between supervisors and employees is encouraged throughout the year, which can help build relationships.

“By providing ongoing performance feedback, you can encourage and motivate your employees to stay on track to accomplish the goals established on their annual performance evaluations,” said Laura Marsh, Facilities Training Specialist.

“Remember, performance management is a process, not an annual event. The process provides your employees with opportunities to set goals, discuss expectations, acknowledge successes, and continue their professional development.”

This year, formal annual performance evaluations are due by June 30th. The process will continue what was started last year by encouraging employees to give feedback on their manager’s and supervisor’s performance.

Marsh said performance management is foundational to performance excellence for both employees and the organization.

Memorial Day

UAB will be closed Monday, May 28th in observance of Memorial Day.

INSIDE

GROUP SPOTLIGHT... 3 & 11 ANSWERED QUESTIONS.....4-10 CONSTRUCTION LIST ................. 11 SERVICE AWARDS.....12 & 13 FAMILY NIGHT... 14 EARTH MONTH... 15 CALENDAR......... 16

Knowledge that will change your world

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LIGHTING
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two years."

With the current cost effectiveness of the LED lighting, the project has successfully been extended to a large portion of UAB buildings. Recent LED lighting installations have been applied to the Women and Infants Center, Spain Wallace Tower, Jefferson Tower, North Pavilion, West Pavilion, Quarterback Tower, Center for Psychiatric Medicine, Highlands, 6th Avenue Parking Deck, 801 Parking lot, Chevron parking lot, Campbell Hall, Business and Engineering Parking Lot, Volker Hall, and Recreation Center.

Gwin said the installations have considerably improved the quality of light in these buildings, and customers are happy with the upgrades.

“It has significantly cut down on energy costs, but it has also positively affected the areas where our customers work,” said Frank Pajaron, Hospital Maintenance Field Supervisor. “The goal for us is to reduce negative patient impact by improving visibility for our hospital staff, and that is exactly what’s happening. We have had doctors tell us how much better they can see their patients in emergency situations. We know that makes a huge difference.”

Both Gwin and Pajaron emphasized that the LED Lighting improvements would not be possible without the staff members that have taken the lead on this and devoted hours working to complete each installation.

“We really appreciate the hard work of the maintenance personnel in helping make these projects a success,” said Gwin. “My team is a group of workaholics, and you can quote me on that! They work to get the job done. No matter what,” said Pajaron.

With the recent improvements, the future is looking bright. Gwin said there are plans to continue internal projects as funding is available. Facilities will retrofit existing lighting or install new LED lighting as necessary. He also expressed that new construction at UAB will incorporate LED specified lighting throughout the majority of the new buildings.

Overall, the impact of this project will ultimately reduce energy consumption in a cost-effective way.

The UAB Energy Management Department would like to emphasize the importance of cooperation from all Facilities Division departments to reduce energy consumption.

“As department budgets continue to be squeezed, communicating ways to reduce energy consumption and implementing projects that are cost effective is our primary goal,” Gwin said. “In the end the main mantra is ‘the best way to save on energy costs is to reduce consumption where we can, and turn off all energy using equipment when the equipment is not required.’”

PERFORMANCE
From Page 1

UAB and the employees.

The Facilities Division is supportive of a performance management process, which includes clear and specific performance expectations and goals for each employee.

“When regular feedback is given throughout the year and the expectations or measurements are clear, then the performance evaluation should not be a surprise,” Marsh said. “The performance evaluation is then a confirmation and discussion of what both parties have expected.”

Performance Review Training
Annual training for supervisors is required and will begin this month:
• Friday, April 13 8:30-10 a.m.
• Tuesday, April 17 1:30-3:30 p.m.
• Thursday, April 19 9-10:30 a.m.

All sessions are held in the Facilities Conference Center. Facilities partners with UAB Organizational Learning and Development for this training.

Facilities 2018 Goals
Communicate UAB Engagement Survey results in small group settings
Survey staff to learn about communications needs
Define Performance Metrics
Implement Employee Recognition Program
Enhance FACE Committee Responsibilities
Determine how to provide “Welcome Day” type refresher sessions for existing employees
When it comes to Hospital Maintenance, safety plays a crucial role in providing enhanced customer service. Due to this, the department has recently created the comprehensive Compliance Support Team, dedicated to preventative maintenance and documented inspections.

As a team dedicated to safety and hazard prevention, its primary goal is to be proactive. The team members coordinate with Hospital Safety to examine and confirm that all safety measures implemented by Hospital Maintenance are in proper working condition.

“We are responsible for the inspection and maintenance of all fire extinguishers (over 1800), exit lights, and fire doors throughout both the main (UAB Hospital) campus and UAB Highlands,” said Frank Pajaron, Maintenance Field Supervisor.

Pajaron said that the Compliance Support Team is expected to perform more than 300 safety checks each month. With such an enormous responsibility, the team members know they must continuously strive to develop the quality of their inspection credentials to provide up-to-date, preventative maintenance services.

“Training and preparation are key elements to doing the best job you can, especially with what we do,” said Michael Kirkland, Compliance Support General Mechanic. “We have to know how to do our jobs right because it can make a big difference if an emergency happens.”

Recently, the team completed additional training on inspection requirements for fire doors and National Fire Protection Association Codes. This “in-house training course” allowed the group to discuss, study, and perform proper steps to fix hazardous issues that might arise on the job.

While some requirements might seem minor in concept, the inspection verifications performed by the Compliance Support Team play a major role in preventing safety hazards.

“We take pride in the fact that we are preventing potential safety problems from happening,” Pajaron said. “It might be something that an everyday customer does not notice. That is why interacting with our customers (patients, visitors, doctors, nurses, support staff, etc.) and getting feedback on how to improve is the best part of working at UAB.”

Needless to say, the Hospital Maintenance Compliance Support Team is a clear example of our Core Values, especially enhancing safety and customer service.
Answers to All-Hands Meeting questions

Supervisor Discussion

Starting with this issue, Supervisors will be provided with a dialogue resource to help promote discussion in small groups. This will ensure that all questions are clarified and answered fully.

Please take this opportunity to participate in open dialogue and to ask follow-up questions.

If you have questions about this new process, please contact Natalie Merrill, Communications Manager, at nmerrill@uab.edu for more information.

DRESS CODE / UNIFORM

Your recommendations have been heard. It has helped to create the Uniform Committee. Please speak with your supervisor about contacting members of the committee for all questions and suggestions regarding uniforms.

Q: Why does it take so long for us to get our uniforms back, and we don’t get everything we’re suppose to get? I still haven’t received my coat from two years ago.
Q: Can we get more warmer gear, hats, jackets?
Q: Why can certain people wear shorts when it’s hot? Also, why can’t workers wear jeans and supervisors can?
Q: Why can’t we get dark, colored work pants? Clothes get dirty too easy. A/C, PM, Plumbers work in grease and dirty equipment. They will not come clean and we look like rag tags all day around customers. Green, brown or black would be much better.
Q: How long until we retrieve the items we bought from the Apparel store?
Q: Please, please, please enforce dress code! I’m truly embarrassed by some employees, group leaders and supervisors’ appearance.
A: The many recommendations from employees regarding uniforms have been heard. Facilities Management has created a Uniform Committee. A full list of committee members can be found in this issue of the newsletter. Please speak to your supervisor about the uniform requirements in your area. Your supervisor can also forward specific requests to the committee.

Q: Why can we only wear our Facilities shirt on Fridays?
A: Typically, employees will be allowed to wear their special Facilities shirts on Fridays. The shirts are also able to be worn normally in the summer. It is important, however, to discuss the overall uniform plan with your supervisor because they may have other specific instructions about the shirt usage. At times, the supervisor will not allow non uniform shirts to be worn. These exceptions are not intended to exclude anyone. However, there are some safety concerns involved with certain types of positions. There may be special events in place and other circumstances that prevent certain staff from wearing the shirts at certain times. This is why it is so important for you to check with your supervisor for specific instructions.

Q: Can Hospital Maintenance get cargo pants?
Q: Can females wear cargo pants?
A: This uniform issue is currently being updated. In fact, we have put a Uniform Committee together to gather feedback from each department regarding uniforms. Cargo pants should be available shortly.

Do you have a question, concern, or recommendation regarding uniforms?
Talk to your supervisor about contacting one of our Uniform Committee Members

Darryl Crider
Hank Bolton
Vince Burgett
Brian Holt
Roderick B. Johnson
Jason Jones
David Lovell
Tony Millette
Scott Moran
Tammy Smith
Timothy Sullivan
Beth (Lett) Williams
Douglas Williams
James Williams
Matt Winslett
Answers to All-Hands Meeting questions

PAY / BENEFITS

Q: Can we get a raise?
A: Increases were provided October 1, 2017. Information about FY19 increases will be made available closer to the beginning of the fiscal year (August – September 30, 2018).

Q: Why do HVAC PM mechanics make almost as much money as a 20 year skilled plumber? Please explain in detail. Who came up with this pay plan? This has not sat well with every plumber at UAB that I have talked to.
A: Facilities works with UAB Compensation Department to review market data and adjust our pay structures to remain competitive for each job classification.

Q: When is Grounds pay going to get caught up with campus services, and bridge the gap in pay?
A: Facilities works with the UAB Compensation Department to review market data to adjust our pay structures in order to remain competitive. Market Data was received and determined that Grounds pay is competitive with the local market. Pay is just one aspect of an employee’s Total Compensation Package which includes health insurance, benefit time and work environment, amount of travel and volume of work.

Q: Understanding that we will not be compensated with bonuses or more than 2% cost of living raises, what other incentives can be incorporated to reward overachieving employees? Additional hours of vacation? $10 paid for meal/gift card?
A: Facilities has worked very hard to provide additional incentives as appreciation to the employees in our group. For example, we have food and an opportunity to win gift cards at our All-Hands meetings. We provide t-shirts and a meal at our annual picnic and other outings such as baseball tickets and football tickets. We have worked hard to provide incentives that are within our authority. Unfortunately, we cannot set the merit/market increases or provide additional vacation hours, these are set by the University. If you have additional ideas for incentives and thank yous, please provide your feedback to a FACE committee member or staff counsel for consideration.

Q: Building Community Care employees need more money. A raise is needed.
A: Pay grades, for all positions, are determined by taking duties, qualifications, and hazardous working conditions into account. Pay increases are handled from the State level and are reviewed annually. Our employees are trained to safely perform their duties, which may include exposure to a variety of hazards when taking care of their areas of responsibility. If you need additional training or if you are concerned about materials and hazardous working conditions in your area, please speak with your supervisor. Your supervisor can contact Facilities OH&S at 934-2487 for further evaluation of your area. We want to make sure everyone is comfortable and safe when performing their duties.

Q: Why doesn’t UAB offer rewards for Fitbit?
A: UAB Wellness offers a variety of programs, including discounts on Fitbit purchases. Please visit uab.edu/humanresources/home/wellness to purchase your tracker. You can also sign up for My Health Rewards, which does monthly drawings for prizes to reward employees for logging good health habits.

PAY / BENEFITS

Q: When is our next predicted pay raise? How often does UAB deal with harsh work environment issues and when are they discussed? Is my department safe?
A: UAB pay increases cannot be predicted. Pay increases are handled from the State level and are reviewed annually. We want to make sure everyone is comfortable and safe when performing their duties. We take safety very seriously. If you have a concern about harsh working conditions, please speak to your supervisor who can contact Facilities OH&S at 934-2487 for evaluation of your area.

Q: When will we get a raise of more than 2%?
A: UAB pay increases cannot be predicted. Pay increases are handled from the State level and are reviewed annually in the late Spring. We have provided internal funded increases for the past several years by making difficult choices and reallocating funds. Aside from the issue of increases, Employment at UAB does offer many benefits not always available in other industries: vacation, sick and holiday accruals.

Q: Workers who can operate all equipment should get paid more than the ones who can’t operate all equipment.
A: Employees are expected to operate all equipment required to perform their job duties. Employees should request additional training if needed.

Q: Performance-based raises that are earned over just a flat rate for everyone, why is this not a current policy?
A: Facilities employees are in one of 2 pay plans – Job Rate and General Wage plan. These plans operate differently. The Job Rate pay plan is specific to Facilities. Each job is reviewed every other year to determine if the Job Rate is competitive based on the market rate for the job classification. Employees in the Job Rate pay plan automatically receive the same market-based increase, regardless of an employee’s performance. If the market rate for a position has decreased, Facilities has chosen not to decrease the Job Rate paid to the employee, resulting in some positions that are currently paying above the market for the position. There is support from Leadership to review the Job Rate plan.

Q: When employees call in, why can’t we get paid to work, plus our own work?
A: An employee’s rate of pay is based on the job duties that are performed. It is Facilities’ expectation that team members cover for each other so that when someone is absent, work can still be done in order to meet operational needs.

Reach Out
We often refer questions to different organizations for additional help. Please find contact numbers below:

Facilities Human Resources........... 934-8835
Occupational Health & Safety........ 934-2487
Training Specialist .................... 934-1054
Answers to All-Hands Meeting questions

HR / BENEFITS

Q: When will you hire needed personnel to lift work load off understaffed crew?
A: In March 2018, Building Services began adding 2 temporary employees per zone to fill in for unplanned absences to ensure that public areas of all our buildings are maintained. We believe this has addressed your concerns, and we will be reviewing the effectiveness of this new program.

Q: Every holiday the Hospital employers get Christmas bonuses. Why campus employees don’t get bonuses?
A: Employees at UAB Campus or Hospital do not receive holiday bonuses. In the past, Hospital employees have participated in a Sharing in Success Plan that is tied to financial performance of the hospital. These payments have occurred in the January time frame and are not holiday bonuses.

Q: Why can’t we get two weeks vacation if we have the time? I was told we could not, why?
A: Most departments have a maximum number of employees who can take off at a given time to reduce impact on customer service. Taking off for a full two weeks may be possible, and you are encouraged to provide ample notice to your supervisor so time off can be discussed without impacting operations or other employee’s time-off requests.

Q: How can I sign up for computer classes?
A: Please contact Laura Marsh, Facilities Training Specialist at llmarsh@uab.edu or 934-1054, who can help you determine what classes you need and schedule you for upcoming sessions. Employees should coordinate class attendance with their supervisor to ensure department needs are met while you attend class.

Q: Will there be a night shift? A night time floor crew would be helpful. If so, I’d like to be apart of it.
A: Different shift schedules really depend on our customer needs and the services we offer. At this time, this is not something we are moving forward with.

Q: Why is pay scale 15 or whatever different in Facilities for hospital and campus? There is a broad range of scale in Maintenance.
A: There are multiple, separate pay plans across UAB which reflect the wide variety of positions. UAB pay structures/salary ranges are designed to provide pay levels that are externally competitive and internally equitable to attract and retain the best employees. There is no “one size fits all” pay plan/pay range.

Q: Is there any way to get a 4/10s shift? Work 4 10-hour days. It will help with driving and customer support.
A: Alternate work schedules really depend on our customer needs and the services we offer. We will look at how we might integrate these schedules in the future.

Q: Why do some people have to bring a doctor’s excuse every time they are off and some don’t?
A: Some departments require an excuse every time, while some do not. Please discuss with your supervisor what the expectations are for your department. Departments should be consistent with their employees.

UAB policy can be found here: uab.edu/policies/content/Pages/UAB-HR-POL-0000242.aspx

Q: Is insurance going up?
A: Insurance rates for FY18 have already been set and communicated. Typically, we do not know more information about the insurance for the next year until the end of the fiscal year (August - September 30, 2018). If you have questions about FY18 rates, please see this link uab.edu/benefits.

Q: Do we have any addiction recovery programs for employees?
A: UAB has many excellent resources to assist our employees. UAB’s Employee Assistance and Counseling Services can be reached at 934-2281 and can assist you with making an office visit or referral inpatient or outpatient clinic. Additionally, UAB Health Insurance Benefits provides coverage for these services and can be reached at 934-3458. All contacts regarding these services are confidential.

Q: Instead of using them as our Personal Holiday, which we thought was to use on our personal time, now we use them before we can use vacation time. Some of our vacation time floats over to sick, but we still have to use PH first, why is that?
A: Each July, eligible employees receive 3 Personal Holidays and if not used by the following June, will be lost. Since this time is “use or lose,” employees are encouraged to use this time first, but do not have to do so. As with any requested time off, employees should make every effort to request time off in advance to assist department with scheduling coverage.

Q: Please put a system in place to allow for nonessential staff to have the last 12 days of December off.
A: Other universities without medical centers are able to close when students are not on campus. UAB, as an academic medical center, has a mix of employees, some who support campus operations and others that support hospital operations. All employees have the same time-off benefits, and it is difficult to offer paid time off to some, but not all employees. If you would like vacation time off during this time frame, please work with your supervisor, but unfortunately no system will be put in place for this occurrence.

Q: Why is it so hard to get a raise after getting new certifications? Management argues that it isn’t fair for the people who do not have the certification. What’s the incentive to do better, to increase your value to UAB?
A: UAB and Facilities benefits from having skilled employees who are committed to personal and professional development. Facilities has 4 incentive plans that are reviewed annually. Contact Laura Marsh, Facilities Training Specialist at llmarsh@uab.edu or 934-1054, or speak with your supervisor to determine if your certification qualifies for one of our incentive plans.

Want to submit a question?
If you want to submit a question or comment, place it in a comment box or send an email to fac-suggest@uab.edu.

UAB Employee Policies can be accessed at uab.edu/policies/Pages/default.aspx
APPRENTICESHIP PROGRAM

Q: Entry level upper level management positions only exist in the Facilities Division. What can be done to incorporate middle level management positions where employees can develop their career? Supervisor I, II, III? Junior Manager, Senior Manager?
A: There is free training available for growing leadership skills. Contact our Facilities Training Specialist about taking part in that training. Our positions are based on business need. When a position becomes vacant, it presents an opportunity to reevaluate it. We will be focusing on routes of progression by creating 25+ group leader positions that will create an opportunity for a first step in a leadership path.

Q: What is the status of the apprenticeship program?
Q: What happen to the new apprenticeship program?
Answer to all above: As announced in the December All-Hands Meeting, a framework for the apprenticeship program has been created. During this process, we realized that creating group leader positions provides more opportunities for more people. Our next step is creating 25+ group leader positions that will offer an opportunity for a first step in a leadership path.

Q: Is Radiation Safety and OH&S department being considered for an apprenticeship program, expanding staff of Rad. Safety and OH&S?
A: We are focused right now on routes of progression because we can impact more employees with this development path. Occupational Health and Safety will be considered in this proposal as well.

Q: I have 500 hours toward journeyman electrical test. Can I be placed with electrical department so I can get the balance of the 800 hours I need to take the test?
A: We’ve examined the feasibility of an Apprenticeship Program, including this example, and determined the routes of progression program provides the best impact for our Division and our employees. While looking at the feasibility of an Apprenticeship Program, we realized that creating group leader positions provides more opportunities for more people. Our next step is creating 25+ group leader positions that will offer an opportunity for a first step in a leadership path.

COMMUNICATION / COMMUNITY

Q: With morale being at an all-time low, what steps does management plan to take to increase the morale?
A: Our Leadership Team is looking very closely at the results of the Campus wide Engagement Survey and used them to create tangible goals to move forward. A full list of our 2018 goals can be found in this issue. If you have suggestions for improvements, please reach out to our FACE team at FAC-suggest@uab.edu.

Q: Can we have a website where Facilities employees can ask anonymous questions and have them posted and answered where all Facilities employees can see them?
A: This is a great suggestion. We are working to create a more user friendly space to house all of the questions we have answered, and we can take this suggestion into consideration when working on this project!

Q: Can we create a video and place on the website of the Facilities All-Hands meeting and email everyone, so the ones who didn’t get to attend can watch?
A: Thank you for such an inclusive question! We are always looking for ways to enhance our communications services, and this is something we can look into.

Q: Can we have someone from the Paid Parental Leave speak at the All-Hands meeting since there are several men in attendance who are unaware of this benefit.
A: This is a wonderful suggestion. Our Facilities HR team is also available to answer any leave questions you many have.

Q: Can we have someone from each department to speak at the All-Hands meeting to share something that he/she enjoys about Facilities and his/her department.
A: We have highlighted groups in the past and can definitely look into incorporating this into the agenda in the future. Thanks!

Q: How can I get a yellow shirt and join the committee?
A: Thank you for your interest in joining the FACE team! We always welcome more help! Our team members serve 2 year terms. When we have an opening, we ask the AVP over the group represented by the open slot to nominate someone for the team. Please ensure your supervisor knows you want to be involved in the FACE team!

Q: Can we have a tour of the new Football Operations Building?
A: Logistically, with 700+ employees, it might be hard to accomplish this. However, we understand that employees want to see more of the new buildings on campus. We can look for new ways to incorporate this into our communications. Thanks for the suggestion!

Q: Is it feasible for UAB to have an emergency response team to go out in the neighborhoods to help out - say for instance when the tornado hit Fairfield - may acquire a few more “fans”
A: While this does not fall under the mission of the university, if a urgent need arose and we had the ability we could look at ways we could help.

Q: Will it be feasible sometime in the near future for the football team to have a new stadium?
A: Please view updated information about the development of this project at: al.com/news/birmingham/index.ssf/2018/02/birmingham_approves_90_million
**Employee Relations**

Q: Why is management getting merit raises when this is not offered to hourly employees? You have exceptionally hard working people who are not recognized or compensated for working above and beyond the other workers, who just show up for 8 hours. Recognize hard work! You take care of management, but not the workers who contribute to their success.

A: Supervisor raises have been brought up several times in questions, and, after reviewing the data, it has been determined that there was not a standard raise for supervisors or managers across the board. Although there were some increases in specific situations, personnel information cannot be distributed or discussed. We have two types of increases in Facilities. Employees are either eligible for a merit increase or a market increase. The market increase is designated for the job rate employees and increases by a consistent amount for each of the job rate groups. Merit is solely based on performance.

Q: What is the purpose of having an “open door policy?” When at the time you use it, you get retaliated against for trying to talk to your supervisors about issues pertaining to policies, staff, or even your supervisor? I was chastised when I went to my supervisor for using this policy. Morale starts with supervision and this is not a good look being in fear because of it. That is one of the reasons for UAB’s morale problem.

A: Retaliation is not allowed and will not be tolerated. If you feel that you have been retaliated against, please see your Director or Facilities Human Resource Office to discuss your situation.

Q: Group leader + Supervisor need more work on people skills. We, as co-workers, leave our homes and we have to deal with attitudes. If we have to leave our attitude at the door, so do they.

A: Facilities is committed to training all group leaders and supervisors so they will have the necessary people skills to perform their job duties. If you have specific concerns, you are encouraged to discuss with your Manager/Director or contact Facilities HR.

Q: When we are short on workers, do the group leaders help out?

A: It is important for the group leaders and supervisors to help out when staffing situations are strained. It is even more critical that they work to understand the resources needed and gain assistance while managing their other responsibilities at the same time. So, they can help, but they also have to tend to their primary responsibilities as group leaders. If you are a supervisor and are having staffing issues, be open and clear with your managers about the needs of your area.

Q: There are quite a few people who are qualified, but don’t drive who would love to be a group leader. All don’t have to drive.

A: Group Leaders functions include carrying employees to job sites, pick up supplies, etc. and therefore need to be able to drive on behalf of the department and UAB.

Q: There is no togetherness at all. The people we have to clean up behind treat us like we are property. They leave money around and trash on the floor, like they are at home. This is wrong. These are adults, not children. The wages are wasted at 23 cents at a time? Why?

A: Providing customer service does not mean we allow our employees to be treated with disrespect. Every one of our 700 employees in Facilities plays an important role at this University. Many within Facilities have different roles, but they are each important. If you feel that you are being treated inappropriately, please talk with your supervisor. Supervisors, if this is a consistent theme in a department, please consider working with that department to help resolve the issue.

**Personnel Issues**

Q: HVAC meetings with the central utilities?

A: We would love to answer your question, please submit a clarification via our FACE email at FAC-suggest@uab.edu.

Q: Would it be possible for the 12 hour Hospital Maintenance personnel to have the 8 designated holiday hours to be put in their personal holiday bank since their shifts include working the holidays?

A: Hospital Maintenance is a campus entity, and follows campus benefit policies. UAB paid holidays include 8 designated holidays and 3 Personal Holidays. With a diverse campus, it is difficult to close for each official holiday. The 3 Personal Holidays allow flexibility in requesting time off to celebrate holidays that are important to each person.

Q: If you are doing a floor for two people, why are they complaining that it is half clean? You are only one person and you can do the best you can. If you want it to look that good you should get extra help.

A: In March 2018, Building Services began adding 2 temporary employees per zone to fill in for unplanned absences to ensure that public areas of all our buildings are maintained. We believe this has addressed your concerns, and we will be reviewing the effectiveness of this new program.

Q: You told us two years ago we’re going to get our floaters, and the question is where are they? It’s hard on the person that’s doing their job and yours too.

A: We strive to staff our areas to allow employees to utilize their vacation accruals. It is difficult to staff for absences due to Leaves of Absence, as many of these are unplanned. In March 2018, Building Services began adding 2 temporary employees per zone to fill in for unplanned absences to ensure that public areas of all our buildings are maintained. We hope this has addressed your concerns, and we will be reviewing the effectiveness of this new program.

Q: What happened to the people that was suppose to float when an employee is not at work?

A: We strive to staff our areas to allow employees to utilize their vacation accruals. It is difficult to staff for absences due to Leaves of Absence, as many of these are unplanned. In March 2018, Building Services began adding 2 temporary employees per zone to fill in for unplanned absences to ensure that public areas of all our buildings are maintained. We hope this has addressed your concerns, and we will be reviewing the effectiveness of this new program.

Q: What happened to the Temps. that would be filling in for Building Services? We have a lot of people calling off and it’s too much trying to do your area and someone else’s.

A: We strive to staff our areas to allow employees to utilize their vacation accruals. It is difficult to staff for absences due to Leaves of Absence, as many of these are unplanned. In March 2018, Building Services will begin adding 2 temporary employees per zone to fill in for unplanned absences to ensure that public areas of all our buildings are maintained. We hope this will address your concerns and will be reviewing the effectiveness of this new program.

Q: Is there a later shift for those who want to come in later in the morning? Being here at 4 a.m. is very difficult and dangerous. We are not RNs or surgeons. It is not necessary for us to be here this early, a shift from 7-3, or 8-4:30 is better.

A: Each shift is set based on business need. This shift is specifically set to ensure you can get the most work done, and so that you can get to know your customers. At this time, 7-3 or 8-4:30 shifts do not meet the business needs.
Answers to All-Hands Meeting questions

OPERATIONS

Q: Why does Area 4 Maintenance still have to fill out daily work logs?
A: In the past, we found one area that had too many systems for documentation and that has been addressed and resolved. If there are other areas, please let us know so we can address the area specifically.

Q: Why can’t they get someone to do supplies while school is in? Because your workers are behind in their work or too tired.
A: Please talk to your supervisor about ways to make your job more efficient.

Q: When are you all going to switch supervisors?
A: We would love to answer your question, please submit a clarification via our FACE email at FAC-suggest@uab.edu.

Q: Who do I speak to about having the AC on in the HSC early in the morning. It is too hot when we get here in the morning.
A: Please speak with your supervisor about any issues you are having.

Q: If a different shift comes open within your department, shouldn’t it be offered to employees with the most seniority first, instead of giving it to the newest employee (4 times).
A: You should make your supervisor aware if you are willing to move to a different shift. This is part of goal setting and professional development.

Q: I was wondering does our department have a backpack vacuum? I think it would be very convenient to have one instead of hauling a big vacuum around while pushing our cart to clean up.
A: Please speak to your supervisor about the needs in your department.

Q: In my department, (Building Services) how best to handle a customer who, no matter how hard you try, cannot be satisfied about our services. This individual complains about everything and is not satisfied even when the supervisor/crew leader talks to them. They are now going over the supervisor’s head and complaining to upper management. How do I protect my job which I do the best I can and who do I complain if the complaints are not true?
A: Please always lead with respect and kindness in your communication with customers. If you are having difficulties, ensure you are discussing the issue with your supervisor. Any discussions with customers about expectations of service will be handled by your supervisor.

Q: Can we have tools to work with? Can we get newer equipment?
Answer to all above: Please discuss any needs you have with your supervisor.

Q: Why are you all kicking me out of my parking lot on 20th and 5th? We were told they loved the $50/month but you got to go back to parking on the street? Why don’t they move us next door or across the street?
A: Parking Services has recently transitioned to be within the Facilities Division. The Facilities Division has been working with Parking Services on a campus wide parking study, which should help identify areas that need additional parking. For more information about this study, visit uab.edu/parking/parking-departments/parking-and-transportation-study.

OPERATIONS

Q: When you drive through UAB in the evenings, there are flood lights directed at the outside of Jefferson Tower cupola. This gives the impression that UAB is out for the evening, because the building looks dark inside. Leave the flood lights on so there would be some light when you got back, like you do at your own home. There should be a light inside the cupola that comes on at night. This cupola can be seen from all around Southside, can be seen from Region’s Field, can be seen from St. Vincent’s, etc. The ceiling inside the cupola could be cleaned up and painted with a reflective paint. Then a light could be installed that is directed up into the ceiling. This should given an even light out through the windows of the cupola. Would be a great advertisement for UAB. Lets everyone know UAB Hospital is open 24/7.
A: This is a very interesting idea. The decision would be made from Hospital Administration. We will forward this suggestion to them.

Q: Trucks, Golf carts? Anything? Hand toting tools and supplies four blocks? And the areas/zones make no geographical sense and defy reason?
A: Please speak to your supervisor about the needs in your department.

SAFETY

Q: Research options for UAB B-Alert announcements to automatically appear on DBBs.
A: The Emergency Management department has worked with all of the sign owners on campus to ensure that the most urgent alerts will appear on the signs across campus. Thank you for such a great suggestion!

Q: Could we get our Maintenance guys to report and fix all their doors to keep people out during the night?
A: If you are consistently noticing a door is unlocked, causing safety issues, please contact your supervisor. They should work to resolve the issue.

We have addressed safety before, because it is always a serious matter. It is one of our core expectations. We have several resources available.

1. Sign up for a parking space closest to the building you are assigned to work.

2. Call UAB Police Escort – Police Chief Anthony Purcell suggested this option during one of our All-Hands meetings.

3. Install RAVE Guardian application on your smart phone to have additional protection while walking.

4. Partner with others on your shift to walk together to your workplace. Please consider these options and let your supervisor or Director know if you need additional help.

Sign-up | Update | Download
Don’t forget to sign-up or update your B-Alert settings.
Visit uab.edu/balert for more information.

And don’t miss out on the Rave Guardian app free from your phone’s app store. Sign up using your UAB email address.
Answers to All-Hands Meeting questions

WORK ENVIRONMENT / EQUIPMENT

Q: Can we smoke on campus?
A: Per UAB Tobacco policy, all forms of tobacco are prohibited on campus. You can find the policy online: uab.edu/policies/Pages/LibraryDetail.aspx?pID=110

Q: Is Blazer ID being updated?
A: UAB IT has announced a new 2-factor authentication process, which will add another layer of security to your information and will enable you to never have to change your password again. Learn more at uab.edu/it.

Q: When I ask for my area to be done, we don’t have machines to use. I think all areas need to be kept up. Lister Hill Library needs to be done badly.
A: Please speak to your supervisor about the needs in your department.

Q: Can we please get a refrigerator in the Volker Hall building for the housekeeping department?
A: Please discuss any needs you have with your supervisor.

Q: My work truck recently died. I am having to work out of a diesel dump truck, which gets me around, but is impractical. Is there any way that Facilities could build up a pool of spare vehicles for use when one goes down?
A: Please contact your supervisor to let them know of your challenge. Your supervisor will submit this request to your Director. We work hard to replace vehicles that are no longer operable, but we work in priority order for replacements.

Q: When will we get a parking deck built? The parking here is absurd.
Q: Parking stinks.
Q: Parking close to my building is ridiculous.
Q: Can you make parking better?
Q: Parking is very terrible. Can there be something done?
A: Parking Services has recently transitioned to be within the Facilities Division. The Facilities Division has been working with Parking Services on a campus wide parking study, which should help identify areas that need additional parking. For more information about this study, visit uab.edu/parking/parking-departments/parking-and-transportation-study.

Q: Can we put a link for UAB paging on the Facilities home website?
A: We have moved toward encouraging customers to use the TMA Work Order system, in lieu of paging employees directly. This helps us catalogue our work and keep data on what work has been done in a building. If you have a specific need for the paging system information to be placed on the website that has not been addressed in this answer please contact Natalie Merrill at nmerrill@uab.edu or at 934-4825.

RECOGNITION

Q: Thanks to UAB for all you do for us as employees. Having this job has allowed me to educate my son & daughter, and my wife will graduate soon. This will allow them a higher quality of life. Thanks. Go blazers.
A: WOW! Thank you for sharing. GO BLAZERS!

Q: Is it possible to start these meetings with prayer?
A: To be respectful to all employees of varying religious beliefs, we will not begin meetings with a prayer.

Q: Can UAB provide the employees with a gift certificate for a turkey or ham for the holidays in the near future? It would be really nice.
A: Since UAB is a state entity, we must abide by state law, which prohibits gifts to employees. Unfortunately, a ham or turkey or other similar items are deemed a gift and cannot be provided to employees. However, our FACE committee continues to work diligently on fun activities that celebrate our employees as allowed by the university.

Q: During an all hands meeting about a year and a half ago, I submitted a question inquiring about a larger capacity vacuum for leaves and debris. The response was ‘We would make it happen through the procurement team.’ We were able to coordinate with Harper Vacuums and demo’d a TU30. A request was submitted got 2 TU30s (one for purchase + one for lease). We never heard anything again. What is the status of the equipment request? We at Grounds are struggling to efficiently keep up with the leaves with nothing but rakes, tarps, and small capacity vacuums to remove them.
A: We are still working with procurement on this request. A good sign is that the first order for equipment is now in the hands of the procurement group. Once the first order is completed, the rest of the equipment will have a template that should make it easier to get done. Hopefully, that happens this month and we can work on additional equipment shortly thereafter.

Core Values
Enhancing Customer Service
Stewarding Facilities Resources
Valuing the Environment
Enhancing Safety
Promoting Sustainability
Valuing Inclusivity

Do you have a question you want answered?
We check the FACE comment boxes on the 15th of every month.
You can also submit a question by emailing FAC-suggest@uab.edu.
We want to hear from you!
Team B of Planning Design & Construction works hard to provide compliant and exceptional plans and designs for several of the colleges on the UAB campus. They currently service Provost, College of Arts & Sciences, Collat School of Business, Student Services, School of Engineering, School of Education, Graduate School, and Campus Recreation.

In order to create successful, client-based designs, the team pledges to always pay close attention to cultivating the interpersonal relationships built among everyone involved in each project.

“All of our clients, consultants, contractors and teammates contribute to the success of our projects,” said Sarah Smith, Project Manager. “The team really relies on each other for coordination and support to ensure that projects meet the needs of our clients.”

The group members agreed that it is crucial to develop and design solutions that accommodate the users’ needs and their vision for each space.

“Our team works with the college, the users, and stakeholders,” said Christopher Faulkner, Architect and Project Manager. “The Team is responsive and conscientious to needs of our clients and to others.”

The group makes a great effort to ensure that their projects provide the best for our university in terms of meeting project needs, budgets, and scheduled time frames.

“We strive for excellence!” said Faulkner.

In doing so, Team B successfully develops and completes projects to the satisfaction of their clients and to the betterment of the UAB Family.

If you have a group you would like to see featured in a Group Spotlight, please let us know! Contact Hadley Turner, Facilities Communications Specialist, at hadley54@uab.edu or by calling 934-8930. We are always looking for new ways to showcase our groups in the Facilities Division!

Police Headquarters Building
- Construction of the new building is 100% complete
- UAB Police Department is moving in during April
- Old building to be demolished and removed during the next 3 months

Collat School of Business Building
- Construction is 86% complete.
- Building envelope approaching completion.
- Continuing with mechanical, electrical and plumbing systems
- Finishes underway.
- Projected completion Summer 2018.

College of Arts and Sciences Building
- Construction is 15% complete.
- Concrete structure and site utilities in progress.
- Projected completion Spring 2019.

ROTC Building
- Site grading for new structure complete.
- Foundations and site utilities underway.
- Projected completion Fall 2018.

Intramural Fields
- Construction is 50% complete.
- Field lights and net poles have been installed.
- Field grading and drainage in progress.
- Pavilion approaching completion. Roofing and brick in progress.
- Projected completion Summer 2018.

School of Nursing Building Renovation/Addition
- Construction is 80% complete
- Construction slated to be completed July 2018
- Paint work is ongoing.
- Mechanical & Electrical above-ceiling work is ongoing
- First Floor buildout (Classrooms, Simulation Labs, & Conference Rooms) - 90% complete with finished drywall
2018 Service Awards

The UAB Service Awards proudly honors those employees who have made a significant career commitment to the University of Alabama at Birmingham.

Campus Maintenance
Left to Right: Mike Gebeke, Barry Bates, Kristopher Chesser, Bard Shores, Terrance Aydt, Charles Broome, Bryan McMahon, Kelvin James, David Glover, Christopher Diliberto, Kevin Mousseau, Terrance Bradford, Joshua Person, Dale Conner, Will Winston, Norman Richardson, Jerry Crowe, Ben Ballard, Reginald Williams, & Darryl Crider

Campus Services & Grounds
Left to Right: Mike Gebeke, Sharon Johnson, Michael Sanford, Terry Willcut, Scott Moran, & Tim Sullivan

Elevator Maintenance
Left to Right: Darryl Crider, David Stalnaker, Roger Nash, & Mike Gebeke

PD&C
Left to Right: Greg Parsons, Mark Pugh, Janice McClinton, & Tamika Logan-Reynolds

CCS
Left to Right: Mike Gebeke, Vince Burgett, Sedric Steele, Donald Easterling, John Walker, Christopher Phillips, Scott Moran, & Norman Richardson
We appreciate your ongoing dedication to the continuing success of the University’s mission and vision!
Facilities Division Family Night
with UAB Baseball
Throughout the month of April, UAB Sustainability hosted several events in celebration of Earth Month. The main focus was to raise awareness about the importance of sustainability and how to incorporate green habits in everyday life.

**Tips To help you leave a smaller environmental footprint:**

- **Take shorter showers**
  
  Just cutting your shower by four minutes can save up to 3,650 gallons of water per year.

- **Say no to bottled water**
  
  By refilling your own bottle you can help conserve virgin resources and protect our pristine nature. One bottle of water can cost you around $2.60 versus only a few cents per litre for tap water. So start refilling your water bottle today.

- **Drive less**
  
  Take a walk or ride your bicycle to work, the store, church, or a friend’s house. You’ll conserve gas and reduce the amount of air pollution you create.
Register for **Facilities Professional Development Classes**

by contacting Laura Marsh

at llmarsh@uab.edu

or 934 -1054.

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<td>1 Outlook Basics 8:30-10:30 a.m.</td>
<td>3 Retroactive: Payroll &amp; Costing 1:00-4:00 p.m.</td>
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<td>16 Outlook Intermediate 8:30-10:30 a.m.</td>
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<td>30 iPad/Mini WebTMA GO 10:00-11:00 a.m.</td>
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Check your email and the Digital Bulletin Boards for the May Professional Development Center schedule.