

BLACKOUT 2003



U-M Central Power Plant. Photo courtesy of the University Architect's Office.



Lights - Mike Pepper.
Photo by Debbie Olejkniczak.



Lights - Mark Boyea
Photo by Debbie Olejkniczak.



Lights - Mike Chase.
Photo by Debbie Olejkniczak.



Lights - Kenny Brandt.
Photo by Debbie Olejkniczak.

AUGUST 14, 2003: The Day The Lights DID NOT Go Off

The central campus of the University was an oasis of light and air-conditioning as power was lost from Ann Arbor to New York during the recent blackout that affected 40 million people. Central campus was able to ride through this national disaster with minor disruptions because it is served by the Central Power Plant (CPP), a co-generation facility that produces steam and electricity.

However, even the central campus could have been lost had it not been for the exemplary performance of the staff of the CPP and the high voltage shop throughout the crisis. When the power went off, two thirds of the central campus immediately experienced a complete blackout. Critical decisions and fast action by the CPP staff and a little luck enabled the power plant boilers and turbine generators to stay on-line and continue to supply some electrical power. Then the Y2K emergency preparations came into play.

Because it is a cogeneration facility, the power plant electric production is limited by the steam load on campus. Therefore, all of campus could not be served by the plant. The Y2K power preservation plan was used to identify buildings with critical power needs for life safety or research or valuable archives. The plan also identified how each building was served electrically. With this information in hand the high voltage staff and the CPP staff coordinated power restoration to about 70% of campus over the next eight hours and then maintained that level until normal power was restored the next day.



Steve Oerther at work.
Photo by Debbie Olejkniczak.

Many of the other shops throughout Plant Operations also displayed dedication and high levels of expertise responding to a myriad of problems and emergencies that arose that day. Good planning, good preparation, the right equipment, good training, and excellent staff ensured that the lights did not go off on that eventful day.

*Bill Verge
Utilities & Plant Engineering*



Rich Robben, Director
Photo by Betty Alberts

Summer Recap

Welcome to another academic year and the exciting start of school for so many new students and faculty. Do you feel the excitement? No? Well...maybe you don't because we are coming off one of the most exciting, eventful and fast paced summers that we have had in recent years. I wouldn't be surprised to see many pause to catch their breath. Let me begin my message by recapping some of the summer fun.

We have just completed the most intense and arduous budget process since the late 1980's. We were asked to remove over \$3.2 million dollars from our general fund budget. This was no small feat but it is now complete. The various departments are carrying out their plans without the need to conduct any layoffs. Again, I want to thank everyone who participated in the process of identifying areas where we could make cost reductions. A reduction in activities of this magnitude has already impacted our day-to-day operations. Less overtime, cutting back on retirement parties, and eliminating this year's 10 year service award dinner all combine to make the work environment seem less people-friendly, more harsh and less appreciative of the efforts of all of our great team members. However, I want to assure everyone that our efforts have been first and foremost designed to protect our workforce. In keeping with our Vision 2005 business plan we

have a mission of supporting the University of Michigan. Those of you who have taken time to familiarize yourselves with the plan know that we believe the best way – the only way - to meet our mission objective is through a competent, empowered and motivated workforce. We will gradually, as funds permit, restore many of the lost recognition activities, training opportunities and even overtime. Nonetheless we started out stressfully.

We then jumped into our normally stressful summer of construction projects, cleaning and maintenance activities. If this isn't enough, negotiations between our Skilled Trade team members and management began. Could there have been a worst budget time to negotiate? I don't think so, but I have to commend the bargaining teams on both sides of the table and the leadership shown by Trades President Don Pacheco throughout the process. This was a difficult process, but cool heads and reason prevailed to produce a contract for the coming year. We'll be back at it again next year. Hopefully the financial situation will be better. In any case, thank you to our Skilled Trades team members for ratifying the contract.

We had barely finished the negotiations when we were faced with the largest power outage in U.S. history. The lights went out at about 4 PM on August 14th. Even though many of our team members were on their way home or on vacation, their response to return to work and to come in the following day was overwhelming. Their dedication to the University and the professionalism displayed by everyone involved in the crisis was exceptional. Plant Operations performance was also recognized by the University community. In fact, there was so much backslapping going on, I was concerned that our workmen's comp cases would increase. Just kidding! Seriously, though, let me thank you all again for the commitment and effort you all displayed.

Finally, the new Life Sciences Institute is now open for business, and we are finishing off our summer with the staffing and activation of new facilities. Through this coming year we will be activating other buildings such as the Commons Buildings and Hill Auditorium.

So if you are taking a breather, it's well deserved. Well done, Plant Operations!

About the Plant Exchange

The Plant Exchange is produced by members of the Plant Operations Division at University of Michigan. Its purpose is to inform its staff and the University community of activities, accomplishments and information about Plant Operations and the work we do.

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October 2003, The University of Michigan Plant Operations
Editors: Valerie Amo, David Judge, Kristin Miller, Paul Pritzlaff
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Win, Win, Win ! New Recycling Initiative

Word is spreading across campus regarding our new recycling initiative. The initiative will increase office occupant awareness of recycling techniques, reduce the volume of non-recyclables, and provide opportunity for us to remove recyclables from offices each week. The “triple bottom line” benefits, or three “wins” are as follows:

- 1. Environmental Stewardship**—Seventy percent of trash collected is recyclable paper now sent to the landfill. UM staff can increase the amount of waste paper that is collected for recycling—therefore removing it from the trash stream.
- 2. Operational Efficiency**—Our custodial staff tell us that sixty percent of the time, the trash basket is less than half full and that recyclables and non-recyclables are often found in the same container. If each office occupant will separate the two, there will be even less non-recyclables. This suggests that baskets are being emptied at a greater than necessary frequency.
- 3. Meet Financial goals**—We have been looking for ways to implement changes

that support our reduced budget. While this program changes the service, we don’t think it reduces the level of service. We propose that office trash pick-up will be consolidated to one day each week. This will provide time to remove the recyclables from the office at the same time. Overall the program:

- Promises a continued commitment to quality custodial service
- Provides trash collection from common areas, labs, etc. at current service level (New centralized containers emptied daily)
- Provides weekly removal of both recyclables and non-recyclables from offices
- Provides “Side-saddle” receptacle used for non-recyclable materials

Initial pilots in Wolverine Tower and Fleming began in June and continue. I am pleased to report that the first pilot buildings went very well and we are now looking to implement this program in all Business & Finance buildings.

*Nathan Norman
Director*

GI Returns Home



JR is a custodian who has been working in PBS for 11 years and is a member of the Frieze Team with Marge Eadie as his coach. Photo by Paul Prizlaff.

While speaking with Harris Frye, known to many as JR, I learned that his experience in serving active duty in Iraq was a harrowing and difficult one! JR has served in the Army Reserve and as well enlisted in the Navy with an Honorable Discharge. His travels in the Navy have taken him to Asian continents, Australia and Africa. JR reenlisted in the Navy in 2002 and was activated to duty with an assignment in Iraq. He spent considerable time in Turkey and Spain while deployed to Iraq. While he was in Spain he participated in “the running of the bulls”, an event where the bulls are let loose through narrow streets and the participants run feverishly in front of the bulls, attempting to remain unscathed as they run down narrow alleys throughout the many villas. While aboard the U.S.S. Carl Vinson, a nuclear carrier, “Top Gun”, the cinema blockbuster, starring Tom Cruise was filmed. JR spoke with him personally and said he was a “nice guy”. JR is actually in the crowd (if you can spot him) at the end scene of the movie. JR returned safe from active duty for the 2003 4th of July celebration in the good ole’ U.S.A.

*Paul Prizlaff
Staff Development*

Big 10 Conference for Building Services



From left to right: Dave Oldenburg, Tammy Williams, Donna Kinne, Ron Anderson, Colette Donner, Buzz McElroy, and Donna Hudgins. Photo by Dave Jackson.

I recently had the pleasure of attending the 45th Annual Building Services Administrator Big Ten Conference. The University of Iowa at Iowa City hosted the conference from September 17-19, 2003. Coach Colette Donner and I, along with five High Performance Work Team members, had the opportunity to present ideas regarding our team paradigm. The team members gave an excellent presentation that generated a lot of interest from our peer institutions. There just wasn’t

enough time to answer all the questions! Building Services presenters were Ron Anderson and Tammy Williams from the B-Team; Dave Oldenburg and Donna Hudgins of the Crazy 8; and Donna Kinne from the Dirty Dozen. I didn’t realize what a forerunner we are when it comes to teams, and how much other universities model themselves after The University of Michigan.

*Buzz McElroy
Supervisor*

Volunteer Cross-Functional Team



From left to right:

Paul Guttman-Construction Services
Alan Stevens-Work Control
Betty Alberts-Plant Administration
Marvin Pettway-Grounds & Waste Mgmt
Mike Gramza-Utilities & Engineering
Dale Schaedig-Construction Services
Jerry Piesky-Facilities Maintenance

Not Shown-Diane Brown-Facilities & Operations; Luke Gentles-Building Service
Photo by Tom Rumble.

In helping others, we shall help ourselves, for whatever good we give out, completes the circle and comes back to us.

— Flora Edwards

In the Winter of 2000 Plant Operations began working on a strategic plan for the department, "Vision 2005". One of the four major focus areas of this effort is "People" and the Volunteer Cross Functional team was born. The mission of this team is:

- To support and enhance community service activities throughout Plant Operations
- To encourage additional participation by recognizing efforts above and beyond job requirements, both groups and individuals
- To assist in organizing and providing focus for specific community service projects.

The team began meeting in May of 2002 and began learning the policies of the University that govern the use of University funds and the participation of employees in volunteer activities. Once this information was gathered the team began working to develop a program that all employees could use to develop activities sponsored by Plant Operations that support our community. The result is a very dynamic and innovative approach to supporting volunteerism. The team is currently working on a presentation of the program that will be given to the Plant Operations Lead Team on October 30. Once the recommendations from the lead team are incorporated into the program the

team plans a major roll out to all of the employees of Plant Operations.

If you have an idea for an activity that you would like to organize, please contact one of the team members for some guidance and assistance in putting your idea into action.

*Paul Guttman
Construction Services*



M-People ESL Instructor Eva Balough (center). Photo by Paul Pritzlaff.



M-People GED/College Prep Instructors Shannon Gordon and Sam Wickizer. Photo by Paul Pritzlaff.



M-People ESL Students. Photo by Paul Pritzlaff.

M-PEOPLE Underway for 2003 Fall Semester

M-PEOPLE is Plant Building Services employee development and education program. Under the leadership and vision of Nathan Norman, Director of PBS, this program has developed into a viable and meaningful avenue for PBS employees expressing interest to improve their educational level and develop and acquire additional career skills. The program offers courses in G.E.D. (high school equivalency certificate) and ESL (English as a second language). The program instructors are state certified and each is articulate in

teaching their subject. ESL classes provide instruction in beginning and intermediate English. PBS is a diverse cultural organization and the ESL course allows individuals an opportunity to speak fluently thereby enhancing their communication at work and also in their personal and family lives'.

To prepare our employees for higher-education learning, a college-prep course called Basic Skills for Higher Education is offered. M-PEOPLE partners with Washtenaw Community College to assess skill levels and offer career counseling. A new addition to M-PEOPLE course offerings will be computer training

emphasizing basic computer literacy. This class is slated to be offering classes in early 2004. Comments from students suggest that the teaching staff is caring and understands and addresses each student's challenges in a professional and caring way. Courses are available to all department employees in U-M Plant Operations division.

To obtain information on the M-PEOPLE program contact Paul Pritzlaff, M-PEOPLE Coordinator, at 936-2533.

*Paul Pritzlaff
Staff Development
Building Services*



Ambassadors at the Front Line

The customer service mantra continues within our quest to fulfill our Vision 2005 Strategic Plan!

Communicate, be diplomatic, be professional and be friendly! Lots of advice, suggestion, and direction guided by employee knowledge, empowerment, and your specific departments operating procedures.

Each of us is an ambassador for Plant Operations. As Webster's definition (4.a.)

describes, we are *an authorized representative or messenger*. We project Plant Operation's organizational values and beliefs as we go about our jobs and duties to support this institution. Every so often we are reminded about the opportunity we have to perform our jobs and services in terms of another guiding mantra, the one that speaks of "*Leaders and Best*"! We were recently featured as the cover story in the August 2003 Maintenance Solutions Magazine. You won't find this

magazine for sale at the supermarket checkout, but it does grace the desk and workbenches of all of our facility peers in higher education! We are all part of a program setting the pace in a national industry. You should all be proud to be contributors at every level. Barkeep', lets have another round of Silver Arrows for the staff...!

*Lowell Hanson
Facilities Maintenance*

GROUNDS & WASTE MANAGEMENT

Dock Deputies Arrest the Mess

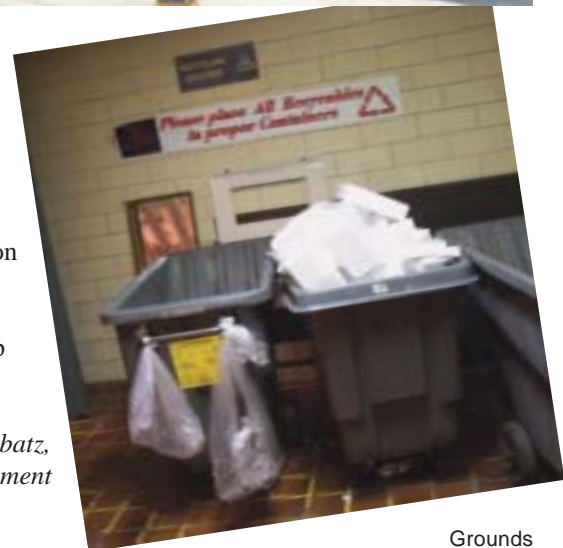
Fall term move-in at the University residence halls is one of the major events that have a big impact on the whole campus. Students today bring everything (maybe even the kitchen sink!) with them to school. Televisions, stereos, multiple computers, and other electronic gear come packaged in cardboard and polystyrene. These packaging materials end up in our dumpsters at the loading docks in quantities larger than you can imagine. The volumes produced, when combined with the regular waste from the residence halls produces a stifling mess at the loading docks. Grounds & Waste Management employees typically work long hours to clean up the mess and sort it for reuse, recycling, or disposal. With support from Housing officials, we ventured down a different path this year to bring order from the chaos. We assigned staff from Grounds & Waste Management, and Building Services to work as "Dock Deputies".



The "Dock Deputies" worked at each Resident Hall loading dock, sorting and breaking down packaging materials. They also coordinated pickups with the collection drivers to ensure that containers were emptied before they became "overfull". As a result of their efforts, we were able to keep the docks clean and our drivers were able to quickly service the containers without having to clean up overflow on the ground in front of the dumpsters. More importantly, University Housing and the campus appearance in general benefited from this constant attention of keeping things clean.

This extra effort by our staff greatly improved the efficiency of our ability to clean up after great Move-In of 2003. It produced a win-win situation for the entire University community.

*Mike Gaubatz,
Grounds & Waste Management*



Grounds collects over 50 tons of corrugated cardboard and 1½ semi-truck trailers full of polystyrene foam at the Residence Halls each year at Move-In!



Photos provided by Grounds & Waste Management

PLANT OPERATIONS PICNIC 2003

What a beautiful day we had for the Plant Operations Family Picnic

this year! It was a sunny, breezy day and not too hot. This year the Picnic Committee tried something different. The picnic was held on Saturday, August 9th at Wiard's Orchard. Just perfect for a family picnic!

We had a really nice turn out that included people from all Plant departments and their family members.

Wiard' provided a fun filled day for all ages. They had games for kids with prizes, hayrides, fire engine rides, volleyball, horseshoes and some played cards. We provided the DJ where the kids sang and danced. Thanks to the many volunteers that put temporary tattoos on everyone.

The food that Wiard's prepared for everyone was truly a "Picnic Feast". The food was delicious!

As this is a first time experience with Wiard's Orchard we just can't say enough good things about this picnic and how they treated all of us. If you weren't able to make the picnic ask around and I'm sure people will tell you how much fun they had.

We hope to see everyone next year at the Plant Operations "Family" Picnic!

*Gail Estes
Work Control*



Plant Has it's Biggest Billing Year Ever!!

Do you ever wonder how much money Plant Operations spends in a fiscal year? While our FY 2003 General Fund appropriation of approximately \$46.6 million (not counting \$55 million for utilities) isn't exactly chump change, let me tell you, as Paul Harvey says, "The rest of the story".

In FY 2003 Plant billed a total of \$116,701,073 to the General Fund and our customers, an increase of 8.2% over FY 2002. This works out to an average of over \$58,000 per hour, eight hours per day, five days a week, fifty-two weeks per year. Facilities Maintenance billed \$35.7 million, Construction Services \$25.5 million, Building Services \$19.9 million and Grounds & Waste Management \$10 million. The Hospital Maintenance group does \$9.5 million of work each year.

And now you know "The rest of the story."

Rich Steiner, Plant Administration



The PPAPO staff from left to right: Sharon Murray, Karen Rothfuss, Ursula Hucke, Teri Bareis, Nancy Stapleton, Trish Cavanau. Not Shown: Sharon LaClair, Penny Myers. Photo: Anna Balhoff

Patti Sweeny, Plant



Photo by Anna Balhoff

My name is Patti Sweeny. In 1982, I joined U of M as a secretary in Plant. I have since worked in Student Organization Accounts, Payroll, Transportation and Parking. I currently work part-time (Monday-Wednesday) as a Senior Accountant in Plant Administration. My responsibilities include producing financial reports and journal entries. I enjoy my job and find it interesting due to technological advancements.

In 1987, I married Tim Sweeny (cousin of Ron, Facilities Maintenance). I enjoy being a wife to Tim and a mother to our children (Jayden, 7; Evan, 4; and Kayla, 1) whom I get to "stay home and goof around with" Thursday-Friday. I like spending my spare(?) time with friends and family (seven siblings, including Cindy Schaedig, Work Control), traveling, golfing, reading, crafting, and baking.

Network Services/ Web Services

Network Services continues to expand its services while maintaining its core service offerings. We continue to assist with computer equipment purchasing as well as configuration and deployment of the equipment. At the help desk, we are consistently responding to customer requests, but our new Outlook Help Desk has improved tracking and management of tickets.

The past few months have been especially busy upgrading our servers and workstations against the numerous viruses and worms that have been detected. We've also been enhancing our skills to expand our service offerings to assist our customers better. Some of our new endeavors include: MS SQL Server, Oracle, and MS Access database maintenance and enhancement; workstation and server application development; Outlook forms.

Bev Bricker, Network Services



The Web Services Staff: Mike Skora (L) and George Benson (R). Photo by Mike Skora.



The Network Services Staff: Front row (left to right): Bev Bricker, Ed Linderman, Nancy Fortune. Back row (left to right): Curt Gomulinski, Brian Elliott, Dan Pope, Jorge Palacio
Photo by Michael Skora

RECYCLING

Our New Recycling Coordinator!

Grounds and Waste Management Services would like to introduce the new Recycling Coordinator, Tracy Artley! Tracy, a U of M alum, earned her degree in Resource Ecology and Management from the School of Natural Resources. She also earned a Masters of Public Health from the School of Public Health in Environmental Health Sciences. Previously, Tracy was employed by Washtenaw County in the Division of Public Works as a Solid Waste Program Assistant for two years.

Tracy is excited to be on board and proud to be part of our impressive and award winning Recycling Program. She loves the atmosphere here at the U of M and the support that there is for environmental initiatives.

A Michigan native, Tracy plans on staying put here in Washtenaw County. Married early this year to Matt, a Dental School student, she resides in Ann Arbor with her husband and their cat, Pumpkin. In her spare time, Tracy loves to canoe, run and bake. She also has a passion for Godzilla movies!



Tracy Artley with her hubby Matt. Photo by Pam Smith.

After her first week on the job, Tracy is excited to expand the Recycling Program and keep us right on target as recycling leaders and champions! Her mother instilled the thought “Every problem has a solution.” and Tracy uses this as a guide in life. With her mother’s advice and her “Go Blue!” attitude, she is sure to be an asset to the University’s recycling program. Welcome to Plant Operations, Tracy, where We Make BLUE Go!

Pam Smith, Recycling

SAFETY



Soil Erosion Control

The University is implementing an updated Soil Erosion & Sedimentation Control Program. This program is designed to control soil erosion to rivers and storm sewers, and is required under federal and state regulations for water protection. There are various requirements under this program, to include following best management practices for controlling erosion (e.g., using silt fences and plastic covers), project planning for erosion control, and regular inspections of excavation sites to ensure erosion control is working. The specific procedures required under this program depend on the size and duration of the excavation. As a general rule, if you’re going to dig a hole in the ground, then you need to keep the dirt from leaving the site. OSEH will be conducting special training sessions for the shops in Plant Ops that conduct regular excavation projects. All maintenance, construction, and utility shops will be getting awareness training on this topic with their annual refresher training. Any questions on this topic should be referred to the Environmental Management Group of OSEH (936-1920).

Keith Trombley
OSEH



Grounds Detention



Silt Fence: Use silt fences, plastic sheeting and drain covers at construction sites



Drainage Ditch: Protects storm drains and ditches from soil runoff.



Huron River near the Arboretum: Protect our water ways and natural resources.

All Photos provided by OSEH-Environmental Management Team

Long Awaited Move for UPE

Two weeks after Lisa Sheldon started working as an Administrative Assistant for Bill Verge, Associate Director - Utilities and Plant Engineering (UPE), she found out that a portion of the UPE department would be moving in to the former Building Services Building. Lisa, along with Cindy Fowler, UPE Accountant, began overseeing the renovation of the building as well as coordinating the subsequent physical move of 16 UPE employees in July and August.

The move was a result of Bill's desire to bring as many members of his team together to one location as possible. After years of being located in various offices throughout the U of M Campus, the move brought together UPE staff from the Associates Director's Office, the Central Plant, Tunnels and Utilities Billing Systems, and Outlying Boiler Services.

The newly renovated facility, located next to the Central Power Plant, features a reception area, 16 staff offices, a conference room, a kitchen, and a lunch room.

Lisa and Cindy would like to thank all of those individuals involved in the renovation and move from Construction Services, Network Services, ITCOM, and Moving and Trucking. The efforts of such a professional and helpful group of people made their work on this challenging project much easier and a tremendous success.



The new Utilities & Plant Engineering Front Door: Cindy Fowler and Lisa Sheldon
Photo by Holly Shuar

Lisa Sheldon, Utilities & Plant Engineering



The new Utilities & Plant Engineering Lunch Room
Back Row Left to Right: Bill Verge, George Gooch, Richard Wickboldt, Carolyn Rice, Bill Fink, Duane Foster
Front Row Left To Right: Lisa Sheldon, Judy Witter, Nancy Polderdyke, Mike Pepper, Debbie Olejniczak, Bill Weakley
Photo by Cindy Fowler



The new Utilities & Plant Engineering Reception Area
Left to Right: Debbie Olejniczak, Mike Swanson, Joe Compton
Photo by Cindy Fowler



F & O Wellness: Leaders on the Move!

Numerous studies have related personal and employee health and well being with productivity, organization, and self-motivation. Thus, the role of a Facilities & Operations Wellness Leader is an important one. Wellness Leaders are the **engine** that makes the Wellness Program go!

The role of the Wellness Leader will entail the following duties:

- * Post fliers for health and wellness programs monthly.
- * Forwarding wellness e-mails to perspective staff.
- * Monthly updates to staff on key Health and Wellness issues and upcoming programs.
- * Being the liaison between the Wellness Staff and departmental staff.
- * Provide critical input and feedback from various Wellness programs, based on the reactions from pertinent staff.
- * Being the “*Ambassador*” for wellness in your department!



Seated: Teri Bareis, Debra Oliver, Anna Balhoff, Carol Righi
Second row: Left to right – Colleen Greene, Mary Nix, Mona Herndon, Betty Alberts, Zoe Stevens, Patti Sweeny and Paul Guttman
Rear: Greg Lambert, Fred Riecks and Gary Hicks
Not shown: Stan Uitti, Linda Sen, Bill Burton, Jacob Mouro, Jane Immonen, Debbie Olejniczak, Don Ossenheimer, Eric Kolb, Autumn Thomas, Gabriel Zuleta, Judith Eberline.
Photo of Plant Operations Wellness Leaders by Anthony Neilson.

If you would like to be a Wellness Leader for your area, please contact Greg Lambert at 647-4796 or email glamb@umich.edu.

Increasing Health and Wellness awareness, promotion, and education will help reduce health costs and increase productivity. The strength of our Wellness Program will come from our dedicated Wellness Leaders, promoting and building a healthy and successful F & O Wellness community.

Greg Lambert, Wellness Coordinator

Building Services Ergonomics Program in Development

Building Services staff and employees are moving forward with enthusiasm to lower both the human and financial cost of work injuries through ergonomics.

Ergonomics is an applied science that addresses the relationship between people, the work they do and their work environments. Modifications to the physical environment, work tasks and how people perform their work can often help improve comfort and safety while increasing productivity.

Partnering with OSEH, management has established the Ergonomics Core Task Force (ECTF) which will be responsible for addressing ergonomics related issues within the department. The ECTF will be responsible for establishing an ergonomic process necessary to develop new work standards aimed at injury prevention through:

- Speedy Injury Reporting
- Follow-up interviews with supervisors and injured employees to identify specific causes for an ergonomic related injury
- Identifying on-site problems and their solutions
- Integrating ergonomic training into an already established safety program for all supervisors and employees
- Evaluating equipment and tool needs
- Collecting data to show process and procedural improvements and results
- Communicating progress to all department employees
- Continual evaluation of the program

We want to make sure we “speak the language of ergonomics”, says Nathan Norman, Building Services Director, so that ergonomics will become as integrated into our system as the Seven Habits of Highly Effective People has been.

The Seven Habits of Ergonomics

1. Minimize Awkward and Sustained Postures
2. Reduce Excessive Force
3. Reduce Repetitive Motion
4. Keep Things Within Easy Reach
5. Work at Proper Heights
6. Reduce Static Load and Fatigue
7. Reduce Pressure Points

Plant Order Service Functions in Makeshift Office During Power Failure

Thursday August 14, 2003 was a typical day in Plant and most of the Plant Order Service Customer Service Representatives had finished their shift and gone home by 4:00 PM. The two that were left got hit heavy about 4:10 PM when power went out through much of the Midwest. The phones continued to function and Gail and Julie managed to take call after call and to keep their cool until they were finally released after 9:00 PM. Additional staff were called back to work and coverage was maintained into the evening hours on Saturday. A make shift office was established with a few lights and fans hooked to emergency power. Plant Order Service's main duty during this ordeal was to call people back to work, keep in contact with elevator mechanics as they checked elevators and basically keep the



POS Area During Blackout
Photo by Lori Ramirez

lines of communication going on Campus. Kudos to all the Plant Order Service Customer Service Representatives who rearranged their weekend schedules and endured the heat and chaotic office situation to give their all to U of M!

*Cindy Schaedig
Plant Order Services/Work Control*

Introducing Joe Stauch

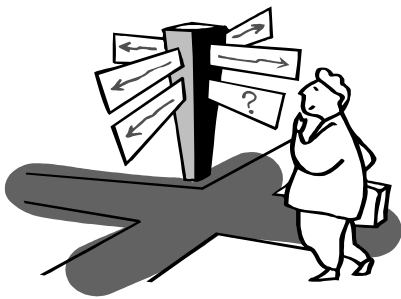


Joe Stauch at the key office. Photo by Lori Ramirez

Joe Stauch came to the Door Closure Shop with many years experience. He previously owned an automatic door business, and the University of Michigan was his customer for the past eight years! He loves his new job and doesn't miss the stress of owning his own business. The Door Closure Shop is part of the Key Office, under Work Control. They are responsible for repairing and maintaining all the doors on campus.

Joe grew up, and still lives, in Dearborn Heights. He has an 8-year old daughter, Alex, who loves to dance. Every year, Joe and Alex spend a couple weeks down in the Florida Keys, snorkeling and enjoying water sports.

Lori Ramirez, Work Control



Service Guide at Your Service!!

Who cleans whiteboards? Who will repair a broken bathroom mirror? What if we need new carpet? Answers to these types of questions are now at your fingertips. Check out our on-line Plant Operations Service Guide by going to our Plant Operations web site and clicking on "Office of the Plant Director" and then

"Guide to Services." Although this Service Guide is not totally completed, and is constantly updated, many answers can be found here. For example, customers can learn whether certain services are covered under our general fund or will be performed at customer expense. Let us know, also, if you have any information you think should be added. We hope this Service Guide will be helpful and useful when questions and problems arise.

*Lori Ramirez
Work Control*

Key Office Tidbit

During the first 5 days of September, the Key Office has issued 1,189 keys for cash and processed 326 cash refunds for keys. Many more keys have been issued during this time, charged to work requests.

*Rick Hadden
Key Office*

Let's Get Complicated!! New Work Codes Issued

"Why do you have to go and make things so complicated?" This line from Avril Levine's song "Complicated" is probably whispered under breath by some Plant employees when thinking about our department's Work Control. Take work codes, for example. For many years, employees were able to use a few codes of simple, four-digit numbers to signify many different types of work activity. On July 1st, however, Work Control issued over 1000 new work codes, which include both alpha and numeric digits. There is a reason for this madness! In being more specific regarding work activities, we will be able to produce more accurate records to assist in financial and workforce planning. So next time Avril Levine's song comes to mind, remember that Work Control has a purpose in the midst of these complications!



*Lori Ramirez
Work Control*

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Together, we can save a life

Red Cross Apheresis

Apheresis is the procedure of drawing blood from a donor and separating it into its main components of red blood cells, platelets, and plasma, and then returning the remaining components back to the donor. According to the American Red Cross, it takes six whole blood donors to make one dose of platelets or plasma. These are critical for burn victims, open-heart surgeries and some chemotherapy and leukemia patients. The donation process takes about 90 minutes and is very painless. Movie videos, juice, and other snacks are available to make the time go quickly. You typically donate three to five doses of platelets, and/or plasma, and up to one unit of red blood cells, in one session. This means that you can give the equivalent separated products contained in eighteen to thirty pints of whole blood! It is no more painful than giving a pint of blood, but the reward of

helping others in such great need more than makes up for the extra time.

I became interested in apheresis when a friend was diagnosed with leukemia several years ago, and was looking for donor matches for a bone marrow transplant. By donating through apheresis, I was eligible for free screening and placement on the National Marrow Donor Program Registry. Even though my friend lost her battle with leukemia, my wife and I have remained active apheresis donors because the need is so great. Please consider apheresis to meet the critical requirements of these patients in need. You won't be sorry.

Currently, apheresis donations are collected at the Red Cross Centers in Detroit and Livonia, but a new center will be in operation in Ann Arbor by the end of the year. For more information visit: <http://www.semredcross.org/bsv/apheresis.html> or call 1 (866) Try-Trima (879-8742).



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