

April 2019 News Facilities Management

Coming up in April...

Relay for Life—April 5 & 6

Walk for Hope—April 6

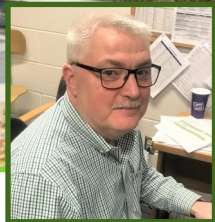
Foreign Languages Conference—
April 11-12

Madipalooza—April 13

Sibs & Kids Day—April 13

Residence Hall Check Out—April 26

Getting ready for spring Com-
mencements—*all month long!*



..from the Acting Director

It feels like that with spring finally here, 2019 is really kicking off. Now that April has arrived, Facilities Management is working like a well-oiled machine, and staff are operating at full speed in a way that has impressed me each of the 25 years I've been here. Not even taking into account all the new construction, everywhere I go on campus I see such high spirits and activity from our staff. The grounds team are in evidence across campus with beautiful flowerbeds "springing" into bloom. And inside JMU's buildings there's proof the housekeeping team has been on the job, keeping every space looking smart—*no monopoly on smart around here!* There are so many parts to the whole in Facilities Management that as we enjoy the start of a new season, let's keep things moving... *in FM style: together!*

Rodney Lam

...Did you know?

Your newsletter will feature a different shop, or a different part of all of the variety of parts each month that make FM a cohesive, functioning department. We're all about doing our work in a way to maintain an exemplary and sustainable environment conducive to academic pursuits and supporting JMU's mission. Next month's issue will feature a very special group of people many of us might not think of who help to make that happen. Stay tuned...

...First Responders, to the rescue!!

*Who are the people who run forward head-on to confront calamity, not away? Which shop is a primary line of defense? What do we call someone who responds to an ever-changing variety of unpreventable problems and unforeseen risks? **First responders**, of course! We're not talking about fire fighters, EMTs or police. When something happens on campus and things go wrong, and a student's, professor's, or employee's "house is on fire, cat's in the tree or squirrel's running around in Convo, or the world is falling apart"... when help is needed, the Utilities shop responds! Sure, many of the 400 to 700 jobs Utilities handles each month are just things like a light bulb's out, the top of a dresser came off its base, a sink's clogged, or an "open air fryer" is not working. Easy stuff, right? Sure! What Red Comer, a Utilities Supervisor who has 32 years on the job with Facilities Management, says is....*

Continued page two...



Utilities, the hub of the wheel... is a shop that is connected to so many other FM shops for everyday jobs, 365 days a year, 24 hours a day, supporting the whole team of Facilities Management.



Top left clockwise:
Dexter Eppard,
Dewey Smith, Den-
nis Dove, David
Jetton, Brandon
Howdysell, Kevin
Lessington, Jesse
Lam, Steve Good,
Jonathan Gordon,
Red Comer, Paul
Sherman (Sups.)
Shannon Cash, Hollis
Loy, Donnie Green

Bottom right
photo, 3rd Shift
from left: Bart Vrella Asllan Shabani,
Greg Rinaca

Bottom left photo, 2nd Shift from left: Tommy White, Bruce Price, Andrew Mauk, Steve Lackner (Sup.)

Utilities, continued from front page...

...is that the *“Utilities jobs are the only jobs anyone could have if they want to put all of their skills and talents to the test in a thousand different ways up and back again to prove their merit and abilities.”*

Paul Sherman shares that he and his team are all about efficiency, and he says that among the Utilities staff their attitude is that “whatever it takes to get a job done, they’re on it!” Paul related a story, as an example of the Utilities team’s attitude, of a time a building’s crawlspace was flooded in 2-degree weather with the water main shutoff valve in the flooded crawlspace! Many of us don’t think about the jobs tackled by second and third shift Utilities teams who, led by Steve Lackner, toil through dark and cold night hours. On this occasion, amazing even his team, Asllan Shabani “dove in.” Literally, in up to waist-deep water, the Utilities first responder waded into that cold crawl space and got the water main shut off so that draining the flooded space and repairs could begin. After a quick trip home for a change of dry clothes, our first responder hero was back to work for the rest of his night shift, ready for his next challenge.

Training in reading blueprints isn’t required for the Utilities shop. But, this team regularly stands shoulder to shoulder with construction engineers and contractors reading blueprints to figure out how repairs are going to be handled. Red Comer tells of a time when he and Paul Sherman were hanging a door in a JMU Science laboratory where scientists from Langley Air Force Base were mulling around, baffled over a huge piece of scientific equipment not long after the shuttle Challenger tragedy. Langley asked JMU science labs to perform testing and brought equipment to test tiles that would insulate US Space Shuttles. The Langley scientists could *operate* the testing equipment they brought to JMU, but didn’t know how to set it up! One of the scientists said that only one out of 36,000 “tiles” tested would end up being used in a space shuttle! That is some important testing! Red and Paul put their impressive analytical skills to work, figured out what to do, and installed and got the equipment running. Utilities first responders to the rescue, Space shuttle tiles testing at JMU was a launch!

To their credit, most Utilities first responders work solo. Work requests roll in... and Utilities shop handles many jobs to completion. This shop, though, also “teams” with other shops. From Utilities, specialty job referrals go to appropriate FM shops. Because Utilities staff deal with problems that range from fitting new parts on old historic buildings’ features to staying current with modern technology, at times team plays are called for. If staff from other shops called in to a job arrive and an electrician, for example, or plumber discovers they need two sets of hands, Utilities stays to help. Everyone who knows him says they would want to have exemplary Steve Good’s endurance, who is “on the job” instead of being retired in his late sixties. Steve says, “JMU pays me to do this, I’ll get it done!” We think he speaks for the whole Utilities, “get-it-done” team!

Listen, Learn, then Lead!

Answers are not blowing in the wind, like the 1960s folk song. And money doesn’t grow on trees. FM team members who want to grow their career, improve their earnings, are doers, willing to learn and grow. Be ready for your dream promotion whenever it opens on JMU [Job Link](#), and train now to lead, manage and supervise.

May Workshops

- 1st- What Every Supervisor Needs to Know *If you are already a supervisor*
- 16th-Help your Team Understand You *Learn to communicate and be understood.*
- 24th-The Happiness Advantage *Does success make happiness or happiness make success?*
- 30th—Difficult Conversations—*learn how to have the talks that are hard to have*



At left, Kevin Lessington,
below Dexter Eppard

Watch this space each month or go here for training opportunities!