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

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new hires
PLANT OPERATIONS
2/25/15 - 6/15/15

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retirements
PLANT OPERATIONS
2/25/15 - 6/15/15

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Work Management
Debra Ronk
Joseph Zarnowski

In Memoriam
Facilities Maintenance
Randy Fox
Plant Building & Grounds Services
David Gillin
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Well another academic and fiscal year draws to a close. Thank you all for your continued dedication to the University. FY 2015 as another successful year even though this year has taxed us heavily with enhancing efficiency and service, continued budget reductions, process redesign and fine tuning. It doesn't seem that things are getting easier. And yet we have indications that our services and campus conditions continue to improve.

We were recognized by several prominent organizations for excellence in service, these included APPA, Simone Institute, PGA, School and University Magazine, and Maintenance Solutions Magazine to mention some. Several prominent surveys of our customers were performed by Business and Finance, Sightlines, NCRC, and even our own Construction Services; not surprisingly our scores in all cases are stable, increasing or high across all of our service areas. Our performance metrics are still steadily improving as we gain greater understanding of their significance. Finally new processes such as material supply chain are beginning to deliver the performance results we need.

Let’s continue to build on the topic of the last Plant Exchange concerning the paths we can take to reach our goals. Operational Excellence defines the path we want to take to the goal. But more detail is needed to guide the path. All around Plant’s offices and conference rooms are copies of Plant’s strategy map that gives good detail to the objectives we are trying to reach that in turn will enable us to reach Operational Excellence. I urge all Plant employees to familiarize yourself with our strategy map. Ask questions of supervisors if you need more information. Come to know our mission and the goals we are pursuing. In the next issue of the Plant exchange and during the summer and fall I will be addressing what our final goals look like; Our vision of the future. What will work in Plant look and feel like when we have completed our journey? Until then remember one thing “We Make Blue Go”

As a reminder, I am still eager to answer your questions in the Plant Exchange.
I did not receive any questions during this period.

Rich
rrobben@umich.edu
INSTITUTE OF MEDICINE WALL

By Joshua Christenson

If you’ve happened to wander through the fourth floor of Med Sci I lately, you may have noticed a new source of illumination. This winter, Construction Services, in conjunction with the Medical School Facilities Department, MSIS, and AEC, worked together to build the new Institute of Medicine wall. This new digital, interactive display was built to honor the six newest inductees, as well as existing members. The wall will also play a prominent role in helping to celebrate the upcoming 200th anniversary of the University of Michigan in 2017.

Design of the wall was initiated by Mike Folk (U-M alumnus, formerly of Medical School Facilities, now part of our Facilities Maintenance) who helped to provide concept and renderings. After developing the initial project parameters, Mike made contact with Josh Christenson from Construction Services to help develop project scope, meet with the project’s budget and provide project leadership. Peg Petersen and her team from AEC quickly took these concepts to provide drawings and material choice to make this modern installation fit into the existing space. With a tight deadline to meet, Rich Gross from the Construction Services Cabinet Shop pressed his team into service, fine tuning the details of the wood paneling and its complicated assembly, while fabricating the wood paneling and Corian base. Working nights and weekends to avoid the high student and faculty foot traffic, Construction Services’ talented team of carpenters performed the installation.

The Medical School Facilities Department gave the new addition to Med Sci I rave reviews. Construction Services looks forward to the next great project.
FABULOUS FEBRUARY 2015 RETIREMENT CELEBRATION!

By Gina Flowers and Von Hardesty

February 17, 2015 was no ordinary Tuesday. On this particular Tuesday, Plant Operations staff gathered to celebrate the retirements of:

- **Joseph Iott**, Program Manager, Utilities & Plant Engineering – 36 Years of Service
- **Dave Frayer**, Maintenance Mechanic III, Facilities Maintenance – 34 Years of Service
- **Mike Gaubatz**, Financial Manager, Construction Services – 33 Years of Service
- **Edward Maly**, Fire Alarm Electrician, Facilities Maintenance – 25 Years of Service
- **Patricia Cline**, Custodian II, Building & Grounds Services – 24 Years of Service
- **Joycelyn Reynolds**, Custodian II, Building & Grounds Services – 21 Years of Service

Executive Director, Rich Robben kicked off the ceremony portion of the celebration with an opening address. Dennis Gould, Custodial Supervisor, began the speeches to honor our retirees. Dennis honored Joycelyn Reynolds, Custodian II. Unfortunately, Patricia Cline, Custodian II, was unable to attend the celebration. Ron Sweeny, Asset Supervisor, spoke to honor Edward Maly, Fire Alarm Electrician. Paul Guttman, Associate Director for Construction Services, spoke for Mike Gaubatz, Financial Manager. Lois Harden, Law School Facilities Manager, spoke to recognize Dave Frayer. Dave took a few moments to speak to the crowd. Lastly, Rich Robben spoke to honor Joe Iott, Program Manager. Each retiree was presented with a retirement plaque by their speaker.

Plant Operations employees were able to visit with the retirees, the retirees’ families, their invited guests and other co-workers. The many attendees savored the various menu selections of the lunch buffet. The celebration concluded with everyone enjoying cake – including each retiree having their own cake to eat or to take home and enjoy. Many photographs were taken at the event thanks to Katie Culver of the Key Office, who filled in as photographer on short notice.

The Plant Operations Retirement Committee’s goal is to make Plant Operations retirees feel honored for their many years of service. A plaque, flowers, balloons and a cake are items we are able to give each retiree at the celebration. CDs with photos from the celebration along with a copy of the Plant Exchange are mailed to the retirees. The Plant Operations Retirement Committee is always looking for feedback on ways to improve. Please let the representative for your area know if you have any ideas for us. The next celebration is scheduled for Tuesday, August 11 at 11:30am at NCRC – Building 18 dining hall. See you there!
Facilities Maintenance

MATERIAL RESCHEDULE DELIVERS FOR FM

By Steve Brabbs

Since the implementation of planning and scheduling in Facilities Maintenance, staff, management and customers have expressed a concern about the time it takes for a work order to get back on a schedule after material is ordered and received. Example: An employee goes out to a job, triages it and needs to order material that is not currently in inventory to perform a repair. Under the original design of the process, it could take 1-2 weeks for that job to make it back on a schedule after the material arrives. This was especially frustrating for employees and customers.

The Process Review Team, which was created solely to review and implement improvement recommendations from staff, recently gave Regions a new tool to use to improve the time it takes to get material back into the hands of employees to complete repairs. That tool is the MATERIAL RESCHEDULE work status in FMS. Using this new status, Work Management Schedulers now keep 4 hours in key trades classifications open each week as “unscheduled”. When material arrives during the week for work orders in those trades, the Schedulers plug the work orders with newly arrived material into those open time slots in order to get the part installed more closely to the day it arrives, rather than waiting to reschedule. This happens so seamlessly that most staff are not aware it is occurring.

FM along with our partners in Work Management are always looking for ideas to enhance and improve the current model. The Process Review Team, which includes Jeremy Marshall (Work Management’s Continuous Improvement Coordinator), Lowell Hanson, Kevin Fraley, Cindy Schaedig and Steve Brabbs, meets routinely to review and implement improvement ideas that are submitted by staff and supervisors. If you have a good idea that you think can improve how FM does business, please bring it forward to one of us, or to a supervisor who can bring it forward. We are always on the lookout for improvement!
LAB HIBERNATION PROGRAM

By David Wentworth

Lab facilities have long been a focus of Energy Management, due to their high energy use per square foot. They are high users of energy because building air used in lab facilities is “once-through” meaning no air is reused.

Fume hoods frequently go unused for long periods of time, due to many different factors, such as a lack of research or pending renovation. The simple solution would be to turn them off when not in use. However, due to the need to remain flexible and safe, this was not an option in the past.

There are over 1,900 fume hoods across campus. Using a rough estimate for energy usage, these hoods contribute approximately $3 million to the campus utility bill. If 10% go unused at any given time, this can mean $300,000 of annual waste that can be avoided. Since there is a relatively low cost in implementing this program for each hood, this appeared to be a high-leverage energy conservation program. In the fall of 2014, Energy Management began to find a way to avoid this waste through the creation of the Lab Hibernation Program.

Safety

Safety was the main concern when the Lab Hibernation program began. If lab exhaust is off and the fume hood sash is operable, someone may ignore signage and attempt to use the fume hood anyway, endangering themselves through exposure to chemicals without appropriate ventilation. In the past, this was achieved by covering the face of a fume hood with a sheet metal plate and attaching it with screws. The problem with this approach is it marred the finish and left holes in the fume hood. We wanted a solution that avoided any lasting damage done to the fume hood.

With the help of the Josh Blackmon, Randy Ramsay and the Sheet Metal Shop, a creative solution was suggested - to create a bar shaped like a T to act as a brace from the inside. This T-bar could then be locked in place with a padlock and the sash would not open.

Speed

The second problem that arises when a lab can possibly be hibernated is that of speed. Usually, labs are out of use for a short time, either until a new researcher takes residence or until a renovation begins. This means the window for gaining energy savings is small, usually 3-6 months or less. If the process for getting everything completed takes 2-3 months to complete, this means we lose out on a majority of the savings, and it’s not worth it to pursue. Our goal was to keep the hibernation process as short as possible, while ensuring all steps were followed.

Since so many groups are involved and various steps are required, we created documented a step-by-step process. This process was written with the help of Plant Engineering and OSEH. Agreeing in advance of all necessary steps would help us avoid missing key safety steps as well as to keep the process moving as fast as possible.

This program has been since rolled out to all Facilities Maintenance Regions, Construction Services and Plant Engineering. We have been hibernating labs according to our new process and have many more to come. Currently, we have 21 fume hoods and 8 snorkels hibernated since beginning in April. We keep refining our process as well to ensure we can get the most savings possible with the least facility impact.

If you see any fume hoods going unused for a long period of time, or any other potential energy waste, send a message with some details to energyconservation@umich.edu.
MHealthy would like to thank the 180 Service and Maintenance employees who entered the Tobacco Free You watch and win contest! To be entered, employees watched the “Ready to Quit” video and answered a few questions. Ten winners were randomly drawn and each will receive a $50 gift card.

If you did not have the opportunity to watch the video, you can still view it at hr.umich.edu/mhealthy/programs/tobacco/programs.html to learn how the MHealthy Tobacco Consultation Service (TCS) can help anyone who is ready to quit tobacco.

Employees (and their spouses or other qualified adults) can participate in a TCS program in person, by phone or online. By joining, they become eligible to obtain a monthly supply of nicotine replacement therapy at an approved UMHS pharmacy for a $0 co-pay, and for incentives up to $150.
Once again this year, U-M Waste Management Services will be collecting gently-used office supplies from campus locations and making them available to U-M departments and local non-profits at no charge. This effort, which supports the University’s sustainability goal of reducing waste sent to landfills by 40% by 2025, is supported by Property Disposition and the Waste Reduction & Recycling Office.

Units interested in contributing supplies to the event must contact recycle@umich.edu with their intent by July 2. Pickups will occur on July 9 beginning at 8:15 am. Items must be placed in boxes and labeled “Office Supply Reuse.” Furniture, electronics or anything broken will not be accepted.

Campus departments interested in taking donated items can do so on July 16 and 17, from 8 am – 3 pm, at the North Campus Service Building #1, also known as the Waste Management Services garage, 1655 Dean Road. Non-profits are invited to take what they need on July 17 only.

Questions can be directed to recycle@umich.edu.
Facilities Maintenance
Employee Advisory Committee (FM EAC)

GIVING EMPLOYEES A VOICE IN DECISION MAKING
By Aerik La Fave

The Facilities Maintenance Employee Advisory Committee (FM EAC) is a 12 member committee made up of representatives from Skilled Trades, AFSCME, Administrative staff, and Supervisory staff. Each member was selected from a pool of volunteers within Facilities Maintenance and Plant Hospital Maintenance.

FM Comments and Suggestions:
In an effort to facilitate better communication and transparency among FM staff at all levels, the FM EAC is seeking input from all of FM employees. Questions, concerns, and suggestions can be electronically submitted to the FM EAC by clicking on the following link:

FM Comments and Suggestions (bit.ly/FMEAC):
Your constructive question, concern, and/or suggestion will be responded to (if not already covered/addressed by the response to a previous question, comment, and/or suggestion) in a post on the FM Employee FAQ website (under development).

Management Meeting Attendance and Job Shadowing Opportunities:
Field staff are encouraged to attend select management meetings and/or to job shadow planners or schedulers and the request can be made by clicking on the following link:

If you are selected by the FM EAC to participate in/attend a management meeting or to job shadow, you will be formally scheduled to attend on the day of the management meeting or on the day that the job shadowing will occur.

Solicitation for new FM EAC members!
The FM EAC is looking for new volunteers to be a part of the employee advisory committee as a portion of the initial attendees are rotating off (their participation time is expiring). Meetings are held on work time (every two weeks for 1.5 hours (Thursday mornings from 0730 to 0900 in either the POCC Large Conference Room or at Plant Academy)).

The objectives of the FM-Employee Advisory Committee are to:
• Provide a forum for department improvements across the full cross-section of employees of Facilities Maintenance.
• Address and facilitate management to staff communication needs within FM, Plant, F&O, and B&F,
• Work towards consistency and accuracy of issues/concerns.
• Provide a balanced perspective of operational priorities and emotional concerns within the department.
• Provide a common forum for operational process improvements and changes.
• The FM EAC will fulfill a standing employee liaison role of the bi-yearly B&F employee survey effort. This is intended to provide continuity from survey to survey period (other employees will continue to be designated where supplemental liaisons are needed).

If this committee sounds like something you’d like to be involved in, we invite you to formally send Chris Riggs an email (Chris is the FM EAC Facilitator and his email address is criggs@umich.edu) communicating your interest in this committee, why you would be a good employee representative, and what skills, interests, etc. you would bring to the group overall. This involvement would be a three-year time commitment.

From left to right: John Compton, Jeff Lossing, John Miller, Wendy Woerner, Karl Altenbernt, Lawyer Vaughn, Clint Fink, Samantha Brandt, Jeff Loren, Joanne Maus, Aerik La Fave (not shown: Rodney Polter (new member since photo was taken) and Chris Riggs (Facilitator)).
SUICIDE AWARENESS

Most of us in Plant Operations have been touched by the painful and final act of suicide in some way. The first questions most of us ask ourselves are, Why? How could this happen? Or, What could I have done to prevent this from happening again? The following information comes from the American Foundation for Suicide Prevention website. To find out more about this topic or to learn how you can help, visit: www.afsp.org/preventing-suicide/suicide-warning-signs

The Facts:
In 2013, the most recent data collected by the Center for Disease Control and Prevention about mortality in the U.S., there were 41,149 deaths by suicide reported, making suicide the 10th leading cause of death for Americans. In that year, someone died of suicide in the US every 12.8 minutes.

In 2013, the highest suicide rate (19.1) was among people 45-64 years old followed by the second highest rate (18.6) occurred in those 85 years and older. Adolescents and young adults aged 15-24 had a suicide rate of (10.9). White males accounted for 70% of all suicides in 2013.

The Warning Signs:
People who kill themselves exhibit one or more of the following warning signs.

Talk:
• Killing themselves.
• Having no reason to live.
• Being a burden to others.
• Feeling trapped.
• Unbearable pain.

Behavior:
A person's suicide risk is greater if a behavior is new or has increased, especially if it is related to a painful event, loss, or change:
• Increased use of alcohol or drugs.
• Looking for a way to kill themselves, such as searching online for materials or means.
• Acting recklessly.
• Withdrawing from activities.
• Isolating themselves from family & friends.
• Sleeping too much or too little.
• Visiting or calling people to say goodbye.
• Giving away prized possessions.
• Aggression.

Mood:
People who are considering suicide often display one or more of the following moods.
• Depression.
• Loss of interest.
• Rage.
• Irritability.
• Humiliation.
• Anxiety.

The Risk Factors:
These conditions increase the risk of suicide.
• Depression.
• Anxiety.
• Bipolar.
• Schizophrenia.
• Borderline or antisocial personality disorder.
• Psychotic disorders.
• Substance Abuse.
• Chronic health conditions.

Environmental factors can also play a key role.
These include:
• Exposure to suicide. This could be graphic or sensationalized accounts.
• Access to a means of suicide.
• Prolonged stress. Such as relationship problems, unemployment, & harassment, bullying.

Historical Factors
• Previous attempts.
• Family history of attempts.

Again, the more factors the greater the risk.

Treatment:
There are biological and psychological treatments that can help address the underlying health issues that put people at risk for suicide.

Resources:
The American Foundation for Suicide Prevention www.afsp.org
University resources
• U-M Facility & Staff Assistance Program (FASAP)
  http://hr.umich.edu/mhealthy/programs/mental_emotional/counseling-consultation/fasap/
• UMHS Employee Assistance Program (EAP) http://hr.umich.edu/mhealthy/programs/mental_emotional/counseling-consultation/eap/index.html
• Student Life: Mitalk (Student Life); http://mitalk.umich.edu/suicide; Staff counseling http://caps.umich.edu/faculty-staff
• UMHS: Suicide prevention help-line http://www.uofmhealth.org/health-library/shc99sui
TAKE YOUR KIDS TO WORK DAY

By Rich Gross

Take Your Kids To Work Day was a huge success in the central shops. University Human Resources invited employees to bring their children to see Plant Operations. Twenty children and their parents toured the Sheet Metal Shop, the Cabinet Shop, the Sign Shop, the Finishing/Spray shop and the Upholstery Shop.

Everyone received a University of Michigan logo block M from the Cabinet Shop. The kids were very excited watching the CNC machine cut out a smiley face in just seconds. They were impressed at how quickly Phil Reed could re-upholster a chair, and amazed at the Sign Shop’s laser, which cut out plastic block M’s for the kids to take home. The Sheet Metal Shop used their plasma cutter to cut block M’s for the kids. A seriously good time had by all!