



Newsbeat

Highlights and Headlines
from in and around
Campus Services

COACHING: A SUCCESS STORY

Luetrell Langston knew she had the ambition and drive to learn how to be a leader. She started at Emory in the summer of 2000 as a custodian, and after 10 years she was ready to learn how to lead employees. She just needed someone to teach and guide her in that area. Luetrell just so happened to have a supervisor that was more than happy to coach and develop her.



Luetrell Langston (left) & Donna Matthews (right) have both benefited from a coaching relationship.

Donna Matthews, Building & Residential Services Supervisor, knew that Luetrell would make a great supervisor. "Luetrell has a can do attitude and an eagerness to learn," said Donna. She showed Luetrell how supervisors handle paperwork, how to manage time cards, and how to be an acting supervisor when she went on vacation. "Donna was very patient with me," said Luetrell. She used our meetings as teaching tools." Donna continued to coach Luetrell so that she could have ample practice on the daily duties of a supervisor.

In the Fall of 2011, Building & Residential Services began its Work-Life Balance Restructure. The department was in need of new supervisors on all shifts. Luetrell felt that Donna had prepared her well over the previous year. She was ready to further her career, so she applied for one of the supervisor positions. In February 2012, she learned that she got the position. "I was overjoyed, ecstatic, and nervous, all at the same time!" laughed Luetrell. "I realized I had to get used to being in charge and delegating to the people that had been my co-workers for so long." Donna knew Luetrell would do a great job. "I knew she would get the job because I saw that she could do it. She had a willingness to learn and she always showed initiative. I am so proud of her!"

"Donna was an excellent coach, who always offered counsel and was never too busy to answer a question," said Luetrell. Luetrell is thankful that Donna helped her with her career development and she hopes that she can do the same for someone else in the future.

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LEADERSHIP TEAM SPOTLIGHT

SPOTLIGHT ON: DEBBIE MOYERS

AVP OF CAMPUS SERVICES ADMINISTRATION

Test Your Knowledge of Campus Services

When I first began thinking about writing this article I wanted to share some simple facts about Campus Services that could help you when asked about your job or where you work at Emory. As I began to write, it occurred to me that it would be interesting to hear what our Vice President, Matthew Early and his direct reports identified as the one piece of information they thought we should know and remember.

Overwhelmingly, a common theme emerged from this group. Basically stated each said, **“This place is special”**. We’re a blended family of service providers; without our efforts, faculty, staff and students would not be able to perform their duties or receive a top notch education. We support the continuous process of the campus, the day to day activities, the special events, the space and place. As a CS employee, you are not alone but are part of this larger team. As an individual, you have the power to influence how members of the community perceive CS. These are powerful statements about us as an organization and are things we should all remember.

In addition, the following facts provide interesting tidbits of information which you may also find useful in your conversations about Campus Services.

Do you know....???????

- CS is comprised of 779 employees, providing a variety of services to the campus 24 hours a day, seven days a week, 365 days a year. Some of us are always here.
- There are five major business units under the CS’ umbrella: (1) Facilities Management; (2) Planning, Design & Construction and the Office of the University Architect; (3) Transportation and Parking Services; (4) Police, Fire Safety and Emergency Medical Services; (5) CS Administration.
- We have a vision map developed by employees that is a reflection of our values and aspirations. To the best of our knowledge there is not another university in the country that has one.
- We have a volunteer group of 17 employees who comprise the CS Advisory Board. Their mission is to be an unfiltered voice between front line employees and upper management in the pursuit of improving the workplace and service to Emory University customers as a whole.
- We have established core values. Four of these apply to every employee in CS. They are (1) build trust; (2) focus on good customer service; (3) communicate effectively; (4) leverage diversity.
- We are the operational arm of campus sustainability initiatives such as waste reduction, recycling, document shredding, energy reduction, energy shutdowns, LEED certifications, and water conservation.
- Our combined FY12 annual operating expense budgets exceed \$64.4 million.
- We expect to payout over \$34 million in salary dollars this fiscal year.
- Our average age is 48.
- Two-thirds of our employees are males.
- 70% have worked here 5 years or longer.

In summary, **“This place IS special”**. Take the time to learn more about it, to separate fact from fiction. You’ll be glad you did.

Debbie Moyers

IN MEMORIAM

JANICE RUSS-HODGSON



We were all shocked and saddened by the passing of our beloved colleague, Janice Russ-Hodgson, on May 4, 2012. Janice started with Emory University in December 1984 in Building & Residential Services (BRS) where she remained until her passing.

Janice served faithfully as a pillar of strength in Building & Residential Services. You could always depend on her to do whatever was needed to ensure the success of the department. She started in BRS as a custodian but served in the role of senior custodian, lead custodian and supervisor throughout her career. She successfully served as lead custodian at Yerkes for several years, and worked all three shifts on the main campus over the years. She received many awards during her time at Emory. She was the first employee to receive Employee of the Quarter, was nominated for Employee of the Year, and received the Sam Brown award from her peers. Janice was a recipient of Emory's "Award of Distinction" for her exemplary service to Emory University and the community. Customers would ask for her by name when there was a custodial need in their areas. Students would listen to Janice, and respect the wisdom she so often shared. Her favorite saying was "It is alright".

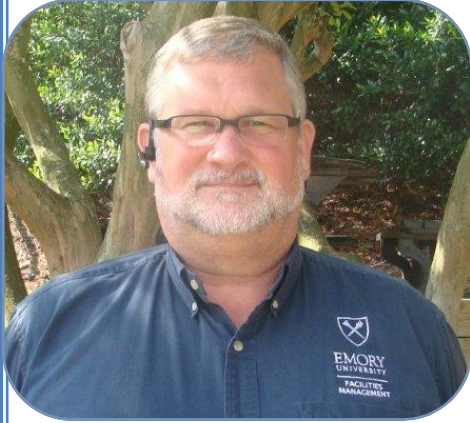
In addition to Janice's service to Emory University, she served her church and community by faithfully volunteering for many hours. She did whatever was needed to help family, friends, co-workers, and the community during their time of need.

Janice will be greatly missed. Her absence will leave a void in our lives. She would want us to keep working as a team and continue her role of taking care of each other. Janice always made us laugh and gave us encouragement. There will never be another one like Janice. Emory will miss her hard work, love, and generosity.

~submitted by Cecil King, Building & Residential Services

CS HIGHLIGHTS

MARK KIMBROUGH-SPECIAL OLYMPICS VOLUNTEER OF THE MONTH



It takes a lot of behind the scenes work to make sure the State Summer Games schedules are set, volunteers are ready, meals are served, equipment is set up, and supplies are there. **Mark Kimbrough**, FM Zone C Supervisor, is one of the hardest working people during the week and weekend of the Summer Games.

Ever since Special Olympics Georgia (SOGA) has held the Summer Games at Emory University, Mark has been a huge part of the event. He does everything from organizing his crew to deliver tables and chairs all around the campus to each venue, setting up over 2,000 chairs for the Opening Ceremony, and cleaning them up after Opening is over. His team also cleans up trash, sets up the recycling bins, and helps with any other task that is needed for the weekend. Mark does all this without hesitation and he makes sure everything is running smoothly, making him a true team player in an extremely team oriented event. His actions and spirit are truly what makes him an incredible asset to the Special Olympics Georgia family.

When asked why he is so committed to the Special Olympics, Mark said, "The athletes and guest are the best thing about the Special Olympics. When they come on Campus, it is a better feeling." Mark is flattered that he is recognized, but he is quick to give thanks to the other departments of Campus Services that help him with this event. "I can't pick up all of the trash and recyclables that are generated over the three days, nor can I keep the P.E. Center cleaned." proclaimed Mark. "I am unable to control traffic and move hundreds of people from venue to resident halls and back again. It is the many members of Campus Services that make all of this possible. It is Staging, Roads and Grounds, the Paint Shop, Building & Residential Services, HVAC, Control Shop, TPS, EPD, Warehouse, and the C-Zone."

Campus Services is proud of all Mark's service to Special Olympics Georgia! With his dedication, the entire event runs smoothly. His actions and spirit are truly what makes him an incredible asset to the Special Olympics Georgia family and to Campus Services.

We Want To Hear From You!

Do you have an idea on how we can improve Campus Services for the benefit of employees, customers, or the University as a whole? We would love to hear your ideas!

Send your submissions to:

CSsuggestionbox@emory.edu

Submissions will be reviewed by the Senior Leadership Team, and those ideas enacted will have a nomination submitted to the CS Select Committee

*This mailbox can only accept incoming mail from an emory.edu email address



Commencement Congratulations

It is with great thanks, admiration, and a hint of relief that I bring word of great congratulations from many parts of the campus, President Wagner, families, and graduates. We didn't set out to make history. We didn't know this going to be a Commencement-for-the-books masquerading for months as status-quo. Who knew we'd be called to execute our great pageant while another waited impatiently in the wings. Being in the rain did not please all—it was not preferred—but we took what we were given and returned a beautiful ceremony, logistical brilliance, welcoming ambassadorial smiles, enveloping safety, and a spirit of collaboration and determination that cut through that mist. It was a fitting tribute to the Quadrangle, imperfect but beloved. We may have gotten lucky, but luck didn't park every car and clear the way for the pipes to sound the second they were due. It wasn't just the programs that were bleeding Emory blue on those wet chairs.

~submitted by Michael Kloss, Office of the President

Over the past few days, families of graduating students have lived Few and Evans as a part of Emory's second year offering Commencement Housing. With first-year students moving out on Thursday afternoon and families of graduates arriving early on Saturday morning, Residence Life and Custodial Services staff members worked very collaboratively to ensure this transition occurred seamlessly.

Using a basic wall chart (aka Wall of Glory) and regular communication between Complex Director Kyle Griffith and Custodial Supervisors Donna Matthews and Andre Clark, our colleagues simply got the job done well! From visiting Few over the weekend and speaking with families using Commencement Housing, these families enjoyed the experience immensely. Specifically, they mentioned the ease of making reservations managed by Michelle Wu in University Conferences and the cadre of student assistants who gave helpful directions.

So, I just wanted to take a minute a share with a job well done by our respective teams.

~submitted by Andrew Wilson, Office of Campus Life

HR HEADLINES



PERFORMANCE EVALUATIONS

It's that time of year again....time to think about preparing annual performance evaluations.

Performance Review Period
Tuesday, May 15, 2012 to
Friday, July 13, 2012

The **Annual Performance Feedback** period opens today **Tuesday, May 15, 2012 and will close EOB Friday, July 13, 2012**. For those of you using a paper feedback form, the Self-Assessment and Annual Feedback and Development forms are located on the [S:\Human Resources Public\New Feedback & Development](#). For those using Sonar6, please be sure to enter the detail and weighting for each performance goal being rated. **A separate tip sheet will be sent to you to assist you through this rating process.**

Regardless of the feedback document (paper or Sonar6) as in years past, we are asking that you:

- Complete a feedback and development form on employees who have been employed **6+ months**
- Encourage your direct reports to complete a **self – assessment**
- Provide employees a **date by which you wish to receive** the self- assessment
- **Incorporate** information from the self-assessments into the annual feedback and development document
- Provide **specific examples** to support the ratings for each performance factor/goal/competency
- **Submit** self-assessments and annual Feedback and Development Discussion forms to CS-HR **by close EOB Friday, July 13, 2012 (separate instructions for Sonar6 will be included on tip sheet)**
- Prepare a **Performance Improvement Plan (PIP)** for any employee rated Needs Improvement or Unsatisfactory

Individual units will deliver completed evaluations to CSHR by close of business **July 13th**.

~submitted by Jackie Owen, Human Resources

The Express Care Clinic provides all Emory Healthcare and Emory University employees FREE evaluation and treatment of non-work related or occupationally acquired common illnesses*, such as:



- influenza like illness
- sinus problems
- common cold
- ear pain
- rashes
- pink eye
- urinary pain
- acute musculoskeletal injuries

***Services do not include treatment for chronic conditions such as high blood pressure, diabetes, high cholesterol, etc.**

Additionally, acute occupational accidents and exposures are considered a priority and take precedent over express care appointments. In these incidents, employees may be asked to reschedule their express care visit. Thank you for understanding.

Express Care Clinic nurse practitioners are here to help you! Visits are by appointment only as there is limited capacity. To schedule an appointment, contact the location most convenient for you.

Locations:

Emory University Hospital Midtown
Sub-Basement Level, room HB53
Hours: M-F, 7:30 a.m. – 4 p.m. by apt. only
Phone: 404-686-8587

Emory University Hospital
W.W. Orr Building, 6th Floor
Hours: M-F, 7:30 a.m. – 4 p.m. by apt. only
Phone: 404-686-2352

OIM nurse on-call pager
404-686-5500 id#50464

Information obtained from the website of Emory University Human Resources:
<http://www.hr.emory.edu/eu/compensation/workerscompensation/expresscareclinic.html>

*~submitted by Ashley Cobette,
Office of the VP of Campus Services*

CAMPUS SERVICES OPEN POSITIONS

~submitted by Kelli Howell-Robinson, Human Resources

Department	Job Title	Job Requisition ID	Positions open
Bldg & Res	Custodian, Senior	28522BR	1
Bldg & Res	Custodian	29030BR	2
Bldg & Res	Custodian, Senior	29031BR	1
Bldg & Res	Custodian (Housing)	27052BR	1
Bldg & Res	Custodian	28124BR	1
Bldg & Res	Custodian, Senior	27721BR	3
Bldg & Res	Custodian, Senior	24683BR	1
Bldg & Res	Custodian	24686BR	1
Bldg & Res	Custodian (Reg PT)	24687BR	4
CS IT	Business Operations Specialist	28703BR	1
EPD	Mgr., Police Communications	25830BR	1
EPD	Police Officer	28851BR	1
Exterior Services Administration	Program, Admin. Assistant	28665BR	1
Grounds	Landscaper	24680BR	1
Grounds	Turf Care Specialist	27759BR	1
Oxford Maint.	Painter	27669BR	1
Zone E Maint.	Maintenance Mechanic	25496BR	1

All applications need to be submitted electronically at <http://www.hr.emory.edu/careers/index.html>



EMORY®

RECYCLES

Grant Program Awards Recycling Containers to Emory University – Emory Recycles *Keep America Beautiful and Coca-Cola Partner to Fill Need for Recycling Bins in Public Spaces*



May, 2012 —Emory Recycles at Emory University will get a boost to their recycling efforts this summer thanks to a significant grant made possible by The Coca-Cola Foundation. Emory Recycles will receive a total of **1,584 recycling bins** designed specifically for placement at Emory University.

"Through our partnership with Keep America Beautiful, the Coca-Cola Bin Grant Program supports local community recycling efforts across the United States," said Lori George Billingsley, Vice President of Community Relations for Coca-Cola Refreshments. "We are pleased that these bins being placed at Emory University will provide additional opportunities for people to recycle."

Recipients were chosen by Keep America Beautiful based on a number of criteria including level of need, recycling experience and the ability of applicants to sustain their program in the future.

About Keep America Beautiful, Inc.

Keep America Beautiful, Inc., established in 1953, is the nation's largest volunteer-based community action and education organization. With a network of more than 1,200 affiliate and participating organizations, Keep America Beautiful forms public-private partnerships and programs that engage individuals to take greater responsibility for improving their community environments. For more information, visit www.kab.org.

About The Coca-Cola Company

[The Coca-Cola Company](http://www.thecoca-colacompany.com) (NYSE: KO) is the world's largest beverage company, refreshing consumers with more than 500 sparkling and still brands. Led by Coca-Cola, the world's most valuable brand, our Company's portfolio features 15 billion dollar brands including Diet Coke, Fanta, Sprite, Coca-Cola Zero, Vitaminwater, Powerade, Minute Maid, Simply, Georgia and Del Valle. Globally, we are the No. 1 provider of sparkling beverages, ready-to-drink coffees, and juices and juice drinks. Through the world's largest beverage distribution system, consumers in more than 200 countries enjoy our beverages at a rate of 1.7 billion servings a day. With an enduring commitment to building sustainable communities, our Company is focused on initiatives that reduce our environmental footprint, support active, healthy living, create a safe, inclusive work environment for our associates, and enhance the economic development of the communities where we operate. Together with our bottling partners, we rank among the world's top 10 private employers with more than 700,000 system employees. For more information, please visit www.thecoca-colacompany.com or follow us on Twitter at twitter.com/CocaColaCo.

~submitted by Deena Keeler, Auxiliary Services

2012 CHAIR RODEO





Emory University Campus Services

BLOOD DRIVE

Wednesday, June 6, 2012

6am – 3pm

Location: Training Room B

Presenting donors will be entered into a drawing for a \$1000 gift card, an IPAD, and if we collect at least 31 pints, there will be an additional drawing for four \$25 gift cards. If 25 pints are collected between 6am-10am, there will be another drawing for a \$25 gas card.

T-shirts will be given to all who donate

For an appointment log onto redcrossblood.org Sponsor Code: emory



**American
Red Cross**

**redcrossblood.org | 1-800-RED CROSS
(1-800-733-2767)**

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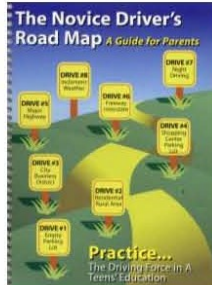
~submitted by Shervon Lewis,, Training & Communications

"Emory Watch" Teen Driver Education



The University of Georgia

Georgia Traffic Injury Prevention Institute
College of Family and Consumer Sciences



Class date: 06-23-2012
Time: 10:00am - 12:00pm
Where: Emory Police
Dept. Suite G-01
1784 N. Decatur Rd.
Atlanta, Ga. 30322

To register see attached
Form

"Georgia Teens Ride with P.R.I.D.E." (Parents Reducing Incidents of Driver Error)

Overview of Parent/Teen Driver Course

- Part I: "Teen Drivers & Motor Vehicle Crashes"
- Part II: "I'm Confused. What are GDL and TADRA all about?"
- Part III: "Coaching Your New Driver" (for parents)
OR
"Getting the Keys to the Wheels and Keeping Them" (for teenagers)
- Part IV: "Agreement to Ride with P.R.I.D.E."

Is your teenager's life worth two hours of your time?
Register today!

Note: This is a two-hour course designed to help parents and their new teen drivers, ages 14-16, learn what they need to do during the 40 hours of supervised practice driving time (20 hours of supervised practice driving time is required, if the teen successfully completes driver's education).

This is a program that addresses driver attitude, knowledge and behavior, rather than a technical hands-on driver training course.

While completion of this course may reduce insurance rates, it does not count towards the 40 hours of supervised driving time.

www.ridesafegorgia.org

P.R.I.D.E.-An educational program from the Georgia Traffic Injury Prevention Institute (GTIPI). The program seeks to reduce the high number of crashes, injuries and fatalities involving teen drivers in the state of Georgia. The program will address driver attitude, knowledge and behavior, rather than technical hands-on driver skills. It will complement driver education and training; it is not a replacement for these courses.

P.R.I.D.E. is a free, two-hour course designed to help parents and their new teen drivers, ages 14-16, learn what they need to do during the 40 hours of supervised practice driving time (20 hours of supervised practice driving time is required, if the teen successfully completes driver's education).

FOR MORE INFORMATION ON THIS PROGRAM PLEASE CONTACT
EMORY POLICE DEPARTMENT CRIME PREVENTION UNIT
OFFICER D. JOHNSON 404-727-5662 OR EMAIL: djohns9@emory.edu
Fax: 404-727-3614



★ Every Tuesday and Thursday !! ★

Time: Noon — 1 pm



**ARE YOU READY TO PARTY
YOURSELF INTO SHAPE?**

That's exactly what the Zumba® program is all about. It's an exhilarating, effective, easy-to-follow, Latin-inspired, calorie-burning dance fitness-party™ that's moving millions of people toward joy and health.

Get ready to ditch the workout and join the party!!!

**CS Training Room
Building B**

*For Information Contact:
Shervon Lewis 404-727-1543*




CS Moves

Join us for the

Annual CS Picnic

Friday June 22, 11am-2pm

Women's Softball Field

- Lunch will be provided
- Wear your favorite team jersey
- Softball tournament will start at 11am and finish when a champ is crowned



Who will be the next champ?

For volunteer info contact

Rita Tyler, rita.tyler@emory.edu

or 404-727-7487



EMORY
UNIVERSITY

Campus Services
Division of Finance & Administration








June

*"You must trust and believe in people
or life becomes impossible."*

~Anton Chekhov

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 BRS New Hire Orientation	5 CSAB Meeting	6 CS Blood Drive 	7 CS Supervisors' Meeting	8	9
10	11 BRS Supervisors Training - Business Writing	12	13 EHSO Training	14 BRS Supervisors Training - Business Writing	15	16
17 Happy Father's Day 	18	19	20 EHSO Training Summer Begins 	21	22 CS Picnic 	23
24	25	26	27	28	29	30

CALENDAR KEY:

-  Training
-  Committee Meetings
-  Sessions for Supervisors
-  Holidays/Special Events
-  Other Meetings



Feedback and story ideas are welcomed!

Please Contact
Training & Communications
csccommunications@emory.edu