



Newsbeat

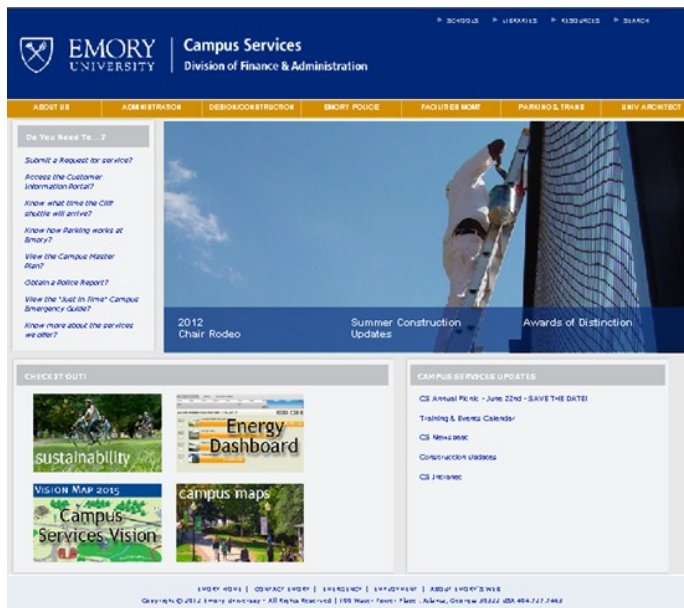
Highlights and Headlines
from in and around
Campus Services

NEW CAMPUS SERVICES WEBSITE GOES LIVE!

Campus Services is pleased to announce the launch of our newly re-designed website, which went live on Tuesday, May 1, 2012! This new site, which now reflects the design standards set by the university, is located at www.campserv.emory.edu.

The site's homepage welcomes visitors with bold colors, a clean uncluttered design, and moving images which showcases the wide variety of services offered through our division. Important Campus Services news and events will be prominently showcased on the homepage's "blue bar" and in the Campus Services Updates section.

Each department within Campus Services has a dedicated section of the site and the [About Us](#) page provides great detail about our organization's structure, vision, and operational initiatives, just to name a few. The newly reformatted [Guide to Services](#) provides our customers user-friendly access to the most accurate service information and access to all [service requests](#) and pertinent [customer information](#) are now located in a central location.



INSIDE THIS ISSUE:

Leadership Spotlight
Emory EMS Honored
BRS Work-Life Balance
CS Highlights
HR Headlines
Emory Service Awards
Emory Recycles
Upcoming Events

The successful redesign of this website was accomplished through the hard work and dedication of individuals from a cross-section of our organization is a testament to the true teamwork spirit of Campus Services. Congratulations and a big thank you go out to **Avril Occilien-Similien** (Training & Communications), **Ashley Cobette** (Office of the Vice President), **Joan Wang, Dalong Wang, John Pine** (CS Information Technology), and **Barry Atwood** (Graphic Design).

(If you experience any problems using the new website or if you have any suggestions, please contact CS Communications at cscommunications@emory.edu)



LEADERSHIP TEAM SPOTLIGHT

SPOTLIGHT ON: STEVE THWEATT

AVP OF PLANNING, DESIGN, & CONSTRUCTION

Decision Paralysis

Have you ever been stopped at a traffic light, deep in thought solving one of the world's most vexing problems, and when the light turns green, you remained fixated on your thoughts oblivious to your surroundings? We have all done that at some time, yet when someone reminds us to pay attention with a not-too-gentle blare of their horn, we get jolted into action and accelerate towards our destination . . . or do we? What if you decided to just stay at that light, not moving ahead, until you had resolved your problem? What would that look like? Can you imagine the traffic issues that we would have if people felt empowered to stop and wrestle with their problems until they were all resolved?

Think about what it would be like if we chose to not take action in certain situations. Are there times that you are tempted to "*do nothing*" about a particularly troublesome situation? The last house that we bought developed cracks in many of the walls after we moved in, stemming from old sagging joists. The cracks had developed long ago, but were patched without any correction to the underlying problems. The previous owners approach of "doing nothing" simply postponed the inevitable. Sometimes we hold out hope that if we don't take whatever difficult action is required to resolve a problem, perhaps it will simply go away. Experience tells us, however, that this type of paralysis only leads to greater problems or even spawns other problems. Decision paralysis almost always leads to more serious consequences than taking some kind of action. Think about it. Isn't inaction actually an action?

Why do we avoid making some decisions?

First, we might be afflicted with "The Fear Factor". At times we are frightened by the prospects of making a clear decision and commitment toward a certain plan of action.

Secondly there might be a multitude of potential options available for the particular situation and we are faced with making a decision that requires a commitment to one particular solution over another.

A third potential reason for inaction is grounded in different people persuading us to lean toward their own personal agendas. Without the ability to discern among arguments presented and find the best solution, we can appear to flip flop and remain indecisive to the point of paralysis.

Finally, if we only see bad choices surrounding a particularly troublesome situation, we are reluctant to intentionally make the tough decision even in the face of bad alternatives.

If the great thinkers and inventors of the world were paralyzed by the inability to make decisions or to continue testing their ideas in the face of repeated failure, we would be missing many of the greatest inventions of all times. The inability to make good decisions or take decisive action when required is an insidious enemy that lurks just below the surface of most crucial situations. Sometimes we need to take decisive action even when the choices are difficult, or as Nike likes to say it, "Just do it!"

This is particularly meaningful at this time as Emory's next graduation class faces some of the biggest decisions in their lives. The next time you find yourself wrestling with a problem while stopped at a traffic light, turn left, turn right or go straight, but don't just sit there.

Steve Thweatt

Emory EMS Honored at the National Collegiate EMS Conference

[Emory Emergency Medical Services](#) (EEMS), the University's student-run, volunteer public safety program, earned national honors recently at the National Collegiate EMS (NCEMS) Conference in Baltimore, Md. In addition to recognition for 20 years of service to the Emory community, the program also received the EMS Video of the Year Award and recognition for completion of the NCEMS "Striving for Excellence" accreditation program. A unit of the Special Services Division of the Emory Police Department, the EEMS is an entirely student-run, volunteer organization. Established in 1992, EEMS works in coordination with local EMS, fire and police departments to provide emergency and non-emergency care to the campus community.

The specifics of the awards and recognition the Emory EMS received were:

◇ Striving for Excellence Award

The Striving for Excellence in Campus EMS recognition program begins with an institutional self-evaluation using the NCEMSF Striving for Excellence Packet. NCEMSF verifies the information submitted in the packet and presents organizations successfully meeting the standards outlined with this validation. Striving for Excellence organizations represent the gold standard for campus EMS delivery and care. They serve as benchmark organizations against which other campus based EMS groups should compare themselves. Striving for Excellence is a three-year certification. Recipients are acknowledged on the NCEMSF Web site and in the NCEMSF Comprehensive Database of Campus Based EMS Organizations."

◇ Collegiate EMS Video of the Year

"Collegiate EMS Video of the Year acknowledges the video that best embodies the spirit of collegiate EMS and the NCEMSF mission."

◇ Recognition for 20 Years of Service in which they were awarded a plaque.

◇ Richard W. Vomacka Student Speaking Competition

Scott Kobner was chosen among a select handful of undergraduate students to give a presentation. His topic of choice was Collegiate EMS Ethics. Scott did not win the competition, but he earned high marks for his presentation.

Emory is very proud of the hard work and dedication this team gives to their job. Emory EMS are truly inspiring and should be proud of the work they do. Congratulations!



The Emory EMS team holding their plaques awarded to them at the NCEMS conference in February.

Update from the Building & Residential Services Work-life Balance Restructure

May 13, 2012, marks six months since the implementation of the Building and Residential Services work-life-balance restructure. I am pleased to say the new structure has addressed the concerns and issues that were challenging for both the supervisors and frontline staff. Supervisors are now managing less staff and one shift which allows them to provide more day-to-day interaction with their staff. In addition, they are able to complete an eight-hour shift and enjoy time away from work without work-related interruptions. By the end of July 2012, supervisors are scheduled to complete the supervisory training program designed to equip them to address issues received from feedback sessions. The feedback information was evaluated and used to help develop the new work-life-balance restructure. Training is going well, and supervisors have commented that it is a nice refresher for some and to others, a revelation of information that they thought they knew. The supervisors thank CS HR and the Finance staff for developing and conducting the training.



Frontline staff have demonstrated their excitement and appreciation for the new re-structure by sending their supervisors thank you cards, hosting appreciation lunches, and acknowledging the success in shop meetings and monthly team meetings. Overall, I have heard from the frontline staff that their relationships with their supervisors have improved.

Although, I think this is a great praise report that I am excited to share, we are only midway through the transitional period. We expect that it will take at least a year to work out the challenges that are inevitable. With that said, we continue to solicit your support and comments. Please do not hesitate to share with us how you think we are doing in meeting your cleaning needs and with our communications with you. Any suggestions for continuous improvement are welcome.

CS HIGHLIGHTS

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



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

CS SELECT Nomination Form Available Online



Starting May 1, employees can go online and complete the **CS SELECT** nomination form. The [new online nomination form](#) is located on the new CS website under the Administration tab. Once you click on **CS SELECT**, you can log in & submit your nomination. All nominations will be submitted to CS HR and reviewed by the **CS SELECT** committee. Please take advantage this new and convenient service.

~submitted by Jackie Owen, Human Resources

HR HEADLINES



NEW ELECTRICAL SAFETY POLICY

The approved Electrical Safe Work Practices Policy, effective date 4/1/2012, has been posted to the CS website at <http://www.campserv.emory.edu/administration/hr/electricalsafety.pdf>.

Please take the time to carefully read the policy. The current hands-on Electrical Safety training for Operations & Maintenance employees is based on this policy.

For employees who do not work on energized equipment, please focus on Section III that addresses how to safely handle Portable Electric Equipment.

~submitted by Avril Occilien-Similien, Training & Communications

Inclement Weather Decision Time Changed

During the recent Town Hall with Campus Services, one item that was raised to Mike Mandl was the timing of the inclement weather notifications. Historically Emory made its decision by 5:30 am, but for those with long commutes, that can be too late. The request to move that time up was considered by Cabinet based on the CS staff request, and was changed.

Inclement weather opening decisions will now be made by 5:00 am.

~submitted by Debbie Moyers, Campus Services Administration

CAMPUS SERVICES OPEN POSITIONS

~submitted by Kelli Howell-Robinson, Human Resources

Department	Job Title	Job Requisition ID	Positions open
Bldg & Res	Custodian, Sr	24683BR	1
Bldg & Res	Custodian	24686BR	1
Bldg & Res	Custodian (Reg PT)	24687BR	4
Bldg & Res	Custodian (Housing)	27052BR	1
Bldg & Res	Custodian, Sr	27721BR	3
Bldg & Res	Custodian	28124BR	1
EPD	Mgr., Police Communications	25830BR	1
Grounds	Landscaper	24680BR	1
Grounds	Turf Care Specialist	27759BR	1
Oxford Maint.	Painter	27669BR	1
Parking/Trans	Mgr., Enforcement Officer	25925BR	1
Parking/Trans	Enforcement Officer	24475BR	1
Zone E Maint.	Maintenance Mechanic	25496BR	1

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

2012 EMORY SERVICE AWARDS LUNCHEON

On Thursday, April 12, 2012, Emory University held its 2012 Service Awards Luncheon at Cox Hall Ballroom. It recognized all Emory employees that have at least 25 year of service. President Wagner presented each employee with their award. Many of those honored were Campus Service employees. Years of service awards were recognized by the following:

- * **45 Years-** E. Merle Reed
- * **40 Years-** Gary Morris
- * **35 Years-** Ossie Benjamin, William F. Cash Sr., Dollie M. Durden,
Tyrone English, Glenn Kulasiewicz, Rickey Ray
- * **30 Years-** David Stewart
- * **25 Years-** Ronald W. Bloodworth, Deborah Crawl, Jimmie Dukes Jr.,
Kenneth House, Robert Manchester, Guy Mitchell,
Dimitrios Nikolakis, Tony Pursley, Samuel Smith, Phillip Stephens

Merle Reed has the longest tenure of any Emory University employee. He was invited to sit at the President's table because of this honor. Merle began his career with Emory working in the warehouse, and then he became an electrician's assistant. "I just learned everything as I went along in the job," said Merle. He became an electrician with his focus being on high voltage electricity. Merle credits his team with helping him be so successful. "Eric (Alexander) does most of the work now!" laughed Merle, "I plan on retiring in two more years." Merle is a great worker, and his longevity has been greatly appreciated.

Campus Services is proud to see many of its employees investing so many years into our organization. We appreciate this year's honorees for their hard work and loyalty to Emory University. Congratulations!

*~submitted by Karen Salisbury
Office of the VP of Campus Services*

for Emory's 167th Commencement

Zero
naught zilch nothing zip nada

*thank you for doing
your part to create a
more sustainable Emory*

welcome

Destination Zero Waste

Emory is composting food waste in addition to collecting recyclables throughout its 167th Commencement celebrations for the Commencement Brunch, the President's Open House, and graduation ceremonies organized at the eight schools around campus.

Partner with us to reduce the amount of waste sent to landfills.

EMORY
RECYCLES



**sustainability
initiatives**



@EmoryGreen

sustainability.emory.edu

~submitted by Deena Keeler, Auxiliary Services



★ 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








May

"Make the most of yourself, for that is all there is of you."

~Ralph Waldo Emerson

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 CSAB Meeting	2	3 FM Supervisors' Meeting	4	5
6	7	8	9 Chair Rodeo 	10	11	12
13 Happy Mother's Day 	14 Commencement 	15	16 New Hire Orientation	17	18	19
20	21 BRS Supervisors Training - Corrective Discipline	22	23	24 CSA Town Hall Mtg	25	26
27	28 Memorial Day 	29	30 Defensive Driving Class	31		
EMPLOYEE UPDATE - MAY						

CALENDAR KEY:

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



Welcome - New Hires

Anthony Allen Jr., Custodian, Sr, Bldg & Residential Services
Darrlin Byrd, Custodian, Sr, Bldg & Residential Services
Lamont Clemons, Custodian, Sr, Bldg & Residential Services
Gary Evans III, Custodian, Sr, Bldg & Residential Services
Ryan Laird, Landscaper, FM Grounds
Sandy Lewis, Custodian, Sr, Bldg & Residential Services
Kaleb Mattingly, Landscaper, FM Grounds
Danny Parks, Custodian, Sr, Bldg & Residential Services
Monique D. Peeple, Custodian, Bldg & Residential Services
Lisa White, Custodian, Bldg & Residential Services
Marvin Winfrey, Police Officer, EPD

Congratulations- New Titles

Henry Henderson, Document Shredding Specialist,
 FM Exterior Services

Feedback and story ideas are welcomed!

Please Contact

Training & Communications
 cscommunications@emory.edu

Page 12