

Facilities Management News

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A co-worker told me recently that she really wants to know the answer when she poses the following question to a child. “What do you want to be when you grow up”? Her rationale for asking made perfect sense to me, “I ask because I am still looking for good ideas”.

I’ve been introspective lately, looking for meaning in my life, work, and volunteer activities. I enjoy the customer service we provide and the interaction with the people I come in contact with each day here at Creighton University. I believe that the service we provide has immeasurable value and I take pride in that fact.

The Facilities Management Mission Statement offers, *“As professional employees, we support Creighton's mission by providing quality services and the management of physical assets, and the stewardship of resources in accordance with University policies, values, regulatory requirements, and best practices”*. Many of us have spent years, even decades, as professional members of one Facilities Management organization or another. After spending all these years providing support services in a Higher Education setting I wonder if it was something I was predestined to do, a calling of sorts.

I like to think that I’m a good son, husband, father, friend, and co-worker. But if I’m interested in truly understanding and working beyond that statement, I need to determine the “why”. The following statement has been attributed to Mark Twain. “The two most important days in your life are the day you are born and the day you find out why.” I didn’t conduct a scientific study but I think I know the answer. One example I can offer is based on a conversation I had with a Barber many years ago.

Living in a small town in NW Minnesota a person would tend to patronize one service provider (Barber Shop) or another for years, in my case it was likely in excess of two decades. To describe the environment isn’t necessary for the point I’ll try to make, but if you can envision the old movie and television Barber Shops of the day, think of Floyd the Barber on the old Andy Griffith Show in the 1960’s. It was a lot like that, with the usual cast of characters that you might interact with in the small town or neighborhood of your youth.

Over the years the Barber seemed to spend more and more time taking telephone calls, which meant that he would put down the scissors and comb, leave me in the chair, and pick up the phone. This was back in the day when Caller I.D. wasn’t available so you couldn’t simply ignore the ring or roll it into the voice mail. There wasn’t any such thing and it could have been someone making an appointment, a family member calling with a question, or some type of emergency. Any possibility required that the phone call was going to be answered. The Barber Shop was a single chair, sole proprietor operation, so a customer would expect and understand this type of interruption from time to time.

As the years rolled by the telephone calls seemed to increase to a point that I thought was beyond what I, as a customer, should have to tolerate. Many of the calls seemed to be bordering on what I thought sounded like a counseling session. I could only hear one side of the conversation but it became clear that people were calling to discuss some type of tragedy and the Barber would offer his insight and recommendations. The Barber would always apologize to me for the interruption and explain that the call had been urgent, without offering details.

During those two decades I continued scheduling haircuts with the same Barber and when he moved from one location to another I followed. He continued to receive calls, which on occasion sounded dire. Some of the calls must have included a request to meet out front of the shop, because in a few minutes the Barber would excuse himself and step outside for a few minutes. Remember, this was pre-cellphone days, hence the delay between the call from a landline and the rendezvous.

As stated earlier, I could only hear one part of the telephone conversation, which tended to be in a hushed tone, but it became obvious that the calls were from individuals struggling with one sort of addiction or another, their family, friends, or loved ones, all concerned and looking to the Barber for advice.

At some point, possibly as I became a teenager or young adult, the Barber had told me of his struggles, his sobriety, his concern for family and friends, his relapses, and his faith. I had seen him and his family at Mass each Sunday, knew him as a business owner, witnessed his faithful following of customers, and assumed that he didn't have any cares. That was youthful naiveté of course.

The Barber was the unofficial counselor for a wide group of individuals in that small town. He served as a sounding board for people that were frightened, sick, threatened, and their anguished families. I was only seeing the tip of the service that he provided because my interaction was a brief hair cut appointment once a month or so. During those appointments I only witnessed a small portion of the Service Leadership that the Barber was performing.

Years later, after I had moved my family from that small town, I was back for a visit and stopped in the Barber Shop for a haircut. The same groups of characters were sitting around in the comfortable chairs, some were playing cards, and others were watching the television. When I was asked to sit in that same chair I remembered from my youth, with the same customary, "welcome, Mr. Norton", I sat down and began to offer an update of my travels, work, and family.

It didn't surprise me when the phone rang, the Barber put down the scissors, apologized for the interruption, and the counseling session began. The activity in the shop wasn't impacted, the cards continued to be shuffled, the friendly banter continued, and the television news droned on about one issue or another. The Barber finished the telephone conversation picked up the comb and scissors and worked at finishing my haircut.

As we talked that last time, the Barber, who had been cutting hair for 40 or 50 years, now only part-time, expressed regret that he hadn't trained as a counselor rather than a barber. That because of his own struggles with addiction he would have been able to help people who were suffering. I offered what I thought was obvious, "you are a counselor". I told him what I had seen and heard over so many years and the people that depended on his counsel. I told him the difference he obviously made to so many individuals and the kindness that he had offered. He lowered his arms and stood motionless for a moment before responding, "thank you, I hadn't thought about it like that".

To the question of "why" and "what do I want to be when I grow up"? The answer is as straightforward as the response I offered to the Barber. The answer was given to me by my mother and father, family and friends, co-workers, and those brief interactions I had with the Barber. Take pride in your service at work and within the community because that is why we are all here, but it doesn't end there. Don't limit the potential of being caring to anyone that needs your help. That is only one of the reasons why we were born and what we should all want to be "when we grow up", we should want to provide a positive influence to all. When you think about it, what else really matters?

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Upcoming Creighton Holidays...



**GOOD
FRIDAY
APRIL 3, 2015**



Dear Students and Colleagues,

Welcome to the start of the spring semester. (I have always found it ironic that it is called the spring semester even though we are in a deep freeze for at least a couple of months!)

I am honored to be serving as interim president until Father Daniel Hendrickson, S.J. begins his term as president on July 1. I trust the holiday break was enjoyable and that you all are as eager as I am to dive into new challenges, initiatives and opportunities.

The Value of Jesuit Education

We are so glad that each of you – whether you are a student, faculty or staff member – is here at Creighton. I have been at Creighton 10 years and I still am in awe of the tremendous accomplishments I see all around me each year. I was reminded of the value of the Jesuit, Catholic education Creighton provides by a recent [article](#) published by the Association of Jesuit Colleges and Universities (AJCU). The alumni of Jesuit universities truly make a difference in our world, as evidenced by the fact that nine percent of the members of our new U.S. Congress graduated from Jesuit institutions. I hope you enjoy reading the article and thinking about the legacy we are all a part of. (Creighton is mentioned for having two alumni in the U.S. House of Representatives – Rep. Brad Ashford, JD’74, of Nebraska and Rep. Paul Gosar, BS’81, DDS’85, of Arizona.)

New Collaboration

I am thrilled to announce a partnership we have just solidified with one of our fellow Jesuit universities, Regis University in Denver, to provide [a joint occupational therapy doctoral degree](#) program. We are proud to be pioneering this collaboration between Jesuit institutions. To be able to train a new generation of practitioners and leaders to serve Colorado and the greater Rocky Mountain region in the occupational therapy discipline is a great trust Creighton and Regis have willingly and solemnly accepted. We look forward to a fruitful partnership that can benefit the people of Colorado, the nation and the world. Applications are now being accepted for the fall 2015 launch.

Online Rankings

Allow me a brief recap of additional good news we received last week for those who may have missed it: Several of our online academic programs were ranked among the Top 20 in the nation in *U.S. News & World Report’s* 2015 [Best Online Programs](#). Recognized were: No. 16 in Best Online Bachelor’s Degrees (B.S. in Leadership); No. 12 in Graduate Business Programs (Master of Business Intelligence and Analytics and Master of Security Analysis and Portfolio Management); No. 11 in Best Graduate Education Programs (M.S. in Educational Leadership and M.S. in School Counseling and Preventive Mental Health).

The semester will go by quickly as they always do. Work hard, study hard and enjoy each other!

Sincerely,

Chris Bradberry



J. Chris Bradberry, Pharm.D.

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Grounds & Landscaping

In December of 2014 Creighton University completed its application seeking a 7th year of recognition as a Tree Campus USA site. As part of the reporting required for this designation tree plantings and removals are tracked. Following is a table summarizing 2014:

New trees planted	23
Trees removed	63
Removals replanted in 2014	5
Removals slated for replanting in 2015	30
Net loss/gain of trees	-5



Obviously, the desire is to maintain or increase the number of trees on campus. However, replanting one-for-one is not always the best practice. For example, thirty-two of the trees removed in 2014 were not selected for replanting because the original tree was not correctly sited (i.e. was planted too close to a building) or the site is not conducive to tree growth and maturation (i.e. an unirrigated island in a parking lot). In these cases, choosing not to replant is the best choice, as the tree would not be expected to grow to maturity or may damage campus structures.

The table below summarizes causes of the 2014 removals:

Reason for removal	Number of Trees removed
Storm Damage	9
Disease/Pest (direct)	4
Construction (direct)	2
Vandalism	0
General Decline/Death	48

Storms and high winds, diseases and pests like fire blight and bagworm, growing where a new structure is planned to be built, and vandalism are issues that directly and immediately result in tree death. Removals attributed to general decline and death, however, are caused by a wide range of less direct and defined factors. Examples of these factors are:

- Indirect construction impacts, such as root compaction from vehicle/equipment traffic, storage of materials, and root damage due to trenching or digging.
- Cultural issues such as drought, winter injury, and poor drainage.

The effect of these types of damage to a tree is not immediate or obvious but instead occurs over several years following the damaging event. Often, more than one of these factors or events contribute to the tree's gradual decline and death. The large number of trees removed in 2014 that were attributed to this category is likely elevated due to worse than usual summer drought and dry winter weather experienced in the last few years.

It is expected that Creighton will again be awarded Tree Campus USA recognition for its 2014 application. Confirmation will come in April of this year.





The **Climate Action Plan update** to fulfill the requirements of the American College and University Presidents' Climate Commitment was submitted in January. The report outlines how sustainability is becoming a larger part of the fabric of everyday life at the university through projects, celebrations, and other events in areas across the university, including academics, ministry, facilities, residence life, and more.

Read more here: <http://rs.acupcc.org/progress/1336/>



Creighton is once again competing in **Recyclemania**. According to the website, "RecycleMania is a friendly competition and benchmarking tool for college and university recycling programs to promote waste reduction activities to their campus communities." This year the competition runs February 1 –March 28. Help us increase our totals from last year and keep recycling!



ENERGY MANAGEMENT

This has been a strange winter with the temperatures starting so cold and now settling in at above normal temperatures. This has helped us conserve energy usage over the last month. We have also set building temperatures back over the holidays to also conserve energy.

Bryan Burton has also joined the Energy Management team from Custodial Services. Bryan's new job will consist of assisting in some controls operation and learning many controls systems.

We have also continued converting additional building controls over to the new Structure Ware building management controls system (BMCS).

CUAlert™

CUAlert™ is a multi-channel communication system that allows the Creighton community to receive emergency information in a time effective manner. All active CU students, faculty, and staff will have their CUMail address automatically added to the CUAlert™ system. If you want to receive notifications via cell phone, landline phones or text messaging you have to log in to the CUAlert™ system (<http://www.creighton.edu/cualert/>) and provide this information. You are responsible for keeping this data accurate. You can log in at any time and update or remove your information.



BE PREPARED FOR WINTER WEATHER – SIGN UP TO RECEIVE ANY WEATHER RELATED ALERTS!

Environmental Health & Safety

As we enter into the middle part of the winter I would like to remind all of you to be careful walking around campus. While we have not had much snow it does not take much moisture to create a slip hazard when the temperature is close to freezing.

In addition, in the January 26, 2015 Safety Topic it includes a discussion of keeping fire exits open and unblocked. This is important to ensure the safety of all building users across the campus. While do I not believe that Facilities Management staff is a significant contributor to this problem EH&S does need your help to identify where these issues are located. If you see a hallway that has a large number of items stored in it or large items that restrict it, please inform your supervisor. He/She can then put a work order for EH&S to come look at the situation to determine if action needs to take place. In addition, fire doors that are propped open with wedges violate the fire code and can allow smoke into other parts of building or even for fire to spread. Please remove those wedges when you see them. If you're not sure if it is a fire door please have you supervisor put in a work order for us to visit the site. Thank you with your help in this matter.



February is Heart Health Awareness Month!



What do you do for your HEART on a daily basis? Below are the top 5 foods you should be eating for a healthy heart:

1. **Oatmeal, oat bran & high fiber foods-** Contains heart healthy fiber that will help reduce your LDL (bad) cholesterol
2. **Fruits & Vegetables-** High in fiber and nutrients, you can't go wrong with more fruits and veggies in your diet. Aim for 5-9 servings a day.
3. **Fish & Omega-3 Fatty Acids-** High levels of Omega-3 fatty acids can reduce blood pressure and risk of developing blood clots. Eat at least two servings of fish a week (choose grilled and baked instead of fried)
4. **Nuts!** High in polyunsaturated fatty acids, walnuts and almonds help keep reduce cholesterol and keep our blood vessels healthy. They are high in fat and calories so limit your intake to 1 small handful a day. And choose the no or low salt versions.
5. **Olive Oil-** Contains a mix of antioxidants that can help lower your LDL (bad) cholesterol but leave your HDL (good) cholesterol. Substitute 2 Tbsp. of olive oil a day for other fats in your diet (i.e. margarine, salad dressing, canola oil, etc.)

Source: www.mayoclinic.org/diseases-conditions/high-blood-cholesterol

Come learn how STRESS can affect your heart health and what you can do to reduce stress in your life at our February Healthy Luncheon! Dr. Tom Guck will be our guest speaker for this FREE informative session. Light lunch provided for the first 30 attendees.

February 10th @ Noon in Skutt Student Center, room 104

■ Setting positive work/life goals for 2015



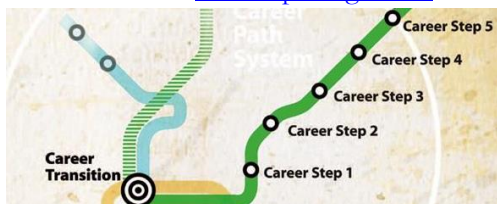
The New Year is here and if you haven't already, it's time to start thinking about setting

positive goals for your home life as well as your work life. Setting goals gives you long-term vision as well as short term motivation in life. Set goals that will motivate you, put them in writing and make an action plan, then stick with it! Looking for motivation? Here is a start:

- Challenge yourself to learn something new in or outside of work
- Join a campus committee, business organization, or networking group
- Make time to visit Creighton's fitness facilities during or before your work day
- Revive your LinkedIn profile
- Find a stress reducing technique that works for you
- Start a "kudos" file
- Make sure professional goals in performance management system are up to date

■ Creighton job openings

Interested in growing in your career or know someone who is? You can do it here at Creighton! Current openings include: Events Manager, Business Outreach Specialist for Heider College of Business, Program Supervisor-REACH, Career Counselor-Business Career Programs, Program Planner-Health Sciences Continuing Education, Director of Institutional Research and more. Review current [list of openings here!](#)



■ EAP enhancements

Magellan, Creighton's Employee Assistance Program provider, is offering members the ability to actively engage in their emotional health and wellness, as well as reach professional staff in new ways. New enhancements include:

- More visual design and intuitive navigation
- Website is mobile friendly and can be accessed through any mobile device
- Members can create a profile that will enable more personalized information
- Receive educational emotional health and wellness info directly in in-box
- One click provider search

The website also includes the Live Chat function allowing you to communicate with specialists to answer questions, help find providers, or locate other community resources. Members can also chat confidentially with clinical specialists on emotional wellness concerns they may have including depression, stress, and family/life issues. [Check out their website here!](#) Also, you're welcome to participate in a free webinar from your desk: *Strategies for Achieving Emotional Wellness*. [Register here](#) for 1/14/15 viewing, from 1 pm – 2 pm.

■ Double check your benefit deductions

Now is the time to compare your Benefits Confirmation Statement against the deductions shown on your pay slip. Biweekly paid employees will see the 2015 deductions on the January 2nd paycheck, and monthly paid employees should review their February 1st paystub. [To view your paystub, access HR Self-Service](#). If you don't have the hard copy of your benefits statement, you can always log on to [portal.adp.com](#). In the upper right corner, click 'View Election Confirmation' to view a PDF of your Annual Enrollment elections. For questions call X 2709.

■ New year, more development

The Compass Professional Development has offerings scheduled for the New Year.



The Werner Institute's Mary Lee Brock will be facilitating the January session and in February, the "Building a Better World" series continues.

- Jan. 22nd, 10:00-11:15 am: [Organizational change & providing respectful & constructive feedback \(all employees\)](#)
- Feb. 10th, 1:30-3:00 pm- [Building a Better World: CUSP QI \(all employees\)](#)

[Need time to plan so you can attend the Compass sessions? Take a look at our extended 3 mo. Calendar!](#)

■ Vaccination survey

The College of Nursing will be conducting a survey to determine the current vaccination rates of Creighton University employees. The survey will examine vaccine rates, knowledge about vaccines, and any barriers to immunization. The survey is optional, but strongly encouraged, completely anonymous, & will take less than 5 minutes to complete. Look for an email in January to participate in the survey.

REMINDER CORNER:

- W-2's mailed home this month
- [First time tuition remission students—apps here](#)
- [New year, new wellness offerings](#)
- [Print the January wellness calendar](#)