

Facilities Management News

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I was fortunate recently to be one of 33 members of the Creighton Colleagues Program (CCP). The program participants were faculty and staff of Creighton University who were chosen or volunteered to contribute and be involved in this unique leadership opportunity. As we worked through the CCP syllabus, which provided for several group meeting, individual study, and reflection, we were able to learn, discuss, and reflect on the Ignatius vision of leadership. As a final report we offered a written accounting of our plan to implement what we learned back at our administrative areas of responsibility.

During a seven month period that began in September 2014 and recently concluded in April 2015 we were immersed into training that was multifaceted and included:

- The story of Ignatius and how his journey can shape what we do and how we interact with each other each day at Creighton University.
- Spiritual Exercises and the influence they have on University and departmental missions.
- Discernment and the choice (free will) of how we live our life at work, home, and the community.
- Ignatius the Administrator, which is the theme that I elected for my final paper.
- Personal Integration and a reflection on transcendent (going beyond what is expected) values.

Those that have read this quarterly newsletter in the past know by now, as I approach my second year anniversary at Creighton University, that I have a difficult time resisting a chance to tell a story, whether or not it appears on the surface to be applicable to my initial thought or the message I am attempting to offer. The article I offer below is an attempt to explain how we all can mirror attributes of Ignatius the Administrator in our work. Because I have experienced the profound effect of what Ignatius explained as “service of others” (Service Leadership) and Transcendence, I wanted to share a personal example here.

Reflective Illustration

Someone drives up in front of your house and pull over to the curb. They exit their vehicle and open the hood. There is obviously something wrong, with steam billowing from the engine area. What would you do? Would you watch the stranger from the safety of your home? Would you step outside to offer assistance? What level of assistance would you consider adequate?

The following is based on a true story that taught me a valuable lesson of kindness, humility, respect, and as I learned recently, “service of others”. This reflection starts and ends with a question; what can a person learn during a trip with kindly strangers who offered a helping hand when it was so desperately needed? A road trip home, which resulted in a 215 mile journey, developed a renewed commitment to honor a simple request, “If you can offer any kindness to others going forward, please do.”

I don’t know specifically the year but it was during mid-summer in the early 1990’s. I had been laid off from a position I had held for the previous eight years. Thankfully I had secured new employment but it meant living and working during the week away from my wife and young family. On Friday evenings I would travel the 275 miles each way to spend as much time as I could at home, only to turn back on Sunday evening to retrace my route.

My wife and I were desperate to stay in the town that we had both been born and raised in and where we were, at that time, raising our two young children. The position I had found paid well and I was fortunate to have the opportunities to learn many new elements of the facilities management field, which I had been working in for some years prior. I was also able to restart my college undergraduate studies through a work place scholarship program, ultimately receiving my Bachelor of Science degree.

The vehicles I drove in those years were less than ideal and I shudder at the thought of having driven up and down those highways with little other than “a wing and a prayer” as my father so often said. It was always a challenge to keep one vehicle operational and co-workers were quick to offer assistance or a kindly ribbing of the vehicle disrepair. I remember an all-staff meeting discussion regarding construction that was taking place near my assigned parking spot. There were easily 100 or more other staff member vehicles that parked in that same area. A concern was expressed during that meeting related to sharp debris that had flattened more than one tire as we traveled in or out of that parking area.

The assumption was that the construction activity was likely the cause of the nails or other sharps that were causing the damage. As the supervisor facilitating the meeting began to offer assurances that the contractor would be held accountable and required to monitor and keep the drive area clean, someone from the back of the room offered another possibility for the damage. In a voice of some authority it was proposed that nails were not the likely cause but rather it “was rust falling off of Timmy’s [Norton] car”. As I said, I traveled on a wing and a prayer.

As it happened that long ago summer evening the old rusty vehicle began to over-heat, the engine started to make a horrible noise, and steam began to billow out of the engine compartment. As I neared the exit ramp I knew I couldn’t travel much further and needed to find a phone to call home and have someone pick me up with a vehicle dolly so I could get that car back home. As I pulled off the road and coasted to the top of the ramp I had two choices. I could turn left where I didn’t see any buildings or right where there appeared to be a grain elevator off in the distance. As I slowly rolled the vehicle in the direction of the elevator I applied gas only when needed to keep the vehicle rolling. As I approached the structure I realized that it had long ago been abandoned but as I got closer I could see that there was a house to my right and then a small Convenience Store. I pulled up to the curb intending to go inside the store and make a collect call for help and a 215 mile ride home.

The one story house next to that convenience store, likely built in the 1930’s or 1940’s, appeared to be in a state of remodel. As I stepped out of the car and headed towards the store a man and a child came out of the front door of the house. The young boy hastily grabbed one of the toys strewn about the front lawn and paid little attention to my conversation with the man, who I found out later, was the father of the household. The kindly young man asked if I needed any help, to which I gladly offered a quick, “yes”. Having worked on the fragile piece of machinery so many times during the previous months I knew that at the very least I would need water for the radiator.

A few moments after the young man went into his home for a bucket of water I grabbed a towel out of the back seat and carefully took the pressure off of the radiator cap. Upon his return, with a bucket of water in hand, the young man offered it to me and I began to pour the contents into the radiator. Almost immediately I heard a pronounced popping sound and a white cloud of steam engulfing the entire engine compartment. I had made the mistake of introducing cold water to a hot engine and the result was now a blown head gasket.

The vehicle was now completely inoperable and I asked the young man if I could use his phone to make a call for a tow. He agreed and invited me into his home. He offered me his landline phone, the only kind back in those days, and I spoke with my father about the situation I was in. As I would have expected my father gladly agreed to pick me up and bring a dolly to retrieve the vehicle that I had likely just destroyed beyond its value. After giving him the directions to my location I ended the call and handed the phone back to the young man. I explained that my wait would likely be four or five hours.

The young man, his wife, and their children were in the one large room that made up the living area of the home with me as I made that call. I realized as I ended the call that I had interrupted their dinner when the young lady (mother) asked if I was hungry or would like anything to drink. I hesitated initially but could see that their offer was genuine so I graciously agreed to sit and eat with them.

During the conversation that ensued around the table I offered details of the logistics that would result in the scheduled pick up later that evening. Before we could finish eating the young couple spoke to each other and asked if I would accept a ride from them. They suggested that we could push the disabled vehicle off the street into their backyard, which was a field that appeared not have been tilled recently.

I explained that their generosity would result in a six or seven hour round trip. They smiled and offered that they had not traveled to that part of the State and would enjoy the scenery. I knew the route we would be taking, having traveled it many hundreds of times, and knew that they wouldn't be seeing much in my opinion, especially in the dark, which was fast approaching.

Offering additional rationale for challenging their kind offer I told them that my father was likely on his way and there was no way for me to make contact with him. The young couple persisted in their offer of assistance and they suggested that I call my father back to see if he had in fact already left. I did make that call, he was still at his home, I explained that I was accepting the young couple's kind offer of a ride, and that we could pick up the vehicle the next day.

I don't recall all the trip preparation details, if the young couple called for a sitter, if one of their children was old enough to watch their younger siblings, but I do recall being invited to sit in the back seat of their vehicle that appeared to be in a similar state to mine. As we pulled out of their driveway they announced that they would need gas for the trip. Some miles down the road they stopped and filled the tank. I offered to pay the cost of the fuel but I was told, "There is no need for that".

As our trip continued we talked about my family, work, why I was traveling, and they listened to me grumble about my difficulties, which in hind sight, were minor. The young man offered details of his work and how much he enjoyed working for his brother-in-law. The miles rolled by and the conversation continued. As I recall those hours now, spent with that caring young couple, it was mostly me complaining and them reassuring me that all my struggles would work out and that my family would be back together shortly.

Some four hours after our trip began we pulled up to my home in that small town. I again offered to pay them for their gasoline, kindness, and time. They assured me for the second or third time that evening that it was their pleasure and that they were glad they could help, that no money was necessary. As I persisted they gently offered, "If you can offer any kindness to others going forward, please do". With that I stepped out of their vehicle and they left on their journey back home.

As I approached the front door of my house my wife opened the door and asked who those people were that had dropped me off. I offered details of the young couple and their generosity. My wife pointed out that I had taken a chance getting into a car with strangers. I agreed but told her again of the kindness, timing of the offer, and that I had simply wanted to get home as soon as possible.

The next day, my father and I picked up the vehicle dolly and traveled the 215 miles to retrieve the vehicle I had left in the field behind the young couple's house. As we traveled that day I offered information of the previous night's trip to my father. I wondered in amazement at their generosity and kindness and asked if he had ever encountered anything similar. He told me that it was likely a small town phenomenon and that there are still plenty of good people in the world. I asked him why the young couple had repeatedly rejected any compensation. His response was, "Maybe someone had done the same for them".

I wondered what I should say to the young couple as my father and I loaded up the vehicle for transport. I certainly wanted to introduce my father, I wanted to again thank them for their kindness, and I wanted to assure them that I would do what I could to follow through on their instructions to "pay it forward". As we pulled to the curb I could see my vehicle in the field where the young man had helped me move it to. The small store was as I remembered it, but the house where the young man had invited me to use the phone and have a meal with his family, was no longer there. In fact, my vehicle was sitting, not in the backyard of the house but in an open field alone, with the exception of a small child's rusty tricycle.

I've told this narrative many times over the past 25 years and as instructed by that "young couple" I've been able to help people often, when they have been in minor or major states of distress. If they try to offer compensation for my efforts I politely decline and use the opportunity to tell this story again and ask that they try to help others if they ever get the chance.

This reflection started with a question and ends with the same, “What can a person learn during a trip with kindly strangers who offered a helping hand when it was so desperately needed?” Is it applicable to my lesson of Ignatius Leadership and “service of others”? That is the purview of those taking the time to read this offering. I can only tell you that what I’ve learned many times during my life, “open and honest communication”, which is central to Ignatius teachings, applicable to Ignatius Administration is the fundamental formation to my service at Creighton University. It is, “our way of proceeding”, my leadership philosophy, and an attempt to honor life lessons and gifts given.

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Upcoming Creighton Holidays...



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 Severe Weather! Sign up for CUAlert!





HEARTLAND-DELTA VII CONFERENCE DELEGATION INVITATION

On May 28, 2015, a delegation of Creighton University faculty and staff will join in (virtual) partnership with the Jesuit colleges of the Heartland-Delta region to discuss "balancing our economic realities with our call to the margins." I would like to encourage you to join this important conversation.

As Jesuit, Catholic universities, we are called in mission to form women and men who will engage in solidarity with those on the margins in our own local communities and in the wider world. How do we take on the "globalization of indifference" through attentiveness to the poor and vulnerable as incited by Pope Francis and our Jesuit tradition?

We are also challenged to become inclusive learning communities on our own campuses for students and colleagues from increasingly diverse backgrounds. How do we address problems of students not having economic access to the education we hope to provide?

The economic and social challenges that face our world and our students also face our universities as we struggle with rising costs, financial accessibility for many of our students and families, and demands that we become more responsive to the marketplace in our offerings. This inspires the central question of the conference: How do we balance our economic realities with our call to the margins?

We are looking forward to some excellent keynoter speakers and facilitators for the conference, including:
Greg Boyle, S.J., founder and Executive Director of Homeboy Industries in Los Angeles
Sr. Peggy O'Neill, S.C., Director of the Centre of the Arts for Peace in El Salvador
Rick Malloy, S.J., Director of Campus Ministry and University Chaplain at the University of Scranton
Dr. Raymond Reyes, Chief Diversity Officer at Gonzaga University
Dr. Antoine Garibaldi, President of the University of Detroit Mercy

The [website for Heartland-Delta VII](#) (maintained by Xavier University) can answer many of your questions about the conference, including the conference schedule and assigned pre-readings. There is also a Facebook page at www.facebook.com/HeartlandDelta

If you are interested in joining the Creighton delegation for the Heartland-Delta VII conference, please [click here](#) to register.

If you have additional questions, please contact the Office of Mission and Ministry at #3056 or one of the Creighton co-chairs: Erika Kirby #2630 / Jeff Peak #1295.

I hope you will consider taking advantage of this opportunity to partner with the Heartland-Delta Jesuit universities.

Sincerely,

Sincerely,

Chris Bradberry



J. Chris Bradberry, Pharm.D.

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Congratulations, Grounds & Landscaping!

Did you know that Creighton University has been recognized by the Arbor Day Foundation for its commitment to good tree stewardship for seven years? It's true! Creighton University has been designated a Tree Campus USA campus since the program's inception in 2008. The Tree Campus USA program recognizes college and university campuses that effectively manage their campus trees, develop connectivity with the community to foster healthy urban forests, and strive to engage their student population through service learning opportunities centered on campus and community forestry efforts. Learn more about the Tree Campus USA program visit their website, arborday.org/programs/treecampususa.



On April 1, 2015 Jessica Heller attended the annual Tree Campus USA awards ceremony at the Nebraska State Capital Building in Lincoln, NE. There, Creighton University was one of nine Nebraska schools to be recognized by the Nebraska Forest Service (NFS) and the Nebraska Community Forestry Council for its commitment to community forestry. For a full list of the Nebraska cities and schools that were recognized that day, see the press release that follows.

It is a goal of Creighton University to build a stronger Tree Advisory Committee and anyone and everyone from the Creighton community is invited to participate. For more information on any of these programs and how you (yes, you!) can get involved, contact:

Jessica Heller Landscape Supervisor | 402.280.4754 (w) | 402.510.4184 (c) | jessicaheller@creighton.edu

Following is an excerpt from the official news release:

LINCOLN, Neb.—Statewide efforts to plant and care for trees are going strong, with the threat of loss from pests, diseases and extreme weather making these efforts even more important.

More than 100 cities, colleges and utilities were recognized at the annual Tree City USA Recognition Day in Lincoln on April 1. Together they invested more than \$6.5 million in their communities. The Nebraska Forest Service (NFS) and the Nebraska Community Forestry Council acknowledged their work through awards for Tree City Growth, Tree City, Tree Campus and Tree Line USA. Nebraska Governor Pete Ricketts was a guest speaker for the event.

Eight Nebraska college campuses received Tree Campus USA awards: Creighton, Metropolitan Community College in Omaha, Nebraska College of Technical Agriculture, Nebraska Wesleyan University, University of Nebraska-Lincoln, University of Nebraska Medical Center, University of Nebraska at Kearney, University of Nebraska at Omaha.

Sustainability



"The Princeton Review's Guide to 353 Green Colleges" has recognized Creighton University among the colleges and universities with a strong commitment to the environment and sustainability in the U.S. and Canada.



The schools were selected for the guide based on results from an annually conducted survey of administrators at hundreds of four-year colleges. The Review analyzed data about the schools' course offerings and the environmental and sustainability-related policies and practices. To be featured in the guide, schools earned a score of 83 or above on the criteria.

The Review has been publishing this guide for six years as a resource for college applications that focuses solely on colleges that show a strong commitment to the environment and sustainability. The guide is published in partnership with the U.S. Green Building Council's Center for Green Schools.

The free, 218-page guide can be downloaded at www.princetonreview.com/green-guide.



Congrats Creighton! For RecycleMania2015, we helped reduce GHGs equivalent to removing 34 cars from the road for 1 year! That's 174 metric tons of CO₂ equivalent, or the energy consumption of 15 households for a year.

Over the 8-week competition, we recycled 64,773 pounds of materials, which is 6.39 pounds/person. 1.10 lb/person of paper through Shredding Solutions and 1.67 lb/person of cardboard.

Thank you for your support of this program!

More information about Recyclemania can be found here: <http://recyclemaniacs.org/>

(Numbers derived from the US EPA's Waste Reduction Model (WARM).

<http://epa.gov/epawaste/conserve/tools/warm/index.html>)

"You cannot get through a single day without having an impact on the world around you. What you do makes a difference, and you have to decide what kind of difference you want to make."
—Jane Goodall

Environmental Health & Safety



Are you interested in learning CPR and First Aid? Or do you need to be recertified? Facilities will be bringing either the Red Cross or American Heart Association to train our staff in Adult CPR, First Aid and the use of an AED. If you would like to become certified or re-certify, please let your supervisor know by **May 7**. After we have a count of those interested we can set dates and times for one or more training events. This is a very good opportunity for you to receive training that not

only can be used here at work but at home also. This training could save a life here at work or at home. There is a significant increase in the recovery rate for a heart attack victim if CPR is started before the EMTs get there and at some time we all need some First Aid. So don't rely on others to be prepared: get certified now.

FRESH VEGGIES DELIVERED TO YOU AT WORK!



Sign up for Wenninghoff Farms' Community-Supported Agriculture (CSA) program. This 18 week program starts in June. Each week you will get a bag of fresh veggies picked from Wenninghoff Farms. Your weekly bag will be delivered at the same day/time each week (TBD) and available for you to pick up from the Linn Building on 20th Street. The sign-up sheet can be found here: <http://www.wenninghoff.com/wp-content/uploads/2015-CSA-Membership-Form.pdf>. Mark on the form that you will be picking up at Creighton.

More information on how it works, how much it costs, what you get, and more can be found below or on Wennighoff's website: <http://www.wenninghoff.com/csa/>. For questions ask Mary Duda mjduda@creighton.edu or Jody Caudillo jodicaudillo@creighton.edu.

COMING SOON! SHIFT Tune Up Lifestyle Management Program! This 10 week program will get you ready for the 2015 SimplyWell Screenings! Get the tools you need to make HEALTH improvements that will improve your score! The program starts in June!

■ Care for the caregivers



To support Creighton's caring culture, we are participating in a 6 mo. pilot

program through Home Instead to assist working care givers with tools and resources. This resource provides suggestions and solutions to address challenges, access to support from live experts, 24/7 resources, tips to manage your career, responsibilities of elder caregiving, and more. Learn more by [visiting our Benefit Home Instead resources.](#)

■ Performance reviews

As of April 1, the goal planning phase has ended and the review phase has begun. This is the time for our 9, 10 and 11 month employees, or those who are away over the summer months, to [log in to the performance management system](#) and engage in the process. Employees will log in and complete the self-review, which includes the Objectives, Competencies and Summary tabs, and then submit to managers. Managers will then log in to provide their feedback. Performance evaluations are due by July 31, 2015.

■ Student paychecks

Remind your student employees to pick up their paychecks from the main HR office before leaving for summer break.

Spring into development—
check out the Compass
Professional Development
[3-month outlook calendar](#)

■ We need YOU! Web Associate job openings

Creighton's web presence is expanding and your expertise is needed. The Marketing Communications office is looking for Web Associates to help implement Creighton's digital strategy. This individual is responsible for updating content to our websites, proofreading and copy editing content and sourcing meaningful images. Take your web maintenance skills and turn



them into a career! [Apply today](#) to join the team and help establish

Creighton's web presence.

■ Walk it out

With Fr. Timothy Lannon, S.J. as the face of this year's event, we encourage you to participate in this year's American Heart Walk. The Creighton Community is going to come together to improve our own heart health, raise money, and raise awareness! [Get involved here.](#)

What better way to get your miles in and celebrate the beautiful, spring weather than by participating in National Walk at Lunch Day on April 29th? Grab a coworker, pack your walking shoes, and take a stroll around campus using one of the pre-calculated [walking paths.](#)

■ Voluntary self-identification

The Voluntary Self-Identification of Disability and Veteran Status survey was sent to provide all faculty and staff a opportunity to update their veteran and disability status. A personalized survey link was sent to your email and only takes a few minutes to complete. If you need the email resent to you or have questions, contact [Molly O'Gorman Billings](#) or [Allison Taylor](#). Please help us in gathering this important information.

■ ADA & Deaf History



National Deaf History month, March 13 – April 15, celebrates deaf culture, heritage and American Sign Language. In addition to honoring the strides

made in providing Deaf and Hard of Hearing with access to full and equal education and linking Creighton's mission, faculty, staff, administrators, and students have a part in the education of students who are hearing impaired. We welcome their rich heritage and culture on our campus. Visit the [Creighton ADA page](#) to learn more about how Creighton supports students, faculty and staff with disabilities, request accommodations and more.

■ Stand up to sexual assault

Creighton is on a mission to end sexual violence in all forms. Show your support of Creighton's efforts by attending the event on April 23rd at 7 pm, which starts on the steps of St. John's, includes a rally with keynote speakers, and is followed by an "open mic" where survivors and supporters can speak out. The evening ends with a march to Skutt 104 for the After-Event where attendees will travel between stations "doing" and learning more about violence, consent, and how to be an active bystander. **It's On Us to Take Back the Night!** [Visit the VIP](#) for more information!

You can demonstrate your support for sexual assault survivors by participating in the **Denim Day** campaign. Wearing jeans has become a symbol of protest against erroneous and destructive attitudes about sexual assault. Be a part of the global movement to end victim blaming! Email VIPcenter@creighton.edu to RSVP your or your office's intent to participate and buttons will be delivered to your office for those wearing jeans on 4/23.