



WASHINGTON STATE
UNIVERSITY

Facilities Services Newsletter



February 2019

New CPR Manikins By Riley Gale

Facilities Services acquisition of new cardiopulmonary resuscitation (CPR) manikins provides real-time audio and visual feedback for both students and instructors. This feedback shortens the time for students to demonstrate competency and empowers students to be confident in correctly performing these lifesaving skills.



Jann Dahmen-Morbeck and Riley Gale, First Aid/CPR instructors certified through the American Heart Association are pictured with one of the new manikins. Other certified instructors not pictured are: D. Thomas, Vic Edenso, Jim Phillips, and Margot Buckley



The new feedback devices help students self-correct critical aspects of high-quality CPR, such as chest compression rate, depth, and recoil. This specific and targeted feedback is fundamental to help students achieve mastery of high-quality CPR skills while improving the quality and consistency of the training.

Here is how the feedback devices work: When compressions are performed and reach the correct depth of 2"-2.4", an audible click will be heard, confirming the correct depth has been reached. A signal is then sent, with each compression, from the

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Enter the Safety
Question Contest
on the last page of
this Newsletter
and you could win a
PRIZE!

clicker to the monitor. The monitor instantly and continuously responds to the compression speed with visual feedback of illuminating a colored LED light on the manikins left shoulder. Red Light = Too Slow, Yellow Light = Too fast, and Two Green Lights = The correct rate of 100-120 compressions a minute is being achieved.

The new manikin's head-tilt/chin-lift maneuver and airway design is more lifelike and gives the students a realistic feeling of opening an airway in order to deliver rescue breaths, which along with compressions, are the two aspects of performing high-quality CPR. The new replaceable lung design and inter-

graded hygienic face shield is easier to install and replace, making the set-up and clean-up of the new training manikins much easier.

We all will benefit from having eight manikins, instead of six. This will allow a ratio of 'one student to one manikin' for most classes, likely reducing practice time, which will improve the overall efficiency of the class.

The science behind the feedback devices is simple, CPR saves lives and better training is scientifically proven to increase the chance of a successful outcome when CPR is performed.

Heavy Equipment....Can You Dig It?

By Ian Allen

The beautiful WSU campus with its remodeled century old buildings that look more like a work of art than a containment for classrooms, to its new high-tech modern buildings that have Millennials snapping selfies, gives the impression of a perfect infrastructure. Sometimes there are problems that no one can see and it could be happening right under your feet.

It takes a lot of underground utilities to keep these buildings ticking, some of which have been in service for over a century. Strung throughout campus like spaghetti are water lines, septic, storm, power, steam, fiber optic, gas, and chill lines. It's up to us to dig, expose, repair or replace these lines when an issue surfaces, which is often not very simple. There are a lot of hidden nooks and crannies around this campus, some between buildings stair cases and steep banks that can't be mowed, which most likely will have utilities buried underneath.

This was just the case this last fall. One Saturday afternoon we got the call that the roof drains at McEachern Housing were completely plugged. This may not sound that menacing; however, this building has a flat roof, which means it was essentially turning into an Olympic sized swimming pool above the tenant's heads. After temporarily fixing the problem, it was discovered

that the whole drain line from the building to the main line of the storm drain needed to be replaced and was full of roots. The line was ten feet deep,



Roots are pulled from the old drain line using the excavator

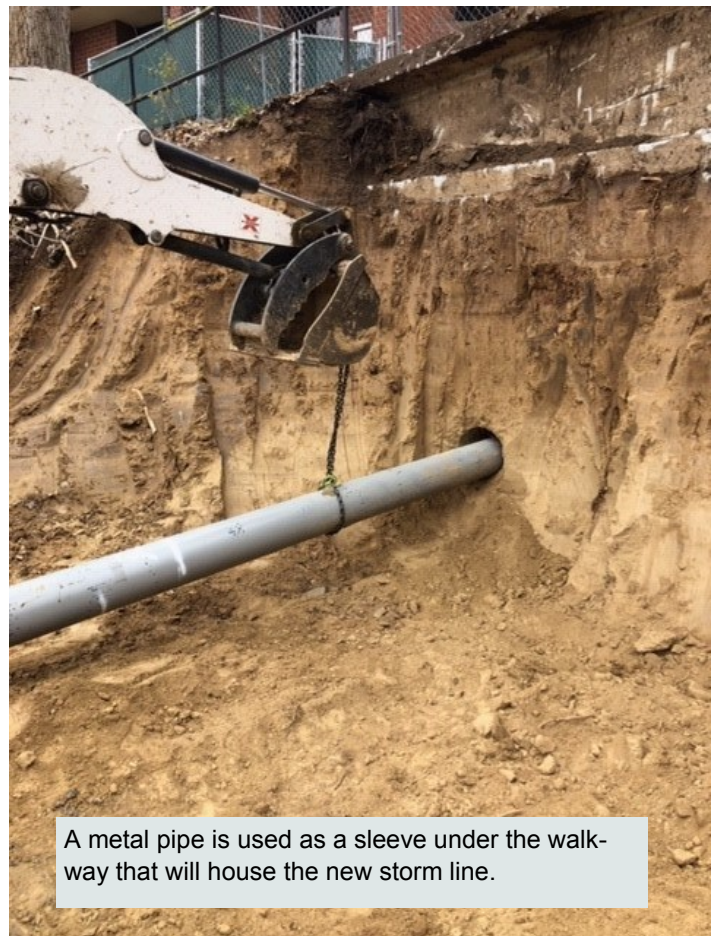
Heavy Equipment continued on page 3

running under gas, power and communication lines, on a steep slope that runs underneath a sidewalk containing foundation walls.

Heavy Equipment operators and Maintenance Utility plumbing guru, Dale Clark, were assigned to the job. After a quick walk around, it was determined most of our equipment wouldn't fit in the work location that needed excavated due to tight proximity of buildings, handrails, sidewalks, staircases and steep slopes. They devised a plan to extend the access road and cut a flat work location into the dirt bank a ways down the hill. This location was used for our mini excavator to sit and to ram a 10-inch steel pipe sleeve

up the hill underneath the sidewalk, which would be used to house the new storm line needing replaced. It was a slight gamble that paid off, although there were not many options. This method saved the sidewalk and foundation walls from being torn out, thus saving thousands in construction costs to rebuild!

We never know the odd, unpredictable or near impossible work requests that come our way; however, our team is ready for the challenge and will be creative in order to resolve the issue with the most cost effective and safest outcome. We are very fortunate to have the equipment, tools and man power to get the job done. However, this doesn't mean that there aren't moments when two or three operators are looking at a job scratching their heads saying, "Can You Dig It?"



REMINDER.....

**DAYLIGHT SAVINGS TIME STARTS
MARCH 10, 2019
SET YOUR CLOCKS AHEAD 1 HOUR**



Endurance.....by Dan Costello



“Men wanted for hazardous journey. Small wages, bitter cold, long months of complete darkness, constant danger, safe return doubtful. Honor and recognition in case of success.”

The London Times, circa 1914

I was reflecting on my analogy that Facilities Services is like a boat with a crew of individuals with different strengths and weaknesses pulling together, rowing towards a distance point on the horizon, to that elusive destination of “service provider of choice”. In my idealistic world, we are like the crew of The Endurance, a group of individuals committed to exploring the Antarctica, suffering thru extreme temperatures and starvation, while achieving the unachievable. Ok, maybe not the suffering and starvation, but achieving is good. Maybe it is enough that someone is actually steering the boat and that we are rowing together with a sense of purpose. And as a result, we are making progress towards “service provider of choice”.

So I thought, I'd share a little bit about where we are going as we move towards “service provider of choice”. We have experienced some change over

the past few years so a little reflection might be helpful. As I see it, we have three immediate challenges; limited budget, a workflow that is primarily reactive, and aging buildings & utility systems that require increased maintenance, repair and renewal resources. We also have some strengths to help us with these challenges. Our budget management is well disciplined and able to forecast revenue and expenses well into the future so we can make adjustments early, mitigating the impact to both our workgroup and service to our clients. We have a great deal of institutional knowledge and expertise with some ability to adapt to new organizational structures and work processes. Finally, we have a rich database that includes how space is assigned/used, the cost of that space and not only the current deferred maintenance but renewal projections into the future.

We are in our second year of a planned three year university-wide effort to restore fiscal health at Washington State University. As you may recall, the university was spending more than it was bringing in and as a result was spending out of its reserves (similar to a savings account). That is not sustainable. And as a result, each department was asked to reduce its expenses by very specific amounts over a three year period. Facilities Services had an additional challenge is that we had a reduction in revenue due to a limited capital program which resulted in a loss of some project management fees. However, we met our goal of \$1M for FY18 and are projected to meet our goal of \$1.4M for FY19. We were able to do this thru workforce reductions, consolidation of supervisory responsibilities, limiting the filling of vacancies to critical positions and deferring equipment and vehicle purchases. We are already developing strategies to meet our goal of \$1.8M for FY20. We expect to continue efforts already in progress along with some additional service reductions.

We are well into implementing a preventive maintenance program. This culminates a multi-year effort to develop equipment inventories, industry standard task lists and frequency schedules. We have asked our staff to perform their work in the following priority; emergency and urgent work requests, scheduled preventive maintenance, and then routine work re-

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quests (oldest first). While journeyman have the flexibility to make adjustments based on their unique knowledge, they are expected, generally, to follow the priority as given. Our focus on preventive maintenance has required the deferment of some routine work requests (increasing our backlog) and has resulted in the identification of additional equipment repairs. This was expected as part of the normal cycle associated with implementing preventive maintenance programs. We have communicated this short-term impact to our building coordinators and academic liaisons and have asked for their support in helping us prioritize any routine work requests. Long-term, preventive maintenance results in a reduction in breakage, unplanned outages and improved equipment efficiency. We are monitoring backlog growth and will use this information to help us determine our future organizational structure as we come out of the third year of reduced expenditures in July 2020.

We have been thru several benchmarking efforts over the past year. This information, along with our

facility condition assessments has identified \$1.4B in deferred maintenance requirements (project level renewal/repair work that should have already been completed). This challenge is not unique to Washington State University as deferred maintenance is primarily a function of building age and limited capital funding. Almost all universities are struggling to develop effective strategies to address this growing problem. We have projected our needs over the next 15 years and have found that major renovations and demolition can be very effective at stabilizing our deferred maintenance growth. We are working with the university to advocate for major renovations, demolition and minor capital renewal funding and have seen increased support for this strategy.

I started with a pretty bleak advertisement for Endurance crew members. I admit, I am in wonder at the type of person who would answer that type of advertisement. But I am not asking you to take a hazardous journey, small wages, bitter cold.... I am asking you to join me on a journey, move thru your day with a sense of purpose and we will continue to improve and get closer to that destination called "service provider of choice". Go Cougs!

You are invited to:

***Questions & Answers Session with Dan Costello, Asst. VP Facilities Services, Operations
February 25, - March 1, each day from 11 a.m. to Noon
In McCluskey Services, Conf. Room 190D (back by the Capital Group)***

February/March Training Session

To sign up, contact D. Thomas 335-9846 or at the front reception area in McCluskey Services

Other Upcoming Training can be found at facops6/safety/default.aspx

Facilities Services Training	Date/Time	Location	Trainer
Back Safety	Tues, Feb 5 8:30am-910am	McCluskey Admin Conf. Rm 173	D.
Asbestos/Lead Awareness for Trades Worker	Wed, Feb 13 10:30-1:30pm 5:15pm-8:15pm	SCUE 419	Matt McKibbin
First AID/CPR/AED Training Enrollment Capacity 0/8	Wed, Feb 20 8-12 pm	McCluskey Admin Conf. Rm 173	D. or Jann
Hostile Intruder Enrollment Capacity 2/20	Thurs, March 7 10:00 am -12:00pm	French 139	Steve Hansen
Asbestos/Lead Awareness for Trades Worker	Wed, March 13 8am-12pm	EHS Basement	Matt McKibbin
First AID/CPR/AED Training Enrollment Capacity 0/8	Wed, March 27 8-12pm	McCluskey Admin Conf. Rm 173	TBD

SERVICE AWARDS



Staci Anderson
5 Years



Shane Bartlett
5 Years



Dan Costello
5 Years



Mike LaVielle
5 Years



Ian MacConnel
5 Years



Rachelle Ragains
5 Years

SERVICE AWARDS



Chad Congdon
20 Years



Greg Luft
25 Years



Service Award Recipients Not Pictured:

Wesley Pinard 5 years

Isaac Simmons 5 years

Jarod Taylor 5 years

Lee Bannister 35 years

WELCOME NEW EMPLOYEES!



New Employees Jennifer Knudtson, Custodian 1 (second from left) and Tyson Zinkgraf, Grounds Nursery Services Specialist 2 (third from left) were introduced at the Service Awards Presentation in the Carpenter's Shop on January 31, 2019. Welcoming them were Ben Triplett, Custodian Director (far left), Josh Gregg, Grounds Supervisor (second from the right) and Dan Costello, Assistant Vice President of Facilities Services, Operations (far right). New employee not pictured: Steven Line, Maintenance Mechanic 1 from the Steam Plant.

PROMOTIONS!



Milan Barton
Promoted to:
Control Technician



Robert Coffey
Promoted to:
Maint. Mechanic 2



Sandy Forman
Promoted to:
Custodian 3



SAVE THE DATE.....the next Facilities Services sponsored Red Cross Blood Drive is scheduled for April 25, 2019 and will be held in the Public Safety Bldg. Training Room. We will have sign-up sheets available as we get closer to the date.



FIRST TIME DONORS WELCOME!

The need is great and one donation has the potential of saving three lives.

RETIREMENT CONGRATULATIONS!

A retirement celebration was held January 7, 2019 in honor of Nancy Stephenson. Nancy served the University for 18+ years in the Interior Design Division of Facilities Services, Capital. We wish Nancy well and hope she will stop in at McCluskey and say "Hi" whenever she is in the neighborhood. Enjoy Retirement Nancy!



Joe Kline, Asst. VP of Facilities Services, Capital shares a laugh with Nancy Stephenson at her retirement reception when her crew and a few others (pictured on the right) performed a surprise skit in her honor.



Skit instigators pictured left to right: Stephanie Deshaies (fabric vendor), Stacy Gravel, Roxy Holden, Miranda Ferry, Jackie Hedenstrom, Jennifer Reynolds, Heather Munro, and photobomb Todd Plotner in the window behind them.

Open to the public every Friday 10am-3pm



WSUSURPLUS



<http://surplus.wsu.edu>

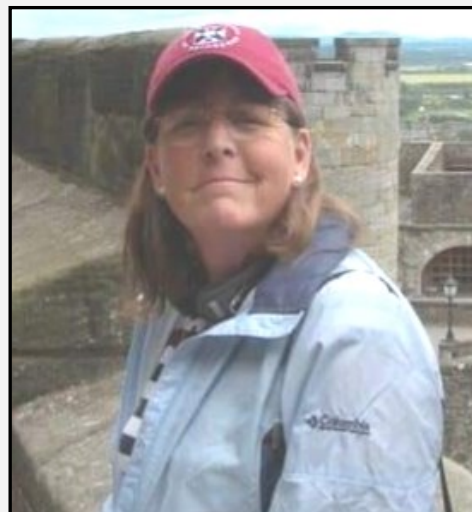


IN MEMORIAM of Peggy Dudley

Peggy Dudley, former Facilities Services employee passed away on Monday, December 10, 2018

Peggy was employed by Washington State University for 17 years. She began her career at WSU with Central Receiving where she developed friendships and acquaintances with people in almost every department on campus. Peggy was passionate about her job and prided herself on the knowledge she developed about the work and mission of departments all over the Pullman campus.

Peggy joined Facilities Services Waste Management in 2010 where she utilized her knowledge of campus to help improve the efficiency of collections for the recycling program. At the end of her career, Peggy was a waste collector and contributed to almost every route and operation in her unit.



Peggy had an outgoing personality and everyone who knew her will remember her and miss her.

Memorial Donations may be made in Peggy's memory to: The Bear Research Education and Conservation Program, P.O. Box 644236, Washington State University 99164, a program that Peggy truly enjoyed.

WSU Holiday Schedule

Memorial Day	May 27, 2019	Thanksgiving	November 28—29, 2019
Independence Day	July 4, 2019	Christmas	December 25 - 26, 2019
Labor Day	September 2, 2019	New Years Day	January 1, 2020
Veterans Day	November 11, 2019	Martin Luther King Day	January 20, 2020

2019 Safety Design Contest!

Put your thinking caps on and your talent to use! Enter the 2019 Safety Design Contest and win a prize! No limit on colors and you may use WSU logos/phrases/etc as long as you don't change colors or distort them. The committee will send all entries to the Marketing office for approval before a winner is chosen. **NEW this year...**the Budget Subcommittee would like you to tailor your design so that it is versatile enough to fit on any item the committee should choose. Put your idea(s) to paper and submit them to one of the Budget Subcommittee members no later than **March 1, 2019**.



Budget Subcommittee Members: Kellie Jones, Jann Dahmen-Morbeck, Rick Finch, Corrina Johnson, Lara Banister, and Josh Fey.

**Gary Norland
Safety Awareness
Presentation**

12.5 Still Alive

**"The Impact of an
Injury. What are you
risking?"**

February 12, 2019

9:30 to 11:00 a.m.

Beasley Coliseum

It is highly recommended that all Facilities Services employees attend

**"If you don't leave my
presentation, go straight
to your home or place of
business, and want to
make immediate changes
that put safety first ...
then I've failed."**

– Gary Norland

GARY NORLAND

Safety Presentations



Gary and Jeanne Norland

<https://www.garynorland.com/>

KUDOS

“Thank you all for your support and Miguel (De La Mora) for the elegant looking signage. “

Daniel H.

“This was perfect and very speedy. Thanks so much.” (Rich Miller, Jeff Gulick and JB self worked on this project at Cleveland Hall—furniture reconfiguration)

Bev R.

“We are very, very grateful for the expedited actions you and the team (**Phil Johnson, Doug Lopes, Chuck Hull, Tom Wilson, and Jerrad Graham**) have taken to help us get the equipment installed. Schedules were switched around and hoops were jumped through to make this happen for VCEA. While we do not see the impacts Fac Ops personnel absorb directly, we appreciate the professionalism you show in managing them in the background. VCEA also greatly appreciates the accommodations you then have to make for other clients at the university that experienced delays as a result of the shuffle. In VCEA there are heavy implications, and \$\$\$ high stakes, with not producing on time on this grant, and the added capacity we realized we needed, with limited time to spare, is absolutely critical in obtaining the targets. You came to the table when we need you most, as a partner, to make this happen. We’d not be able to produce in the capacities required otherwise. Please pass our gratitude and immense thanks to all those that helped make this happen, or felt impact as a result of the schedule shuffle. You make a difference every day – this is just one amazing example.”

Darlene N.

“The guys (**Eric Sorenson and Shad Nilsson**) were in yesterday and made quick work out of hanging both the....safes. They did a great job and we appreciate the quick help.”

Dan J.

“A Shout-Out to the outstanding WSU Facilities folks who were out very early this morning clearing snow on campus in Pullman. THANK-YOU!”

President K. Schulz

“I was amazed how quickly your staff (**Bob Coffey & Torance Miranda**) responded. They had to clear the line from what I gathered, they had their truck up and down Dairy Road in several places searching for any obstruction. Those guys are on the ball, please pass along my regards. Thank you very much.”

Fred L.

“So appreciate how quick the job was done and looks great! (**Craig Gray & Dave Stodick**) THANK YOU! “

Jeanne T.

“Thank you for the quick response **Riley (Gale)!**”

Robin O.

“**Dustin (McGillic)** is always very timely and courteous when we interact with him. Excellent customer service.”

Amanda B.

“The **heavy equipment team and carpenters** were friendly, polite, and efficient. Please thank them all for their assistance. We do appreciate their help!”

D. Hamilton

Thank You

Facilities Services Safety Committee

Safety Question Contest for the Month of February 2019

Directions: The answer to the question below can be found in one of the chapters of the Accident Prevention Program (APP). Read the question carefully. When you think you have found the answer, you may email your answer to Jann Dahmen-Morbeck jann.dahmen@wsu.edu or print off this page and cut out the form on the dotted lines. You may give the form to your supervisor to send in intercampus mail to Jann or drop it off at her desk in the front reception area of McCluskey Office building. The names of all employees who submit the correct answer will go into a hat for a drawing. Whoever's name is drawn will be able to pick out one of the monthly safety awards. This contest will be open only until 5 p.m. on February 20, 2018, so get started finding the answer now and win a nice prize! Link to APP Chapters: <http://facops6.ad.wsu.edu/safety/APP%20Manual/Forms/AllItems.aspx>

Reference Chapter 20 "Ergonomics and Back Safety"

QUESTION: Ergonomic principles incorporated into employee training include, but are not limited to: (list minimum of four)

Answer: _____

Employee submitting the above answer:

Name: _____ **Division:** _____

December's Question: APP Chapter 3 Facilities Operations Responsibilities & Compliance. Name three things Facilities Services Employees are responsible for: **Answer:** 1) Be expected to comply with all safety rules, regulations, and policies which are applicable to their work. 2) Review, understand, and follow the accident prevention program. 3) Strive to make all work environments and operations safe. (These are just a few responsibilities, reference the chapter for the full list.)



CONGRATULATIONS!

Kurt Brantner is the Winner!

Kurt's entry for the Safety Question was randomly selected from the total entries with correctly answered questions. Those correct entries not chosen will be placed in the bucket for the annual Safety Award Drawing at the 2019 Facilities Services Picnic.

Thank you to all that entered the contest!