

# Facilitator

DECEMBER 2021 – FEBRUARY 2022

## Diversity, Equity, and Inclusion (DEI) Committee Update

### We have a new DEI website!

<https://cufacilities.sites.clemson.edu/inclusion/>

As our committee continues to update the website, you will be able to access resources for DEI, the Facilities Newsletters, the DEI Survey from earlier this year, a list of our committee members, and more.

**Please take a few minutes and look through the site.**

There is a feature to make an anonymous comment/suggestion. Your comments/suggestions help guide us towards a more inclusive and productive work environment. Please note that ALL are **anonymous**.

If you have any questions or would like to talk about the Facilities DEI initiative, please reach out to any of the Facilities DEI Committee members.



## Awards and Recognition

University Facilities has an Employee Recognition Program designed to encourage and reward the good work you do for our organization and for the Clemson University community.

### Caught'cha Chips

One of the ways we recognize good work is with a "Caught'cha Chip" when we 'catch' you doing something positive.

### Safety Chips

The first of these chips is the **Safety Chip** and designed to 'catch' people doing safe things. While Tim Nix or other members of the Safety Committee are out and about campus, they strive to be aware of actions you take to be intentionally safe. If they 'catch' you, they will give you the "Safety First, Last, & Always!" Chip.

### New Chips Coming!

There will soon be chips for **Team Building**, "Valued Team Builder" in black and white, and for **Customer**

**Service**, "Extra Mile Service" in green and white. Additional ideas are on the board!

These Chips will be available through your department manager. You can request a Chip to give to a peer if you saw something worthy of recognition. Don't be afraid to ask your supervisor if what you did was worthy of a Chip!

### Chips & Points

The Safety Committee also tracks everyday safe actions that can earn 1, 2, 5, or 10 Safety Points (within the Safety Incentive Program.) For example, completing a job briefing form can earn 1 Safety Point.

All Caught'cha Chips are worth **5 Points** each.

Ten (10) Caught'cha Chips, or 50 total points, are equal to one (1) **Challenge Coin**.

### Inside this issue:

New Hires and Retirees	2
Kudos	3
Ombuds	4
Birthdays	5
Challenge Coins Call for Nominations	6

*For more information on the Safety Incentive Program, check the website:*

<https://cufacilities.sites.clemson.edu/safety/safetyPlan>



We are constantly looking for ways to recognize good work practices. If you have suggestions talk to Tim Nix, Haley Cox, or Tom Jones.

[Awards & Recognitions continued on page #6](#)



# WELCOME

## NEW HIRES



Stephanie Cooper  
**Executive Director of  
Planning and Construction**



Alexandra Gordon  
Residential Custodial



Jessica Justus  
Residential Custodial



Randy Littrell  
Landscape Services



Tom Minor (Rehire)  
Construction / Renovation



Robbie Phillips  
Construction / Renovation



Joshua Powell  
Residential Custodial



Barry Spencer  
Construction / Renovation



Kerston Whitman -  
Custodial/Recycling

### New Student Employees

- Rohit Sai Kiran Gadde - Utility Services
- Karli King - Utility Services
- Alison Menezes - Utility Services
- Jody Patterson - Res Maintenance
- Elliot Peters - Custodial/Recycling
- Andrew Talkish - Custodial/Recycling



Odean Bush  
Maintenance Services  
3/28/22



Mark McJunkin  
Utility Services  
2/28/22



Martha Nail  
Custodial/Recycling  
1/9/22



Frances Walker  
Residential Custodial  
5/19/22

**We Wish You Many Happy Years!**



**Subject: Bobby Roach**

Hi Susan,  
I hope you remember me from Edwards Hall. I want to express how much Bobby (Roach) means to this department and building. He goes beyond every day. He is a kind soul who deserves to be recognized. For the new custodial staff in the building, he assists them. He is a team player and leader. I cannot express how much gratitude we have for him.

Happy Holidays to you!!  
Donna

**DONNA JERVIS**  
ADMINISTRATIVE COORDINATOR  
Department of Sociology, Anthropology & Criminal Justice  
College of Behavioral, Social and Health Sciences  
Clemson University

**Subject: Maurice Grant/Stan Osowicki/Carl Austin**

Vickery Hall had some cold offices during winter for many years. Our plight was relieved recently by the good thinking of three insightful folks from Facilities,

Maurice Grant-HVAC Shop Technician  
Stan Osowicki-HVAC Shop Technician  
Carl Austin-Perimeter Area Shop Electrician

After Carl responded to a breaker trip due to a space heater, Maurice and Stan rooted out a stuck damper that had eluded others in the past. We've put away the heaters and taken off our sweaters for good. Maurice, Stan, and Carl have warmed our offices – and our hearts.

Jeff

**Jeffrey R. Appling, Ph.D.**  
| CLEMSON UNIVERSITY

Senior Associate Dean for Curriculum; Division of Undergraduate Studies  
Professor; Department of Engineering and Science Education

**Subject: HUGE Kudos for Dale Herron**

I wanted to take a moment to share with you my sincere and deep appreciation for Dale Herron.

My office has been an ice box for several years. Since Fall (and every prior Fall/Winter), I have not been able to remove my coat while in my office. I even keep extra

hats in my office for bad days. The problem has been reported before, and several others looked at it over the years with no successful solution.

One visit from Dale and I have HEAT!! It sounds really silly, but I honestly told EVERYONE how excited I am. It is the little things in life sometimes. For the first time since Summer, I took my coat off in my office. That is a big deal in my world.

Dale didn't just look at the unit, he dug into the problem. Air lines were improperly routed so I had no air flow triggering valves in my unit. I appreciated Dale answering my questions during the repair, because I was curious and like to learn new things. He fixed the problem in 15 minutes. There have been other issues throughout our department that he has fixed with expedience and follow up.

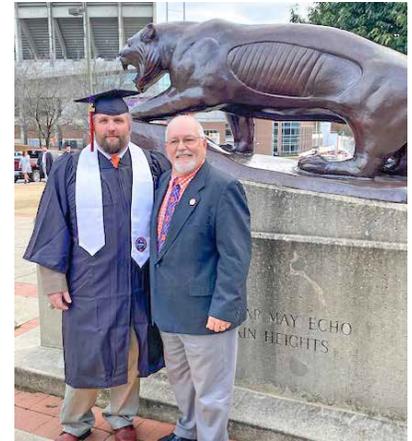
Dale's professionalism, caring, customer service, and

dedication to complete a job correctly are some of the best I have seen at the University. I truly appreciate his work.

Hope you all have a great day. I know I will since I can be warm.

Kat

Dr. Katerina "Kat" Moreland  
Senior Associate Director  
Parking and Transportation Services



John Davis (Landscape Services) continues his family tradition of graduating Clemson! 21 proud Davis family members have 27 Clemson University Degrees!

Pictured are John Davis and his Father, Jack Davis.

John Graduated with a BS – Agricultural Education on Dec. 16th, 2021.

(Photo and information from the Seneca Journal)

If you have information, an article, upcoming event or compliment you would like included in future Facilitator issues, please send the information to:  
Colleen Caracciolo  
colleec@clermson.edu  
656-4604



## WHAT IS AN OMBUDS?

An Ombuds is a confidential, independent, neutral, informal, and safe resource where the Clemson community can go to process concerns, get information, and develop options for how to move forward in a difficult situation. The University Ombuds can provide education, conflict coaching, mediation, facilitation, and referrals to other resources across Clemson University.

*A place to go when you don't know where else to go.*

Link to the Clemson University Ombuds Website

<https://www.clemson.edu/administration/ombuds/index.html>

Under the Resource section you can find information on the following:



### Conflict Resolution Guides

**Understanding Conflict**

**Difficult Conversations**

**Magic Phrases**

**Giving Feedback**

**What Can You Control?**

**What is Really Bothering You?**

### Conflict Management Resources

**Implicit Bias Test** from Harvard's Project Implicit

**Microaggressions**

**Conflict Styles Assessment** from the United States Institute of Peace

**Article** on Fairness from University of Victoria's Office of the Ombudsperson

**The Third Side**

**Video about Reflective Structured Dialogue from Essential Partners**

**Center for Justice and Reconciliation**

**The Power of Apologies** by Marsha Wagner

**The Future of Apologies** by Aaron Lazare

**Website on Bullying in the Workplace from Canadian Center for Occupational Health and Safety**

**Survey on 2014 Workplace Bullying**

**Tips for Managing Difficult Decisions** by MIT Ombuds Office

**Tips for Managing Up** by First Round Review

**Ombuds Resources**

**Mediation Resources**

### Books

- *The Organizational Ombudsman: Origins, Roles, and Operations—A Legal Guide* by Charles L. Howard
- *Difficult Conversations* by Douglas Stone, Bruce Patton, and Sheila Heen
- *Nonviolent Communication* by Marshall B. Rosenberg
- *Dignity: Its Essential Role in Resolving Conflict* by Donna Hicks
- *Conflict Coaching: Conflict Management Strategies and Skills for the Individual* by Tricia S. Jones and Ross Brinkert
- *The Bully at Work: What You Can Do to Stop the Hurt and Reclaim Your Dignity on the Job* by Gary and Ruth Namie
- *Getting to Yes* by Roger Fisher, William Ury, and Bruce Patton
- *Getting Past No: Negotiating Your Way from Confrontation to Cooperation* by William Ury
- *Beyond Blame: A New Way of Resolving Conflicts in Relationships* by Jeffrey Kottler
- *Please Understand Me: Character & Temperament Types* by David Keirse and Marilyn Bates
- *The Anatomy of Peace: Resolving the Heart of Conflict* by The Arbinger Institute
- *The Mediation Process: Practical Strategies for Resolving Conflict* by Christopher W. Moore
- *The Little Book of Restorative Justice* by Howard Zehr
- *The Good Fight: Use Productive Conflict to Get your Team and Organization Back on Track* by Liane Davey

The Ombuds Flyer may be found here:

<https://media.clemson.edu/administration/ombuds/ombuds-office-flyer.pdf>

# HAPPY BIRTHDAY!

## March

3/1 Evan Anderson  
 3/1 Mark Hester  
 3/1 John Morgan  
 3/1 Justin Williamson  
 3/1 Andrew Boyd  
 3/3 Janet Green  
 3/3 Maurice Grant  
 3/4 Willie Scott  
 3/5 Sherry Newton  
 3/5 Joe Deshon  
 3/5 Greg Lawrence  
 3/8 Sharea Heriot  
 3/8 Jennifer Wood  
 3/10 Chris Addis  
 3/12 Lisa McElveen  
 3/14 Lan Zhi Chen  
 3/15 Derek Keels  
 3/15 Kenneth Boyter  
 3/16 Daniel McAnulty  
 3/16 Allen McLane  
 3/18 Henry Wardlaw  
 3/19 John Lewis  
 3/20 Phillip Addington  
 3/22 Chris Fleischer  
 3/22 Wesley Smith  
 3/23 Lois Hallums  
 3/23 Lyndsey Cotton  
 3/24 Frances Randall  
 3/24 Tim Dantz  
 3/25 Kim Bennett  
 3/26 Jamal Stowers  
 3/27 Eric Holder  
 3/27 Keith Martin  
 3/27 Chad Cobb  
 3/27 Herb Parham  
 3/28 Emily Mattson  
 3/28 Odean Bush  
 3/29 Ketaki Bhav  
 3/30 James Alexander  
 3/31 Betty Alexander  
 3/31 Dwight Watson

## April

4/1 William Hoppe  
 4/2 Benjamin Bottoms  
 4/4 Vicki Durham  
 4/5 Lee James  
 4/5 Rick Owens  
 4/6 Misty Harrison  
 4/8 Dennis Sanders  
 4/8 Jeidon Wilkins  
 4/9 Bret McCarley  
 4/9 Carl Austin  
 4/9 Tom Minor  
 4/10 Charles Poole  
 4/11 Tim Nix  
 4/12 Edward Poland  
 4/13 Jordan Hurt  
 4/14 Andrew Pearson  
 4/14 Jeff Baker  
 4/17 Sharon Willingham  
 4/17 Marlin Norris  
 4/18 Heather Soto  
 4/20 Dustin Forrester  
 4/20 Ronald Poore  
 4/21 Douglass Lancaster  
 4/22 Judy Austin  
 4/22 Brady Massey  
 4/23 Crystal King  
 4/23 Gary Whitner  
 4/23 Mary Whitner  
 4/25 Gary Pelfrey  
 4/25 Jennifer Lubic  
 4/26 Edward Burton  
 4/26 Sean Stapleton  
 4/28 Terry Green  
 4/29 Amber Ethridge  
 4/29 Edna Sims  
 4/29 Ashley Reynolds  
 4/29 Melanie Brooks

## May

5/1 Jonathan Greene  
 5/3 Christopher Ruggles  
 5/3 Rob Seel  
 5/4 Billy Bolger  
 5/4 Ryan Foster  
 5/4 Paul Borick  
 5/7 Bobby Roach  
 5/8 Stewart Gordon  
 5/9 Dennis Holt  
 5/10 Pamela Sanders  
 5/11 Jeana McCracken  
 5/12 Karen Padgett  
 5/12 Russ Coker  
 5/13 Reggie Hawthorne  
 5/14 Ben Quarles  
 5/14 Jessica Hardy  
 5/16 Clifton Blanding  
 5/18 Glynis Hance  
 5/18 Blake O'Shields  
 5/19 Stephen Clement  
 5/20 Larry Kastner  
 5/21 Drew Roper  
 5/22 Alex Murray  
 5/22 Sean Patrick  
 5/22 Louis Lacio  
 5/23 Bertie Grogan  
 5/23 Jon Foster  
 5/24 Jennifer Jacks  
 5/24 Cindy Owens  
 5/25 Andy Dickson  
 5/26 Jonathan Fink  
 5/26 Kailash Munoth  
 5/27 Lori Bedell  
 5/28 Allen Tyson  
 5/28 Channon Chambers  
 5/29 Keith Jones  
 5/31 Robbie Alexander  
 5/31 Linda Gosnell

## June

6/1 Kyle O'Kelley  
 6/1 Brian Kauer  
 6/2 Wanda Smith  
 6/2 Dennis Nash  
 6/3 Teresa Estrich  
 6/4 Keegan Bodiford  
 6/5 Ethan Cobb  
 6/5 Gregory Hudson  
 6/8 Karen Westmoreland  
 6/8 Dale Herron  
 6/8 Ross Phillips  
 6/8 Rick Boulanger  
 6/8 Harry Harritos  
 6/9 Kathy McAlister  
 6/14 Mick Perry  
 6/14 Carolyn Keese  
 6/14 Jacob Kiser  
 6/14 Joshua Brown  
 6/16 Danny Lamb  
 6/16 Clifford Leslie  
 6/17 Ward Mitchell  
 6/17 Juliette Woodberry  
 6/18 Stephen Anderson  
 6/20 Clint Conner  
 6/20 Denise Sanders  
 6/20 Mac Bevell  
 6/22 Darrell Starnes  
 6/22 Teresa Hicks  
 6/23 Lee Cremer  
 6/24 Shawn Johnson  
 6/26 Parker Posey  
 6/26 Thomas Edger  
 6/29 Pedro Martinez  
 6/29 Keaton Henry  
 6/30 Patrick Weaver  
 6/30 Michael Clardy  
 6/30 Stephen Westbury  
 6/30 Emily Preston





## Awards and Recognition (continued from page #1)



### Challenge Coins

The Challenge Coins were originally implemented to commemorate the milestone of earning 50 points in the Safety Incentive Program.

Coins may also be given directly from your area Director for *exceptional* efforts in areas like customer service, quality improvements, Lean projects, going the extra mile, outstanding partnership with other departments, and more.

### Redeeming your Coins

Challenge Coins can be kept or exchanged for awards.

1 Coin = a breakfast, lunch, or dinner at [McAlister or Schilletter Dining Halls](#)

For 2-8 Coins, there is an online portal linked from our webpage with 5 levels and over 700 items.

- 2 Coins – [Portal Reward Level Opal](#)
- 3 Coins – [Portal Reward Level Topaz](#)
- 4 Coins – [Portal Reward Level Pearl](#)
- 6 Coins – [Portal Reward Level Ruby](#)
- 8 Coins – [Portal Reward Level Emerald](#)

## CALL FOR NOMINATIONS

### THOMAS GREEN CLEMSON AWARD FOR EXCELLENCE

The Provost's Office is accepting nominations for the **2022 Thomas Green Clemson Award for Excellence**. The Provost encourages your participation in nominating persons whom you feel exemplify the qualities outlined in the award description below.

To access the nomination form please visit the Academic Affairs and Office of the Provost website.

A select committee composed of representatives from Clemson University will choose the award recipient(s) from among those whose names have been submitted. Submission forms must be received by end of business **Monday, March 14, 2022, 4:30 pm**. Please email forms to [balliso@clemson.edu](mailto:balliso@clemson.edu)

The award will be presented to the recipients at the Spring University Awards Ceremony, May 9, 2022.

### Award Description

**The Thomas Green Clemson Award for Excellence** was established to recognize Clemson University faculty and staff whose teaching, research and/ or service have been exemplary. The award will be given to individuals who have made sustained and significant contributions to academic life at Clemson University. While all Clemson faculty and staff are eligible, nominations are particularly encouraged for individuals whose contributions have not been previously recognized at the University level.

The award includes \$5,000 to be evenly divided between the recipient and the University Libraries. Each recipient of the award will also receive an award plaque and their name will be added to the perpetual Thomas Green Clemson Award for Excellence plaque on permanent display in the R. M. Cooper Library lobby. The monies donated to the Libraries will be used to purchase new materials to be added to the Libraries' collection. These purchases will include a personalized donor plate honoring the award recipient.