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**A NOTE OF THANKS**

Thank you for the support that you have given to each of us during the past few months, particularly during the search for the next vice president of Facilities Management. Your commitment to the University and to Facilities Management, as always, is exemplified by the support that you have shown.

As we enter into the new year, we have much to look forward to including all that is highlighted in this edition of Facilities News: Improvements to our custodial services, celebrating Years of Service and Excellence Awards on B.E.A.R. Day, and

the ongoing projects that are in planning or construction.

On B.E.A.R. Day, 86 Facilities' employees will celebrate Years of Service, with 20 staff with 30 or more years of service; and Joanna and Tracy will receive much deserved Excellence Awards. We hope you will join in celebrating them.

Sincerely,  
*John, Mike, and Paul*  
 J. Luipold, M. Guglielmo, and P. Armas

**IMPROVEMENTS TO CUSTODIAL**



Brown University completed a Custodial Services assessment by hiring a third party consulting firm to evaluate its current in-house cleaning program. The project included the benchmark of Brown University's Custodial

Brown University. The process yielded the necessary information to develop findings that will benefit our custodial program.

Services against industry cleaning standards, a review of cleaning specifications and data collecting and categorizing of over 3.7 million net cleanable square feet. To achieve the goals and objectives of the project, the consultants collected required documentation, visited the campus, and interviewed several managers, supervisors, custodial staff, customers and stakeholders.

We are excited to share with you some of our most recent improvements through this newsletter and the launch of several initiatives to improve our Custodial Division. We are grateful for the hard work and dedication of the Custodial Services team and look forward to working with you in the coming year to transform custodial services from its current state to one that will be among the "best-in-class" for higher education.

Throughout the various phases of the project, the consultants reported a high level of enthusiasm and cooperation from their contacts at



Donna M. Butler  
 Director of Custodial Services



Paul M. Armas,  
 AVP Facilities Operations

**WELCOME NEW CUSTODIAL STAFF!**



Zhichao "Woody" Wu

Woody is our Custodial Services AM Shift Supervisor who brings a wealth of experience in cleaning from the hospitality and customer service areas. He earned his Bachelor of Science and Master's Degrees in Business Administration Management and Hospitality from Johnson and Wales University.

We also continue to support the custodial cleaning staff by hiring temporary custodial help across all the key stations and we recently offered permanent work to seven of those temporary employees.

Over the next year, Custodial Services plans to re-train all new and seasoned custodial services staff on cleaning standard operating procedures. Including mopping, dusting, and green cleaning.

**SPOTLIGHT ON: QUALITY ASSURANCE AND TRAINING**



Felicia Raton

Felicia is a Quality Control/Training Specialist who will be working closely with the supervisors and managers to follow up on the Smart Inspect quality reports and to inspect buildings on campus to ensure cleanliness and improve quality on campus.

Felicia will also work with the custodians by re-training all current and future custodial staff on standard operating procedures.

**THIRD SHIFT CLEANING**

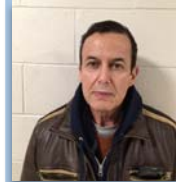
We have two overnight cleaning teams on campus who work from 11:00 PM to 7:00 AM under Supervisors Michael Passerello and John McHugh. The benefits of cleaning at night include:

- **Fewer Interruptions:** By cleaning at night, a custodian is less likely to be slowed down by human interruptions.
- **Better Building Access:** Night cleaning gives custodians better and faster access to cleanable areas.
- **Fewer Obstacles:** Custodians don't need to maneuver around furniture that is in-use and do not have to ask for permission to clean certain areas.
- **Improved Overall Cleaning Quality:** Nighttime custodial work helps Brown University gain productivity and efficiency.



**CUSTODIAL HIRES**

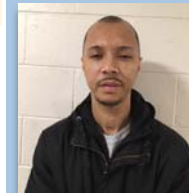
Luis Gonsalves



John Greene



Nelson Evora



Zenaida Fortes



Allan Nassif



Lucille Smith



Alfredo Andrade



**Temporary Employees:** Marc Anthony, Michael Taylor, Kyle Hurahan, Roberto Cepin, Oriette Carvalho, Justin Avila, Maxwell Hardman, Enoch Sowah, Silvina Rodriques, Alex Odonkor

## GREEN CLEANING PROGRAM

Green cleaning, LEED certification, and environmental sustainability are priorities for Brown University and Facilities Management. More customers are demanding it; the environment benefits; and studies show that, in some cases, green cleaning may be less expensive than “regular” cleaning.

The custodial assessment noted that Brown University already takes green cleaning seriously and has implemented many of the best-practices recommended for the industry. Some green cleaning actions already implemented by Facilities Management include:



Floor mats that have been installed to intentionally capture soil and debris, reducing the amount of soil being tracked into the buildings.



Installation of coreless toilet paper rolls.



Removal of dyed paper towels from the campus and “pull down” paper towel dispensers are used (rather than hands free) to reduce battery waste and encourage efficient use of paper towels.



Chemicals and equipment have been reduced to a standard set.

Custodial Services will continue the “greening” of the custodial program by implementing the following recommendations, among others:

Continue moving toward Green Seal or other approved “green” chemicals in every appropriate situation.



Ensure that new equipment complies with green cleaning standards.

Continue working with suppliers to ensure that the paper products, liners, and restroom consumables being supplied all have an appropriate amount of recycled content.

Provide at least eight documented training hours for each custodian each year.

## CLEANING WITH HYDROGEN PEROXIDE



**Did you know that hydrogen peroxide can be used for more than just cuts and scrapes?** Here are some other uses for that environmentally friendly household staple:

**Clean your cutting boards and countertops**—Let the hydrogen peroxide bubble away the germs then scrub and rinse clean.

**Clean your sponges**—soak them for 10 minutes in a 50/50 mixture of hydrogen peroxide and warm water. Rinse thoroughly.

## GREEN CLEANING AT HOME

- **Window Cleaner:** Mix 4 tablespoons of lemon juice with a half gallon of water. Wipe your windows clean with a lint-free rag instead of paper towels.
- **Vinyl Cleaner:** Remove stains from vinyl items such as recliners or tile flooring by dipping a cloth straight in lemon juice and rubbing it directly onto the stain,.
- **Furniture Polish:** Mix one part olive oil with one part lemon juice to make an effective and safe wood polish.
- **Cleaning grout lines:** Mix two parts baking soda to one part hydrogen peroxide, apply the paste to your dingy grout lines, let it sit for a few minutes, then scrub with a toothbrush. After scrubbing the stains away, use a wet rag to wipe away the paste.
- **Rug cleaner:** Hydrogen peroxide bleaches stains including those caused by organic blood, berries, chocolate, ... and ice cream without breaking down carpet dyes.
- For More tips on green cleaning at home, check out:

[Natural Living Ideas](#)

[How Stuff Works](#)

[treehugger](#)

[apartment therapy](#)

## IMPROVEMENTS TO CUSTODIAL SCHEDULING TASK SHEETS

**What do the custodians do all day? We have a task sheet for that!** We have launched a pilot program in five buildings on campus—Chapin Hall, Rockefeller Library, J. Walter Wilson, Sidney E. Frank Hall for Life Sciences, and Solomon Center—where custodians use newly-created task sheets for regular, daily cleaning. (See sample task sheets on the right.) Under this new format, custodians follow a cleaning schedule during their shift, which allows them to provide a more consistent level of cleaning in each of their buildings. Additionally, these schedules serve as a guide for custodians covering, during other’s entitlement time usage, to facilitate cleaning in areas for which they are not normally assigned. Using [APPA](#) standards, we hope to improve cleaning levels during this pilot; and we are excited to see improved results so we can implement these tasks sheets in other buildings on campus.



BROWN CUSTODIAL TASK SHEET No: 100331.2

Revision: 10/24/2017 Active

(C) CLEANING ACTIVITIES: Perform Detail Cycle Cleaning (C) tasks weekly, unless instructed to omit (C) tasks by Supervisor				
Monday	Tuesday	Wednesday	Thursday	Friday
-Catch-up -Special project day	Basement 021/023/025, Restrooms.	1 <sup>st</sup> Floor Restrooms, Vestibule	2 <sup>nd</sup> Floor 203/204/205, Restrooms	3 <sup>rd</sup> Floor 304, Restrooms
	-Fully vacuum all carpets areas from wall to wall -Dust all horizontal and vertical surfaces -Damp mop or autoscrub floors -Sanitize contact surfaces in restrooms, kitchenettes, lounges, entrances -Spot clean walls, partitions, doors, furniture, interior glass & horizontal surfaces -High/low dusting	-Fully vacuum all carpets areas from wall to wall -Dust all horizontal and vertical surfaces -Damp mop or autoscrub floors -Sanitize contact surfaces in restrooms, kitchenettes, lounges, entrances -Spot clean walls, partitions, doors, furniture, interior glass & horizontal surfaces -High/low dusting	-Fully vacuum all carpets areas from wall to wall -Dust all horizontal and vertical surfaces -Damp mop or autoscrub floors -Sanitize contact surfaces in restrooms, kitchenettes, lounges, entrances -Spot clean walls, partitions, doors, furniture, interior glass & horizontal surfaces -High/low dusting	- Fully vacuum all carpets areas from wall to wall -Dust all horizontal and vertical surfaces -Damp mop or autoscrub floors -Sanitize contact surfaces in restrooms, kitchenettes, lounges, entrances -Spot clean walls, partitions, doors, furniture, interior glass & horizontal surfaces -High/low dusting

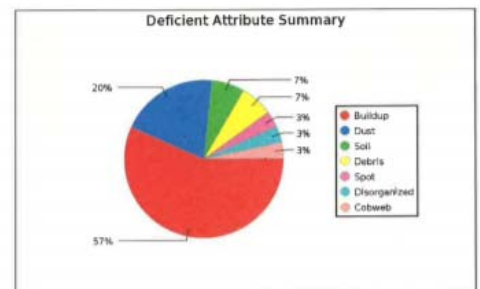
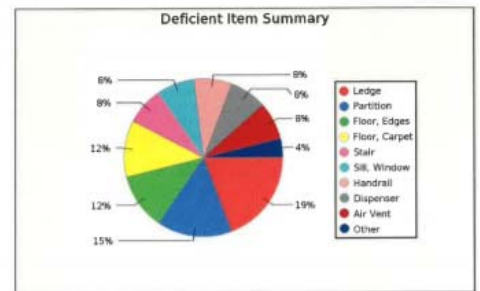
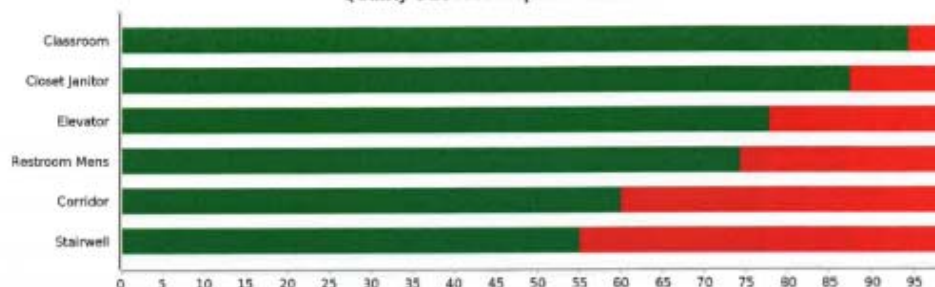
(D) CLEANING ACTIVITIES: Annual Detail Cycle Cleaning												
Tasks	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Fully clean walls, partitions, doors, furniture, interior glass & horizontal surfaces	X											
Sanitize contact surfaces for all areas not listed above	X	X	X	X	X	X	X	X	X	X	X	X
High/low dusting for all areas not listed above	X	X	X	X	X	X	X	X	X	X	X	X
Wipe tables and seating for all areas not listed above	X	X	X	X	X	X	X	X	X	X	X	X
Dust air vents and light fixtures	X	X	X	X	X	X	X	X	X	X	X	X

## IMPLEMENTATION OF SMART INSPECT SOFTWARE

[Smart Inspect™](#) is a web-based cleaning and quality improvement software tool designed and supported by [Core Management Services](#) and customized to Brown University. Supervisor training and installation of software, onto Custodial Supervisor iPad’s, occurred this past September, with the launch of the program beginning shortly thereafter in October. This has eliminated the previous paper-based trail and redundancies involved in the past of paper inspections. By keeping everything digital, data can now be stored electronically, shared with staff, customers, and revisited quickly by way of a few simple clicks. When inspections are completed and uploaded wirelessly, it allows the management team and its stakeholders to get email notifications that inspection data is ready for viewing. By using technology such as Smart Inspect, Facilities Management will be able to identify trends and opportunities for improvements and allow us to share information with our customers and staff, with the goal of ensuring consistency in services and improvements over time.

*Salomon Ctr for Teaching (By Area Type)*

Quality Success Report - 72.73%

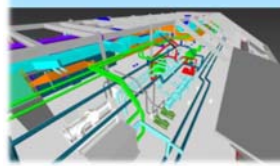


**PROJECTS LIST** [HTTPS://WWW.BROWN.EDU/FACILITIES/PROJECTS/CURRENT/](https://www.brown.edu/facilities/projects/current/)



Built in 1982, the 40,000 sf brick **GeoChem** building is home to the Department of Earth, Environmental, and Planetary Sciences (DEEPS) and the Department of Chemistry. DEEPS currently occupies the lower floors of the four and a half story building and Chemistry occupies the three remaining upper floors.

This project focuses on upgrading the building’s mechanical infrastructure, fire protection/life safety, exterior envelope, and accessibility.



In winter of 2015, a classroom committee was convened to establish renovation priorities for the next three years. From this process, **Wilson Hall** was

identified as an opportunity to leverage investment and make dramatic improvements to Brown’s classrooms in terms of (1) the number of accessible classroom seats, (2) fine tuning the types of rooms in the classroom inventory, and (3) the number of students and faculty impacted. The intent of this project is to create excellent teaching and learning space by converting to larger classrooms and making the building fully accessible.



A great find hidden in the eaves of the under renovation **Wilson (soon to be Friedman) Hall**



Several groups have been identified to be co-located on the third and fourth floors of the **Brown Office Building (BOB)**, Brown Institute for Brain Science (BIBS), including BrainGate research group; Data Science Initiative (DSI); and the Center for Computational Molecular Biology (CCMB). Education + Annenberg Institute are being considered for the second floor of the building.

**ICYMI: NEWS FROM BROWN** [HTTPS://NEWS.BROWN.EDU/](https://news.brown.edu/)



Brown’s new three-story **Engineering Research Center** has 20 lab modules designed to support research groups, a 4,000-square-foot clean room for nanotechnology and electronics research as well as a separate clean room specifically designed for bioengineering research.



Architectural rendering of the new building at 249 Thayer Street, future home of the **Jonathan M. Nelson Center for Entrepreneurship**. The University will lease space for the center in a built-from-scratch, 10,000-square-foot building just steps from the heart of Brown’s College Hill campus. It will serve as a nexus for entrepreneurial activity at Brown, providing a dedicated space for everything from courses and events to new ventures, entrepreneurs-in-residence, visiting faculty and student organizations.

Rendering created by building architect ZDS Inc.



To accommodate the expansion of the **Watson Institute for International and Public Affairs**, Brown is creating a 31,000 gsf facility incorporating the existing structure at 65 Charlesfield Street.



The Institute currently occupies two buildings—a three story main building at 111 Thayer Street and the renovated house at 59 Charlesfield Street. The intent of the project is to create space

for program growth, to strengthen interdisciplinary activities and to



further enhance the academic quad and shared public spaces. The project’s design will enhance the streetscapes of Brook and Charlesfield streets, and improve the usability of Starr Plaza and its expanded role as a unifying element that engages all of the Institute’s buildings.

Ed Steinfeld, director of the Watson Institute, discusses the project: [Conversation Starter: New Watson Quad is About Bringing People Together.](#)

## FACILITIES MANAGEMENT'S 2017 UNIVERSITY EXCELLENCE AWARDS



"Imagine herding cats! What Joanna accomplished over the last year has been nothing short of amazing ..."

"With little knowledge as to decisions that preceded her involvement, she organized and implemented the monumental task of programming 136,000 sq. feet of space, bringing together 11 administrative offices with 400+ people."

"... she managed the project with enthusiasm, grace, and professionalism despite obstacles far too numerous to identify."



**Joanna Saltonstall**  
Program Manager

In June of 2016, Joanna was asked to takeover as project manager for the South Street Landing project, a project that had been ongoing for more than two years, with a goal to consolidate multiple administrative office functions into a leased office facility at the former South Street power station. Not only did Joanna have to jump on a moving train, she had to manage and collaborate with multiple internal and external stakeholders. During this period, Joanna provided outstanding service to the University while keeping the train on the tracks!



"Tracy has collaborated with the Provost's office to support relocation of refugees from the Middle East, relocation of hurricane victims from the Caribbean, and relocation of other faculty and students from around the globe. "

"She demonstrates her commitment to Brown's mission to serve the community, nation and the world."



**Tracy Mansour**  
Director Auxilliary Housing

Tracy's impact, as manager of the Auxiliary Housing office, has been broad and can be quantified and described in several ways: Financial, increased occupancy rates and reduced operating expenses. Brown-to-Brown Home Ownership (B2B) program is used as a powerful tool for the recruitment and retention of high-level faculty and senior staff. While adding the Auxiliary Housing management responsibilities to her workload, Tracy managed the renovation and sale of two B2B homes and is in the process of closing on the sale of three others. She was also instrumental in providing the housing support for recently recruited senior-level staff and has worked tirelessly to meet their housing needs as well as the needs of faculty and students.

## CONGRATULATIONS

### EXCELLENCE AWARDS & B.E.A.R. DAY

**B.E.A.R. Day is February 20, 2018  
at 3 p.m. in Salomon!**

Held annually in February, Brown Employee Appreciation and Recognition (B.E.A.R.) Day is a community event for staff celebrating both years of service and performance excellence. President Paxson honors individual and team winners of the Excellence Awards and Years of Service Awards recognize staff at five year intervals beginning with five years of service to the University.

**The Excellence Awards recognize staff members for their contributions in making Brown University a better place to work.** Excellence Award winners are chosen by a selection committee representing the diverse Brown community. Click here to review the [Excellence Award Categories](#) and [FAQs](#) about the selection process and bonus award. [Click here to see the winners of the 2017 Excellence Awards.](#)

**Congratulations to Joanna and Tracy and to all who were nominated.**

**2017 Facilities Management Nominees:** Marianne Beagan-Quirk, Donna Caprio, Michael Flint, Christopher Janicki, Nick Mol, Achim Tah, Beatriz Tibercio, Alla Yegutkin, and team Erin Donnellan and Jess Berry.

YEARS OF SERVICE

Celebrating ...

*Thank You!*

**5**

Years of Service

**10**

Years of Service

**15**

Years of Service

**20**

Years of Service

**25**

Years of Service

**30**

Years of Service

**35+**

Years of Service

**35+** Golato, Nicholas C  
Mooney, Patrick  
Lavoie, Steven  
Ferreira, Joseph  
Fugere, Jeffrey J  
Leca, John  
McDole, Gary W  
Sowah, Robert A  
Harris, Kenneth M

**25**

Dipaola, Michael S  
Hartsfield, Donald  
La Porte, Robert A  
Paniagua, Jose E  
Rapoza, Karen  
Santos, Claudette

**20**

Araujo, Maria R  
Caprio, Donna M  
Darby, Mary  
Delomba, Mark A  
Fortes, Ana Maria  
Jomaa, Ghazwan  
Labor, Julito T  
Lopez, Lissett  
Miranda, Paulo J  
Morse, Norman L  
Pereira, Maria N  
Shepherd, John V  
Silva, Luis  
Villanueva, Romeo

**10**

Brown Varela, Debra L  
Caprio, Desiree  
Carlin, Donald A  
Decorpo, Denise L  
Dunphy, Deborah S  
Flood, Thomas J  
Freitas, Cecile  
Gardiner, Mark E  
Grewer, Lichen E  
Hebert, Janice R  
Heraty, Peter  
Janeiro, Christopher M  
Laine, Liisa  
Lloyd, Scott G  
Luipold, John W  
McCormick, Henry  
Mersereau, William E  
Miller, Robert G  
O'Connor, William T  
Park, David A  
Passerello, Michael  
Peloquin, Donald R  
Periquito, Josefina D  
Ricaldy Cruz, Limbert H  
Soares, Jody B  
Suazo, Henry C  
Toro, Gladys

**5**

Cabral, Eddie A  
Cardoso, Maturino L  
DeSantis, David F  
Dutra, Paulo R  
Hanni, John D  
Johnson, John A  
Maloney, David M  
Mateus, Loredana N  
McCue, Leah M  
Murphy, Brian J  
Pipa, Joaquim  
Simas, Jeffrey P  
Warren, Wesley N

**30**

Alves, Antonio F  
Cotoia, Elizabeth  
Fiorito, Robert J  
French, Todd M  
Gainey, Robert W  
Janicki, Christopher J  
Lopes, Albertino D  
Lopes, Antonio  
Monteiro, Jose D  
Palmisciano, Jacqueline  
Prisco, John L

**15**

Gooding, Aquarius  
Laplante, David R  
Lindenberg, Mark Stephenson  
Monteiro, Carlota Lomba  
Parker, Jeffrey G  
Souza, Joseph M



**B.E.A.R. DAY**  
**February 20th**  
**3:00 PM**  
**Salomon Hall**



**SAVE THE DATES**

August 10, Facilities Staff Lecture and Picnic

**HOLIDAYS**

- January 1, New Year's Day
- January 15, Martin Luther King, Jr. Day
- May 28, Memorial Day
- July 4, Independence Day
- August 13, Victory Day (bargaining unit)
- September 3, Labor Day
- October 8, Indigenous Peoples Day
- November 12, Veterans Day (bargaining unit)
- November 22, Thanksgiving Day
- November 23, Day After Thanksgiving (non-bargaining unit)
- December 24, Christmas Eve
- December 25, Christmas Day

**New Hires**

Ian G Holmquist	Stationary Engineer Mechanic
John R Arzoomanian	Building Operations Manager
Michael J Malpiedi	Event Coordinator
Zhichao Wu	Supervisor, Custodial Services
Alfredo J Andrade	Custodian II
Zenaida A Fortes	Custodian II
John J Greene	Custodian II
Keith R Damico	Stationary Engineer Operator
Anthony M Cruz	Custodian II
Allan S Nassif	Custodian II
Kristina J Zanni	Receptionist/Administrative Assistant
Felicia J Raton	Custodial Quality Control Specialist
Luis F Gonzalez	Custodian II
Lucille S Smith	Custodian II
Ronni L Edmonds	Auxiliary Housing Coordinator
Jill C Ramos	Housing Set-up Assistant
Nelson L Evora	Custodian II
Paul P Griffin	Project Manager
Crystal M Nadeau	Executive Assistant
Crystal Bradwin	Planner

**COMINGS & GOINGS**

**Promotions**

Lichen E Grewer	Assistant Director for Planning
Antonio Aceto	Senior Building Operator
David L DiTusa	Controls Technician

**Retirements**

Maria Alves	Custodian II
Paul Rondeau	HVAC Mechanic
Joseph Mendes	Groundswoker
Allen Price	Custodian II

**REMINDERS**



The **2017 W-2 forms are now posted to Workday.** Please log in to your [Workday account](#). Click on the pay worklet; then my tax documents. You will be able to view and print your W-2 from here. Original W-2 forms will also be sent via US mail.



Have a question about your **uniforms or safety goggles?** Contact Stores Operations at x3-2734.

Continue to submit FM [suggestions](#).



Complete 2018 **Wellness Rewards:** For more information: <http://www.brown.edu/about/administration/human-resources/work-life/wellness-portal>



**Bear Bargains Discount Program** is a discount program for all members of the Brown community, with a Brown ID card. Check out the list at: <http://www.brown.edu/about/administration/human-resources/employee-resources/employee-programs>

"After Hours" is the 2017-18 edition of an annual exhibition highlighting the creative talents of staff members working in departments and programs throughout Brown University. Presented by the Brown Arts Initiative. For more information, please visit [arts.brown.edu/events](http://arts.brown.edu/events). [Brown Arts Initiative](#)

**January 24 - February 22 (all day)**

[Granoff Center, Fribourg Family Atrium](#)

154 Angell Street

This edition of *Facilities News* includes information regarding many of our efforts underway. It has been written to provide all Facilities Management employees with information regarding Department activities. If you have any suggestions for articles or would like to contribute to *Facilities News* please contact [FM\\_Newsletter@Brown.edu](mailto:FM_Newsletter@Brown.edu).

**Contributors to this issue:** Amy Morton, Paul Armas, Donna Butler, Paula Penelton, Jack Wilcox,