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 SERVICES DIVISION

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 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.

Throughout the various phases of the project, the consultants reported a high level of enthusiasm and cooperation from their contacts at Brown University. The process yielded the necessary information to develop findings that will benefit our custodial program.

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.
WELCOME NEW CUSTODIAL STAFF!

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 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 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.

GET STARTED WITH YOUR 2018 WELLNESS REWARDS: CLICK HERE
**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** form 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 task sheets in other buildings on campus.

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.
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.

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 + Annenburg Institute are being considered for the second floor of the building.

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.

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.
FACILITIES NEWS

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.”

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!

Joanna Saltonstall
Program Manager

“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’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.

Tracy Mansour
Director Auxiliary Housing

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, Beatrix Tibercio, Alla Yegutkin, and team Erin Donnellan and Jess Berry.
YEARS OF SERVICE

Celebrating ...

5 Years of Service
Golato, Nicholas C
Mooney, Patrick
Lavoie, Steven
Ferreira, Joseph
Fugere, Jeffrey J
Leca, John
McDole, Gary W
Sowah, Robert A
Harris, Kenneth M

10 Years of Service
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

15 Years of Service
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

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

25 Years of Service
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, Lisa
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

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

35+ Years of Service
B.E.A.R. DAY
February 20th
3:00 PM
Salomon Hall

INTERESTED IN ATTENDING EVENTS AT BROWN: CLICK HERE
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.

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