

Despite COVID-19, Excellent Work Continues in FM

Meticulous Gardens

The beauty of the Dal campus can only be attributed to the committed Grounds team who looks after it. Madison Zuverink wrote to say how beautiful the gardens along University Ave. have been this summer thanks to the efforts of **Balbeer Singh**, making the return to campus during the pandemic a bit easier.

(Balbeer Singh), who works on the Arts Centre and Law School gardens who has done a fantastic job of beautifying the corner garden at Henry and University. I saw him meticulously planting flowers one extremely hot day. I can tell he enjoys what he does!"

Madison Zuverink,
Post-doctoral Fellow
ARC (CRC Building),
July 2020

"I am writing to let you know that I appreciate the effort Facilities has made to keep things clean, organized, and safe. The Dal campus is absolutely beautiful to walk through. There is a gardener



A Safe Return

Return to campus for many in the Dal Community has been stressful, but a Post-doctoral Fellow in the ARC (CRC Building) wanted custodians **Andrew White, Don Rogers and Lourdes Serafico** to know how appreciative she is of their efforts to make and keep the area safe for return.

"I am writing to let you know that I appreciate the effort Facilities has made to keep things clean, organized, and safe. It was stressful thinking about returning to work during COVID-19, but this has made the transition easy. In particular, the crew that has cleaned the ARC, Andrew, Don

and Lourdes. Your staff are always professional and hardworking."

Madison Zuverink, Post-doctoral Fellow, ARC
CRC Building
July 2020



Safe Reception

Ken Dunn's fast and efficient installation of plexiglass shields in the Harlow and Hancock Buildings is much appreciated by staff members working there, making the environment safer for them and visitors to the office.

"Thank you, Ken, for the excellent and fast installation of plexiglass shields at the receptions windows of the Harlow and Hancock Buildings. The NS Departments of

Agriculture and Fisheries and Aquaculture staff appreciate your work!"

Theresa Osborne, NS Dept. of Agriculture
April 2020



KUDOS to you!

Want to recognize a co-worker, employee or supervisor/manager for doing an **INCREDIBLE** job? Here's how: Complete a KUDOS form [OR](#) Send a message to: FMkudos@dal.ca [OR](#) use the on-line form: <https://www.dal.ca/dept/facilities/about/stoker-awards/kudos.html>

Repairs To Stairs:

SUB Reopening

The reopening of the Student Union Building was a large undertaking and the assistance provided by the Facilities Trades team was much appreciated.

*"I want to take this opportunity to say thank you for the assistance required to support a successful opening at the SUB. I would like to give a special thanks to **Bill Jones and his trades crew**. Called upon in the dying days of summer, Bill was able to coordinate the provision of critical PPE elements and even*

perform an emergency staircase repair. These were critical in our capacity to open our doors to the public and the timely response to these requests was very much appreciated.

Please ensure that these individuals get the recognition they deserve and even more importantly, that your entire team understands our appreciation of their efforts.

Thanks!"

Patrick Martin, SUB
September 2020



Chris Rhyno and Corey Sears, Halifax Trades

Give Me A Sign

Ed Bowers of the AC Trades team applied his expertise in the quick installation of signage to welcome new and returning students to campus which was most appreciated by the staff at Student Success.

"We submitted a request to have outside signage (Welcome Signage) posted for our students on campus. It was completed the

day of our request. We are very thankful and appreciative of how quickly and expertly this signage was put in place with a very thoughtful and student centered approach."

Anonymous,
Student Success, AC
September 2020



Honesty, Thoughtfulness & Professionalism

Last year, **Kyle MacKenzie** joined the Facilities Management team as Utilities Manager. When a frustrated message arrived this Fall about a recurring heating issue, Kyle provided a very quick and empathetic response providing full transparency regarding the cause of the problem (outdated equipment in a confined space) and the steps already being taken to upgrade the system in the safest way possible for both occupants of the department and our FM maintenance team members.

"I am very impressed with this sensitivity shown by Kyle. I don't think I have ever seen such a message. He deserves huge kudos for his honesty, thoughtfulness and professionalism."

Chris Moore, Dean,
Faculty of Science
October 2020



Nick Tentomas, FM Information Technology, is always finding ways to tweak and adapt reporting methods for improved efficiency. Always appreciated, his efforts were recognized recently as relates to year end COGNOS data reporting.

"I wanted to send a note about the new FM COGNOS reporting that was created (by Nick) this year. We appreciate the pro-active reach out on your end and the

time (spent) in creating the reports which were very useful and allowed for a more efficient year end process related to capital for us."

Chris LeBlanc,
Financial Services
July 2020



Thanks For Thinking Ahead

Nick Tentomas is being recognized for being proactive as year-end approached in late December. One of Dal's internal auditors needed certain reports and was happy to find that they were redeveloped and greatly improved when they moved from Brio to Cognos reporting software:

"I wanted to thank you for taking time out of your busy schedules to make my life easier, very much appreciated! Great on you, Nick, for thinking ahead!"

Donna Birmingham, Internal Audit Services, December 2019

Successful Reopening—SUB

The reopening of the Student Union Building was a large undertaking and the assistance provided by the Facilities Custodial team was and remains much appreciated on an ongoing basis.

"I want to take this opportunity to say thank you for the assistance required to support a successful opening at the SUB. In particular, I want to thank members of Mike Campbell and Juanita Haas' custodial team who have not only prepared the SUB, but have continued to support it as one of the few buildings with daily

activity. Juanita and her team have done and continue to do an exceptional job in keeping us going.

Please ensure that these individuals get the recognition they deserve and even more importantly, that your entire team understands our appreciation of their efforts. Thanks!"

Patrick Martin, SUB
September 2020



(SUB Custodial Team - **Front row:** Nancy McGrath, Doreen Laffin; **Back row:** Juanita Haas, Steve Andrews)

Lucky to Have Kim!

Kim Garland, custodian on Studley Campus, is well known in the Henry Hicks Academic Administration Building for her cheery smile, great work ethic and the amazing job she does at keeping the building clean and safe for all occupants and visitors. Your work is appreciated, Kim!

"Just wanted to send in a note about Kim the

custodian in the Hicks - she is ABSOLUTELY LOVELY and we are so lucky to have her!!"

Erica Gagnon,
Comms & Marketing
March 2020



Hicks Hero

Dan Brownlow is being singled out for his work at Henry Hicks.

Beth Cann from the Registrar's office writes:

"I wanted to let you know of about a great interaction I witnessed with one of your staff and a student who said it was his first day at Dalhousie. He asked for directions, and Dan helped him out. That is all great and helpful, but here is the part that really impressed me. The last thing he said to the student was "Congratulations, welcome". I was very impressed that he was thoughtful about the student's experience and how they might have been feeling on their first day in particular. That was a great example of how we all contribute to the

goals of student success and positive experience so I wanted to pass that along to you. Your team in the Henry Hicks is doing a great job!"

Bobbie Bowering, Financial Services also wrote to say:

"Dan is a new custodian in the Henry Hicks building, and I do have to say since his arrival the basement level has never looked so clean! The pride he takes in his work is very apparent. Our team hope he's here for a very long time."

January 2020



Honesty, Integrity and Service

Parsu Humagain, the night cleaner at the Burbridge Building is being recognized after finding a cheque during his nightly routine, and going out of his way to find the right place to return it. "Some sort of recognition of Parsu's actions would be appropriate. He could have easily thrown it away ignored it etc. Instead he went the extra mile and brought the matter to my attention and asked me to take care of it. I think the University should always go out of its way to explicitly recognize honesty, integrity and service particularly when so clearly demonstrated by an employee who may not have a lot of authority or autonomy - or get a lot of respect - in their day-to-day work activities."

Ken Moors, Director of Finance, Faculty of Health
December 2019



Amazing Dentistry Custodial Team

Recognition for the entire **Dentistry Building Custodial Team** for their outstanding work - during the pandemic and always!

Danielle A. from Patient Services writes: "I just wanted to say that with COVID-19 being a constant worry in the city, our custodial staff is doing an amazing job. It's a big relief seeing your team taking this so seriously and paying attention to small details that keep us all safe. You are all doing an amazing job - we wouldn't be able to run without you; with or without COVID!"

Lisa Fleming, Building Services Assistant, Dentistry, who shared Danielle's email also writes:

"I second this email and must say we are all so thankful."

November 2020



(Left - front to back: Michel Delgado De Lekic, Rob Newhook, Victoria Jarvis, Jalele Etefa
Right - front to back: Emma Hurshman, Cynthia Percival, Susan Westlake, Erin Gargan Back middle: Greg Malbeuf
Not pictured: Prajjalita Sharma; Petula Russell)

Event Cleanup Appreciated

"**Emmanuel Rivera** has gone above and beyond to support the post-event takedown and clean up efforts in the dentistry building this fall. He is always a friendly face and consistently goes out of his way to help flip the 3rd-floor dentistry space back to its usual form for students after events. He always insists on helping clear tables, sort recyclables and carry things around the building. He's also cleaned and neatly stacked rented items for pick-up and placed lost IDs in the dean's office and much more. It's clear he works hard (and very quickly) and it doesn't go unnoticed."

Dentistry
December 2019



Great Teamwork

FM Trades and Custodial - Truro Campus

During a flood of MacRae Library on January 30, 2020, FM Trades and Custodial at Truro Campus are receiving recognition for their great work taking care of the flood of MacRae Library. Elaine Osmond was really impressed with their great teamwork.

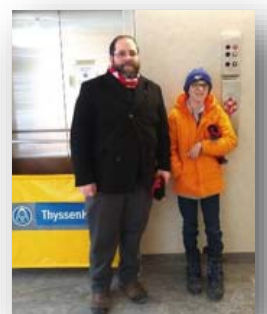
Elaine Osmond also wrote to say: "I was fortunate enough to witness the combined teamwork of the **FM Trades Group** and **FM Custodial Group**. Leading their groups, **Jason Penney** and **Starla Hutt** had staff remediating the hazards and controlling damage to the building and contents. Job well done. Times like this makes me proud to be a Dal Employee and see the hard work put forth."

Elaine Osmond EHS
January 30, 2020

Elevating the Visitor Experience

When **Tareq Abdullah**, interim director campus planning, learned a young visitor on campus was fascinated with elevators, he quickly got in touch with **Darryl Babin**, electrical planning engineer, who paired him up for an "elevator tour" with two technicians from Thyssen Krupp who were working on campus. "My elevator loving nephew came to visit me today and members of Facilities Management arranged for an in-depth elevator tour with Ivar and Dan (I hope I remembered that right) from @thyssenkrupp. 15 minutes out of their day means the world to us."

HfxGrl on Twitter



Proactive Leadership

Kudos to **Michael Wilkinson**, Environmental Services Manager. Mike is being recognized for his proactive leadership.

"The snow removal and de-icing on the Halifax campuses is second to none and that is due to the leadership of Mike and Tom by an excellent team that keeps Dalhousie's walkways clear. Much appreciated by all when we're trudging to work on snowy days."

Patrick Oster, FM
February, 2020



Exceptional Quality

Paula MacDonald is being recognized for her exceptional quality at Dalhousie Agricultural Campus.

"Paula is exceptional at keeping our spaces for students and staff clean and healthy. She wipes down accommodated testing spaces and other high traffic areas daily, mops our floors and tries to stay top of the salt and snow. She is pleasant to work alongside and a great support to our team in Student Success and Health Services. Thank you, Paula."

Bev Zinck
Student Success and Health Services, AC
January 2020



Going Above and Beyond

Jason Williams went above and beyond during his shift one evening when he sensed something wasn't quite right with one of the horses.

"Mr. Williams was on his regular rounds and noticed that one of the horses housed here on campus was not looking right. He took the time to go over to the horse, take a closer look and then reported the anomaly to the staff at the dairy facility. As a result, the vet was called and the horse was treated for colic, a potentially serious digestive upset for horses. Mr. Williams' attention and action resulted in the horse being treated and saved her from suffering. I want to extend a HUGE thank you to Jason Williams!"

Dara Pelkey-Field,
Agricultural Campus
March 2020



Admirable Dedication

Balbeer Singh, Dave Akerley, Eric Sutherland, Derek Pearson, and Basil Wile, members of the Grounds Department are being recognized for their great dedication.

Sue Nesto, Occupational Therapy wrote to say: *"I want to commend the grounds department for their excellent work. In the summer, the grounds are always immaculate, the trees and bushes trimmed and the flower beds are stunning. In the winter, the walkways, steps, grounds are very well maintained and I have no issues with slipping, falling as I may have in areas off campus. I've not mentioned it before, and I apologize for that, but your hard work, effort and dedication has not gone unnoticed. Thank you for all that you do each and every day to make my work environment safe and beautiful."*

February 2020



Victoria's Positive Vibe

Victoria Teah is much appreciated by her fellow teammates for knowing how to keep spirits high and stay positive in the face of a pandemic.

"Always so cooperative, hard-working and so friendly. Victoria always does a great job and never complains. Even though all the custodial staff work extremely hard but I found it's been truly hard to smile. Victoria always keeps smiling and makes others around her smile, too. In these trying times [it's nice] having a positive face to look forward to."

Sue Strowbridge
General Foreperson, Custodial Services (Residence)
November 2020



Agriculture Campus Holiday Spirit

The entire **AC Facilities Team (Shelley Upham, Jason Williams, Annette Bent, Karen Rioux, Diane Ross, Kim Munsie, Ed Bowers, Gordie Farrell, Marven MacKenzie, Irving Sharpe, DJ McCarthy, Ritchie Davidson, Brett Nelson, Seymour Publicover)** is being recognized for their initiative in welcoming the holiday spirit to campus by decorating for the season.

"Beautiful job - much extra work and thought by a Team - tree lighting; green and red flood lights for Cumming Hall; lighted Santa and sleigh; green and red ribbon strategically placed all over campus. These initiatives brighten the days and evenings for students, staff and faculty on campus as well as the larger community. Thank you for all you do!"

Carolyn Bartlett
Interim Director, Student Success
November 2020



Eddie Can't Do Enough

Edna Billard is being recognized for her "can't do enough" work ethic and much appreciated efforts in keeping the Studley Gym, offices and Team Room in immaculate condition for the teams that play there: *"I wanted to let you know what a wonderful job [Eddie] is doing with the cleaning and maintenance of our facility. She is constantly going above and beyond, to the point where I have to tell her to stop! She's always asking if there's anything I need or the team needs. My office and Varsity Team Room is always in immaculate condition. Even my group of University students notice how clean everything always is and I always hear their comments. Obviously, I wanted to share with you how much we appreciate Eddie and to let you know about the amazing job she is doing. Kudos to Eddie!"*

Alan Jazic, Head Coach, Men's Soccer Team
November 2020



Last year, my holiday greeting stated "I look forward to the challenges 2020 brings ..." Who could have predicted the extraordinary circumstances the year has brought with it? It has been an unprecedented year of change and challenges, to say the least, with an enormous amount of adaptation and new normalcies to work through, both professionally and personally, for everyone on the Facilities Management team. I want to express how appreciative and proud I am of the dedication, leadership and perseverance shown by the members of our department under such stressful times. Your commitment to the Dalhousie Community to ensure a safe environment in which to learn and work is recognized throughout the campus and has been pinnacle to the reopening of the University this Fall. Although further change and challenges are expected in the coming year, I have every faith that our team will continue to lead the way.

Please enjoy a very well-deserved rest and have a safe and wonderful break with your family!

Best wishes,

Peter Coutts, AVP Facilities Management

