CUSTODIAL CORNER
Summer 2010 Edition

Building Custodial & Support Services
WESTERN MICHIGAN UNIVERSITY
Area vs. Team Cleaning Method
Doing More Work with Less People
By: Shelley Grant, Director

Our mission at Western Michigan University, Building Custodial and Support Services is ‘to provide a clean and safe environment for students, faculty, staff and visitors while maintaining facilities at the highest standard possible with the resources allotted.’ Our emphasis is on the students and making sure that the facilities are cleaned in the best ways possible.

For many years WMU cleaned using a method called area cleaning. This method consisted of each employee being assigned an area and maintaining that area.

During the era of Area Cleaning (pre – 2004), BC&SS had 119.5 custodians to clean 2.8 million cleanable square foot on campus. Over the years we have added square footage and reduced staffing through several budget reductions. Today there are 99.5 custodians to clean general fund buildings and there is over 4.1 million cleanable square footage. This means that we have 20 less people to clean an additional 1.3 million cleanable square footage. In order to be able to do more work with less people, WMU studied different cleaning approaches including area cleaning, task based cleaning, and team cleaning. BC&SS selected team cleaning and tested it on one of our buildings. It is now the preferred method and used across campus.

With the new team concept came many changes. After careful study and consideration, BC&SS changed from the standard area per person method to the concept of team cleaning. The implementation of a team based paradigm allows for the most cost efficient and effective use of personnel. For example, two people can clean a restroom in less time and more thoroughly using a Kaizen (no-touch cleaning system) than they could working together using the area method of restroom cleaning.

The actions we have taken over the years are based on the demand for more efficient methods of doing the tasks at hand. We will continue to make efforts toward improving the quality of our services and making sure WMU is represented in the best way possible. We appreciate your patience and support.

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ZONE “J” REFLECTIONS
By: Lucile Johnson, Supervisor

The custodial staff within Zone “J” looks forward to the summer months, they are aware the mood will be less of a hustle bustle and a more of a quiet atmosphere. With the occupancy rate lower during the summer, staff vacations and voluntary layoffs, the staff uses this time to detail areas within their zones to make buildings look their best.

While working within the team concept sometimes there may be a 1 man team, but I have observed repeatedly those who pitch in to make sure all areas within a building are serviced. As the summer winds down our goal will be to give the utmost in service and quality.

SUMMER WRAP-UP FOR ZONE K
By: Nate Stonerock, Supervisor

By the time you read this fall semester is going to be right around the corner. The students will be arriving in mass, the streets will be overly crowded and we’ll all be wondering what happened to summer.

Two of the buildings in Zone K have had remodeling done, Schneider and Moore. The staff in these two buildings have had to switch back and forth between traditional and Kiazen cleaning of the restrooms, and have adapted quit well. Thank you for that. Lastly the department has hired a new supervisor, Rudolf van Balen. He is sharing an office with Ken Randt and I. Please welcome him and give him time and opportunity to learn the ropes. Lastly remember we are all very lucky to be working here and each and every one of us should make the most of it. To borrow a phrase from John F Kennedy. “Ask not what Western can do for you, but what can you do for Western.”
Zone H has been really busy this summer with the construction projects in Ellsworth and Sangren Hall. Ellsworth’s third floor has been unoccupied for about three years but once the word came down everything switched into high gear. Ellsworth originally was a lady’s and men’s dormitory and there was a wall and door separating the two sides on the third floor. This has been removed; all the asbestos floor tiles were removed and now the floors are carpeted. The old ceiling tiles have been removed, and drop ceilings have been put in. All of the offices are newly painted and carpeted, a month or so ago occupants started moving in. Zone H workers have been busy cleaning up after an area of construction is finished as well as keeping up on their daily tasks.

When my manager and I were informed of the plans for the upcoming changes to Sangren and what was needed to prepare for the demolition of the lecture halls and the Library we put a plan in place. Before the lecture halls and the Educational Library could be demolished the Educational Library had to find another home. The Educational Library has been moved to the 1300 hundred wing of Sangren Hall. We had one day’s notice to remove everything out of the custodial closet and consolidate equipment and supplies to other closets throughout Sangren.

Several classroom walls in the 1300 and 1400 wing were removed and the spaces have been converted into one large area. Again the workers had to detail clean the spaces for these moves. Some of the rooms it took two or three days or more to clean. New carpeting for the Educational Library has been put down. There are rooms on the second and third floor that the demolition caused big openings to where doors would have been to the outside. The week of July 12, 2010, walls were erected on the second and third floors to close the holes and protect the building from the weather in preparation for the demolition of the Educational Library and the main floor lecture halls that has began. All of this is preparing the way for the new Sangren Hall which should be completed in about two years.

Zone H workers have been actively busy completing detail work not only in Ellsworth and Sangren but throughout all the buildings within the zone. This summer the weather has been hot but pleasant and the workers have applied the team concept and done a great job.

Way to go team!
ZONE E SUMMER DETAIL CLEANING
By: Robin McPherson, Supervisor

I am pleased to say that I am very satisfied with the detail work that was done in Zone E this Summer. I would like to thank everyone for their hard work including the employees from dining services who has done a marvelous job in participating in the detail cleaning in the classrooms, restrooms, hallways, stairwells and entryways in Dunbar, Friedmann, Knauss, Haenicke, Shaw-Gilmore, Sprau Tower, and the University Computer Center. The building coordinators are also pleased as well. I am going to miss the Dining Service employees, and look forward to working with them again next year. I hope they had as much fun as we did and I hope that they have enjoyed working in the Custodial Department.

ZONE F YEAR REVIEW
By: Brian Beridon, Supervisor

As we approach the beginning of the new school year I thought I would use my space for this month’s Custodial Corner to say Thank you to my student workers. They have been with me for the past year and have proven to be a great asset in many areas across campus. Aside from filling in the gaps when our regular employees are gone, they have worked hard removing gum, cleaning glass, washing desktops as well as many other tasks as they have come up. Greg spends most of his time working side by side with John Barton in the Rec/Spo area. Greg has done a great job helping John with various tasks where ever he has been needed as well as working with my crew when John can’t be here. My “Student Army” as I have come to know them, did a great job helping with the refreshing work that was done for orientation at the Shaw/Gilmore theater complex this summer as well as having helped to prepare various other areas around campus for special events throughout the past year. Thank you, Raechael, Ivan, Cierra, Kevin and Greg. Every one of you has done a great job and it is a pleasure having you on my team.

30th Anniversary Bronco Bash
Friday, September 10th 2010
3pm to 7pm at the Fountain Plaza
Summer Detail Cleaning in Zone D
Wood Hall and College of Engineering
By: Betty Kirk, Supervisor

Typically in the summer months it’s a great time for buildings to be detail cleaned. This summer custodians performed tasks such as high dusting, dusting flat surfaces, washing down walls, cleaning kitchenettes, light fixtures, removing gum from under chairs, tables and off of the floors. They dust mop the halls before running the riding sweepers and riding scrubbers in the halls, they clean entrances, vacuum, wash windows, clean ledges, and use the Kaizen. The Kaizen is used in the stairways and restrooms, spraying down the entire area and using the scrub brush they get the dirt from the grout.

This summer the custodians in Zone D worked together making sure the buildings were as clean as possible for the students, faculty/staff and visitors. Alongside Zone D custodians, were two other individuals who helped support the team. Chris Fawley who comes to us from Dining Services in the summer months as well as Scott Fawley, who started as a temp and has since became permanent at BC&SS. They were a big help getting the buildings detailed and ready to start the new school year. Thanks to them for all their help as well!

Detailing is an ongoing task for all the custodians at WMU. Every day presents a new challenge and we are very pleased for the work that they do to keep the buildings clean and the people of the University in a safe environment.

WAY TO GO CUSTODIAL STAFF!!!!

THANK YOU DINING SERVICE EMPLOYEES FOR ALL OF YOUR HARD WORK THIS SUMMER.

GO BRONCOS!!
SUMMER WRAP UP
By: JoAnn Marcilous, Manager

Summer wrap-up is a very busy time of the year for BC&SS; everyone is scurrying trying to complete detail cleaning in the buildings before the students return for the fall semester. Custodians are multi-tasking; they are working from their daily task list and a detail cleaning list. Supervisors Betty Kirk and John Phillips start their morning in the saferoom on the computers reading email, putting in work order requests and a variety of other task on their computers before they leave EWB and start their walk through in their buildings. A couple of the zones under my managerial responsibility have buildings that are under construction and/or have remodeling projects going on, Schneider Hall restrooms received new counter tops, stall doors and walls, Sangren Hall is under construction and Ellsworth third floor has been remodeled. When buildings are under construction and/or remodeling this makes additional work on the custodians and supervisors because there is extra debris, dust and sometimes special requests with a limited time for completing the task. Our project specialist crew received training using a new finish for the wood floor in the Motion Analysis room in CHHS. Also as detail work is completed supervisors turn in their detail work task list and my student Kimberly is busy recording and entering the task into the detail cleaning log. Other than being busy supervisors and custodians enjoy the summer pace because not as many students are on campus; the work load pace is faster because the weeks for the summer semesters go very fast. I would like to say thank you to all of the BC&SS employee’s on a job well done.

Way to go team!
DETAIL PROJECT WORK
SUMMER 2010
By: Mike Matthews

The “L” Zone workers have completed several detail project tasks this summer to include everything from detail project cleaning restrooms, classrooms, hallways, and stairwells to kitchenettes and lab’s. I am thanking each and every one of you for your hard work, perseverance, and dedication for not only completing the task, but also your dedication to the end results of a quality service. The experience and years of experience of each worker is an asset to our organization. I would also like to thank the Zone G-Relief workers and the Dining Services workers for their assistance in a job well done. As the summer projects come to an end, a new school year is about to begin, it’s time to prepare for the hard work. So go do, that voodoo, that you do, so weeeelllll!!!

TIME TO WRAP UP CLEANING AND GET BUILDINGS READY FOR FALL SEMESTER
By: Linda Emmons, Supervisor

This is the time of the year when all the hard work that the custodians have been doing is coming to an end for the start of the new school year. The University never really closes down, there are always classes going on somewhere. Our job is to work around them and prepare for the big fall start.

The buildings see lots of repairs and remodeling through the summer months and the custodial staff is working hard to make sure everything is bright, clean, disinfected, and ready for the students and staff to use. A lot of detail cleaning is done that can’t always be done when classes are in session. Floors are being scrubbed and new finish being applied. Some classrooms are remodeled or changed altogether from tile to carpeting, possibly new ceiling tiles, etc. All of this has to be taken into account when cleaning walls, ceiling vents, window sills, and other items in the rooms.

Each custodial crew had certain items in their buildings that need special attention. Zone I has patient treatment rooms that need to be thoroughly cleaned. We also have to wait until the last summer class ends in August in order to clean and disinfect all lockers on 1st floor of College of Health and Human Services are empty. The “white clouds” above the computer lab have to be lowered and cleaned for fall opening. ROTC has to make sure that the 2 drill room floors are ready for fall and staff retirements or people relocating elsewhere on campus.
ZONE C YEAR REVIEW  
By: Steve Brumbaugh, Supervisor

I have been the third shift BC&SS Supervisor for just about a year now, which comprises two floor refinishing crews, The Bernhard Center, The Children’s Place Daycare, Sprau Tower lobby and basement, and Cash Operations which consists of the Cafeteria/break areas of the College of Engineering, the College of Health and Human Services, Sangren Hall, and the Schneider School of Business.

Today’s article will focus my experiences with the Floor Refinishing Crews, and the associated observations I have made following their progress through the campus.

The first statement I wish to make is that almost without exception, the buildings we enter are in a state of cleanliness and order that is truly exceptional considering the level of custodial staffing and the high level of square footage that we as a department are responsible for. This level of cleanliness, in my opinion, shows a level of professionalism that both the front line custodians and their direct supervisors can be proud of. While truthfully it can be said that improvements can always be made, you should all be commended for your current efforts.

I would also like to take this opportunity to ask your help in minimizing an ongoing problem that we find in many areas that we enter to do refinishing work. When scrubbing and touching up an area with floor finish, please do not put finish on the floors any closer than a foot, or about one floor tile away from the baseboards in any room or hallway, and please don’t wax the baseboards at all. Both of these actions create a major floor finish build up that discolors easily, is harder to strip off, and is also a waste of floor finish, as no one ever walks right up against the wall anyway. This will allow the floor refinishing crews to do a quicker, more efficient job in your buildings when we are in them. When we work together like this it makes everyone’s job easier, and improves building appearance with less need effort on all our parts.

The second statement I wish to make is that your input as professionals is necessary to assist us in our jobs in hard surface floor care and refinishing. For instance if you notice that the floor in a room or rooms, or a hallway in a part of an area of your responsibility is worn or damaged in such a way that it merits more or less immediate attention, please notify me through your supervisor, or by calling the office and notifying us so that we can take steps to rectify the situation as soon as our schedule permits. This will help prevent untimely damage to floor surfaces, and, in some cases, prevent hazardous situations from developing.

ZONE A SUMMER WRAP-UP

By: Ken Randt, Supervisor

Area A has been involved in several projects during the summer months. SRC crew along with relief crew members cleaned the pool and a four hour time frame. SRC has been doing detail work on ledges, tables and windows. Read Arena recently prepared the building for the President of the United States visit. Lawson cleaned up after the pool repair crew which installed new drains. Bill Brown along with Seelye prepared the buildings for the DCI visit (Drum core International). The crew also prepared the Baseball stadium for a rental that took place at the facility.
Everyone Counts

By: Jeff Carr, Manager

Diversity is a challenge that belongs to all of us. Western Michigan University has taken many steps toward building a community that is inclusive, genuinely diverse, and welcoming to staff, faculty, students, and visitors representing a wide variety of backgrounds, nationalities, and identities. One of the many steps the university has taken is the Everyone Counts Project.

Everyone Counts is a yearlong initiative that began in February of 2010. Sponsored by the Office of Diversity and Inclusion, in collaboration with the Office of Faculty Development, three small learning communities composed of faculty, graduate instructors, and staff members were formed to meet twice a month to discuss and explore the subject of diversity.

The theme for the Everyone Counts Project is race, and the national traveling exhibit: RACE: Are we so different?, sponsored by the American Anthropological Association. The exhibit will be in Kalamazoo at the Kalamazoo Valley Museum from October through January 2011 – all are encouraged to visit the exhibit.

Campus facilities are something all members of the university community have in common. Regardless of identity, nationality, or background, the physical environment brings us together. As facility maintenance workers we may wear many different hats throughout our work day: ambassador, educator, giver of directions, facilitator. It is essential to our performance, as well as to the success of the university and our society as a whole, that we are aware of, and make an effort to better understand, people who have backgrounds that are different from ours, people who speak a different language, and people who have different points of view.

The challenge is neither small nor simple, yet it is ours to engage. Have you ever seen the words “piso mojado”, “ferme”, or maybe “lavarse las manos” (wet floor/closed/wash your hands)? Cross-cultural understanding requires work. This work however provides opportunities – opportunities to support one another, opportunities to learn from one another, opportunities to discover common interests, opportunities to realize that in fact everyone does count.

For more information visit these web-sites: www.understandingrace.org and www.raceexhibit.org

A Message from: Rudolf van Balen
BC&SS 3rd Shift
Custodial Supervisor
Bernhard Center
Children’s Place
Cash Operations
Student Recreation Center

Dear WMU fellow workers,

I was asked me to write a few lines by way of introduction. I immigrated to the U.S. twenty years ago, but because I was raised and educated in the old country I still speak “funny”. I tell people it’s because I live in Bangor.

My work history is somewhat diverse. Before I immigrated I was in the Dutch Merchant Navy. My first job in the States was with Meijer as a Toy Department Trainee. After various jobs at Meijer I became the new Building Services/Custodial Supervisor.

I am married and have two boxer dogs and whoever meets me at the door first gets kissed. My hobbies are landscaping, reading and history.

I am looking forward to getting to know you all.

Sincerely,

Rudolf
The Relief Crew
Summer Work
By: Bill Jones, Supervisor

The relief crew has been very busy this summer. We have had many floor projects to take care of and several of my custodians went over to Ken Randt and Zone A to help Read Arena get ready for President Obama’s visit.

Shirley Bishop scrubbed and refinished the floors in the Bernhard Center rear restrooms and hallway this spring after classes let out for the summer. Rhonda Cosby and Ray Hallock used the Kaizen to clean the Miller Parking Ramp stairwell and elevator for graduation. They also worked with Mel Chapin and Nancy King for a week, getting Miller Auditorium in tip top shape for graduation.

Ray Hallock and Lee Johncock stripped and refinished the main lobby of Spindler Hall after graduation and the Ferris students left for a week. Doug Gray and Troy Wiessner along with others have been busy scrubbing and refinishing all the student rooms in Spindler Hall this summer.

Rhonda Cosby scrubbed and refinished the Oakland Recital Hall this summer, as well as the restroom in the Police Chief’s area of D.P.S. Rhonda Cosby and Lee Johncock stripped and refinished Joann’s office and Lisa’s office here at E.W.B. this spring.

It’s the third week in August and I am sure there will be more projects for the crew to do before the students return in September.
Happy Retirement!!

Fern Stewart  Eva Blades  Carolyn Kitchen  Caroline Smith

Not pictured: Nancy Watson

Publication Information:
Thanks to all of the Managers and Supervisors who contributed articles and photos to this edition of the Custodial Corner.

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If you have any comments or questions about this newsletter, please email: pintl-bcss01@wmich.edu or lisa.woodhams@wmich.edu

Carter James was born 6/30/2010 at 9:24am. He weighed 8 lbs 8 ozs and was 20.25 inches tall.

Congratulations to Andrew Slezak

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