

FACILITIES MANAGEMENT AVC ADVISORY BOARD MEETING AGENDA

Date: March 26, 2008

Facilitator: Al Stoverink

Attendees: Dierdra Dotter, Larry Darr, Randy West, Alicia Green, Ozie Brown, Anthony Passalacqua, Mark Wade, Mark Clark, Gerald Adkinsson, Clay Hurn, Ester Boyd

Note Taker: Terri Reithemeyer

Time: 12:00pm

Location: FM Main Conference Room

1. New Elected AVC Advisory Board Member
 - Al Stoverink opened the meeting welcoming the newly elected AVC Advisory Board member, Alicia Green. She was elected for the “At Large” position on March 19th. All members introduced themselves and their representative department.

2. Employee Satisfaction Survey
 - (See Attachment)

New Business:

1. Employee Accidents
 - Dee Dotter stated that employee accidents have been an issue. There have been some cuts and injuries that required minor first aid treatment. She understands the reason for completing an accident report for tracking injuries, but wondered if the form can be one page (shortened) or a type of log placed in the first aid kit for these types of injuries.
 - Al stated that the form for employee accidents is state mandated. The broader issue is whether or not to have a safety committee. It has been suggested in the past. At the present moment, we are not providing education, training, doing investigations and following up on these claims when we may need to be doing so.
 - Randy West asked why FM does not participate in the light duty program. Al stated that FM does have a light duty program, but the problem is the cooperation of the physicians to place light duty restrictions on the employee.
 - Randy West stated that there needs to be more communication to employees about Worker’s Compensation procedures. He talked about an instance where he was injured on the job and went to the physician. He came back to work and there was no mention of returning with a doctor’s excuse until the next day. He was then

told he could not return to work until he had a doctor's excuse listing any restrictions. Several other employees stated the same type of occurrences.

- Al wants to meet with Michelle Summers and Terri Reithemeyer about communication of the Worker's Compensation procedures to employees.

2. Printer Cartridges

- Dee stated that several employees feel like they are being treated like a child because they are being questioned when asking for a printer cartridge. An example is Mia. She felt bad when she was questioned about her use of print cartridges.
- Al wants to meet with Lanny Tinker, Michelle Summers and Terri Reithemeyer to clarify this issue.

3. Morale in the Building and Grounds Department

- Dee has overheard several conversations about overall satisfaction in the department. She heard how employees are not happy and do not receive proper credit for their work. She also stated that new employees are exposed to this because they are told who to talk too and who to watch out for during their first few days on the job.
- Alicia Green, Ester Boyd and Ozie Brown stated that they are perceived a certain way because of the department they work in. This perception is present in FM and they feel like they are being taken for granted.
- Al will look at the awareness of this perception and address this in training and development efforts.

4. Customer Satisfaction Survey

- Al stated that he debated on displaying the Customer Satisfaction Survey comments that were tied to survey participant's buildings. These results would tie the comments to teams and/ or individuals. He stated he would give the break down results to the Direct Reports and let them talk on a team/individual level about the results. Al asked the board if they think this will be appropriate. Some of the board members felt that it would be appropriate. The board had mixed feelings. Al stated that he will talk to the senior staff.