



Facilities Management

Administrative Services Monthly



"A newsletter for and about
Facilities Management Personnel"

VOLUME 1, ISSUE 11

SEPT/OCT 2007

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Comments or questions please submit to:

facilitiesmanagement@fiu.edu

From the desk of Sofia Bello:

CONGRATULATIONS TO THE CUSTODIAL SERVICES UNIT!!

It has been a long journey for the Custodial Services unit in finalizing the Custodial In-Sourcing Initiative by the target date of September 30, 2007. The success of this initiative is due to Joost Nuninga's leadership and also to the commitment of both the Human Resources Department and the FMD Administrative Services Unit, who worked actively in the hiring process. Special thanks to Mercy Rodriguez from HR and Millie Hernandez from FMD for their undivided support and dedication.

POLICIES & PROCEDURES

Procard Approvers,

The Controller's Office is proud to announce revisions to the current University Travel Policy. The revised policy highlights the new changes and enhancements to the existing University policy. To review the full policy, please visit *Travel: University Travel Expense policy* found on the University Policies and Procedures Library website hosted by the University Compliance office at http://policies.fiu.edu/record_profile.php?id=548&s=travel

The process for approving Procard travel charges will remain the same, however, it is now mandatory that a **copy of the hotel folio and airline ticket accompany the Travel Voucher when submitted to the travel department.** A Travel Voucher is required for all travel, even if there is no reimbursement to the traveler. For charges that require a written justifications or CFO exception, please retain a copy of this justification with the Procard documentation file.

Please note that all original, signed Procard receipts must remain with your Procard records and made available for audit.

Should you have any questions and/or concerns pertaining to Procard documentation or the approval process, please call Ms. Tracye Eades Mickle, Senior Procard Accountant, Controller's Office at 305-348-2920.

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*“ A positive attitude
may not solve every
problem, but it
makes solving any
problem a more
pleasant
experience.”*

-G. Fairley

PROMOTION

Carlos Cano/Sr. Maintenance Supervisor/Vehicle Services
Eliezer Sanchez/ Sr. Maintenance Supervisor/ Key Control

CONGRATULATIONS !

CUSTODIAL SERVICES UNIT

Custodial Workers — BBC

Godfrey S. Auguste
Jenny N. Avila
Victor Ayala
Ketly Estilus
Aaron A. Johnson
Avery L. Mitchell
Anne Marie Victor

Custodial Workers — UP

Romualdo Acosta
Marlene Alvarez
Maria de Armas Gomez
Dominique Baldwin
Rita Brito Rodriguez
Margarita Casas Rosell
Julio Cesar Chacon
Israel Cordero
Alexis Diaz
Yanet Diaz
Dianna Ann Dizon
Daisy Fernandez
Maria del Pilar Fernandez
Pamela Freeman
Judith A. Garcia
Manuel Eduardo Garcia
Raisa Gomez Vasallo
Rosana Gomez
Luisa Gonzalez
Prospero Gonzalez
Jesus Grisales
Dora Guerra
Maria Hernandez
Daisy Hung
Zeida Larrinaga
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Isabel Lopez
Angelica Lozano
Adelfa Martinez Carreño
Antonio Martinez
Everth Masis
Lazara Medina
Maria M. Monsalve
Gary Parker
Nilvia Rios Lorente
Maria Rivero Blanco
Laura O. Romero
Alina Sanchez
Elvira Sanchez
Maria G. Sandigo
Concepcion Selva
Ana M. Silva
Zoraida Siret
Gertrudis A. Taylor
Consuelo Vergara
Angela P. Zapata

Custodial Supervisor — UP

Dulce del Pozo

HAPPY BOSS'S DAY
October 16, 2007



HAPPY NOTES!

BRIAN L. PEREZ
RECEIVED A MASTER OF SCIENCE DEGREE
IN TELECOMMUNICATIONS AND NETWORKING
FROM FIU IN AUGUST 11, 2007

CONGRATULATIONS!

**Facilities Management
VACANT POSITIONS**

University Park:

Construction	Pos #45122	Coord.-Const. Project
	Pos #44552	Sr. Secretary
Groundskeeping/Lands.	Pos # 32312	Groundskeeper
	Pos # 44527	Groundskeeper
	Pos # 44522	Groundskeeper
Key Control	Pos # 44540	Locksmith
Maintenance Unit	Pos # 42122	Painter
	Pos # 44217	Electrician
Postal Services	Pos # 33707	Mail Clerk
Utilities	Pos # 44539	Electrician
	Pos # 42119	Refrigeration Mechanic
	Pos # 44746	Refrigeration Mechanic
Vehicles Services	Pos #44949	Asst. Auto Equip Mech
Wolfsonian	Pos # 43050	Maintenance Mechanic

BBC Campus:

Maintenance Unit	Pos # 45170	Maintenance Specialist
	Pos # 45732	Maintenance Mechanic
Utilities	Pos # 45176	Refrigeration Mechanic
	Pos # 34401	Refrigeration Mechanic

FOR MORE INFORMATION: <https://www.fiujobs.org/>

HUMAN RESOURCES UPDATE

OPEN ENROLLMENT DECISIONS MADE EASY

A valuable tool to assist employees in the selection of their health insurance options is available from the Department of Management Services People First Team. This tool may be accessed by visiting:

<http://www.myflorida.com/MyBenefits/>

This new web site provides a "one-stop-shop" to obtain information on all insurance options, including two cost calculators to help estimate health and dental out-of-pocket costs. **We encourage employees to visit this web site during the period of open enrollment which takes place from 8:30 a.m., October 1, through 5:30 p.m., October 26, 2007.**

OPEN ENROLLMENT REMINDER!

OPEN ENROLLMENT BEGAN OCTOBER 1ST AND WILL RUN THROUGH FRIDAY, OCTOBER 26TH

TO MAKE CHANGES YOU MAY VISIT THE PEOPLE FIRST WEBSITE AT <HTTP://PEOPLEFIRST.MYFLORIDA.COM> OR BY CALLING 1-866-663-4735.

THE BENEFITS OFFICE IS ALSO SEEING "WALK-INS" DURING THIS PERIOD TO ASSIST YOU IN REVIEWING YOUR BENEFITS AND MAKING CHANGES FOR NEXT YEAR.

BE AWARE THAT THERE ARE NOT ONLY TWO NEW DENTAL INSURANCES BEING OFFERED BUT DIFFERENT COVERAGE TIERS. BE SURE TO HAVE THE ONE YOU WANT IN PLACE FOR 2008!

WE ALSO WISH TO REMIND EMPLOYEES TO COMPLETE AND MAIL THE MINNESOTA LIFE BENEFICIARY FORM THAT WAS SENT TO EMPLOYEES' HOMES AT THE START OF OPEN ENROLLMENT. THE STATE OF FLORIDA IS CHANGING FROM PRUDENTIAL LIFE INSURANCE TO MINNESOTA LIFE EFFECTIVE JANUARY 1, 2008. THIS BENEFICIARY FORM NEEDS TO BE COMPLETED AND MAILED BEFORE THE END OF OPEN ENROLLMENT!

THE TIME TO MAKE CHANGES IS NOW!

OPEN ENROLLMENT ENDS FRIDAY, OCTOBER 26th, 2007

MEMORANDUM

TO: University Community
FROM: Vivian A. Sanchez
Sr. Vice President
Division of Human Resources
DATE: October 15, 2007
SUBJECT: 2007 Holiday Schedule

In an effort to assist departments with scheduling during the holiday season, we would like to remind you of the following end-of-year University holiday schedule. Please note the two days designated as the winter holidays this year will be observed on Monday, December 24, 2007 and Monday, December 31, 2007.

Monday, November 12, 2007	Veteran's Day Observed
Thursday, November 22, 2007	Thanksgiving Day
Friday, November 23, 2007	Day after Thanksgiving
Monday, December 24, 2007	Winter Day
Tuesday, December 25, 2007	Christmas Day
Monday, December 31, 2007	Winter Day
Tuesday, January 1, 2008	New Year's Day

If you have any questions, please do not hesitate to contact the Division of Human Resources at hr@fiu.edu or (305) 348-7259.

On behalf of the University, we wish you all a safe and joyous holiday season!



TIPS FOR WORKING SUCCESSFULLY IN A GROUP

Meet people properly. It all starts with the introduction. Then exchange contact information, and make sure you know how to pronounce everyone's names. Exchange phone numbers, and find out what hours are acceptable to call during.

Find things you have in common. You can almost always find something in common with another person, and starting from that baseline.

Make meeting conditions good. Have a large surface to write on, make sure the room is quiet and warm enough, and that there aren't lots of distractions. Make sure no one is hungry, cold, or tired. Meet over a meal if you can; food softens a meeting. That's why they "do lunch" in Hollywood.

Let everyone talk. Even if you think what they're saying is stupid. Cutting someone off is rude, and not worth whatever small time gain you might make. Don't finish someone's sentences for him or her; they can do it for themselves. And remember: talking louder and faster doesn't make your idea any better.

Check your egos at the door. When you discuss ideas, immediately label them and write them down. The labels should be descriptive of the idea, not the originator: "the troll bridge story," "not" Jane's story."

Praise each other. Find something nice to say, even if it's a stretch. Even the worst of ideas has a silver lining inside it, if you just look hard enough. Focus on the good, praise it, and then raise any objections or concerns you have about the rest of it.

Put it in writing. Always write down who is responsible for what, by when. Be concrete. Arrange meetings by e-mail, and establish accountability. Never assume that someone's roommate will deliver the message. Also, remember that "politics is when you have more than 2 people" – with that in mind, always cc (carbon copy) any piece of e-mail within the group, or to me, to all members of the group. This rule should never be violated; don't try to guess what your group mates might or might not want to hear.

Be open and honest. Talk with your members if there's a problem, and talk with me if you think you need help. The whole point of this course is that it's tough to work across cultures. If we all go into it knowing that's an issue, we should be comfortable discussing problems when they arise - after all, that's what this course is really about. Be forgiving when people make mistakes, but don't be afraid to raise the issues when they come up.

Avoid conflict at all costs. When stress occurs and tempers flare, take a short break. Clear your heads, apologize, and take another stab at it. Apologize for upsetting your peers, even if you think someone else was primarily at fault; the goal is to work together, not start a legal battle over whose transgressions were worse. It takes two to have an argument, so be the peacemaker.

Phrase alternatives as questions. Instead of "I think we should do A, not B," try "What if we did A, instead of B?" That allows people to offer comments, rather than defend one choice.

RETIREMENTS

September 28, 2007

Alan Brown
Painter-UP

Arnaldo Carballo
Grounds Superintendent-BBC

Mary Ann Wagner
Sr. Secretary-Construction-UP

October 31, 2007

Victor J. Citarella, P.E.
Associate Vice President-FMD-UP

Thanks to All of You for the Years of Services at FMD



**HAPPY BIRTHDAY
To All Sept & Oct. Babies!**

USPS Senate Update

Martha Gonzalez, our newly USPS Senate Representative, attended the meeting held on October 3, 2007. There was a guest speaker by the name of Carolyn Robertson, Assistant Director for the International Hurricane Research Center. Her discussion was about interesting fact which can help all Floridians to prepare for hurricanes. Please find below the link for a program that offers free wind inspections. This program helps identify how to strengthen your home and reduce hurricane damages. You can be eligible for a grant up to \$5,000 to make any improvements which will be determined by the wind inspection report. This year, we have thankfully been spared but we must not forget how damaging hurricanes can be.

<http://www.mysafefloridahome.com/>

THIS MONTH'S EVENTS

In September 1968, Congress authorized President Lyndon B. Johnson to proclaim National Hispanic Heritage Week, which was observed during the week including Sept. 15 and Sept. 16. The observance was expanded in 1988 to a month-long celebration (Sept. 15 – Oct. 15). America celebrates the culture and traditions of U.S. residents who trace their roots to Spain, Mexico and the Spanish-speaking nations of Central America, South America and the Caribbean. Sept. 15th was chosen as the starting point for the celebration because it is the anniversary of independence of five Latin American countries: Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua. In addition, Mexico and Chile celebrate their independence days on Sept. 16 and Sept. 18, respectively.



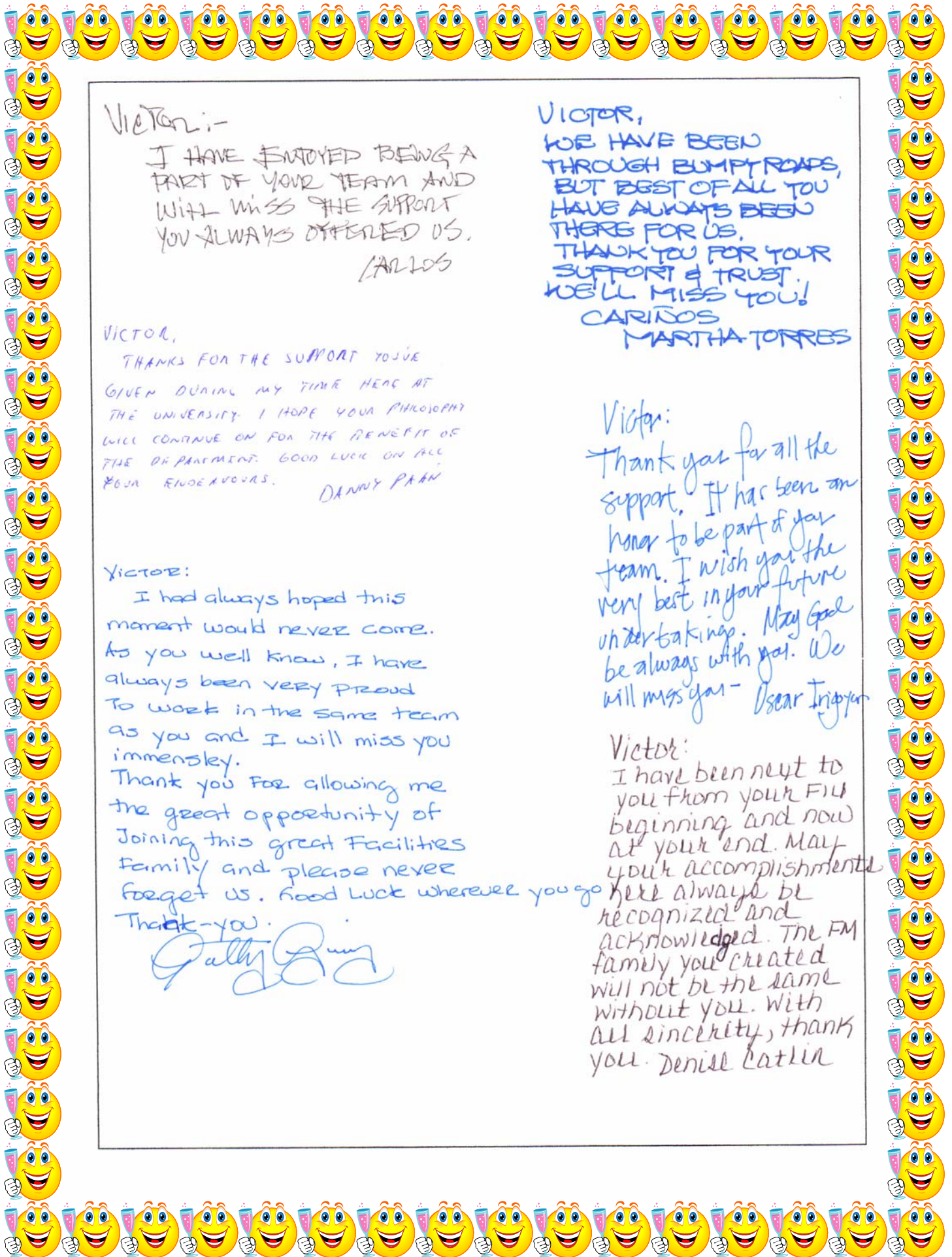
A new telephone communications procedure has been established to provide general and specific information to FMD staff during hurricane emergency periods when the University may be closed. Arrangements have been made with "The Teleconferencing Center" of Chicago to provide toll free service at a specific number that will be provided to all FMD staff prior to the hurricane arrival. All FMD staff will be able to communicate through that number to provide and receive appropriate emergency information.

Happy Retirement



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Farewell to Victor J. Citarella, P.E. from the FMD Family



Victor:-

I HAVE ENJOYED BEING A PART OF YOUR TEAM AND WILL MISS THE SUPPORT YOU ALWAYS OFFERED US.
CARLOS

VICTOR,

THANKS FOR THE SUPPORT YOU'VE GIVEN DURING MY TIME HERE AT THE UNIVERSITY. I HOPE YOUR PHILOSOPHY WILL CONTINUE ON FOR THE BENEFIT OF THE DEPARTMENT. GOOD LUCK ON ALL YOUR ENDEAVOURS.
DANNY PAAN

Victor:

I had always hoped this moment would never come. As you well know, I have always been very proud to work in the same team as you and I will miss you immensely. Thank you for allowing me the great opportunity of joining this great Facilities family and please never forget us. Good Luck wherever you go.
Thank-you.

Gally

VICTOR,

WE HAVE BEEN THROUGH BUMPY ROADS, BUT BEST OF ALL YOU HAVE ALWAYS BEEN THERE FOR US. THANK YOU FOR YOUR SUPPORT & TRUST. WE'LL MISS YOU!

CARIÑOS
MARTHA TORRES

Victor:

Thank you for all the support. It has been an honor to be part of your team. I wish you the very best in your future undertakings. May God be always with you. We will miss you - Oscar Inojan

Victor:

I have been next to you from your FIM beginning and now at your end. May your accomplishments here always be recognized and acknowledged. The FM family you created will not be the same without you. With all sincerity, thank you. Denise Catlin

Best wishes on your
retirement and future
pursuits. You have
been a wonderful
professional
Dread Quintana

Victor,
My very best wishes
for you on your retirement
and also on your future
endeavors. You have been
great! Know that you will
be missed by all of us at
FMD. Good Luck, always,
Mikki Hernandez
10/2007

Victor:
Good Luck
MAY GOD BLESS YOU
Elvira LEAS.

Victor,
Thank you so much for the
opportunity you have given me
here at FMI. May God bless
you and your family & I wish you
all the best in your new endeavors!
I won't forget you! Best of Luck!
Kristine Colunga

Victor,
It was pleasure working
for you over the last 7
years. I wish you the
very best in your future
endeavors.
GOOD LUCK
BRIAN PEREZ

Victor,
My best wishes
on each and every
endeavor
Juan Rodriguez

Best wishes AND
MUCH SUCCESS in your
NEW ENDEAVORS
Carlos D'Costa

I ONLY REGRET THAT
YOU WERE MY BOSS.
FOR SUCH A SHORT TIME.
MY BEST WISHES TO
YOU AND YOUR FAMILY
CELI

Welcome to the
"Good Life"
Alhambra.

Dear Victor:

You have been an inspiration to this Department. You are a hard act to follow. I will miss you a lot! You know that I love you very much and will always be grateful when I needed help finding the best doctor for a second opinion regarding my husband's heart.

As always "Go Sir With Love"
Gracely

Victor,

Thanks to you... I am here! I only wish you well and ask that you do not forget me. Please stay in touch and may God always bless you and your family. Love always
Good Luck!
Marta

Dearest Victor,

It was a pleasure meeting you when I worked for HCET, even better when I came to work for you at FMB.

Wishing you the Best.
Yvonne Viana

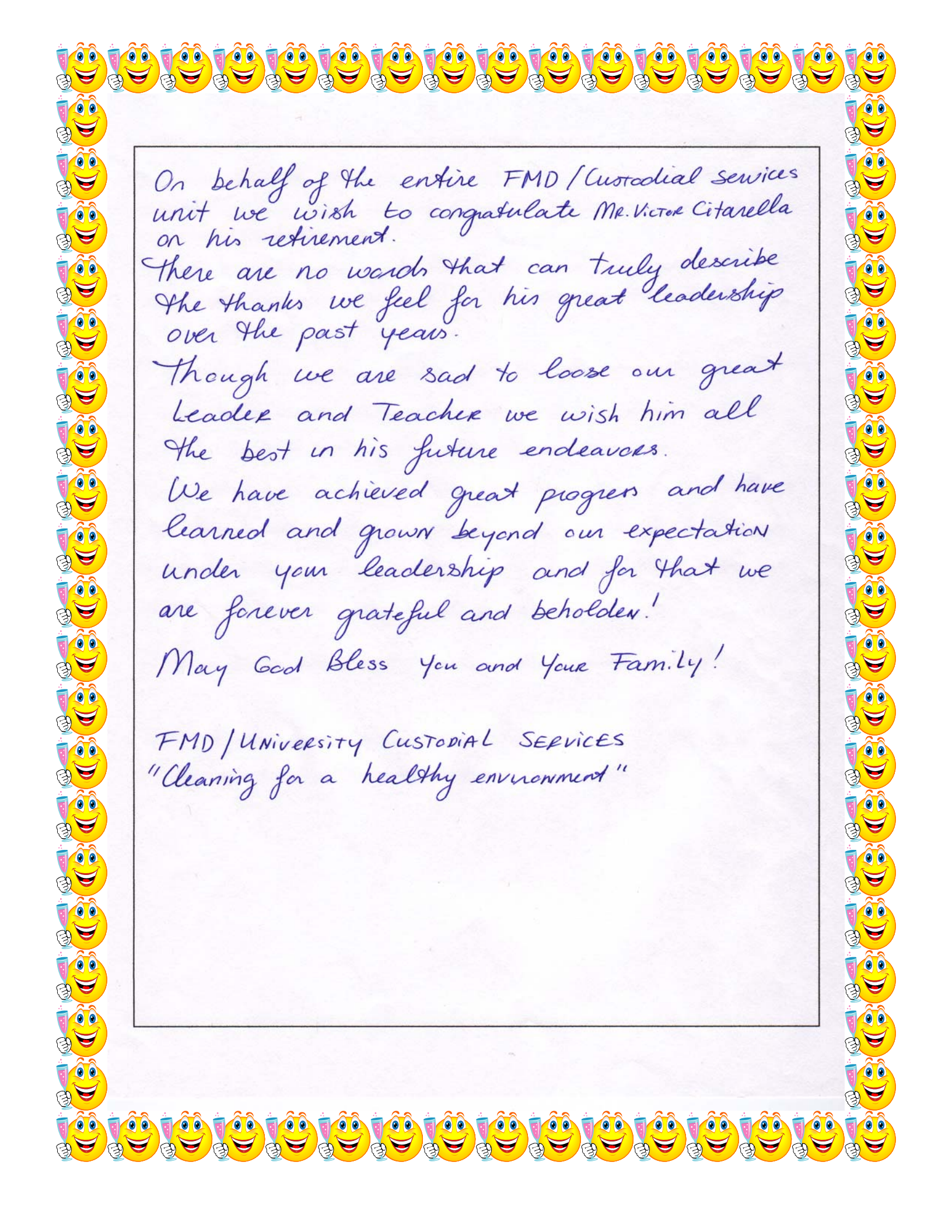
To: Victor Cilarella,

I will always remember you by the famous phrase that you gave on the 1st meeting with Facilities. "You need to get on the train." at first I thought "WAO, what a Character!" but as time went by I understood that phrase and it has been helpfull at times

Wishing you the Best on your endeavors
God Bless you Maggie Brey

Victor:

Thank you for 10 great years!
You have been the best Team leader I've ever had.
Good luck in your new beginning. Megqine



On behalf of the entire FMD / Custodial services unit we wish to congratulate Mr. Victor Citarella on his retirement.

There are no words that can truly describe the thanks we feel for his great leadership over the past years.

Though we are sad to lose our great leader and teacher we wish him all the best in his future endeavors.

We have achieved great progress and have learned and grown beyond our expectation under your leadership and for that we are forever grateful and beholden!

May God Bless You and Your Family!

FMD / UNIVERSITY CUSTODIAL SERVICES
"Cleaning for a healthy environment"

I want to thank Victor
for the contributions
he has made to Facilities
Management during these
years and wishing him
success in his new
endeavors.
May God bless you
Cecilia Suarez.

Victor,

Thank you for everything you've done for me.
I wish you all the best. Please keep in touch.

Diana Diaz

LOL 

Victor,

You'll be missed more than you will ever know!!

LOL Kim Lewal

Victor,

It's been short, but sweet. Thanks for everything.
Erica McNally

To: Victor Citarella

Victor we wish you the best of luck in your retirement and keep in touch.

Good luck from Biscayne Bay Campus Staff

- Maintenance Department
- Grounds Department
- Receiving Department
- Vehicle Services Department
- Postal Services Department
- Honorio Filimon
- Melody Meltzer
- Laura Roberts
- Annia Cobo
- Thom Wolek

Thanks for all your help and support, we will miss you.

Victor,

GOOD LUCK! ¡QUE EL SEÑOR LE ACOMPANE
EN SU NUEVO CAMINAR!

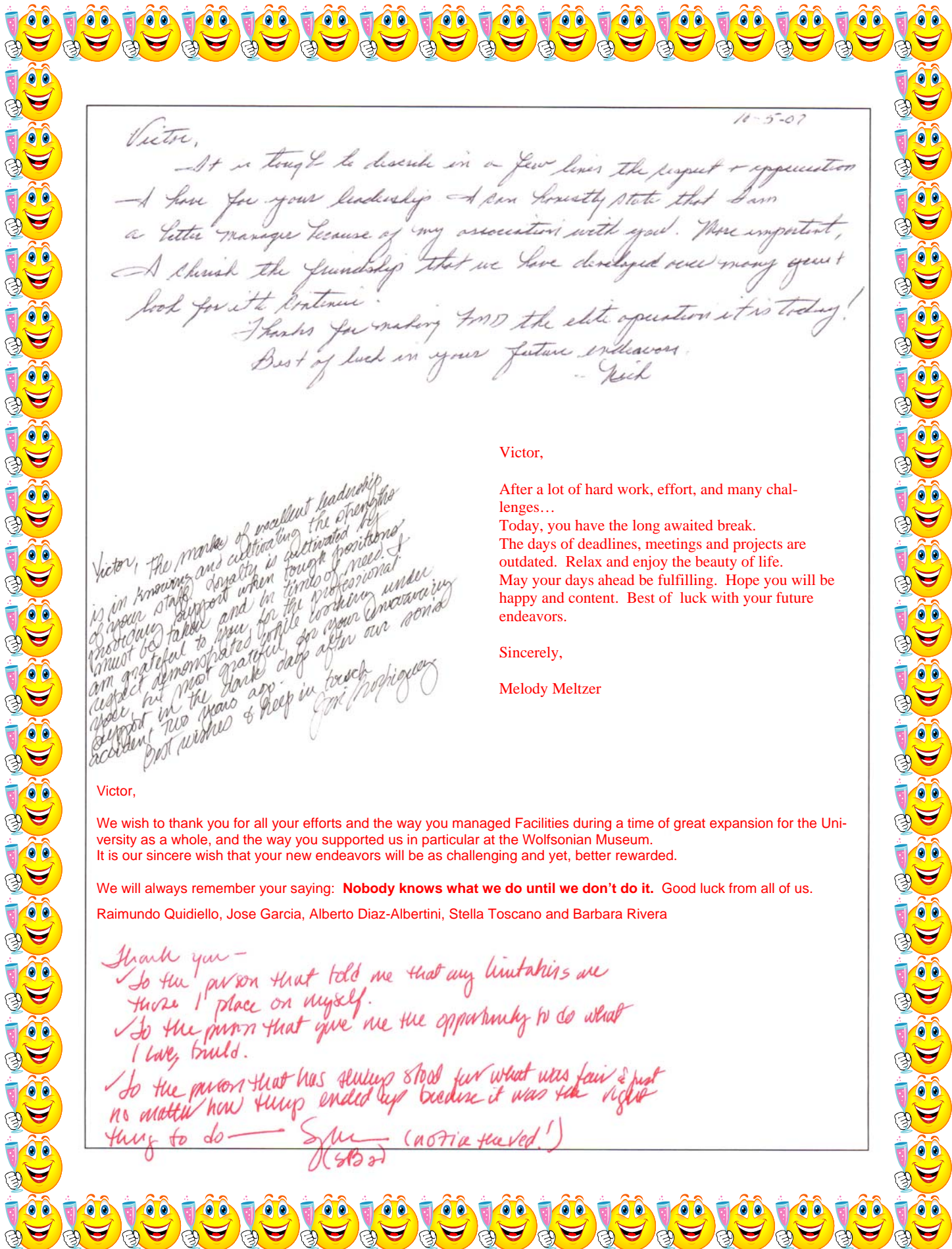
Elis-

Victor,

Today and always I wish you the very best life can bring in everything you do. Thank you very much for all you have done for me. I am going to miss you!

May God Bless You!

Marilou



11-5-07

Victor,

It is tough to describe in a few lines the respect + appreciation I have for your leadership & can honestly state that I can't quite manage because of my association with you. More important, I think the friendship that we have developed over many years & look forward to continue.

Thanks for making AMD the elite operation it is today!
 Best of luck in your future endeavors.
 -- Rick

Victor, the marks of excellent leadership is in knowing and cultivating the strengths of your staff and loyalty is cultivated by respect and support when in tough positions. I cannot be taken for granted in times of need. I am grateful to you for the professional respect demonstrated while working under your leadership. I will always remember the hard days after an accident but most grateful for your unwavering support over many years ago.

Best wishes & keep in touch
 Jon Rodriguez

Victor,

After a lot of hard work, effort, and many challenges...
 Today, you have the long awaited break. The days of deadlines, meetings and projects are outdated. Relax and enjoy the beauty of life. May your days ahead be fulfilling. Hope you will be happy and content. Best of luck with your future endeavors.

Sincerely,

Melody Meltzer

Victor,

We wish to thank you for all your efforts and the way you managed Facilities during a time of great expansion for the University as a whole, and the way you supported us in particular at the Wolfsonian Museum. It is our sincere wish that your new endeavors will be as challenging and yet, better rewarded.

We will always remember your saying: **Nobody knows what we do until we don't do it.** Good luck from all of us.

Raimundo Quidiello, Jose Garcia, Alberto Diaz-Albertini, Stella Toscano and Barbara Rivera

Thank you -

- ✓ To the person that told me that my limitations are those I place on myself.
- ✓ To the person that gave me the opportunity to do what I love, build.
- ✓ To the person that has always stood for what was fair & just no matter how things ended up because it was the right thing to do — Spm (notia feared!) (5/22)



Victor,

We, the FMD Administrative Services Staff, wish you all the success in your new endeavor. We, also want to express our utmost appreciation and gratitude for the opportunity to have worked for YOU. Your leadership and professionalism has inspired many of us.

You will be missed!!!!!!!

A TRIBUTE TO VICTOR CITARELLA, P.E.

During his tenure as Director and ultimately Associate Vice President of Facilities Management, Victor has had a hand in all aspects of the physical development of the built environment at FIU. This tribute is focused on work he did in conjunction with the Planning staff in particular. Attached is a map indicating the major projects Victor worked on at University Park with the help of our planners and project managers under his leadership from 1995 to the present.

It has truly been rewarding to be a part of the accomplishments of this university and the Planning staff would like to take this opportunity to recognize the role Victor has had in building FIU toward a world class institution. We wish him the best of luck in his retirement and future endeavors. He will be missed.

Facilities Planning Staff

