

**HOUSEKEEPING ADVISORY COMMITTEE  
CONFERENCE ROOM, CHEEK-CLARK BUILDING  
JUNE 21, 2012**

**Welcome and Introduction:**

Shawn Caldwell welcomed and thanked everyone for attending the meeting. Members of the Advisory Committee present were: Kyaw Aung, Angela Womack, Juanita Williams, David Fraley, George James, Virginia Baillif, Sylvia Bland, Donald Wright and Saw Lawla Moo. Also present were Christopher Chiron, Wayne Blair and staff support Mary Craven. Darius Dixon and Tracy Agnew were not able to attend.

Mr. Caldwell thanked Mr. Blair for coming. Mr. Blair said he did not have any specific topic to address but wanted to stop by. He complimented the Committee for its work and reminded them that he is available to speak with anyone if they wanted.

The June 7, 2012 meeting minutes were reviewed. Mr. James motioned to accept the minutes, Ms. Bland seconded, and the minutes were approved unanimously.

**Open Issues:**

- Mr. Chiron said that there would be a lot of housekeeping positions opening soon and that some of those positions would close Monday. There will also be eight crew leader positions and three floor tech positions posted soon.
- Mr. Chiron said that the department has purchased fifty (50) copies of the Rosetta Stone program, and that the program is expected to launch for the more English-proficient employees by the end of July.
- Mr. Aung asked about being able to access dictionaries online. Mr. Chiron said that there are several web-based dictionaries for translation and that links could be placed on the department computers to make it easier for employees to access them.
- Mr. Moo said he overheard some employees claiming unfair treatment of an employee by a coworker. Mr. Caldwell reminded everyone that crew leaders are not supervisors and do not have authority to take any actions against employees. He stated that the employee should go to their supervisor and then up the management chain if the situation is not resolved.

**New Business:**

The Climate Improvement Goals Committee: Each subgroup had 30 minutes to meet and discuss their projects, then the Committee reconvened to share their progress.

- ❖ **Group # 1 - David Fraley, Angela Womack, George James and Virginia Baillif**  
*Pros and cons on issues related to shifts and work schedules.*

Mr. Fraley reported that the group was developing a survey to give to each employee to find out what employees think about their work shifts and what issues affect their choice of work shift, such as child care or transportation. The group will work further on refining their questions and plan how the survey will be distributed and collected.

❖ **Group # 2 - Juanita Williams, Kyaw Aung, Donald Wright and Saw Lawla Moo**

*Ways to increase culture change and understanding and promote mutual respect.*

Ms. Williams reported that the group discussed different cultural barriers that could be used as starting places for discussion, such as different ways of saying hello or goodbye, different holidays, and different traditional foods. For example, flash cards with some greeting quotes like good morning, what's up, how are you, etc, could be made to help employees. She also discussed staff in each zone all learning some key work-related words or phrases in the four major languages, such as broom, pick up trash, dusting, and buffing floors. They also suggested setting time to share stories about personal struggles and the journey some employees have had to get here. It was suggested to try to schedule some of these activities during the Housekeeping Appreciation Week in September. Mr. Chiron added that they could invite the Orange County Literacy Council teachers to a meeting to discuss some of the words and phrases that are being taught to employees in the English language classes.

❖ **Group # 3 - John Williams, Shawn Caldwell and Sylvia Bland**

*Identifying policies that need clarification and training, and ideas on improving communication.*

Mr. Caldwell reported that the group wanted more clarity on leave programs, the hiring process (promotions and transfers) and that they thought Human Resources should meet with employees to go over the policies.

Because of the July 4 holiday, the next regularly scheduled meeting (July 5) was canceled. Therefore, the next meeting will be by July 19. Vice Chancellor Gray is scheduled to attend that meeting. Mr. Chiron stated that each group should have its proposals ready to present to Mr. Dixon for that meeting and that he would provide a template with some background information for each group to get them started. He also stated that if any group wanted to have a draft reviewed prior to the meeting, he would do so.

**Next Meeting:**

The next meeting will be held on Thursday, July 19, 2012 at 7:30 am in the Cheek/Clark Conference Room.