

HOUSEKEEPING ADVISORY COMMITTEE

Training Room, Cheek-Clark Building
January 5, 2012

Welcome and Introduction:

Ms. Lea Holt welcomed and thanked everyone for attending the meeting. Members of the Advisory Committee present were: Virginia Baillif, Sylvia Bland, Shawn Caldwell, David Fraley, John Williams, Juanita Williams, Angela Womack and Donald Wright. Members absent were: George James, Kyaw Aung and Saw Lawla Moo. Also present were Tracy Agnew, Christopher Chiron, and staff support Mary Craven.

Minutes to December 15, 2011 Meeting:

Lea Holt gave each member a copy of the last meeting minutes. John Williams made a motion to accept the minutes with one correction (meetings will be held in the Cheek-Clark conference room, not the training room). The motion was seconded by David Fraley and passed unanimously.

Meeting Schedule:

Ms. Holt noted that with a biweekly schedule, rather than a twice-a-month schedule, the committee will have 26 scheduled meetings for the calendar year rather than only 24. Mr. Chiron added that the committee can decide as the time arises if the committee wants to meet on that third meeting in a month. A calendar with the scheduled meeting dates will be given to each member at the next meeting.

Ground Rules:

Mr. Chiron led the discussion about the "Ground Rules" to make sure everyone was comfortable with the rules. The committee reviewed each rule. Ms. Holt clarified that she would work with Ms. Agnew and with Brandon Thomas, Facilities Services Director of Communications, to post the rules and other committee content to a webpage.

Shawn Caldwell requested that the rules include that one person talk at a time and that members have certain amount of time to speak. Ms. Holt added that time limits could be placed on discussion topics so that there is enough time to discuss all topics.

Mr. Williams requested that the rules include a "parking lot" for topics that are either out-of-scope for the current discussion or that should be addressed at a future meeting. Ms. Holt added that some "parked" items could be returned to at the end of the meeting if time allowed.

Juanita Williams' moved to approve the ground rules as amended, it was second by Sylvia Bland, and the rules were approved unanimously by the committee. The members will receive final copies at the next meeting.

PRM Initiatives

Mr. Chiron led the discussion of the initiatives that resulted from the PRM report. The committee reviewed each initiative.

During the discussion of the current revisions in process for the work assignment / transfer policy (part of #2 under the Organization/Structure section of the Initiatives), Mr. Williams recommended that "SOPs" (Standard Operating Procedures) be written and provided to employees for other policies as well so that everyone would know the rules and could refer to them when needed. Ms. Holt added that she will review the work assignment / transfer policy with the Committee before sharing with the rest of the department and that other policies and procedures would be written and provided to employees.

Mr. Fraley asked for information about the organizational structure of Housekeeping Services to understand how the department is structured and who fills what roles in the department. Ms. Holt said that the Committee will discuss the organizational structure and that she will strengthen future communications to the Housekeeping employees about changes in staffing.

Ms. Williams asked about staffing during mandatory training activities that will be occurring for all employees (part of #2 under the Training & Communication section of the initiatives). Training on harassment, discrimination, violence, and grievance policies will be provided to all housekeeping staff and managers, probably before the end of February. The training is expected to be a half-day (4 hrs).

Ms. Holt stated that the department will try to provide training during employee's regular shifts to avoid disruptions to their work schedules and that "minimum" cleaning would be provided to customers on those days. Mr. Chiron added that communication can go to the customers in advance of the training date to make them aware of temporary change in regular service.

Mr. Chiron also stated that the Housekeeping supervisors have completed the first part of a management training program, with more training to be provided to them over the next few months on proper application of the performance management and disciplinary processes, coaching and development skills, and other managerial skill development.

New Housekeeping Director Search:

Ms. Agnew provided information to the committee on the hiring search for the new Housekeeping Director. The Search Committee will interview eleven candidates by phone in the next two weeks. From these, a smaller number of candidates will be selected for on-campus interviews sometime in February. The Committee's role in the hiring process and possible interview questions will be the primary topic of the Committee's next meeting.

Closing:

The meeting was adjourned at 9:01 am. The next meeting will be Thursday, January 19, 2012 at 7:30 am.