

Housekeeping Advisory Committee
Conference Room, Cheek-Clark Building
March 15, 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, David Fraley, John Williams, Angela Womack and Donald Wright, Kyaw Aung, Saw Lawla Moo. George James, Juanita Williams and Shawn Caldwell were not present at this meeting, Shawn and Juanita went to OS1 Janitor University, Utah. Also present were Tracy Agnew, Chris Chiron and staff support Mary Craven.

Minutes: February 2, 2012 Meeting:

The Committee reviewed the minutes to the March 1, 2012 meeting. After discussion, Angela Womack moved to approve the minutes, seconded by John Williams. The motion was approved unanimously.

Housekeeping Director Search:

The Director search is still in process. A decision may be announced within the next 3-4 weeks.

Other Business:

Ms. Holt updated the Committee regarding the Intel key issue raised in the previous meeting. The current system was able to be repaired so that the keys can continue to be used. Ms. Holt added that the department will be deciding if the entire system should be updated to a OneCard system.

On April 2, 2012 the new Dental School complex will open. The staff (Zone 215) will follow the team cleaning model and will be on third shift. Currently, part of the dental complex is on second shift; that will also move to third shift. Zone 210 will move to second shift. This allowed an opportunity for employees in affected zones to choose either to stay on their current shift or change to a different shift, effective April 2. Team Cleaning Boot Camps for these employees will begin March 19.

Ms. Holt stated that every manager should have meet with their staff to pass out information about the crew leader position and the team cleaning model. Several Committee members indicated that they had not received these documents. Ms. Holt provided copies to the members and said that she would follow up with the zone managers to make sure the information is provided to employees. The positions will be posted for 10 days.

Mr. Chiron stated that we have hired around 25 positions, including Zone Managers, Crew Leaders and housekeepers across all shifts, and are waiting on salary approval before they can make offers.

Safety Initiative

One of the action steps resulting from the PRM report was recommendations to increase safety, especially during third shift. Discussion included concerns about walking between buildings and taking trash out to the dumpsters because some of these locations, particularly on North Campus, were very dark. This topic will be discussed again in future meetings.

Team building 4A & 4B

Another action step was recommendations for team building and fostering a respectful workplace. Many Committee members stated that a lack of clear and consistent communication was the biggest problem across the department. Poor communication about team cleaning was given as an example – there has been a lot of misunderstanding and inconsistency in how team cleaning is being practiced in the department – and that retraining would help the employees build trust that they are being treated the same way and held to the same expectations.

One Committee member stated that people tended to spend more time with others from their same ethnicity because it is more familiar and comfortable. Some suggestions that were made to bring these groups together included:

- **Learning about culture.** Some zones have had small potlucks so that the coworkers could learn about different foods from different cultures. The general consensus was that more opportunities like this should happen in more zones. Another suggestion was for more opportunities to learn about different cultural traditions (holidays, customs, etc).
- **Learning about language.** Some zones have had “language exchanges” where everyone learns how to say certain words or phrases in multiple languages. The general consensus was that this was good way to bring the groups together and increase understanding and that it should be encouraged.

The Committee was asked to think more about ways to increase understanding and respect and that this will be discussed more in upcoming meetings.

Next Meeting:

The next meeting will be held on Thursday, March 29, 2012 at 7:30 am in the Cheek/Clark Training Room.