Employee of the Month

Mark Ostergar
HVAC Tech

Facilities is proud to announce Mark Ostergar as the April Employee of the Month. Mark has worked for Facilities for 2 ½ years as an HVAC tech.

Provo, Utah is where Mark was born and lived many years. His family moved to Kentucky for a few years and that is where he graduated from high school. He comes from a very large family and has 4 brothers and 4 sisters. He has also lived in Salt Lake City, Nephi, and currently lives in Logan with his wife Darsi and 4 children. He has 3 daughters and 1 son and they range in age from 13, 11, 9 and 7. He also has 2 cats, a dog and a fish tank.

Mark attended USU working on an electrical engineering degree, but decided he really didn't have an interest in it. He has worked at several different places, but is really enjoying working at Facilities in the HVAC shop.

Mark's hobbies include fishing, camping, and golf. He is presently attending Bridgerland taking industrial automation and IT classes and is in the HVAC apprenticeship program.

MEMORIAL DAY

A DAY TO REMEMBER AND HONOR THOSE WHO PAID THE ULTIMATE SACRIFICE FOR FREEDOM. MAY 26, 2008

Three skills that will take you far:

When you hear the word "work," you might associate it with sitting at a computer or cutting the grass. Yet, there are three aspects of work that few consider.

The power of listening

Listening well is a job that takes plenty of work. To do it right, you have to pay attention and make appropriate eye contact. And you have to be thinking at the same time, not of something else but about what you are hearing. What's more, even if you think you have something to add, you
can't interrupt. You have to wait your turn to comment or to ask a question.

The importance of admitting

Admitting that you don't understand is basic to getting more information. It works in conversations, but admitting that you will need help with a job or project is even more important. Some people won't admit to making a mistake. They are afraid that it will hurt their perfect image, bring more work or invite future blame. While pretending to be infallible, however, they may not learn or grow.

The virtue of thanking

Thanking someone for a favor or extra help shouldn't be work; it should be an automatic response. The one who should be thanked will notice if you don't do it. Stories abound about people finding money, returning a wallet, or saving someone's life, and not a word of thanks was given. Sometimes people are embarrassed or self-conscious of the fact that they needed help, lost something or needed to be rescued. That shouldn't keep them from showing appreciation. Simple courtesy requires a thank you for little things. A note, email, or gift is better for a big thing like saving your life, literally or not.

Six things you should never say at the office

1. It's not my job.
2. It's not my fault.
3. Don't tell anybody I said this but it's supposed to be true...
4. I got so trashed last night that...
5. I have a really ugly headache so I'll be leaving early today.
6. Did you hear what happened...?

Give and Earn Respect

by Bryan Bingham, Customer Focus Team

Respect is...listening without interrupting, Respect is...taking your customer’s feelings into consideration, Respect is...keeping an open mind, Respect is...agreeing to disagree, Respect is...trying to understand your customer’s viewpoint, Respect is...trust and honesty, Respect is...giving each other space, Respect is...nonviolence, Respect is...direct communication, Respect is...building a person up instead of tearing them down, Respect is...friendship, Respect is...not pressuring the other person.

When you have the respect of your customers, they will be more likely to do business with you over, and over again. They will also be more inclined to refer you to others.

Having the respect of your co-workers is also important. Co-workers who respect you will be more likely to help or work with you when needed. You earn respect by giving it. So this month let’s all be a little more RESPECTFUL.

Gardening Tips:

Even for those with little time or space, garden spots can be inspirational

A tiny garden can bring you closer to nature as you tend the plants with special care and watch them grow. It could be a niche in a corner of the yard, a raised bed of flowers or vegetables, a window box or two or a container garden on the deck. In any case, the compact garden takes less time and work. The satisfaction comes from working with each individual plant. For most flowers and vegetables, consider a spot that gets morning sun and afternoon shade. If your place is shady, search for shade-loving plants with greenery or flowers that may be planted under an ornamental tree. Adding a wooden bench or chair will give you a place to relax in your niche. You could add a sundial, a birdbath or trellises for your climbing vines. Men particularly enjoy building a rose garden. One costs a little more to start, but with proper care the roses will come back bigger and more beautiful with each passing year. Roses are very attractive as they bloom in sunny niches, raised beds, or even when growing in wooden wine barrels from the garden store. Container gardening is a pleasant alternative to having a garden in the yard. Containers come in all shapes and sizes. They can be put on trays with wheels so you can move them whenever you
want. Or they can be put on stands to make a more dramatic statement. And you don’t need "mud shoes" to tend them after a rain. Plastic containers require less water than clay pots. Soil in clay pots dries out faster.

**Vacation Tips**

7 ways to get more out of your vacation

He doesn’t answer the perennial question, "The mountains or the seashore?" But popular author and TV advisor Barry Lubetkin, has great advice about what to do when you get there. Before the positive stuff, "Dr. Barry" has two no-no’s. First, you may feel exhausted from your busy schedule at work, but don’t plan to spend your vacation just resting and sleeping. Second, though you are in a city with great restaurants, don’t make food the focus of your trip. You’ll tire of the eating routine and you’ll gain weight. Here are some things you could do.

1. Plan your stories. You should be able to come back with at least five good stories about what you did on your vacation.

2. Spend some time and money on things you actually like to do. At the beach, ride the dune buggies or try para-kiting. Make time to ride a bike or play tennis. Play golf one day if you brought your own clubs and your partner has something to do at the same time.

3. Walk if you’re able. Early morning walks through cities, parks and neighborhoods give you a view of a city you’ll get at no other time.

4. Meet and enjoy new people. Find them at resort meetings, restaurants, and concerts or anywhere people meet. People from other countries or other parts of the U.S. are interesting, and they could be interested in you.

5. Do the tourist stuff even if you think you’re too cool for it. Vacation spots have spent millions to entertain you. Visit the attractions, tour the museums, and walk through the shops and get a massage at the hotel.

6. Pay attention to your partner. Listen more, show that you care, make decisions together and stay calm.

7. Buy souvenirs that link you to experiences.

Recipes from the ladies luncheon:

**Cherry Blossom Pie – by Dorothy Davis**

You can vary the flavors of the yogurt and Jell-O to make Lime Pie, Peach Fluff pie, etc.

1 reduced fat graham cracker crust
1 package sugar-free strawberry or cherry Jell-O
1 8 oz. container low-fat cherry yogurt
1 8 oz. container fat-free Cool Whip
1/4 cup boiling water

Mix Jell-O with boiling water. (I find it works best to sprinkle the Jell-O with one hand into the boiling water and stir like mad with a fork in the other hand to not get any lumps.) Blend jell-O with yogurt and Cool Whip. Pour into crust, and let set for two hours or so.
Mexican Casserole – by Karen Hoffman

1 lb ground beef
1 (no. 15) can chili beans
2 C shredded cheese
1 C sour cream
1 small can enchilada sauce
1 pkg corn chips
1 small onion
1 (8 oz) can tomato sauce

Set aside 1 cup chips and ½ cup cheese. Brown beef; drain. Combine meat, chips, cheese, beans, etc. Put in 2 quart casserole dish at 325 degrees for 1 hour. Just before you eat it, top with sour cream, cheese, and chips and bake for 5 minutes longer.

Microwave Carmel Popcorn – by Janet Hillyard

4 bags microwave popped popcorn (set aside)
2 C brown sugar
1 C Karo syrup
1C margarine
Boil these together for 45 sec. in microwave. Take out and add 1 can sweetened condensed milk. Then return to microwave and bring to boil. Take out and pour over popcorn.

Hot Chicken Dip – by Sarah Olsen

2 – 10 ¾ oz cans cream of mushroom soup
2 – 8 oz packages cream cheese
2 – 5 oz cans chunk white chicken
2 – 2 ¼ oz packages slivered almonds (optional)
2 – 2 oz cans sliced mushrooms (optional)
1 tsp. Worcestershire sauce
¼ tsp garlic powder
¼ tsp pepper

Combine all ingredients in a 1 quart saucepan or fondue pot. Cook over medium heat stirring often until blended and heated thoroughly. Make 7 cups. Serve dip hot with crackers or chips.

*when melting everything down, I’ve found that it’s easier when you do the cream cheese first then add all the other ingredients.

Filthy Wilma – by Katie Hoggan

Crust:
1 C chopped walnuts or pecans
1 1/2 C flour
1 cube melted butter
Mix and press into a 9 x 13 inch pan. Bake at 350 for 20 minutes. Cool.

First Layer:
8 oz cream cheese
1 C powdered sugar
1/2 8 oz cool whip
Mix and spread into crust.

Second Layer:
1 small pkg chocolate instant pudding
1 small pkg vanilla instant pudding
3 c milk
Mix and pour onto first layer. Next, spread remaining cool whip on top and sprinkle with nuts of chocolate sprinkles.

Start the day right
Head outside and see the light!

If Monday morning finds you not too eager to start a new week, the good news is: You can ban blue Mondays and hazardous hump days for good. It’s easier now because it’s spring. The early morning sunshine can make you feel energetic and can boost your mood say authorities at the Sleep and Mood Disorders Laboratory at Oregon Health &
Science University in Portland. Maybe you've noticed that you already feel more awake in the morning. It's because the time when dawn begins affects the body's circadian rhythm. To get your rhythm reset even better, get outside as soon as you wake up. An early morning walk is ideal, but stepping out on your apartment balcony can help. Stretch and loosen up. Face the sun and inhale deeply as you raise your arms. Imagine that you are pulling energy-boosting light into your body. Remember, if you take that walk you'll be brighter and smarter when you get to work.

Moneywise

Keep up with your cost basis

You might be perfectly happy with the building or rental property you own, but it will probably be sold sometime in the future, either by you or by your heirs. At that time, you will want to include all the improvements you made during the entire time you owned the property in order to reduce taxable gains. The improvement could be a new roof or anything that is attached to a wall such as a mirror. Because the claimed improvements could be checked by an IRS auditor, you should know the cost of each item. Having a receipt would be even better. It's important to keep a running tab on additions and improvements to the property that includes dates and costs. If you try to remember them all in years to come, you won't be able to. Heirs wouldn't know about improvements.

The 8-year car loan

In 2007, nearly 82 percent of auto loans were for 5 to 6 1/2 years. Some were for 7 to 7 1/2 years, and a few were actually for 8 years or more, according to the Power Information Network, a unit of J.D. Power and Associates. The long-term loans allow lower payments. But most people like to trade up in three or four years. With a five-year contract, the vehicle might be worth more than the loan balance, giving them a down payment on the new car. With a seven-year contract, the loan balance at the end of three years is more than the car is worth. Then that balance is rolled into a new loan, making it difficult to have equity in the new vehicle.

Student loan consolidation

If you want to consolidate variable-rate student loans, wait until July to do it. Mark Kantrowitz, publisher of finaid.com, predicts that the Fed's rate cuts could mean lower rates. The rate cuts could represent the largest decrease in federal education-loan interest rates since 1992.

Facilities Weight Loss Challenge

By Justus Swensen
797-3770
justus.swensen@usu.edu

Attention Facilities Employees:
As part of our safety program, we want to build an even stronger and healthier team! Some of us do better with competition, so I'm initiating a little contest to encourage us to be healthier. There will be both an individual and a team contest.

The individual contest works like this: Beginning Monday, May 12, the 12 week contest begins, and you'll be given one point per day for each time you:
1. Exercise for 30 minutes.
2. Drink 64 oz. of water.
3. Eat 5-9 servings of fruits & veggies (1/2 cup portions).
4. Leisure reading for 15 minutes per day.

A total of 4 points can be accumulated per day. I'll provide forms for you to keep track of your points. You'll turn in a form every two weeks. I'll use these forms to provide feedback on your progress. At the end of the contest, everybody who has earned at least 75% of the points (or 252 points) will earn a reward.
The team contest works like this: Starting Monday, May 12, teams of Facilities employees will start competing in a 12 week Biggest Loser type contest.

1. Employees can form their own teams of 4-6 or individuals can come to me and I will help organize teams.

2. Teams will weigh in together, all at the same time, on the large scale on the Receiving Dock to establish one starting weight.

3. Weigh-ins will be held every two weeks to monitor the progress of the teams. Each weigh-in will be on the Receiving Area’s scale with the whole team weighing all at once.

4. The team to lose the greatest percentage of weight wins.

The biweekly weigh-ins will be fun and encouraging. We'll have wellness tips and drawings for small prizes throughout the 12 weeks. At the end of the 12 week contest, the team with the biggest percentage of weight loss will win a biggest reward (gift certificates). The Be Well celebration party will take place on Friday, August 8.

This is COMPLETELY VOLUNTARY so I don’t want anyone to feel pressure to do this. It’s just for fun, but hopefully we’ll establish some healthy habits in the process. If you’re interested, please let me know by Thursday, May 8th. To help you with your weight loss goals, we’ll be having a safety meeting the last week in April.

HAVE A GREAT DAY and Be Well Facilities!

For great wellness tips: please visit www.usu.edu/wellness

Program coordinated with Caroline Shugart, Employee Wellness Coordinator
caroline.shugart@usu.edu; (435)797-0735

Lightning is deadly: Seek shelter quickly in a storm

Lightning is the second-largest storm-related killer, surpassed in the U.S. only by floods. It can strike as much as 10 miles away from rainfall. If you hear thunder, immediately get away from metal objects or things made of graphite including golf clubs, umbrellas, tools, and bicycles. Then take shelter in a building or a metal-topped vehicle. Once inside, stay away from windows and doors. Don’t lean on a car. If you are outside, stay away from other people. Don’t share a bench or huddle in a group. Get out of the water and out of puddles. Get out of a small boat or canoe, or crouch down in the center. On land, keep twice as far from a tree as it is tall. Crouch in an open space.

Howard Bee-Electrical foreman received this note:

I wanted you to know that Dallin installed the warm white lights in our Dept. Head’s office (Ben Lignugaris), as the new lights were too bright for him to work. The warm white lights are better i.e., softer, and we appreciate Dallin working with us and being so efficient. Cosette Brunner

Sheila Lukenbill-FM Manager received this letter from the College of Natural Resources:

We, College of Natural Resources staff and faculty, wish to commend the Todd Hlavaty and Paul Beutler custodial team for their care of our building 58A. Every day we see this team working on yet another heavy-duty tasking to keep our work-home sparkling clean and inviting. In the winter, we get a lot of foot traffic from students who view the Natural Resources buildings as a way of warming up as they traverse campus between classes. This means extra muddy feet tracking through, in addition to those already taking classes or working in the building. Yet, the floors still shine. When heavy snowstorms hit later in the day, this team comes BACK to work to clear walkways so that slips and falls can be avoided. They really care about the safety of the employees and students at Utah State. They truly exhibit full ownership of their duties and responsibilities as facilities area coordinators. We often host seminars, coffee with the faculty, graduate family luncheons, and other social events in the Atrium. The waxed bricks are shined; the table and chairs are straightened with the care you would take with your own home before a dinner party. As we come and go about the building, Todd and Paul always greet us with a smile and a cordial greeting. They often ask for our feedback to ensure that they are taking care of our work-home as well as we expect. Those few times
Facilities Employees Graduating from USU this spring

<table>
<thead>
<tr>
<th>Employee</th>
<th>Shop</th>
<th>Degree</th>
</tr>
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<tbody>
<tr>
<td>Eileen Campbell</td>
<td>Business</td>
<td>Masters Accounting</td>
</tr>
<tr>
<td>Zac Cook</td>
<td>Projects &amp; Engineering</td>
<td>BS Mechanical Engineering</td>
</tr>
<tr>
<td>Tammy Jenks</td>
<td>Events</td>
<td>Masters Deaf Education/Early Intervention</td>
</tr>
<tr>
<td>Bret (Jack) Leckie</td>
<td>LOAM</td>
<td>BS Horticulture &amp; Landscape</td>
</tr>
<tr>
<td>Heidi Weed</td>
<td>LOAM</td>
<td>BS Exercise Science</td>
</tr>
<tr>
<td>Jenna McMillan</td>
<td>LOAM</td>
<td>BS Sociology</td>
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we have an extra request, they have it completed within the day. You can tell we feel spoiled. This isn’t to say that the task assigned to Todd and Paul isn’t enough to keep three or four people overworked and grouchy. We are amazed that they stay so positive, even with the evidence of heavy labor on their brows. We track through their freshly mopped floors and they gently ask us to be careful and not slip on the wet surface. We move all the chairs and tables around to suit our study-group sizes, and then we find they are carefully replaced the next morning. We pile trash from seminar treats in the bins, and they are spotless within hours. Once we had vandals in the lavatories over the weekend, but by the following Monday morning, there has been no hint of the septic waste hazards removed by Todd’s and Paul’s rigorous scrubbing, sterilizing and deodorizing to restore the restrooms to their usual, fresh cleanliness. We often take our custodians for granted because the beginning of their shift is hours before 8:00 am. By the time we arrive, the heavy-duty mechanical cleaning is done and just the handwork is left. For those not familiar with custodian work, it might appear that it only takes dusting rails and emptying bins to keep a building sparkling. Simply stated: We know how much energy and care Todd and Paul plow into daily “housekeeping” maintenance. And we’d like you to know how much we appreciate their efforts.

Jim Huppi-LOAM Manager received this e-mail:

I am very impressed with how good campus looks. This is my second year here, and I have noticed some major changes from fall 06 to now. I especially think the edging on the sidewalks looks nice where it has been done and know that it has a huge impact on the overall feeling parents have as they tour the campus with their students and compare schools. How good the school looks reflects on how good the school is, in many people’s minds. Thanks for making USU’s campus one to be proud of. You’re doing a remarkable job.

Facilities received a thank you note from Steven Kropf expressing his appreciation for the plant that was given at the passing of his father.
Happy Birthday!
to these Facilities Employees!

Lorin Mortensen        April 01
Carl Wildrick          April 02
Dennis Hunter          April 03
Nephi Rogers           April 07
John Hillyard          April 10
Paul Wickham           April 12
Adam Hunting           April 13
Suzanne Johnson        April 13
Dan Richins            April 16
Lloyd Johnson          April 17
Ron Auger              April 19
Roy Hebdon             April 23
Scott Wilkinson        April 24
Katie Elliott          April 27
Ryan Griggs            April 29
Ken Weeks              April 30

Happy Birthday to
these Facilities Employees:  

Clint Hovey              42 years
Dave Petersen           26 years
Curtis Leishman         23 years
Wally Spring            23 years
Robert Hearn            14 years
Mike George             13 years
Joe Wilson              10 years
Larry Dunkley           07 years
Ricardo Sandoval        04 years
Kelly Elwood            03 years

Thank you!
for your service at USU!

Happy Birthday!

Lorin Mortensen
Carl Wildrick
Dennis Hunter
Nephi Rogers
John Hillyard
Paul Wickham
Adam Hunting
Suzanne Johnson
Dan Richins
Lloyd Johnson
Ron Auger
Roy Hebdon
Scott Wilkinson
Katie Elliott
Ryan Griggs
Ken Weeks

Clint Hovey
Dave Petersen
Curtis Leishman
Wally Spring
Robert Hearn
Mike George
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Ricardo Sandoval
Kelly Elwood

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