

Indiana University Bloomington



Physical Plant PERSPECTIVE

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New radios improve service

Imagine that you share one telephone line with twenty other people -- and all of you need to use it at the same time. This doesn't sound like a productive situation, does it? Physical Plant workers faced this situation when

their needs for radio communication outgrew their system.

To make radio communication faster and easier and keep up with changing technology and Federal Communications Commission (FCC) regulations, the Physical Plant Electronics Department has designed and installed a new radio system. The system includes 220 programmable radios and automatic channel controlling equipment. The controlling equipment fills a small room in a building in the heart of campus and relays transmissions through an antenna on top of that building.

This new system expands the communication network and accelerates response time. This helps Physical Plant keep projects moving forward and keep workers and customers informed.

Radios: essential tools

Radios are vital communication tools for almost every division on campus. Building Services, Building Maintenance, Campus Division, Engineering and Utilities all use radios.

"Nothing has revolutionized our job more than radios," says Building Maintenance Craft Coordinator Dale Lisby. Lisby spends most of his time during the day at construction projects around campus. Radios allow him to stay in contact with his office and workers around campus while he is on-site. He is never without a radio.

"It's a tool that improved response time as well as resolved problems in receiving important messages," says Lisby. "Without my radio or a pager, it could be two or three hours before I receive a message." At Physical Plant, where a problem can stop a project cold, it is important for workers like Lisby to have immediate communication access.

Expanding needs

The old system was an open channel system -- when one person spoke, everyone could hear the conversation. So each channel was confined to one conversation at a time. "It was sort of a bottleneck," says Dan Fox, Design Engineer, about the old radio system. Because of the system's lack of available channels, as many as twenty people would have to share one channel.

"It was a huge party line," says David House, Electronic Technician. "It was so congested that everybody had to listen to other people's traffic."

Radio channels are a limited resource because the FCC assigns a limited number for each user. With the expansion of competing users there was a threat that Physical Plant would be limited in its own channel expansion. There is also a threat that new regulations by the FCC will eliminate the use of the older, wider bandwidth equipment, which Physical Plant used.

Solutions

The new system employs a concept called "trunking". In trunking a computer monitors radio traffic and automatically switches traffic to available channels. This provides better channel utilization.

The system can also be programmed to assign "talk groups" to particular channels, so only certain pre-programmed users need be involved in a particular discussion. For example: each zone maintenance group is assigned to a specific talk group and their individual conversations will not interfere with other users. All they have to do is push a button on their radio to select their talk group.

"The really neat thing about the trunked system is, through the computer programming, the talk groups are unlimited in number and complexity," says Chuck Sheppard, Associate Director of Physical Plant for Utilities & Engineering. "Depending on the needs, these groups can be configured to meet unique situations. For example, if we are doing a special project at halls, we may need to re-program to better communicate. This need only be a temporary setup."

In addition to its current wide range of capabilities, the system can expand in the future to accommodate up to 1,250 radios. This gives Physical Plant communications plenty of room to grow.

Reaching more people, more quickly

When emergencies arise, radios are important for contacting authorities. "We needed a system that was also capable of being part of our emergency preparedness plan," says Sheppard. "The new radios can be programmed to meet this need. The ability to re-program interagency communication with the state police, Bloomington Police Department, etc., for an emergency situation benefits the entire community."

The new system's range is larger than the old. It can reach a ten mile radius, which includes Bloomington Airport. Transmissions can also penetrate into basements, steam tunnels and machine rooms, which is helpful to workers. "They've worked pretty well so far," says Larry Newton, Utilities Steam Crew Supervisor. "I think it helps with radio transmission in tunnels. There were places before where we had difficulties."

The new radios can also be used to call people over the telephone, which increases communication ability even more. A telephone line is programmed into the radios on one of the channels. Foremen simply push a button to choose that line and they are ready to make a phone call.

Who did it and how

Paul Embry, Digital Interface Designer, and Fox began planning the new system about two years ago. They began setting up the controller and the radios six months ago. House assisted in the installation and set-up of the system. By mid-December, they had completed the new system.

During the transition from the old system to the new, the old radios were used as backups. Although the transition is now complete, the old radios will not go to waste. They will be used to supplement communications at special events like Little 500, Homecoming and Commencement.

With this new radio system Physical Plant is prepared for its complex and expanding communication needs. Workers can communicate quickly and easily with other workers, departments and customers, providing better service for customers.

New radios improve our customer service because...

- workers' radios are rarely out of range of communication, even when in underground tunnels or out as far as the Monroe County line
 - supervisors can actually call a customer's telephone from their radio
 - each Physical Plant Division has its own user groups; allowing faster communication due to less traffic
 - radio talk groups can be re-programmed to keep up with changing projects and demands
 - if needed, the system can expand to accommodate almost 10 times the number of radios currently in use.
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IUB adds additional callboxes

Physical Plant, Halls of Residence and the Vice President for Administration Office have collaborated in adding many new outdoor phones on the IUB campus.

In the past year Halls of Residence has added approximately 30 phones outside their residence center entrances -- they double as callboxes for local calls or serve as a 9-1-1 phone in an emergency.

Physical Plant staff will soon be adding outdoor phones near the Arboretum, Optometry, Chemistry, and -- at Parking Operations request -- in many new or renovated parking areas for faculty, staff and students.

Each of these IUB divisions works as a cooperative effort under the direction of the Commission on Personal Safety in planning for outdoor phones and campus lighting.

Communication tips

To develop cross-functional teams

If you are responsible for setting up or participating in a cross-functional team, use these guidelines to help communication:

- help set clear team goals and plans for achieving them
- be sure all team members and other stakeholders are committed to achieving team goals
- emphasize collaboration and shared team rewards
- get training that focuses on working with a diverse group of people
- create policies and procedures that support teamwork

-- adapted from Training & Development, October, 1994.

Five apprentices graduate

Recently, five Physical Plant apprentices completed their four-year apprenticeships and achieved journeyman status. Each year of their apprenticeship they participated in on-the-job training and classroom instruction preparing them to become professionals in their trades. Congratulations to the new IUAP graduates. They are:

John Doyle, Electric, Tim Hoard, High Voltage, Rob Knapp, Heating, Pete Wiegand, Electric, Bill Workman, Heating

Physical Plant profiles

Business Affairs: Kelly Whitehead

Senior Secretary

Kelly Whitehead has been the Senior Secretary for the Training & Development Office since May, 1993. Because this is her first secretarial job at Physical Plant, she has had much to learn. "In the first year there was so much learning. It was the first time for everything I did," says Whitehead. She has become accustomed to her work and enjoys it. "I like the variety of the job and the people I work with."

Whitehead's most complex and time-consuming job duties are working on the IU Apprenticeship Program (IUAP), a program that trains apprentices, and the Custodian-to-Craftworker program (CTC), which trains custodians and other workers in craft skills. Whitehead coordinates the work of almost a dozen instructors. She types lessons and correspondence, organizes class schedules, and records and maintains classwork and progress reports for 43 students. "I take a lot of pride in IUAP and CTC when they run smoothly," she says.

When her supervisor, the Coordinator for Development, and the Senior Training Specialist are both out of the office (which occurs often), Whitehead acts as office coordinator, making decisions that keep the various programs and activities running. For example, she may revise class sequences based on input from instructors.

Whitehead also does traditional office duties. She types correspondence and documents, orders office supplies, supervises hourly workers, makes travel arrangements, helps prepare office presentations and training sessions and is the office receptionist.

Whitehead is busiest during late summer and fall when she is organizing for the new school year. "IUAP has really grown and it's challenging to prepare and organize all the materials and keep everything on schedule."

Whitehead is in the year-long Excellence in Training for Clericals (ETC) program, run by the IU Human Resources Department. In ETC she enhances her skills in interpersonal communications, computing, writing and other areas of office coordination. She is also working toward an Associates Degree in Administrative Office Technology at IVY Tech.

Building Services: John Williams

Group Leader

John Williams began working for Building Services in July, 1985 as a Custodian. In August, 1986 he was promoted to Group Leader. Over the years he has worked different shifts in many parts of campus. He has been assigned to the afternoon mobile crew since January, 1993.

The Afternoon Mobile Crew consists of twelve custodians who clean from 3:15 to 11:45 p.m. The crew covers an area of thirty- four facilities. The crew helps out the regular custodial staff by covering the daily routines of custodians who have the day off, and by doing large projects like floor refurbishing. They are on call for unlocking doors in the area and for emergency cleaning anywhere on campus. They also clean for special events.

As Group Leader, Williams organizes the crew and works as part of the crew. He assigns projects, oversees coverage of routines, records time sheets, works with customers and also does the work the custodians do. "I'm right in there with them as much as possible," says Williams.

Special events such as women's basketball games, graduation and Little 500 are a priority for Williams and the crew. To prepare they usually survey the area a month before an event for planning, then clean for two weeks or more before the event. Two of their most challenging projects are helping clean Memorial Stadium for football and cleaning Armstrong Stadium for soccer. "When the football and soccer seasons overlap, it's like pulling both ways on the rope to get things done," Williams says.

To stay productive in a job with varying and sometimes unpredictable workloads, Williams must understand his work, the crew and their customers. He says, "It takes organization, being fair with your people and the public, and being a good listener."

Building Services: Tracy Bruner

Custodian

Tracy Bruner has worked as a custodian for Building Services three different times. He was hired first in 1974 and worked at the Musical Arts Center for four years. He returned in 1980, working for five years in a variety of buildings across campus. This time he has worked seven years, four in Ballantine Hall, where he received two work achievement awards, and the last three in the new School of Education building.

Bruner cleans the south end of the third floor and the ground floor of the facility, which includes classrooms, offices and a counseling clinic. The third and ground floors are high traffic areas, especially in the main entrance, which makes them heavy cleaning areas. Cleaning in a newer building is a challenge. Bruner and other custodians are still trying to find the best cleaning products and methods for the floors, carpets and walls, which

are made of different materials than most classroom buildings. Also, much of the furniture and fixtures are elaborate in design, so he must clean with attention to detail.

Bruner is busy year-round with daily cleaning and occasional projects like floor refurbishing. "In the summer, classes don't change much because enrollment has been up. That poses a challenge for projects that would usually be done during slow times. It takes strong teamwork and organization to get projects done," says Bruner.

Bruner enjoys the teamwork and leadership of his co-workers. "We have a good working relationship in our building. We help each other when needed," he says. "We also have an excellent group leader who is a very positive influence."

Bruner likes working from 10:00 p.m. to 6:30 a.m. Despite the late hours, he often sees students, professors, secretaries and other people working late. "You get to know the people you clean for. You know that certain people like things a certain way. When you can do that for them, it gives them a positive start to their day. That's satisfying."

Campus Division: Scott Corner

Gardener

Scott Corner has worked twelve years in the Campus Division. He first worked hourly from 1982 to 1984 while he was finishing degrees in Anthropology and Political Science at IU. Two months after he graduated, he joined the Central Campus crew as a Gardener.

Corner studied many hours in the Political Science Department in Woodburn Hall as a student, and now he has worked on the grounds of that area for ten years. His area covers Woodburn Hall, Showalter Fountain, Lilly Library, Bryan Hollow and three houses on Jordan Avenue. "I take care of my area as if I own it. If it looks that good, then I'm satisfied," says Corner.

Corner's work varies with the seasons. Fall and winter bring leaf removal, mulching, protecting flower beds and snow removal. During spring and summer he mows and weed whips, prunes trees and cultivates flower beds.

Corner's work is not always as predictable as the seasons. For example, when the IU men's basketball team won the NCAA championship in 1987, the fans celebrated around Showalter Fountain, littering and damaging the area. "It took two weeks to finish repairing the area around the fountain. For two days we shoveled clothes, bottles and cans into dump trucks."

This winter's unusually warm weather gave Corner extra time to scoop up the last leaves from the ground, but confused some of the plants in his area. "The Indiana weather has a lot of changes, and it's difficult for the plants," he says. "Some daffodils have been trying to come up early. Some cold weather would be good for them -- tough on me, but good for the plants."

The flowers decorating Showalter Fountain are Corner's favorite part of the landscape. "When tending the

flowers around the fountain I like to see the small plants with a few flowers grow to a huge mass of color," he says. "And when the tulips, daffodils and crocuses begin to flower you know that the bulk of winter is over."

Engineering: Bob Rogers

Control Panel Technician

Bob Rogers has worked at the Control Center as a Control Panel Technician for twelve years. Using computers he checks heating, air conditioning, humidity, electricity, fire alarms and elevators in campus buildings to make sure they are running properly. He is one of six technicians who work in shifts to monitor the campus around the clock.

When Rogers started working at the Control Center, one computer monitored only fifteen buildings. Now three computers, printers, radios and other systems scan all major campus buildings, and in some instances can turn controls on and off automatically.

Rogers has worked the night shift for two years. "Basically it's quiet because everyone works so hard and does such a good job," says Rogers. "For eight hours I watch the computers for problems. I get alarms all the time, usually several hundred a night. I've learned how to sift through what's a true alarm and what isn't. There are over 7,000 points to check now and more coming in all the time."

If the computer system signals a problem, Rogers tries to fix it from his computer, or calls in maintenance workers to investigate the problem. "I think the workers are a pretty good group of people," he says. "Even when we have a real mess to deal with, they handle it well. I'm glad to have them helping me."

When an emergency arises, like a water pipe bursting or a fire, Rogers makes all necessary calls to contain it quickly. He may have a list of thirty people to contact plus three busy phone lines of concerned people calling in. "You have to not let the pressure get to you and concentrate on helping people as much as you can," he says.

Rogers has only experienced two major emergencies during his twelve years at Physical Plant. "To me that shows how good everyone is around here. They really keep an eye on things."

Building Maintenance: Dale Lisby

Coordinator

Dale Lisby has worked in the Building Maintenance Division for twenty-two years. He started as a Carpentry helper in 1973. After learning the craft hands-on, he was promoted to Foreman in 1977. Lisby worked as Foreman for 15 years before reaching his current position of Craft Coordinator for the Carpentry and Paint crafts. Lisby also helped others learn Carpentry by teaching for the IU Apprenticeship Program from 1984 to 1993.

"I've learned the trade through paying attention to many good teachers," says Lisby. "I was lucky to be able to get into Physical Plant, and then being able to move up. I plan to retire here, if all goes well."

Lisby's work begins when he receives a project, such as remodelling or building, that has been funded and planned on blueprints. He first goes to the project site to study the blueprints and measure the area. With that information he estimates the materials and time needed. Then he orders materials and schedules the project time with the customer. Finally, he schedules the craftworkers in his area to work on the project. Then the craftworkers and foremen are ready to begin their work.

In addition to planning and coordinating projects, Lisby visits job sites to see the work progressing. By comparing similar projects' material and labor needs, he can make closer estimates on later projects. He also enjoys talking with customers to learn their concerns. "The customer likes to be kept informed and see a familiar face. If they have concerns, they want to see that person to give their compliment or complaint. I can take care of that if I'm there showing an interest in their job," he says.

Lisby measures his success on a project by a three-part system. "When a project is complete it has to be good looking, done well, and the customer has to be pleased with the cost. Each factor is important. We need that total picture to be satisfying to the customer."

Building Maintenance: John Flake

Refrigeration Mechanic

John Flake joined the Physical Plant in 1973 as an experienced refrigeration mechanic. He's currently assigned to Zone 2, which includes Chemistry, the Crescent, Law, Bryan, Franklin, the Student Building, Optometry and Poplars.

His typical workday begins with handling urgent problems first, then moving on to routine preventive maintenance such as checking cooling equipment, walk-in coolers and ice machines.

"I just basically make the rounds every day," Flake says. "But Chemistry and Lindley I have to keep a very close eye on because of the laboratory areas and the computer sites. Those two buildings demand an awful lot of cooling year-round."

Naturally, Flake is kept busiest in the summer. He keeps five large chillers, dozens of window units, and all the electrical thermostats in the "stand-alone" buildings up and running. The stand-alone buildings (Optometry, Poplars, Franklin Hall and two at Swain) are not connected to the central chilled water loop and need extra maintenance in the winter to prepare them for summer cooling.

"When I first came here, we had a lot more stand-alone chillers and only a couple of buildings were on the loop. Everything else had an outdoor or basement chiller," Flake says.

"The hardest part of the job is keeping up with technology, especially in the area of scientific equipment," he says. "I get calls from customers to fix equipment that we may never have seen before."

He also stays informed about regulatory laws that restrict IU's use of chemicals such as freon, a refrigerant gas that can damage the environment. The new regulations have increased his paperwork as well as the care he must take in maintaining freon-based units.

In addition to his regular duties, Flake has worked as an apprenticeship instructor. "For me, it's nice to be able to share the trade with new apprentices. There's much to be said for having an in-house training program. So much of what we do is unique to this campus, and they couldn't learn it any other way."

Utilities: Jim Bayne

1st Class Mechanic

Jim Bayne joined Physical Plant in 1977 as a custodian in Building Services. In 1978 he transferred to the Central Heating Plant (CHP) where he began a long line of jobs. He started as a trainee, working as a Boiler Operator, Water Technician and maintenance helper. Next he worked in Operations for two years as a 2nd Relief Operator, helping fire the boilers and run the ash disposal system. Then he worked as a Plant Tender for eight years, stocking the coal pile and supplying coal to the bunkers. Then he worked his way to 1st Class Mechanic.

Bayne works on daily maintenance requests and long-term projects at the CHP. The CHP contains six boilers, which heat water to produce steam for steam tables in dining halls, heating, air conditioning and hot water. Bayne maintains boiler parts, water treatment systems, pumps and other parts of the system.

Bayne is busiest during the fall doing preventive maintenance and overhauls to prepare the plant for winter's heating demands. This fall Bayne participated in a three month project to dismantle and replace the #4 boiler grate system, which carries coal and ash bed in the gut of the boiler. Because grate system failures are one of the most frequent causes of forced outages, it was important to replace the old #4 system. "That's what we strive for, to prevent something rather than react to something. We cannot anticipate everything, but we do try," says Bayne.

Bayne believes that the teamwork and knowledge of the CHP staff keep the plant running smoothly. "It's nice being able to go to a person with many years of experience for advice. And when you're surrounded with the best in the field, you can do a better job," he says.

To add to his skills, Bayne trained to be a Certified Welder and a Certified Power Engineer. "IU and management are investing in the plant equipment and employee training. It's an honor that IU feels we're worth the investment."

Jim Davis wins Bartley Award

On January 9, former Physical Plant Associate Director James R. Davis was one of two IU retirees honored with the 1994 E. Ross Bartley Memorial Award. Davis, who retired last May after 46 consecutive years at Physical Plant, received a certificate and a generous check as part of the award. In addition, his name was engraved on a plaque outside Whittenberger Auditorium in the IMU.

"In presenting the E. Ross Bartley Memorial Award, Indiana University honors our colleagues whose lives and careers reflect an outstanding tradition of dedication to the University and to the community -- a tradition that is at the heart of the Indiana University spirit," Vice President Doug Wilson said at the ceremony.

Wilson shared letters supporting Davis' nomination.

"Jim always managed and led from his heart. His love for Indiana University and his community was found in every decision he made. He was a valuable colleague and partner," wrote Vice President for Administration Terry Clapacs.

"In my view, Jim Davis embodies the IU spirit," wrote Chancellor Herman B Wells. "He possesses many of the qualities of E. Ross Bartley, and I believe him to be a superb candidate for the award."

Wilson said that in addition to being a dedicated IU employee, Davis had an exemplary record of service to his community and country, completing a distinguished 34-year military career in which he rose to the rank of Colonel in the Indiana Army National Guard.

"In the final analysis, our very freedoms are based on the dedication, sacrifice and service of men and women like Jim Davis," Wilson said.

IU President Myles Brand presented the awards and invited Davis' family to come to the stage to be recognized with him.

"The support of families is one of the greatest of life's blessings. Each of us would not be who we are without that support," Brand said.

"Jim is an inspiration to all of us in making Indiana University a great place for learning and service," Brand said.

All Physical Plant employees join in congratulating Jim Davis for both the Bartley Award and his 46 years at IU.

Jim Davis and Physical Plant

-- an IU chronology

- 1948 Sheet Metal Helper
- 1952 Sheet Metal Journeyman

- 1960 Sheet Metal Supervisor
- 1968 Administrative Assistant for Building Maintenance
- 1974 Assistant Director for Maintenance & Operations
- 1988 Associate Director of Physical Plant
- 1994 Retired from Indiana University

Training

Campus Division holds training "field day"

Spreading grass seed and fertilizer indoors is usually not recommended practice for groundskeepers, but that's just what they did during the 1995 Winter Turf Field Day on January 5. IU groundskeepers participated in the Winter Turf Field Day at the 17th street fieldhouse to learn more about turf grass preparation, application and maintenance. Through this training program they earned credits toward their groundskeeping certifications.

The 1995 Winter Turf Field Day was organized by Campus Division Manager Dave Hurst, Campus Division Office Coordinator Leslie Lawrence and Campus Division Foreman Mike Schrader, and planned by the Campus Division Training Committee (Jack Chandler, Senior Crew Leader, Mark Hansford, Senior Crew Leader, Ted Hardy, Gardener, Jeff Hudson, Gardener, Greg Humphrey, Heavy Equipment Operator, Carolyn Knecht, Gardener). The participants included IUB Campus Division workers, IU Golf Course personnel, and grounds staff from IU Southeast and IU East.

The day consisted of lectures and demonstrations by experts at stations set up throughout the fieldhouse. After each demonstration, participants practiced the skills. To earn credit for their new skills, they had to pass an ability test before leaving the station.

"The format was nice. It was very open and let us move from station to station," said Groundskeeper Joe Lasley.

"It was really good. There are a lot of things that we need to learn again and it was a good overall refresher for us," said Roy Welch, Head Tree Trimmer.

The field day also helped campus workers think of other ways to refresh their skills throughout the year. "Someone suggested that we need to be able to go back and look at the weeds again, so now we're growing a weed garden," said Schrader.

The field day was part of a larger training strategy for the Campus Division. Three groups of campus workers renew their licenses every year: tree trimmers, gardeners and pesticide handlers. Previously, they would attend training seminars held throughout the year at other campuses, which strained the workforce. "People would come to me and say they want to go off-campus to train, and I'd have to say I can't afford it -- not because of money, but because of productivity," said Hurst. "In the past we could send people off-campus, but because we are short on people now we need to keep them here."

To solve that problem, Schrader and the Campus Training Committee devised a three year on-campus training schedule that meets the requirements for all three groups through training programs like the Winter Turf Field Day. They surveyed Campus Division employees to discover their needs, and used that information to choose the topics for the programs.

By creating their own training programs, Campus Division has customized the training to suit their needs. They design the seminars, choose optimal times for workers to attend, and can keep workers on campus.

Both workers and supervisors like training on campus. When workers stay on campus they are available for emergency situations. Plus, it saves time, money and energy that travelling would use.

The Campus Division is in its second year of the three- year training schedule. The first year concentrated on tree care, this year was turf care, and next year will be pesticide use. Then the cycle will begin again with new programs.

1995 Winter Turf Field Day Objectives

- Identify common lawn diseases, weeds and insects
- Understand a seed label
- Determine correct seed type given certain situation
- Determine required seed amounts
- Identify heavy thatch/understand causes
- Meet water needs of newly planted seed and existing turf
- Calibrate spreader for seed and fertilizer applications
- Apply the five steps in seeding operations
- Apply the correct amount of straw to newly seeded areas
- Understand what endophytes are and how they are beneficial to turf grasses

Turf Field Day presenters

- Mark Grundman, Northrup-King Seeds
- Dr. Zack Reicher, Purdue University
- Brent Emerick, IU Golf Course Superintendent
- Mark Freeman, Campus Division Supervisor
- Mike Schrader, Campus Division Supervisor
- Dave Hurst, Campus Division Manager

Working Safely

Burn Treatment

Getting burned while on the job can happen to anyone, whether you do service maintenance work, clerical work,

technical tasks or administration. Burns can be caused by heat, chemicals or electricity. Sometimes they are painful, sometimes you don't feel a thing. You may not even realize how severe a burn is for up to 24 hours.

Burns on fingers, eyes and genitals always require medical attention. If your airway is exposed to heat, there may be swelling and difficulty breathing, so prompt attention is always critical.

Here are some things to keep in mind for various types of burns:

Heat Burns, DO

- remove ignited clothing and all jewelry from burn area
- give first aid for the degree of the burn (see chart below)

Heat Burns, DON'T

- do not peel clothing that sticks to the burn
- do not rupture blisters
- do not apply ointment, unless instructed by medical personnel
- do not apply ice directly to burn
- do not use salt water to treat burn

Chemical Burns, DO

- remove contaminated clothing
- quickly flush burn with lukewarm water for at least 15-20 minutes, washing chemical away completely
- get prompt medical help

Chemical Burns, DON'T

- do not try to neutralize the burn unless directed by professionals

Electrical Burns, DO

- cut the power at the source, if possible
- if not possible, stand on a dry surface and use a long nonconductive object (broom, fiberglass pole, rope) to disconnect the victim
- call building maintenance or utilities department if high voltage is involved

Electrical Burns, DON'T

- do not touch the victim who is still in contact with the power source
- do not try to remove a high voltage wire from the area of the victim

First Aid for burns

First-degree burns: redness of skin, pain, mild swelling

- apply cool, wet compresses, or immerse in cool, fresh water until pain subsides
- leave uncovered; protect from dirt or friction

Second-degree burns: deep reddening of skin, blisters, pain

- for a small area, immerse in fresh, cool water, or apply cool compresses; continue for 15 minutes
- dry with clean cloth; cover with sterile non-adhesive dressing
- elevate burned area
- get medical attention immediately

Third-degree burns: damage to all layers of skin, including nerves; painless; dry, leathery skin; possible charring of skin edges; area often surrounded by first-and second-degree burns

- check for blocked airway
- check for breathing
- check for circulation
- cover burn lightly with sterile non-adhesive dressing
- elevate burned area higher than victim's heart; if face is burned, have the person sit up
- keep person warm and comfortable; watch for signs of shock
- seek medical attention immediately

Note: There are special techniques for doing these steps. Why not take a First Aid course and learn them?

Physical Plant lends support to taskforces

Like many academic departments, Physical Plant has some of its own staff lending their support and knowledge to President Myles Brand's taskforces.

Part of IU's new strategic planning initiatives, President Brand's eight taskforces address a wide range of issues facing higher education today.

Five staff members from either Physical Plant or the VP: Administration division are serving on four of the President's taskforces.

Mike Crowe, Assistant Director of Physical Plant, is on the Mission Taskforce. Lou Bucklin, Groundskeeper & AFSCME Local 832 President, is on the Minority & Under- Representation Taskforce. Linda Hunt, Director of

VPA Finance & Operations, is on the taskforce for Revenue Enhancement. Gary Kent, Assistant Vice President for Facilities Operations, also serves on the Revenue Enhancement Taskforce.

In addition, Cindy Stone, Physical Plant Training Specialist and IU Trustee, is serving on the Student Retention/Persistence Taskforce as part of her trustee duties.

These five staff members join nearly 200 IU faculty and staff on the eight taskforces.

Customers tell all to Physical Plant

Getting useful feedback from your customers is good for any business. The IU Department of Physical Plant is a business and we are very interested in what our customers think of our work. We welcome their suggestions on ways we can serve them better.

In that spirit, Physical Plant again invited several of our customers to attend our annual PA staff seminar -- this year held at Brown County State Park in early February. In previous years we have invited customers from Business, Athletics, Biology, Chemistry, SPEA, Music and HPER.

In attendance this year were:

- Margaret Londergan, University Computing Services
- Phil Thompson, Cyclotron
- Herb Kiesling, Ballantine Hall Building Committee
- Paul Eisenberg, Bloomington Faculty Council President
- Jeff Nowak, IUSA Student Body President
- Tom Stilling, IUSA Student Body Vice President

In addition to the customer service discussions, other agenda items for the seminar included Occupational Safety & Health Administration impacts on Physical Plant, Americans with Disabilities Act and accessibility issues, competitiveness and staffing at Physical Plant and recent legislation and regulatory changes.

Perspective spins onto the "Web"

-- World Wide Web, that is

A few weeks ago, U.S. Vice President Al Gore appeared on the NBC Today show to illustrate the new World Wide Web (WWW) page for the White House. As the viewers watched, Gore showed the new home page for the White House and took viewers on a visual and audio tour of the many rooms and occupants of the First Family's home. A few days later articles appeared in the media saying that there had been a major increase in the amount

of WWW traffic going to the White House.

While we don't anticipate the same numbers of web visitors here at Physical Plant, we are pleased to announce our addition to the World Wide Web.

For those of you new to the "Web", here's one definition. WWW is a way of using the Internet's "linked" computers which have text, graphics and even audio information displayed on "homepages." Through the Web you can locate articles, pictures and media on any possible subject in a college library, or the Smithsonian or even a Fortune 500 company.

Physical Plant's Perspective newsletter has been published for a decade for both our customers and employees, informing them of changes in customer services as well as matching names and faces of those who do the work.

Now Physical Plant Perspective will be printed a second way - - in pixels on your own computer screen via the World Wide Web.

Using Web browser software (e.g., NetScape, Mosaic, Lynx etc.) enter our WWW address:

<http://www.indiana.edu/~phyplant> (use lowercase type)

You will find not only our recent issues of Perspective , but also information on how to place service requests for work in your department, as well as information related to outdoor lighting concerns. And that's just a start.

Future plans include placing information on recycling and on training resources from the Midwest physical plant trainers network.

If you currently get a paper copy of Perspective , but you will be switching to the Web, please let us know. We will put the postage and printing monies saved to good use.

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Note to IUB readers only: Our version of Mosaic does not have e-mail capability; if you are using Netscape, you can send e-mail directly from this page, but if you are at a UCS cluster you need to enable your mail program first. Go into your Options: Preferences: Images, Network and Mail menu and change your Mail (SMTP) server from mail.not.allowed to indiana.edu and also please type in your name and e-mail address so we can respond to your concerns.
