

Danielle Kovacs, Curator in the Library, wrote to thank Maintainer **Jeff Duga's** "amazing job keeping our public and staff spaces clean and organized. We value Jeff's work and friendly presence on our floor!"

Angela Vicol and Eric Adams first shift, and Furma Chhotri and Tek Gautam second shift, earned kudos from Deby Lee in the Food Sciences department for their help preparing for the 100th year anniversary celebrations. Our Sign Shop's **Becky Walton and Leslie Benson** were also thanked for a last-minute problem-solving response. Congratulations.

The Ombuds Office thanks **Mike Aldrich** for a job well done on a soundproofing project in Lincoln Campus Center room 823. He also earned praise from Patti Cromack at College of Natural Sciences Dean's office in Hasbrouck for considerate and courteous work after a "perfect storm" there. Excellence is so appreciated.

Ryan Piquette, MacGregor Horne, Shawn Carmody and Craig Perrault contributed to a job that went "smashingly!" Painting and carpeting went off "without a hitch" and Physical Plant employees were accommodating of staff needs and finished ahead of schedule. Kudos all around from Nicholas Chavez in IT.

Waste Management staff **Joe Andrews and Mike Lowe** test drove the Polaris GEM with a collection toter and dump assembly. A Polaris GEM representative offered the usage of the GEM to **Ezra Small**, Sustainability Manager. The Polaris GEM is an electric powered environmentally friendly option to gas and diesel power trucks, that allows easy access into tight spaces. Waste Management zoomed from toter to toter during a football game to keep up with trash generated. Waste Management foresees additional usages at camps and/or tournaments on the playing fields.

Dave Pielock and Todd Cournoyer earned kudos from Sarah Rastallis for preparing the grounds of North Village for a community event. They were "thoughtful" and the "space looked wonderful," and "we all felt so pampered," she wrote.

Betsy Blunt thanked **Tina Baceski and her team** for Custodial clean up after flooding in the PSB. They "saved a lot of research equipment!"

Joe Galica and his staff earned praise for "hard work, time, effort, and energy" that went into event preparation, execution, and clean-up for Athletics. "Their attitude and work ethic was amazing," wrote Brittany Famiglietti.

Physical Plant's **Lock Shop** staff earned praise for their "stellar efforts" in resolving a problem at Lederle. "They delivered incredibly well under tough circumstances," wrote Marvin Ellin from the Department of Chemistry.

Chapel staff Rebecca Dufault thanks **Leslie Benson & Becky Walton** of the Sign Shop for superlative responses to rectifying a situation caused by an outside vendor's error. "I truly appreciate the attention to detail that went into fixing this highly visible sign in the Chapel."

The Renaissance Center's Ellen Carroll-McLane thanks **Riley Bordeaux**, Zone 4 Carpenter, for excellent responsiveness, courtesy, and a job well done.

Dave Schoen, Pam Monn, and the Electric Utility Crew were thanked for repairs to North Village outdoor lighting. Staff were "Friendly to work with, communicative on their process, and caring. Your help is greatly appreciated!" Sarah Rastallis, Customer Service Manager for Family Housing.



Pam Monn, Thomas Burns, Kathy Dion, Tierney Bocsi, & Sean Walker receiving the Commonwealth of Massachusetts **Leading By Example Award 2018** in recognition of sustainable landscaping operations that include the use of battery – powered landscape equipment, growing 80% of what is planted around campus in university greenhouses, relying on integrated pest management for campus landscapes, providing opportunities for students to create on-campus gardens for pollinators and songbirds, installing two green roofs, reusing 8,000 landscape pots annually, *and more!* Congratulations!

Bill Bilodeau, Environmental Services Tech, communicated well, solicited departmental needs, came promptly, and installed coat hooks quickly and efficiently, “and all were happy,” wrote Connie Milne from Astronomy.

Kathy Dion and her helpers arrived with beautiful plants and greenery for the Bernie Dallas Room event sponsored by News and Media Relations. “What a big difference it made visually! They also graciously took down the plantings” when the event had ended.

Shout out to **Pat Parenteau** in the Facilities and Campus Services Records Room. Pat created a recycling station for the metal splines removed from the contract books. Pat removed the metal splines into a separate container for metal recycling. Through Pat’s effort 25 lbs. of metal material was captured and diverted from the waste stream. Thanks from Pam Monn & Waste Management staff.

The staff at the Honors College are delighted with Maintainer **Alex Samohin**. “Events are always set up in advance and to our specifications and if there’s any doubt about what we’re asking for Alex checks in to make sure we actually know what we want. His friendly demeanor reveals a good person who is a pleasure to work with and an asset to our community,” wrote Casey Krone.

Custodial Day Manager **Chuck McKay** heard good news from Sean Conlon for Fine Arts. “Your team has been doing a fantastic job cleaning the facilities and responding as needs arise. We appreciate the high level of cleanliness in Stockbridge Hall and Bowker Auditorium.”

Carlos Marti was one-man solution at a CHC Event. He took initiative and rectified a mess left by an outside vendor, was proactive and good-natured. “We appreciate his willingness to jump right in!” Erica White, Chief of Staff, Office of the Provost

The Bartlett Hall second floor hallway, cleaned and shined by **Warren Douglas and Justin Broussard**, has people remarking how they have never seen such a great job on a floor here on campus! Kudos to them please, from Amy Helstowski of Student Engagement.

Henry Merriman, DCM Capital Project Manager, wrote to thank **Andy Thibault** for concentrated effort in effecting an urgent repair to the LSL Clean Steam Generator. Kudos!

During an evening of particularly heavy ice this past winter, Robert Laford from EH&S wrote to thank the **Grounds** personnel. “What you and your people manage to accomplish in bad weather always amazes me!”

Michele Markstein was particularly grateful to **Ken Rodak** of Pest Management for the prompt removal of a bat from the Biology department. Most of us resonate with that gratitude!

Joe Galica and his staff responded very quickly to water leaks in South College, fourth floor. They brought “extractors, towels, and elbow grease!” Though it took hours, they were persistent, and then monitored the situation for a couple of days as things continued to dry out. “*You all rock,*” wrote Joanne Dolan.

Another kudos came from William Jerome from Morrill when flooding in Katz Lab threatened destruction. Maintainers and Landscape staff showed up within 15 minutes of being notified, and worked until all was resolved. A well-earned thank you to all involved!

Riley Bordeaux, Carpenter, earned gratitude from Carey Simos when she exceeded expectations and was “super helpful.”

Who doesn’t hate potholes? And we do live, of course, in New England! So it’s

lovely when someone notices not just the potholes, but also the potholes that have been repaired. Kudos to **Construction Services** from Melinda Nielsen of Student Activities. Melinda not only noticed the repaired potholes, she also took the time to write a note of gratitude. They work hard!

“Just a note of appreciation to let you know that one of your employees, **Bill Hyde**, did a fantastic job with the air flow in my office located in Chenoweth Laboratory. I was very impressed with the efficient and courteous service provided. I wanted to make sure to send you a message expressing my gratitude as I’m fairly certain you receive plenty of complaints and not enough recognition for all the hard work your team does on campus daily.” Bindia Shetty, School of Public Health

**Words
are as strong
and powerful
as bombs,
as napalm.
Dorothy Day**

Jean MacKimmie wrote to Pam Monn that one evening “when the Residential Ed Asst Directors were leaving Southwest, they encountered a young man who was outside cleaning up trash. They asked him for his name so they could thank him, but he did not share his name. He said that he was out there cleaning up the trash because he felt bad that Res Life staff would need to do it. Thought I would share.”

Fidel Mazimpaka, engineer, overcame numerous challenges to install a working and right-sized autoclave in the GRC Tower. Patti Cromack expressed appreciation for the completion of this project which “could not have been done without” his expertise. Congratulations.

Custodial Staff earned thanks for table set up for an event in the ILC. Most people don’t notice. Caedyn Busche did, and wrote to say, “I appreciate the work Physical Plant does to keep campus running!” **Liz Tousignant**, inside event CSR, was also thanked.

Our **Construction Services** crew patched potholes at the Mt Ida/ Newton Campus, and received many thanks from Romeo Lopez.

Here is heart-warming news from Tami Paluca, thanking **Snow Team Mark Pruzynski and Phai Kim**. “I park in the handicap lot nestled between the Graduate Research Center and Tower. This winter I spoke to the snow removal crew and asked if the snow could be shoveled not only between, but also around each wheel stop so I can back my car in, retrieve my things from the trunk, and not have to climb up an icy snowbank to get to my trunk. Well, the crew did a *great job* cleaning up. They did the job beautifully. Anyone who has a mobility issue understands the challenges we face every day, and having the parking lots and sidewalks clear of snow and ice isn’t about convenience, it’s about safety. That is why I want to thank this crew for listening to my request and then making it happen. It is very sincerely appreciated – you made my day!”

David Lynch, Chuck McKay, and Joe Galica and staff received thanks for a quick response to a last minute request in preparing for and setting up an event in Whitmore. Pete Smith wrote to thank them for the last minute accommodation, and to note the success of the event, which “absolutely would not have been possible without your support.”

Mary Ann Donze of Goodell thanks the **painting crew, custodial staff, the moving services team and anyone else involved** in getting the Bartlett rooms ready for occupancy. “The rooms look great!”

KUDOS

Re-keying LGRT may have seemed trying, but staff there are appreciative. “Instead of 5 keys, I have 1!” “Thanks for getting this done. Lock Shop deserves kudos,” wrote Jennifer Normanly of Biochemistry and Molecular Biology.

The floors in Chenoweth are looking fabulous due to the efforts of **Corey John**, Maintainer. “Spectacular job cleaning, waxing, and buffing!” Thanks from Mary Bell of Food Science.

UMPD’s David Leuschner thanks **Sandy Bechard** for her excellent work in maintaining the Police Department area. “She is happy, puts in extra effort, and is a pleasure to talk with.” “Cops are not the neatest people!”

Susan Sturgeon from School of Public Health thanks **Rich Piskorski** for extra effort in carpet cleaning in Arnold House. “We are so happy with how it turned out!”

Carpenter **Aleksandr Zimin** was thanked by Maria McKinney for exceeding expectations on a job well done.

Waste Management earned thanks from Shane Conklin because at Founders Day no waste bins were ever overflowing!

Alterations team organized by **Bob Perry** earned kudos from Robert Sabola for “all the work done neatly and in a timely fashion.”

Barry Goodell thanks **John Hayes, Jeff Zgrodnik and Steve O’Brien** for the installation of a new Fume Hood surface in Lab 104. “It gives the lab a much cleaner and safer appearance.”



Kelly Pleasant thanks **Pam Monn** and the whole Commencement team that helped make Commencement possible. “You make us look wicked great!”

Mike Dufresne and crew of Waste Management are “deeply appreciated. During the tough week of student move-out,” they were quickly responsive. Great job. Ellen Carroll-McLane

Brian Henault of the UMPD thanked Pam Monn and the **Grounds** folks for moving barriers for an FAC event, making it safer. “Awesome job!”

The **Landscape** Team, and in particular **Todd Cournoyer, Kathy Dion, and Jenn Konieczny**, received praise from Elizabeth Wiernasz of Stockbridge School of Agriculture, for the beauty of the campus. “You do a great job. You work hard and attention to the details pays off.”

Senior Celebrations create a lot of additional work for the **Grounds, Moving, Waste, and Custodial** staff. “We truly appreciate the hard work and support during all the commencement programs. We could not manage these without your assistance,” writes Lorraine Robidoux to **Pam Monn**.

To Pam Monn’s staff: “Thank you for the great job with Graduate Commencement every year. The stage, greenery, signs, and various moves all were perfect. We really appreciate everything you and your team do to help make our ceremony special,” says Will Kazmier.

Tom Fydenkevez heard from Julia S. Jack that **Dennis Stolz** and his team “did a thorough job with the cleanup in Totman Room 163. Thank you for the fast turn around and for the excellent work.”

In the Customer Service response forms, **Electrical, Sign Shop, Roofers, Custodial, and Moving** were thanked. Not much other detail was provided.

The staff of Center for Women & Community (CWC) would like to formally acknowledge and commend **Abel Ruiz** for his dedication and positive daily contributions to our workplace. The letter, written by Kathie Crivelli, speaks glowingly of his many positive attributes and work successes. Kudos, Abel!

Hollis Henderson and the **Moving Crew** went to the Mt. Ida campus to help with a move. Deborah Beaubien thanks them and says “they were fantastic to work with. They were a pleasure to be around.”

Tom Fydenkevez received a lovely letter: “Thank you so much for taking time last Monday to offer our 4-H youth a peek behind the scenes of an innovative aspect of UMass Amherst’s water systems. It is important not only for these young people to get a sense of how the process works, but also to meet the real people who make it work. These young people came from communities across Massachusetts and Rhode Island. Our hope is that they will return to their communities prepared to be more responsible environmental citizens, with enough knowledge to ask more and better questions. I know you share this interest. This was a great start, and I hope we will be able to develop this opportunity more. We really appreciate your willingness to make time for this kind of education. Thank you!” Will Snyder, Extension Educator, UMass Extension/4-H; Center for Agriculture, Food, and the Environment

The Studio Arts Building received a quick response from Waste Management to a request from Robert Woo. **Jeff Kocot** acted “so quickly. Much appreciated as always.”

Stockbridge Hall received a thorough cleaning in preparation for Commencement activities. **Jackie Aiston** was affirmed for her responsiveness, helpfulness, and thoroughness. **Chuck McKay**, her supervisor, heard from Sean Conlon in gratitude.

Thanks to everyone
who works hard
routinely
with or without
much encouragement.
You *are*
making a difference.



Gratitude
is
riches.
Complaint
is
poverty.
Doris Day