

## Physical Plant Services

### 2018 Fall Newsletter

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# Physical Plant Services

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## Message from the AVP

BY JOHN WITJES, AVP (FACILITIES)

The fall academic term is one of my favourite times of the year. I look forward to the return of the students each year and the renewed energy they bring to our wonderful campus.

This year is particularly exciting as we look forward to opening the doors of Mitchell Hall later this fall. Our department has taken a strong support role on this project and has successfully navigated many challenges that often occur when a heritage building is renovated. Construction on the revitalization of our 1930s vintage Physical Education Centre began in 2016 and over the last 24 months the building has truly been transformed into something very special. The new and exciting space that has been created will support students at Queen's for many years to come in areas of student health, faith and spiritual life, athletics and high performance training, engineering, and student community relations. I invite you to visit the building once it is opened and see for yourself.

I would also like to welcome two new employees to the PPS team, Michael McLean as Supervisor, Custodial Services, and David Waite as a Project Manager. We continue to build a very strong team.

I hope you enjoy this edition of our fall newsletter!



### **Construction Update**

BY CAROLA BLOEDORN, DIRECTOR, DESIGN AND CONSTRUCTION

The Design and Construction team has just completed what was arguably one of the most challenging summer construction seasons. Above average demand for construction contractors locally and regionally, resulted in high prices, delayed delivery dates for materials, and in some cases, a shortage of qualified labourers. Considering these significant challenges, I am proud of what our project management and design team was able to accomplish, and I thank all of our Clients for their patience and understanding.

Now that the dust has settled from many of the summer projects, we are identifying new projects for the upcoming year, as well as supporting various groups within Queen's in the pre-design and planning stages of several significant projects. This includes working with the AMS and SGPS through a consultation process with students to develop a concept for the redevelopment of the John Deutsch University Centre. The intention is to take this to an AMS led student referendum early in the New Year.

In order to manage our ever-increasing number of projects, we have added an additional project coordinator and project manager to our team. We are working closely with Strategic Procurement Services, our Finance group, Risk Management and Legal Services to ensure we have well defined, efficient procurement processes, design standards, and proper consultant and construction contracts in place. One example of this is the revised "Vendor of Record" process that enables us to reduce the time it takes to hire contractors and consultants. A second is the development and posting of the Queen's Design Standards on our webpage for use by clients and contractors. We will be completing these over the next few months and encourage everyone to visit our website [queensu.ca/pps](http://queensu.ca/pps) or follow us on twitter @queensuPPS to get regular updates on all the construction activities on campus.

### Energy Management : Electricity Demand Management

BY: SPENCER KELLY, ENERGY ENGINEER INTERN

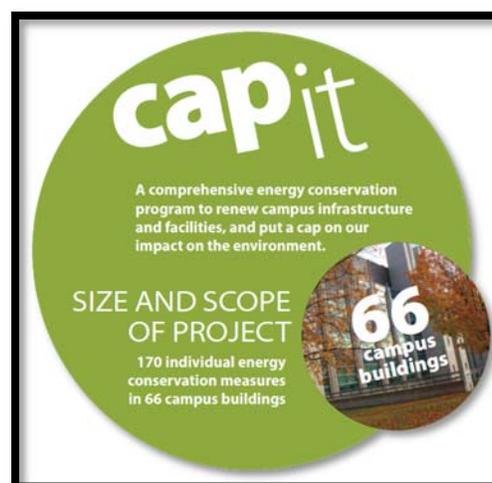
As the days begin to get cooler, this signals the end of the electricity demand response season for the Energy Management team.

Demand Response (DR) management is a strategy implemented to substantially reduce electricity costs and contribute to the sustainability of the province's energy system. As part of the program, Physical Plant Services (PPS) shuts down air conditioning systems in a number of campus buildings over the months of June, July, August and September. These shutdowns are timed to coincide with the expected peaks in provincial electricity demand and, combined with the university's cogeneration activities, are expected to provide \$4.3 million in avoided cost to the university's electricity budget.

This summer we responded with our cogeneration facility 40 times and a total of 19 times with chiller shutdowns. These shutdowns allowed us to effectively reduce our power demand on every top ten peak this season.

The Energy Management team attributes the success to a newly implemented response strategy. During the winter of 2017-18, the team developed a new response strategy and algorithm utilizing MATLAB software to test and optimize different response strategies against historical data. To minimize the disturbance to Queen's building occupants a multi method response strategy was developed, categorizing days into one of three categories; No/Low Risk, Medium Risk and High Risk. PPS took a different approach based on how the day was categorized. A No/Low Risk day means the system operates as normal, a medium risk day warrants a cogeneration response, while a high risk day warrants chiller shutdowns and a cogeneration response.

Even with our new strategy, it would have been impossible to have a successful demand response season without the hard work of the PPS staff who coordinate and execute the response. We would also like to extend our thanks to the Queen's building patrons who remain cooperative and understanding of the importance of this program.



### **Sustainability Review : Summer Intern Learning Opportunities Within Sustainability**

BY: Kate Hickey, Sustainability Office Intern

Having worked in the sustainability office for three short months, I now know more about campus sustainability than I ever could have imagined possible, from helping setup and deploy waste stations and organics bins, to calculating the total amount of Queen's greenhouse gas emissions.

I worked on a large variety of projects this summer including, but not limited to:

- Campus carbon footprint calculation
- Campus energy reduction projects
- Coordination of sustainability week
- Overall campus sustainability assessment
- Waste diversion/recycling policy
- Commuter challenge and other sustainable transportation projects

Every project I have worked on has allowed me to work with and learn from different people from all across campus. One of the most surprising things I learned this summer is just how many people work at Queen's in order for us to receive an outstanding education. The number of people who are excited to talk to me about sustainability and who are more than willing to help me in any way that they can has made me feel way more connected to and proud of the Queen's community.

Because of my experiences this summer, I am planning ways that I can stay involved throughout the school year because sustainability cannot be left at the office. My goal is to make it so that more students are aware of and involved in what goes on at the Sustainability Office. If you are interested in learning more about what a summer intern does at the sustainability office or how you can get involved, feel free to contact me at [kate.hickey@queensu.ca](mailto:kate.hickey@queensu.ca).

I am very proud to say that Sustainability Week (Sep 30-Oct 4) was one of the best weeks to date. Our events consistently had higher attendance and we had a number of activities that were tailored to staff, including the Carbon in Context session and Sustainable Kingston partnership event. Also, new this year was our keynote address given by Shalini Kantayya, an award winning documentary maker and eco-activist.



### **Building Accessible and Inclusive Environments**

BY: MARIDEE OSOLINSKY, PLANNER

In 2010, the Four Directions Aboriginal Student Centre (FDASC) at 146 Barrie Street required an update to their existing ground floor undersized and inaccessible washroom. We removed the old washroom and introduced a new accessible single-user (gender neutral) washroom. This new washroom is now accessible for all who desire to visit/work in the space.

In 2012, the university approved the 'Policy on Gender Neutral Washrooms at Queen's University'. The policy states "The University shall ensure the existence of at least one gender-neutral washroom (or change room with shower, where appropriate, as in residences and athletic facilities), on every floor (where washrooms exist) of every newly constructed or significantly renovated building on campus. Further, the University shall repurpose all single-user, gender specific washrooms into gender-neutral facilities as funding becomes available. All such facilities must include signage that makes it absolutely clear that they are not restricted by gender."

The FDASC recently underwent a major renovation in their existing building and have expanded into 144 Barrie Street led by Project Manager Barrie Carson. As part of the accessibility enhancements, there will be one single-user (gender neutral), accessible washroom in each building. This gave me the opportunity to reflect on the success of these washrooms in helping transform space and to consider the overall number of these washrooms now being added to buildings on campus.

In addition to the FDASC project, this year alone our Design and Construction team members are currently involved in adding or renovating these washrooms in the following buildings:

- Mitchell Hall, includes single-user (gender neutral), accessible washrooms on all floors, as well as in the Wellness Centre and Exam Centre, and a single-user (gender neutral), accessible change room in the basement Athletics space (PM - Bob Polegato and Franco Lora)
- Two new single-user (gender neutral), accessible washrooms in Duncan McArthur Hall (PM - Isabelle Nault and PC - AKSharma)
- One new single-user (gender neutral), accessible washroom in Mac-Corry Hall (Small Works PM - Raj Shekhar)
- One new single-user (gender neutral), accessible washroom in McLaughlin Hall (PM - Jamie Thompson)
- Gender neutral washrooms and showers in Jean Royce Hall are being renovated to ensure privacy (PM - Susan Dart)
- The addition of power door operators to some existing single-user (gender neutral), accessible washrooms as part of the 5-year accessibility plan (PM - Rachel Quittkat)

Future proposed washroom projects are also being considered for various buildings and the Design and Construction team looks forward to building these inclusive environments.

### Tool of the Quarter

BY: MATHIAS NG, ELECTRICAL ENGINEER

The 2018 Fall “Tool of the Quarter” is:

### Fibre Optic Inspection Scope

Fibre Optic  
Inspection Scope



The FOIS allows users to extend the reach of their cellphones when needing to take pictures/videos at hard to reach places.

The FOIS was originally developed by Larry Pattison, Director of Engineering & Operations PPS, to reduce the time and cost in obtaining pictures within electrical manholes. The user would mount their cellphone at the end of the pole and take pictures with the use of the Bluetooth control or timer function without having to climb ladders and initiating procedures for confined space entry. At its maximum length, the FOIS adds an extra 2 meters reach for the user and is useful where taking photos is just outside of arm's reach. Users are cautioned to not use this tool in proximity to live equipment as the pole is made out of conductive material.

The FOIS is available from the engineering group to all in PPS.

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## Your Benefit Program's Best Kept Secret

The Employee and Family Assistance Program (EFAP) is here for you no matter the severity of your concern. It is a service operated through your benefits program and is free for you or your covered family members to use in person, over the phone, or online in French or English.

You can access the EFAP services confidentially and 24/7/365. The services available are operated through Homewood Health and they offer a variety of services including e-courses, health and wellness libraries, health risk assessments, e-counselling, employee/member orientation, in person counselling and eldercare/childcare resource locators at [homeweb.ca](http://homeweb.ca).

Plan Smart provides you lifestyle and specialty counselling services that offer three different specialties depending on your purpose for the counselling appointment. *Life Balance Solutions* helps employees with parenting and family issues, legal issues, relationships, and financials. *Career Smart Counselling* helps employees about career advancement, pre-retirement, and business counseling. *Health Smart* helps employees with nutrition counselling and substance abuse or quitting substances.

The services that EFAP offers Queen's University employees go beyond the Plan Smart program. They also offer services that deal with grief, mental health, sexual orientation, life and work balance, PTSD, Anger Management, etc.

To access these services offered to you by the Employee and Family Assistance Program visit [homeweb.ca](http://homeweb.ca) and sign up.

These services are entirely confidential and available to all of those who are receiving benefits through Queen's. You can also sign up to receive a quarterly newsletter called *Life Lines* that cover topics such as mental health, addiction, and depression.

To receive more information, you can call the following numbers: 1-800-663-1142, 1-866-398-9505 (Numéro sans frais - en français), 1-866-384-1152 (TTY), 604-689-1717 International (Call Collect).

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## Marketing Update: A Year in Progress

BY: JASMINE CHAPMAN, SOCIAL MEDIA AND MARKETING SPECIALIST

Our marketing efforts have increased sizably since this time last year. Not only do we have a presence across all main social media channels (Instagram, Facebook, and Twitter) but we also have a presence amongst students across the campus. Over the past year, we have been working hard to develop a brand that is consistent with our mission statement and our goals for the future. This is why we launched the I ♥ PPS branding with the goal to increase visibility and to make sure that students and staff alike are aware of all of the work that PPS does for the Queen's University campus.

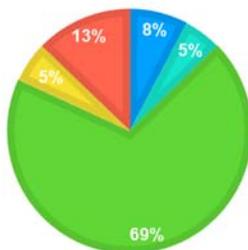
How have we been reaching out to students?

We have been using a variety of different platforms to reach out to students, faculty and staff. One of the most effective ways of outreach is through social media surveys (some results below). Through these surveys, we reach over 6,000 people per Facebook post. The best thing about social media surveys are that they assure students that their voice is being heard.

We have also been reaching out to students through direct outreach activities. This year was the first of many years where PPS had a presence at SOAR (Summer Orientation to Academics and Resources). I had the opportunity to talk to over 200 incoming first year students and their families about what PPS is, what it can offer students, about their parking options, and any other information they needed about the facilities on campus. We also joined the Sustainability Office for ASUS' annual Sidewalk Sale and handed out many I ♥ PPS stickers to students and faculty, once again raising awareness about PPS.

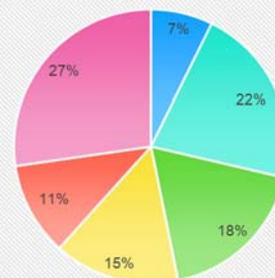
### WHAT DO STUDENTS WANT TO SEE MORE OF IN THEIR CLASSROOMS

■ Cubbies ■ Coat Hooks ■ Outlets ■ Whiteboards ■ Chairs with Storage



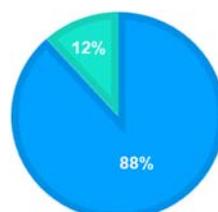
### WHAT STUDY SPACES DO STUDENTS WANT TO SEE MORE OF ON CAMPUS?

■ Round Tables and Funky Chairs - Mac-Corry  
■ Desks & Chairs - Dupuis Engineering & Teaching Lab  
■ Harry Potter Room - Douglas Library  
■ Renovated Study Space - Theological Hall (top floor)  
■ Main Stretch - Stauffer Library  
■ Long Group Work Tables - Mac-Corry



### DO STUDENTS WANT TO SEE MORE COLOUR ON CAMPUS?

■ Yes ■ No



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## Thank You's

Hi Tracy,

So often we neglect to find the time to give positive feedback so I would like to send a very big thank you to Jamie Cassell for his help [one] afternoon.

The school was hosting a reception in the lower commons with three Dean's in attendance. With Starbucks bags and garbage strewn about the steps from the students I saw Jamie and he, without hesitation helped me clean up.

I know I broke protocol with not calling it in but Jamie said it wasn't a problem.

I really appreciate his always willing to help attitude and it's a please to have him with us.

Thanks,

Sue

Following the storm on August 15<sup>th</sup>, Twitter users voiced their thanks for the work that the PPS and EMC team did to combat the storm.



Dear John

I would like to express my gratitude to you, and to the Physical Plant Services Team for their hard work following the numerous floods on campus. I had the opportunity to stop by my home department in Chemical Engineering on Thursday and heard from staff how happy they were with the response and the efforts of the Physical Plant Services (PPS) staff. I also stopped by the Engineering Society offices, and they too were most appreciative of quick response of your team.

I expect this is already a busy time of year for you and your staff, with vacations still in full swing and preparations for the return of students to campus. The dedication of the PPS team during this very demanding event minimized water damage. The attention of your team to ensuring that those buildings affected by the storm were cleaned up quickly and thoroughly is appreciated and did not go unnoticed.

Sincerely,

Tom

Hello All,

I'd like to extend my thanks to Scott and his installation crew and to Raj — this was a big job and extremely well handled by all the PPS techs and managers!

Cheers,

Peggy

*Raj Shekhar is the PPS Small Works Project Manager*

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## Announcements

### New Hires

Michael McLean, Supervisor, Custodial Services, October 9, 2018

David Waite, Construction Project Manager, October 15, 2018

### Retired

Brian Deir, Electrician, September 30, 2018

Angela Swain, Custodian, September 4, 2018

### Thinking of Retirement?

Queen's Human Resources offers a Series of Pre-Retirement planning courses designed to encourage Queen's employees to begin planning earlier in their lives so that they can live the way they want to when they retire. For more information, check the online catalogue located at <http://www.queensu.ca/humanresources/policies/employment/retirement>

### We Want To Hear From You!

Do you have a news story or an announcement you would like to make, a cartoon or photograph you'd like to share? We're always looking for submissions for future publications.

Have an idea on what we should name our newsletter. All suggestions are welcome. Submit your ideas to any of the newsletter committee members:

Tracy Elliott, [tracy.elliott@queensu.ca](mailto:tracy.elliott@queensu.ca) and/or Larry Pattison, [pattison@queensu.ca](mailto:pattison@queensu.ca)

If you would like to start receiving an electronic version of the PPS Newsletter send an email to one of the newsletter committee members and you will be added to the email distribution list.