Putting a Face on Heart Disease

Staff “goes red” for supervisor

At the age of 38, Robin-Lee McLeod suffered a heart attack. Given that she does not fit into any of the typical risk categories, it was a shock to McLeod and her family. Now, 11 years later, she takes an aspirin each day, keeps nitroglycerin handy, and monitors her heart and blood pressure carefully.

“My doctor said it was emotional stress,” McLeod explained. The Marine Corps veteran and current Army Sergeant, does not drink or smoke and remains fit. “I can pass the physical part of a stress test without a problem,” said McLeod who is a Supervisor of Facilities on the Newark RBHS campus. “Mine was not a text book case.”

On February 3, various groups within Institutional Planning and Operations participated in Go Red Day, in which employees were extended the opportunity to "dress down" in jeans and a red shirt for a $3 fee to help raise awareness of the problem of heart disease in women.

McLeod told her staff of 16 about Go Red Day and encouraged them to participate. At first, not too many people were interested. Most of McLeod’s staff had no idea she had suffered a heart attack 11 years prior. “When I saw they were not really interested, I told them if they did not want to participate, that was fine, but I also wanted to put a face on the disease, so I told them what happened to me. They were shocked. Everyone gave a donation. Everyone wore red that day. It was very cool. It made me feel good.”

Eleven years ago, McLeod was working at University Hospital, on the RBHS Campus, when she had her heart attack. “My chest was hurting, and I was trying to leave the hospital,” she recalled the circumstances of the day with a chuckle. “I did not want to be admitted.” The EMTs were called, however, and she was admitted and found to have had a heart attack. “My family was scared; I was scared,” she recounted. “Everyone started treating me with kid gloves, which I don’t like.”

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INSIDE IPO

March-April 2017

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INSIDE IPO is a newsletter for the employees of the Division of Institutional Planning and Operations.

If your department has news you would like to share for inclusion in the newsletter, please contact the editor:

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Message from the Executive Vice President & COO

Winter finally came a little late this year, but when it did, it left an icy mess and level IV emergency closure in its wake. Our division never really “closes” level four emergency or not, we run 24/7/365. Predictable and unpredictable emergencies test our might, and I believe we always pass the test. I appreciate all of you who helped with storm clean-up.

It has been more than 15 months since President Barchi created our Division, Institutional Planning and Operations. The largest business division within Rutgers University, IPO includes several major departments; we touch every aspect of the university. Everything we do affects the day-to-day operations of Rutgers University. It is critical that we are running an efficient division, where everyone understands our key goals and objectives, and where each of you plays a vital role in its success.

I am sure some of you are not aware of all of our business groups and how they link together to facilitate the smooth and seamless operation of the public safety, maintenance, construction, transportation, retail and housing, and business groups that work hard each day to keep our campuses clean, functional, safe, and its people moving. You could argue that most of us toil in the background so that in the foreground, everything that our students, faculty and staff encounter is functioning. If, for example, our custodians did not empty garbage, clean floors, and vacuum rugs, our clients would have a very unpleasant experience.

Within our division, we are expected to provide answers to the following questions: Where do I park? Who cleans my building? Is it safe to walk outside at night? What is the bus schedule? Where do I get my ID? These are all questions we can answer. Everything we do to run this institution has a direct effect on the university’s ability to recruit top students, researchers, faculty, and staff.

President Barchi, in fact, created this division to, in his words, "foster a more efficient and effective infrastructure". That is a large part of our mission. In order for us to fulfill the tasks at hand and accomplish our mission, we have to make sure each group is functioning well, at optimum levels, and not as disparate groups, but under the banner of one division with the same goals.

I recently sent each of you an email about a new initiative, which I believe will help solidify our goals and yield even better performance among our staff. My Executive Leadership Team will be working with Steve Heisey from University Human Resources to develop our strategic plan. Steve is experienced in this area and his consultancy is invaluable.

In the coming weeks you will be asked to complete an anonymous survey. Please take the time to do so. I am seeking everyone’s input because you are all deeply involved in the day-to-day operations of our campuses, and your input will provide the insight we need to chart the most effective course in the years ahead. When you receive the survey, please complete it. As we move along with this initiative, I will keep you posted.

Sincerely,

Antonio Calcado

https://ipo.rutgers.edu
RUPD SEEKS RE-ACCREDITATION FROM NATIONALLY RECOGNIZED ORGANIZATION

In its continuing effort to enhance its capabilities and improve service to the university community, the Rutgers University Police Department is seeking re-accreditation by the Commission on Accreditation for Law Enforcement Agencies (CALEA®). The Rutgers Police Department was first accredited in July 2011. Maintaining this status is an on-going process and requires constant monitoring and updating of policies and procedures to assure that the Rutgers University Police meet the Commission’s standards. Re-accreditation is a formal recognition of the agency’s professional excellence.

The nationally recognized CALEA accreditation program requires agencies to comply with standards in four basic areas: policy and procedures, administration, operations and support services. Of the 17,000 law enforcement agencies nationwide, only 778 are CALEA-accredited.

Fifteen law enforcement agencies in New Jersey – including the State Police – are accredited and only one other university in the state (the Public Safety Department of Rowan University) has achieved this status.

As part of the assessment process, CALEA representatives visited Rutgers University-New Brunswick seeking comments from all members of the Rutgers community during a public information session held on Monday, March 27th. The CALEA assessment team will also review written materials, interview individuals, and visit offices to evaluate compliance. Once the assessors complete their review, they report back to the full commission, which will then decide if the agency is to be granted re-accredited status. If awarded, re-accreditation is for three years, during which the agency must submit annual reports attesting continued compliance with the standards under which it was initially accredited.

Achievement of accreditation demonstrates excellence in the delivery and administration of public safety services. The benefits of accreditation include: greater effectiveness and efficiency in providing services to the university community, augmenting RUPD’s ability to prevent and control crime, extending cooperation with other law enforcement entities, and improving staff and employee confidence in the policies and practices of the department.

Department News...

REHS News

On February 9, 2017, Tom Block from REHS partnered with Patricia Hastings from the NJAES Extension Pesticide Safety Education Program to present a “Worker Protection Standard” workshop at the NJ Vegetable Growers Association convention in Atlantic City, New Jersey. The Environmental Protection Agency revised health and safety regulations for agricultural workers that handle or apply pesticides, including revisions to respiratory protection requirements. Tom provided a 40 minute presentation to approximately 30 – 35 attendees reviewing these requirements and demonstrating how to properly ‘fit test’ workers with respiratory protection.

For over 30 years, REHS has supported university farm workers, supervisors, and researchers at experimental stations, research farms, and greenhouse facilities by providing respirator training and fit testing services. Participation in this convention enables REHS to assist farmers, cooperative extension agents, and commerce groups-- not affiliated with the university--with the information necessary to protect their workers, protect the environment, and comply with regulatory requirements.

Dr. Aparupa Sengupta of REHS was recently the primary author of a published article in Environmental Science and Pollution Research pertaining to her research at Michigan Technological Institute.

Antibiotics are emerging as contaminants worldwide. Insufficient policy regulations, lack of public awareness, and the constant exposure of the environment to antibiotics have created major environmental, and health concerns in form of multi antibiotic-resistant bacteria.

Titled: “Tetracycline uptake and metabolism by vetiver grass (Chrysopogon Zizanioides L. Nash)”. The study focuses on identifying the biochemical pathways associated with tetracycline (TC) transformation/degradation in vetiver grass that could be used as a biological remediation system in TC-contaminated water sources. Results show that vetiver grass can successfully transform TC and its harmful isomers into compounds that they use for metabolism. Although further investigation is needed, the bio/phytoremediation technology has the potential to remediate tetracycline from water systems, it is comparatively inexpensive and hence could be used as a long-term solution. A copy of the article may be found at: http://link.springer.com/article/10.1007/s11356-016-7688-8.
Record storage is a challenging task. With medical, research, legal and student records, Rutgers has thousands upon thousands of records to retain. In addition, the retention and disposal of these records must follow state and federal regulations.

A university the size of Rutgers needs a huge space for storage. 7 Kilmer Road in Edison is just that: an 89,000 square foot warehouse with a jaw-dropping display of archive boxes—about 150,000, stacked two deep in a 21-foot floor to ceiling shelving system, all perfectly barcoded for easy organizing and locating.

Overseeing this operation is Steve Dalina, Director, Records Management. A 25-year Rutgers employee, Dalina and three additional employees oversee the incoming archives, making sure they are entered into the computer, barcoded, and shelved. Depending on government regulations, a disposal date is also entered into the computer for the particular records. “Financial records, for example, have a ten year retention period,” explained Dalina.

Materials come into a triage area for processing. Each box is entered into the system. A disposal date is also recorded, and the items are then put safely into storage. The warehouse has security cameras throughout, and only authorized personnel are allowed access.

“We do have a secure area, with offices, where you can come and sort through your archived boxes,” Dalina explained. The department also has the ability to scan the content of the boxes should the owner have to see certain contents, but does not need to come to the warehouse. A wire guided lift machine easily locates boxes, and pulls and places boxes as needed. Mail Services and Logistical Services deliver about 90 percent of the boxes coming to the warehouse.

“The warehouse opened in 2013. We wanted to do it right,” said Dalina, who is an experienced records and information management professional. “We learned a few things from legacy UMDNJ because their record keeping system was very good due to HIPPA regulations.” The proper storage space and a technology driven system were critical. “Our system of managing records is so good that we recently hosted visitors from Penn State who are evaluating records management systems,” Dalna said.

(Continued on page 9.)
Automating the Mail

Smart Lockers and Student Kiosks Speed Incoming and Outgoing Mail

Equipped with modernized student post office hubs, automated locker systems, 40 full time employees and 21 vehicles, the Mail Services group within Institutional Planning and Operations delivers mail and packages to about 56,000 people annually, of those, about 30,000 are students. From points south in Strafford Township and north to Newark, efficiency is a key goal when delivering mail and packages to this many people in a broad geographic area.

“While paper mail has decreased over the year,” said Frank Scalice, Director of Rutgers Mail Services, “packages have increased, and making sure students get their packages as quickly as possible has become a priority.” In 2012 Rutgers became the first college in the country to begin using a smart locker system for distributing packages. Since then, the time to pick up a package has decreased from hours to minutes.

When a package arrives, Mail Services adds its own barcode label to the item; it is then scanned and placed into a locker. The lockers are sized to handle smaller packages to very large boxes. Once the locker closes, the student automatically receives a text message or an email alerting him/her to the delivery. The student can access the lockers 24/7. With the swipe of a card, the locker opens and the student can retrieve the package.

“Students used to wait in line for packages, sometimes over an hour,” Scalise said. “Based on the data we now collect, with the automated system the package pick up rate is 85% within the first hour of arrival. There is no waiting.”

Automated postal kiosks for students are also a time saver. Located on all of the campuses, the kiosks handled 100,000 transactions last year. The kiosks are completely automated so that students can package, weigh and purchase postage for an item with the swipe of a card.

Mail Services handles over 20 routes statewide. In New Brunswick and Livingston alone, they have 14 routes and visit 500 buildings per day. “Mail that we pick up from the various departments is processed the same day. We do not hold mail,” Scalise explained.

With three metering machines processing mail, the letters are ready for the US Postal Services truck, which arrives just before 5 pm each weekday.

Internal mail is also distributed through this group, and for any school or group that has a university-wide mailing, Mail Services has the ability to label the mail for individual distribution. While there is a fee for labeling, there is no fee for internal distribution of mail.

With a medical school and plenty of research labs among the campuses, Mail Services is also charged with picking up and sending some unusual items: “We also pick up DNA samples, bodily fluids, bodies and cremated remains.” It is the responsibility of the school or unit to package these items according to legal guidelines,” Scalise explained. The vans are equipped with emergency spill kits and drivers are trained to follow guidelines should a spill occur. “We do not ship or handle live animals,” Scalise said emphatically. “Only veterinarians or someone otherwise professionally recognized as an experienced animal handler can handle live animals.”

Recently, however, a box of live chicks arrived in the Newark mail room. “I was sitting here in my office and heard chirping,” said Samuel Bandy, Assistant Manager Mail Services. “I wanted it to be birds on the roof. I was thinking, ‘Please let that be birds on the roof.’ I turned to Dexter (Dexter Bagot, Supervisor Mail Services), and said please tell me that’s not chicks I’m hearing.” Bagot confirmed they were both hearing chicks. Someone in animal quarters ordered chicks and more were on the way. “I called Frank Scalise and turned it over to him,” Bandy said. “It’s more of a safety issue for us. We cannot handle live animals. We don’t know if they are carrying an illness, and this was an unmarked box.” In the meantime, the individual who ordered the chicks was made aware of the policies and his other shipments were turned away at the Post Office. If you need information regarding what can be shipped through Mail Services, visit their website: http://mds.rutgers.edu/ or contact them via email: mailquestions@ipo.rutgers.edu. Mail Services is a group within IPO’s Business Services department.
Putting a Face on Heart Disease

(Continued from page 1.)

The episode made her realize that she had to be careful of her emotional stress. “I’ve learned not to try to take on the world,” she said. “When my brother passed away, my blood pressure spiked. I went home and just rested. I woke up and was fine,” she said. “I can control it to an extent.”

More recently, McLeod was hospitalized because her blood pressure spiked again. The 16 year university employee said, “I try to control it and not to think about my heart attack. I go for my check-ups every six months, take my aspirin, and keep nitroglycerin pills by my bed. My doctor says I have a beautiful heart!”

Simply Red:

Our Spevial Events Support group helped coordinate the red lights around our campuses for Go Red Day. Clockwise from left: The business school on the Livingston Campus, Brower Commons, RBHS Hoes Lane, Werblin on Busch Campus, Paul Robeson Campus Center Newark.
A Man with a Mission

When he is not overseeing a staff of 31 custodians in New Brunswick, you may find Nelson Seda preaching to lost souls in Morristown, performing as a clown or putting on puppet shows off the coast of Africa, writing and illustrating books, or painting.

Seda, Foreperson Custodial Services, supervises a staff at the Business School and various other buildings on the Livingston Campus. He is also a missionary, artist, and writer in his spare time. His first illustrated children’s book, published in 1997, The Green Prophet has been published all over the world.

“My wife and I wanted to be missionaries,” said Seda, the father of three children. “I have always been artistic, and when traveling to places within and outside of America, it helps to be able to bring an entertaining aspect to missionary work.” Seda may dress as a clown, don clown make-up on others, or perform puppet shows in an effort to reach children and parents.

Born and raised in Newark, Seda attended Newark’s Art High School on a scholarship. He paints, illustrates, and writes. His book is one of several he wrote. His stories are based on biblical passages, and they contain biblical messages. “My stories and illustrations are meant to intrigue kids and also pass on a message to both children and parents.

For 30 years, Seda has been bringing his message of redemption to Market Street Mission in Morristown. “Sometimes I ask God why I do this, but then I see a change in someone and I know why.” Seda relayed a story of a very wealthy California businessman who hit the skids, drinking his way from his California lifestyle to homelessness in New Jersey. “He was depressed, started drinking, and wound up on the streets. He had a wife and four kids. He was out of their lives several years; they thought he was dead. When he first started hearing me preach, I saw the skepticism. He was thinking ‘What does this guy know?’ A month later, he was contacting his family to let them know he was alive. I was in a supermarket in Bound Brook and a young man called out to me that I had changed his life. He was at the mission, a homeless dropout with gang tattoos. He told me he went back to school, became a nurse, got married and has three kids. He works in a hospital. I bawled when I got home.”

Married for 24 years, Seda took his wife—whom he met not surprisingly at church—to Market Street mission when they were first engaged. She has stuck with him since. You might call it a match made in heaven.

“I did not want to get married, and she hated me. I was always clowning around. One day her car broke down and she would have wanted anyone but me to drive her home; there was no one else around so she finally had to accept the ride. To thank me for driving her home, she suggested we get a bite to eat. At the diner she kept eating my fries, and I’m thinking ‘no one touches my food’. We spent 15 hours together that day and within five days, I proposed. We did not tell anyone we were engaged until I was able to buy the ring. Every payday I went to the ring store and put money down on that ring. When she finally put that diamond on, she never took it off.

Seda has written other books all with a Christian message. He is planning on rewriting and publishing them someday when he retires. Once his children are grown, he and his wife, plan to go to Easter Island in the South Pacific and become full time missionaries. Seda chose Easter Island because it is remote and has a population in need. “The books and artwork will help support us,” he said. “This is who I am; this is what I do.”
Dear Ms. Gravatt,

I’m writing to you today to commend two of your employees, Al and Paul, whose keen awareness, sharp thinking and honesty saved me a lot of heartache. On February 24, 2017, I had been working outside at the small table next to the Endocrine Research Facility on Cook Campus. I sat outside for a couple of hours in the beautiful weather and then took my computer and notebook and returned indoors. Unfortunately, I failed to remember that I had my purse with me outside and left it beneath the table where I had been sitting. When I needed something from my purse an hour later, I realized my mistake and rushed outside to find it was not there.

I asked inside Endocrine Research and they indicated that two facilities men had been driving by and saw something near the table and brought it inside to find the owner. When it did not belong to anyone there, they looked inside for my ID, found me on Rutgers.edu and realized that I work in the building next door. I found Al and Paul inside my building and my belongings were returned to me safe and sound thanks to them. When I tried to offer them a reward for their trouble, they refused by telling me that my look of relief was all the reward they needed.

I wish I had gotten their last names, but I wanted to let you know what an asset to your department Al and Paul are. I really appreciate their actions that day and feel good knowing that upstanding citizens like them are part of the Rutgers family. Thank you very much for your time.

Sincerely,
Kelly Francisco

Post-Doctoral Associate, Lecturer
Department of Environmental Sciences

Managing Records
(Continued from page 5.)

In addition to the standard boxes of paper records, the warehouse also stores dental molds, X-rays, pathology records and films of football and baseball games from the 1940s to the 2000s. There are architectural drawings of all buildings on all campuses and two generations of Scarlet Knights, which, by the way, are to be retained indefinitely!

“We get about 1,000 boxes a month, but also dispose of about 1,000 a month,” said Dalina. In addition, the warehouse employs a cross-cut high security paper shredder. When records are ready for destruction, they are put through the shredder. The output is then recycled. There are also shredding bins around campus, which are picked up and brought to the warehouse.

The group also manages electronic records. These are stored in virtual boxes and the retention period is also in accordance with the law. Dalina’s response to the question of whether we will ever have a paperless university: “We will have a paperless bathroom before we ever have a paperless office,” Dalina said. “Our footprint is clearly smaller, but we will never be completely paperless.”

Records Management is part of IPOs Business Services department. They can be reached at records-management@aps.rutgers.edu.

Clockwise from top: A previous generation Scarlett Knight peaks out from its shelf; a wire guided fork lift stores and retrieves boxes; architectural drawings are stored at the warehouse; a cross cut shredder delivers a secure disposal of records (inset) ready for recycling.
Now open in two locations!

kite+key, Rutgers Tech Store and Tek Chek, Rutgers Computer Repair are proud to announce the opening of their second location at the Hahne’s Building in Newark. kite+key is an Apple Authorized Campus Store that offers great products, services, and discount pricing to students, faculty, staff, and alumni of Rutgers.

kite+key facilitates sales, leasing, and device enrollment programs for Institutional and Departmental Sales. kite+key carries a full line of technology products from the top brands such as; Asus, Apple, Dell, HP, Microsoft, and Lenovo. They also carry a full line of accessories from Beats, Skull Candy, GoPro, Razer and many more. kite+key offers in and out of warranty computer repair, trade-ins, accidental damage plans, loaner laptops, same day smartphone repairs, free setup and troubleshooting, and gift cards, as well as monthly “appy hours.” Shop in-store or online at kiteandkey.rutgers.edu. kite+key is open 5 days per week.

Lighting and Motor Upgrades for Efficiency

Rutgers recently completed a lighting and motor upgrade on the Newark, Camden, and RBHS campuses. The overall savings will be 3.7 million KWH annually. That is a cost savings of over $369,000 a year. This savings does not include the cost savings in maintenance and reduction in air conditioning due to lower heat loads from the lamps and motors. The project was a collaboration of Utilities and Contract Services, Maintenance and Operations, Business Services, and Planning, Development, and Design. The total project cost was $2.2 million, with a $1.2 million grant coming from NJ Clean Energy under their Large Energy User Program. This gives a simple payback with energy savings alone of 3 years.

A RENOVATED SPACE TO ENJOY JAVA!

Our Facilities team recently renovated Starbucks on the Newark Campus. Led by Thomas Boland, Director, Facilities Project Services, the upgrades provided increased counter space and increased seating areas.
IPO Staff Promotion at kite+key, Rutgers Tech Store: Piscataway

Now through April 14, receive an exclusive in-store gift card promotion at kite+key, Rutgers Tech Store. Mention the IPO Newsletter and get ONE $10 gift card, good for your next kite+key purchase. kite+key is located at the Plaza at Livingston Campus on 55 Rockafeller Road, Piscataway. For more information, please email kiteandkey@rutgers.edu. Visit kiteandkey.rutgers.edu to shop kite+key’s full line of technology products and accessories.

Zumba at the Plaza at Livingston Campus: through April, Piscataway

Rutgers Student Affairs and the Plaza at Livingston Campus present the free Zumba Fitness Series on the lawn of the Plaza, every Wednesday in April from 3:15 to 4:05 p.m. Participants are responsible for bringing their own water. Visit theplaza.rutgers.edu for more information or contact the Plaza at Livingston Campus at theplaza@rutgers.edu.
Congratulations to Jose Tosta, Operating Engineer II, RBHS co-generation plant. Jose retired in February. He started working at the former UMDNJ plant on September 8, 1997. Best wishes for a long and happy retirement!

After 40 years of service at the RBHS co-generation plant, Charles Rodriguez, Senior Operating Engineer I, has retired. He started on the RBHS campus in 1976 when it was known as the College of Medicine and Dentistry. Charles is a graduate of the Maritime School in New York and sailed as a QMED, a Qualified Member of the Engineering Department, which is the senior most rank in the engine room of a ship. Congratulations, Charles, for your years of service!

Domenick Rizzo, Assistant Manager of Transit Services, and his wife, Molly, welcomed their first baby into the world. Gemma Rizzo was born December 31, 2016. Congratulations to Domenick and family!

#RUPDcares!

Community Policing in Camden

On February 6, 2017 members of the RUPD Camden Division joined with members of the Rutgers Camden College Panhellenic Council (CPH) and handed out free cups of hot chocolate on a cold Monday morning before classes. The CPH is the largest women’s organization on the Camden Campus. It is the governing body of both national sororities, Delta Phi Epsilon and Sigma Delta Tau. CPH provides academic, leadership, civic engagement, and sisterhood opportunities to both chapters.

The event gave RUPD a chance to promote personal safety tips while the CPH was looking to conduct some recruiting to expand their civic engagement. “It was a great opportunity to continue our partnership with student organizations and to promote the use of ‘Safety Escorts’ when walking around campus,” said RUPD Camden Chief, Richard Dinan. “We actually printed the escort service fliers directly onto the sleeve of the hot chocolate cups as a unique way to promote the program,” Dinan explained.