

Bob Casagrande, SSC RVP of Planning, Design, and Construction, was the key note speaker at the annual CAPPAs Technology and Leadership conference in San Antonio. Bob's topic was Creative Vision, Lateral Thinking, and AHA! Moments.

The CAPPAs Technology and Leadership Conference is a unique, mid-year educational opportunity open to facilities management professionals and business partners. This conference provides two days' outstanding educational sessions along with the opportunity to interact with other facilities professionals in an easy, relaxed setting and is open to all APPA regions at the same low price.



### In This Issue

- Safety Moment
- Diversity and Inclusion
- Lake Travis ISD employees helping out
- Grounds Tips for Your Home
- Recruiting
- Compass Phone Line Updates

# Safety Moment

## WHAT IS YOUR SITE DOING TO PROMOTE SAFETY?

Custodial Services at Texas A&M University has found a new way to promote safety. Share what your site is doing.



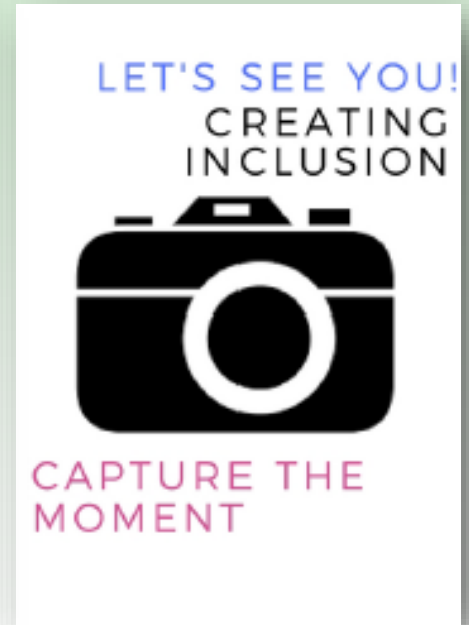
Custodial Services recently implemented a safety awareness push so that all associates stay aware and remember the extreme importance of being safe in the workplace.

Each custodial associate is now issued a wristband, which is considered part of their uniform. It's a simple plastic bright neon green wristband with the slogan "Be Safe – Stay Alert – Don't Get Hurt."

Each morning when the five minute safety minder is read for each crew, part of the meeting includes (by a show of hands) who is wearing their safety wristband. Those who are wearing their wristbands are praised and those who are not wearing them are documented and reminded to do so going forward.

At the end of each quarter, each crew that was in compliance during the full quarter will be rewarded in some way. Custodial Services is still gathering reward ideas from their crews.

# Diversity and Inclusion



An inclusive culture is one where associates feel like they belong. A sense of belonging attracts and retains associates, fosters innovation and encourages participation.

Listed above are some key elements that lead to an inclusive culture.

This month celebrate diversity & inclusion by capturing inclusion in action. Share with us @ compassinclusion@compass-usa.com

We want to see what you're doing!

**Don't forget to participate in this year's Five Jewel Award for Inclusion Excellence. [Click Here](#)**



# SSC Employees Going Above and Beyond

## SSC CUSTODIAN SAVES A LIFE!



Marco Rossainz has been a SSC custodian at Lake Travis Middle School since August of 2016. On April 10th, Marco was awarded the LT High5 Award as part of the district's Employee Recognition Program: "Lake Travis ISD is an exemplary district because of the high-quality staff who work here. Five times a year, three district employees—an auxiliary staff member, a paraprofessional staff member and a professional staff member—will be recognized for service beyond self."

Recently while performing his daily lunch room duties, Marco spotted a student showing signs of distress. He asked the child if he was ok, however the student was unable to speak. Recognizing that the child was choking, Marco quickly performed the Heimlich maneuver which dislodged the food particle. Marco's observant nature, fast thinking, and concern for the student helped avert what could have been a very tragic event. We applaud his initiative and diligence in looking out for the well being of the Lake Travis ISD students!

# and Beyond at Lake Travis ISD

## TAKING THE TIME TO LEND A HAND

Megan, a 5th grade teacher at Lake Travis ISD found herself in a dark parking lot, with a flat tire, and late for a meeting. “My insurance had quoted me 2 more hours of “maybe” being on the way, when Salman came by and changed my flat on his own free will. He said he always does a general scan of the property when he arrives, to attend any needs on sight, and I happened to be in sight. I am so grateful to him for getting me back on the road before we had to worry about that the morning commute would look like. We have an amazing Maintenance Crew on Staff.” We couldn’t agree more Megan!



Johnny Hall (CFO Assistant Superintendent), Dr. Lancaster (Superintendent), Salman Al Rubaye (SSC Employee and Man of the Hour), and Chris Weller (SSC Unit Director for Lake Travis ISD)

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Let us know how you see other SSC employees going above and beyond by sending your stories to [Contact@sscscserv.com](mailto:Contact@sscscserv.com).

## Grounds Tips for your Home:

There is a tiny little pest that is going to start getting very active on your shrubs – spider mites. If you look at your foliage and see stippling (light colored spots on evergreen plants) turn the leaf over and look for small round eggs you



have spider mites. Another sign is silk webbing on shrubs,



Best and most effective treatment is Horticultural oil. Treat the underside of foliage according to directions and follow up in two weeks. Plan on treating 2X with oil again in the fall before going into the winter – fall treatment is more effective than spring but spring treatment will provide control going into summer growth.

—George Bernardon,  
Regional VP of  
Grounds Management



## Recruiting Spotlight

External applicants:

[www.compassgroupcareers.com](http://www.compassgroupcareers.com)

Internal applicants: [www.altogethergreat.com](http://www.altogethergreat.com)

Did you know our critical open positions come with a referral bonus? Well now you do! If your referral leads to filling a high need position you could receive up to a **\$750** bonus.

Critical Open Positions under recruiter Julie Nelms:  
[Julie.Nelms@Compass-USA.com](mailto:Julie.Nelms@Compass-USA.com)

Position	Location	Requisition #
Electrical Engineer	College Station, TX	JN02151772326
Unit Director	Jackson, MS	JN02221772586
Asst Facilities Director	Kingsville, TX	JN02281772873
Unit Director	Austin, TX	JN02281772871
Construction Project MGR	College Station ,TX	JN04071774295
STAT Team Manager	Knoxville, TN	JN04101774365
Facilities Director	Galveston, TX	JN03211773638
Unit Director	Richmond, VA	JN03221773707
Regional Manager	Richmond, VA	JN04031774136
Floor Care Supervisor	Richmond, VA	JN03221773708
Construction Project MGR	Stephenville, TX	JN04041774159
Unit Director	Ft. Smith, AR	JN04041774181
Facilities Director	Crawfordsville, IN	JN03131773368
Facilities Director	Muncie, IN	JN03211773626
Resident Regional MGR	Rochester, MI	JN03241773785
Unit Director	Rochester, MI	JN03241773788
Unit Director	Rockwall, TX	JN03271773859
Unit Director	Bentonville, AR	JN04071774343

# Help Desk Undergoes Changes

## What you need to know:

### Summary/Purpose

- Compass phone support is being realigned to make it easier for managers and others in the field to access help. The new structure is based on function: BuySmart/Purchasing; Field Accounting; HR; and Technology.

### Details/Timing

On 3/20/17, the following changes will occur:

- **Compass Technology Support Line:** 888-295-7206 (previously named the “Compass Group Support Line”) – will add the following options: Crisis Hotline/Cyber Security, MyAdmin, and MyITStore.
- **Accounts Payable (AP)** phone support will be accessible from the BuySmart Purchasing Support number: 877-499-3663/Option 3. Vendors will continue to contact AP directly at 704-328-7991.

On 9/15/17 the following phone support desks will be permanently moved from the Compass Technology Support Line to the below locations:

- **Payroll/MySTAFF:** via the One HR Number: 877-311-HRHR (4747)/Option 6.
- **Accounts Payable (AP):** accessible from the BuySmart Purchasing Support number: 877-499-3663/Option 3. Vendors will continue to contact AP directly at 704-328-7991.

Please refer to the [Compass Support Reference Guide](#) for more information.

## Contact Us

Would you like to contribute to next month's newsletter? Please contact us with your idea!

SSC Service Solutions  
PO Box 52370  
Knoxville, TN 37950

865-546-8880

Contact@sscscserv.com

Visit us on the web at  
[www.sscscserv.com](http://www.sscscserv.com)