

Staying Connected with Campus Services

Good news! Pru Pease, Resource Coordinator from Work United, has returned to campus and is available to meet with employees in-person on Monday afternoons from 1-4 pm at 1953 Commons. Appointments are not required, but are recommended. Pru can be reached at (603) 361-3429.



Thanks to all who are working to beautify our campus!



The Importance of Res Ops

The primary responsibility of Residential Operations (Res Ops) is to oversee the facilities needs of undergraduate residential halls, college-owned Greek houses, and the living and learning communities, such as the Native American House, Cutter Shabazz, and LALACS.

While caring for the facilities, however, the Res Ops team plays a subtle and crucial role, interacting with students and raising concerns on behalf of students who might need help. The Res Ops team follows a routine schedule that mirrors the 10-week academic calendar. Daily during the term, the 47 custodians clean the buildings, while 4 maintenance workers handle general repairs and maintenance of the 72 buildings. Things get particularly exciting during the move-in and move-out periods as these are relatively short period of time to deep-clean rooms and tackle more complex maintenance and renewal projects. Res Ops also manages Controlled Storage for students who store their belongings while off-campus, and manages Commencement & Reunion (C&R) housing for students, parents and alumni who stay in residence halls during a 2-week period in June.

“We have a lot of student interaction which we thoroughly enjoy,” remarks Director of Res Ops Cathy Henault. “Our custodians are critical in knowing what’s going on in the building.” They have, on occasion, identified students with eating disorders or those who are just really sad, and flagged them for follow-up by Residential Education employees who handle student programming. Custodians intentionally work alone in their assigned building(s) to facilitate their having meaningful relationships with students.

Thanks to all the Res Ops staff who care deeply about their work and about Dartmouth’s students.

Be sure to see [Work United details on page 2.](#)

CONGRATULATIONS, Terry!

Congratulations to Terry Impey, Operations Manager in Real Estate, who was awarded this year’s Sheila Culbert Distinguished Employee Service Award. Created in 2008, [this award](#) "recognizes a staff member who has made a difference to the College and to his or her colleagues; demonstrates a commitment to the highest work ethic and exemplary work performance; is both selfless and unwavering in dedication to the institution; and is relentless in the pursuit of excellence."

This year’s Lone Pine Excellence Awards recipients were announced on May 20 in a [Dartmouth News article](#), and in an outstanding [video](#) that celebrates both the 2019 and 2020 award winners with remarks from employees who nominated them.



Among many others, the video celebrates Phil Charbonneau as the 2019 Leadership Award winner(at minute 23:09.) and Terry Impey as the 2020 Sheila Culbert Award (at minute 34:50.)

In the video, President Phil Hanlon announced Terry's as this year's Distinguished Employee by saying, "Terry is on-call for the Real Estate Office 24/7. His positive attitude, attention to detail, and commitment to caring for Dartmouth’s physical assets, while taking fiscal responsibility to heart have earned his admiration [from many]. Described as a kind, patient, purposeful leader, Terry motivates his union crew members to do their best work and did an exceptional job in managing over 200 occupancy turnovers in Dartmouth-owned properties during the covid-19 pandemic last year." Congratulations, Terry, and THANK YOU for your tremendous work.

