



Useful tips, news and information from James CRAFT & Son, Inc.

Maternity Expansion Project at UPMC Pinnacle

Alex Grass Medical Sciences Building Receives Much-Needed Updates

With the addition of two floors on top of the existing Alex Grass Medical Sciences Building, maternity services at UPMC Pinnacle in Harrisburg were also expanded. Now, all maternity services are located on parallel floors between the main hospital building and postpartum services.

This uniquely-designed space now has a dedicated elevator connecting the main hospital entrance directly with the 8th floor welcome center. It houses enhanced labor and delivery rooms, eight new obstetrics intake exam rooms, a maternity

and postpartum unit, a new 42 private bed, state-of-the-art neonatal intensive care unit (NICU), a new operating room, and dedicated space for lactation services.

James CRAFT & Son was proud to be a member of the construction team for this impressive addition by providing and installing more than six-and-a-half miles of piping, 35 tons of duct work, 100 variable air volume boxes, and 340 plumbing fixtures. We also had to relocate two air handlers from the old roof to the new roof, which involved shutting down Chestnut Street in downtown Harrisburg.



Relocating the air handling unit to the roof required shutting down Chestnut Street in downtown Harrisburg.



Crews deftly maneuvered the massive air handling unit.



Air handler set in place.



Upblast exhaust fans on roof.



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According to the state's official website, what is Idaho's nickname?

Trivial Matters

- 1) What country ranks #1 in the Happy Planet Index?
 - a) Barbados
 - b) Costa Rica
 - c) France
 - d) Jamaica
- 2) Which U.S. city hosts a "Peach Drop" every December 31st at midnight to ring in the New Year?
 - a) Miami
 - b) Honolulu
 - c) Dallas
 - d) Atlanta
- 3) According to the state's official website, what is Idaho's nickname?
 - a) The Farmland State
 - b) The Potato State
 - c) The Gem State
 - d) The Hawkeye State
- 4) What song did American singer Slim Whitman take to the top of the U.K. charts for 11 weeks?
 - a) Peggy Sue
 - b) Barbara Ann
 - c) Carrie Anne
 - d) Rose Marie
- 5) "Happy the Oil Drop Man" was the mascot for what gas station?
 - a) Esso
 - b) Mobil
 - c) Sinclair
 - d) Sunoco

—from *mental floss*

Answers: 1) b; 2) d; 3) c; 4) d; 5) a

Learn To Bounce Back From Setbacks

Every career comes with a few—or more—setbacks. You can't avoid them, so you have to learn how to deal with them and bounce back. From the CNBC's Make It website comes this advice for recovering from even the toughest failures:

- **Learn and adjust.** When a disaster strikes, even a small one, take the time to figure out what happened. Then you can adjust your strategy so it doesn't happen again.
- **Help other people.** If you're generous with your time and expertise, people will willingly help you out when you fail. Make a point of assisting your co-workers and friends so they'll feel inclined to return the favor when you need them.
- **Focus on what you can control.** Obviously, some things are beyond your reach. Don't worry about them, and keep your mind on what's in your control. This will help you move forward.
- **Keep the faith.** Remember that you've succeeded before and will again. Think of the setbacks you've survived, and remind yourself that you didn't give up then. Next, commit yourself to action.
- **Find allies.** Surround yourself with people who not only help you, but encourage you. A circle of positive people who believe in you can give you the confidence to keep going in spite of failure.
- **Accept responsibility.** Don't blame others for your failure. Maybe they broke promises, but in the end, the responsibility for fixing things is up to you. Own up to your mistakes honestly, and share what you're doing to rectify them today and avoid them in the future.

"A wise person should have money in their head,
but not in their heart."

—Jonathan Swift

Voices In His Head?

A man walks into a bar. Before he can take a seat, he hears a voice that says, "Hey, that's a nice tie you're wearing."

He starts to say thank you, but when he looks around he doesn't notice anyone else in the place other than the bartender. He stares at the bartender for a moment and hears another voice.

"Nice suit!" it says.

Then another voice calls out, "Whoa, nice tie, nice suit, nice shoes. Hey, buddy, you're the whole package."

A look of confusion washes over the man's face as he looks around and still doesn't see anyone.

"Is everything all right?" the bartender asks.

"I don't know if I'm losing my mind or what," the man says, "but I would bet money that I heard someone say they liked what I was wearing."

"Ahh, yes," the bartender laughs and nods to a bowl on the bar. "It's the nuts. They're complimentary."

"All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work."

—Calvin Coolidge

Sharpen Your Professional Image

No matter what your job title is, you have to earn the respect of your colleagues, supervisors, and employees if you want to succeed at work. Here are some guidelines for ensuring that people take you seriously:

- **Fine-tune your appearance.** Pay attention to how others in your organization dress, especially upper level executives, and model your style after that. Keep your hair neatly trimmed. Resist the temptation to dress too casually.
- **Take notes.** In meetings and when talking to managers, make a point of writing down the important points. This will help you remember what's said, of course, but more important, you'll show you're paying attention and taking other people seriously.
- **Speak authoritatively.** Eliminate "uh" and "um" from your vocabulary. Don't try to come across as an obnoxious know-it-all, but concentrate on speaking clearly. Good communication builds credibility.
- **Stay organized.** A neat workspace shows that you're efficient and detail-oriented. Clean it regularly and discarding what you don't need.
- **Be patient.** Time is a limited resource, but don't obsess over speed. Impatience strikes many people as evidence of immaturity, so temper your urgency with understanding.

Motivate Your Employees To Use Their Safety Gear

If your workforce operates in hazardous conditions, you know that the best protective gear available is worthless if your employees won't use it. To encourage workers to wear their equipment, follow this advice:

1. Reduce the need for protection.

Look for safer ways to do things so that extra protective equipment isn't necessary. This will emphasize to your workers that their safety is a No. 1 priority. For example, before purchasing heavy-duty gloves to protect workers' hands from a caustic cleaning solution, investigate alternative cleansers.

2. Involve employees in safety decisions.

People feel more committed to policies they have helped shape. Include employees in selecting equipment; connect them with vendors so they can ask questions and receive the information they need.

3. Educate and train your workforce.

Many times, employees don't use their protective gear because they don't know how—or even more important, why. Provide sufficient training so that employees understand the risks associated with not using the equipment. Once they fully understand what's at stake, workers will be much more likely to support the proper use of prospective equipment.

4. Reward and reinforce safe behavior.

First, be a role model and actively use the same gear you expect your workforce to take advantage of. Spotlight situations in which using the equipment correctly prevented an accident or saved a life. And whether you reward workers with gifts or just words of praise, make sure they know you're paying attention to their safety habits.

5. Check the fit.

Workers may "forget" to wear boots or gloves because they don't fit well. As much as possible, let employees select their own equipment with an eye toward what they'll feel comfortable wearing and using.



SPEED BUMP

Dave Coverly



Include These Essentials In Your Feedback

Feedback is more than saying "Great job!" But you knew that (right?). Remember that effective employee feedback includes these elements:

- **Description.** Tell employees what they did right (or wrong) in specific terms.
- **Immediacy.** Give feedback as soon as possible after the employee's performance. When you have to correct mistakes, though, do so in private to avoid embarrassing the employee.
- **Honesty.** Don't sugarcoat negative feedback. Employees will either see through it and stop trusting you, or they won't—and they'll keep making the same errors.

"Science is about knowing; engineering is about doing."

—Henry Petroski

Employee Spotlight: Welcome Jacob Albert & Brad Lippy

In October 2018, James CRAFT & Son welcomed two new members to the team. We are pleased to welcome Safety Manager Jacob Albert and Project Manager Brad Lippy!

Jake, a Certified Safety Professional (CSP), brings more than a decade of experience in safety management to James CRAFT & Son. He is also Deputy Fire Chief and trustee of a local fire company. Jake lives in Wellsville, Pennsylvania with his wife and daughter.

Brad, a Pennsylvania native, has more than 20 years of mechanical construction and project management experience. Brad is also Green Advantage Certified and has an Associate's Degree in Computer Aided Design Drafting from YTI Career Institute-York. Brad is an avid outdoorsman who particularly enjoys biking and kayaking.

James CRAFT & Son welcomes Jake Albert and Brad Lippy to the team!



Safety Manager Jacob Albert



Project Manager Brad Lippy

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