Dean Charles Bertolami invited over 100 members of our community, including administrators, staff and faculty, to participate in the College’s first strategic planning plenary council on September 18th. Michael P. O’Connor, executive vice dean of finance and administration, facilitated a robust discussion, which focused on what NYUCD does well and where we can improve. Over the course of the day, three themes of desired improvement emerged: communications, the student experience, and patient care.

The college is already implementing recommendations made at the plenary council. A team of managers and patient service reps created an online patient registration form in English and Spanish for our new patients. Additional online forms are planned.

Invitations to the first plenary council were extended to those who had responded to Dean Bertolami’s offer to participate. Another strategic planning plenary session will be held either late next spring or early fall. If you missed the first plenary council and would like to be included next time, please email Dean Bertolami to express your interest at cb@nyu.edu.

WHAT DOES YOUR VOICEMAIL SAY ABOUT YOU? ABOUT US?

Now is the time to check your voicemail—not only your messages, but the voicemail message your callers hear when you can’t pick up your phone. Your voicemail message is a reflection of you, your department, the college and the university. It is your job to make sure it is professional and concise. Experts in business etiquette recommend that your message include at a minimum your name, your department and your organization. Your message should ask the caller to leave a message and promise to return the call promptly. All calls should be returned in 24 hours. If you will be out of the office, you should change your message to indicate that you are out of the office, when you will return, and who can handle calls in your absence. Please update your voicemail using these tips. And if you don’t have voicemail, please program it now. We must all be good communicators.
Bring in the **New Year!**

As announced by President Sexton, our Winter Break has been extended by adding Monday, December 23rd to it. University offices and operations, including the College of Dentistry, will be closed at the close-of-business on Friday, December 20, and will reopen on Thursday, January 2. Mark also the following office holidays for the rest of the 2013-2014 Academic Year in your calendar:

<table>
<thead>
<tr>
<th>Date</th>
<th>Holiday</th>
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<tbody>
<tr>
<td>Monday, January 20, 2014</td>
<td>Martin Luther King Day</td>
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<tr>
<td>Monday, February 17, 2014</td>
<td>Presidents’ Day</td>
</tr>
<tr>
<td>Monday, May 26, 2014</td>
<td>Memorial Day</td>
</tr>
<tr>
<td>Friday, July 4, 2014</td>
<td>Independence Day</td>
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<tr>
<td>Monday, September 1, 2014</td>
<td>Labor Day</td>
</tr>
</tbody>
</table>

Flu season is here and so is flu shot season. The Health Screening Unit, led by Nurse Regina Pena, has been dispensing flu vaccine free of charge to students, faculty and staff for weeks. Roughly two thirds of the College has been vaccinated to date and plenty of vaccine is still available.

For our health care personnel with patient care responsibilities, it is especially important to avoid exposing patients to the flu. Health care personnel are encouraged to get the free influenza vaccine. Those who decline to be vaccinated for whatever reason will be required to wear a mask in patient care settings at all times that the Commissioner of Health determines that influenza is prevalent in the metropolitan area. The Health Screening Unit can accept proof of vaccination by another health care provider. For information about the influenza vaccination program, contact Regina Pena in the Health Screening Unit at 212.998.9315 or at rtp1@nyu.edu.

**Inclement Weather Policy**

The College has adopted the University’s inclement weather policy. If the University suspends or cancels classes or closes early because of inclement weather or other emergency-related situations, the College will also suspend operations, cancel classes, lectures, and clinical activity following the University’s timetable.

All information concerning NYUCD’s operational status will be posted and updated through a link from the College’s main web page, www.nyu.edu/dental; click on the Info Alert link. Information will also be available at the following telephone number: 212.995.3800 and, time permitting, through broadcast emails (Email Direct). [Note that Email Direct may be delayed at times, so whenever possible, please consult the other modes of communication.]

In the event of any weather-related situation or other emergency, the College will continue to monitor conditions and the community will be advised of any status changes provided by the modes of communication specified above. It is our primary focus to maintain these operations while also ensuring the safety of our community.
NOMINATE OUR DISTINGUISHED ADMINISTRATORS for the Distinguished Administrator Award!

Each spring, NYU recognizes administrators (job codes 100 and 110) who have distinguished themselves by their outstanding administrative and professional performance that helps NYU meet its strategic initiatives and contributes to the attainment of the University’s goals. Recipients are selected from a pool of nominees provided by NYU’s different schools and colleges. In this selection process, NYU’s Distinguished Administrator Award (DAA) Selection Committee considers extensively the following categories in which nominees should excel:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Excellence</td>
<td>Significant changes, modifications or approaches that enhance work productivity, efficiency, and quality</td>
</tr>
<tr>
<td>Exceptional Service</td>
<td>Ensuring that each interaction with internal and external customers is positive and effective</td>
</tr>
<tr>
<td>Impact</td>
<td>Accomplishments that have a positive impact on the entire department, school, or unit or across parts of the university</td>
</tr>
<tr>
<td>Leadership</td>
<td>Developing and inspiring others to achieve extraordinary results</td>
</tr>
<tr>
<td>Communication</td>
<td>Building interactions and partnerships that produce results and leave others feeling respected and valued</td>
</tr>
<tr>
<td>Innovation</td>
<td>Developing an innovative process or procedure that directly impacts the university community in a positive manner</td>
</tr>
<tr>
<td>Community Service</td>
<td>Influences and enhances the NYU community and/or the local New York community</td>
</tr>
</tbody>
</table>

The examples submitted by students, faculty, staff, and administrators describing how the nominee meets each of the criteria play an important role in the final selection by the DAA Selection Committee.

Ken Fauerbach, our CIO, was the most recent representative from NYU College of Dentistry who received the Distinguished Administrator Award. We asked him to relate his feelings on being selected.

Ken Fauerbach: “Quite simply, I was surprised (to say the least), delighted, and grateful. Surprised to have been selected, delighted to be joining such an esteemed group of former awardees from the College, and very grateful that my work over the years, here at Dental and at the University, had mattered in what we administrators care about so deeply, i.e., in supporting the students, faculty, researchers, and laudable goals of such a fine institution as this.”

NYUCD consists of many outstanding administrators who deserve this award. Help us convince the DAA selection committee of their merit by writing up your nominations for NYUCD’s administrators—inside or outside your department—who differentiate themselves based on the above criteria. If you wish, you can work together with colleagues and students to better substantiate your nomination form. You can find the form and more information on the Distinguished Administrator Award by going to http://www.nyu.edu/employees/career-development/recognition-programs/distinguished-administratoraward.html.

Please send all completed nomination forms to Julia Murphy or Els Eerdekens by email or interoffice mail by Friday, December 20, 2013. Additional questions can also be directed to them.
It’s the Season of Giving!
Thank you all for supporting AMC’s Food Drive and Holiday Toy Drive!

As the temperature has begun to drop this week, remember that it’s not too late to donate your gently used, freshly laundered coats to the New York Cares Coat Drive. Until December 20, you can drop off your clean, warm coats in good condition at 721 Broadway, Tisch School of the Arts, room 939 (9th floor right by the elevators). New York Cares will provide the coats to men, women, and children who would otherwise go without them.

Are you looking for additional ways to give? Find out at NYU Service web pages: http://www.nyu.edu/life/student-life/nyu-service.html

UCATS LOCAL 3882
Perfect Attendance Bonus

At the end of each academic year, staff members with perfect attendance receive a bonus of $350, conforming to the Collective Bargaining Agreement. The bonus for Academic Year 2012-2013 was given to the following staff members:

Afia Amonoo-Afari, Sterilization Technician, CSU
Hisham Ellayen, Dental Assistant, CDE
Vivonia Gordon, Senior Medical Records Assistant, Medical Records
Lindarose Perosi, Administrative Secretary, Oral and Maxillofacial Surgery
Olga Tessa A. Young Reddock, Patient Service Representative, Clinic Operations

Congratulations to the recipients of the AY 2012-2013 UCATS Local 3882 perfect attendance bonus!

We want to hear from you!

Do you sometimes volunteer in your spare time? For which organizations have you been a volunteer? What kind of work did you do as a volunteer? Would you like to volunteer, but something is preventing you? Email your experience with or interest in volunteering to Els Eerdeken at ee38@nyu.edu and maybe your story might end up in one of our future newsletter articles.
Friday Focus 2014

Last week was our last Friday Focus of 2013. We will start again on January 10 with a diverse program aimed at enriching your work life at NYUCD. In response to your request, Mira Ness, CEO of NYU’s Federal Credit Union, will come back. She will kick off the new semester with a program titled New Year’s Resolution: Get Your Finances in Order. Dean Bertolami will also return in January, continuing his presentation on the Strategic Planning Plenary Council. Later, we will have a retirement consultant talk about planning for your retirement. The full calendar will be distributed shortly. Starting in January, Friday Focus programs will be offered from 1-2 PM.

Remember to enroll through NYUiLearn if you want to attend a Friday Focus session. It ensures your seat and lunch, and gives you the opportunity to print your certificate of attendance and to complete an online evaluation afterwards. And maybe your name gets pulled in our raffle!

Happy Holidays!

Seasons Greetings from your friends in Human Resources and Faculty Services.
Best wishes for a healthy and happy 2014.