

Halley's Haven Women's Shelter  
394 Remus Road  
Joplin, MO 64804  
555.423.1056  
www.halleyshaven.org

May 12, 2022

Ellis Bowman, Project Supervisor  
Washroom Warriors  
713 Lavatory Lane  
Joplin, MO 64804

Dear Mr. Bowman:

My name is Bethany Roberts, and I am the maintenance manager at Halley's Haven Women's Shelter. I would like to address some concerns regarding Washroom Warriors' two-year reparations project with our residential hall bathrooms.

As previously discussed, our agreement was for the project to last for two years. My team has received multiple reports from the reparations site indicating numerous delays. Please remember that any extensive detriments will endanger Halley's Haven residents, as these clients must be transported to another nearby facility to take care of their personal hygiene in the meantime. The continued transportation and rent to this facility is also placing a forecasted strain on Halley's Haven's emergency funds.

For the overall safety of both Washroom Warriors and Halley's Haven staff and clients, I have questions about reasons for delay:

What, if any, safety code violations have occurred on site;  
Have any Washroom Warriors staff misused tools or equipment;  
Is there unreported negligent property damage onsite?

Please respond with an updated report in two weeks' time on Thursday, May 26, 2022. I expect to find the above questions addressed, as well as any concerns your team has regarding the project.

Thank you for dedicating your time and effort to helping make Halley's Haven a safe shelter for homeless women. Please contact me at 555.423.2468 or [maintenance-mgr@halleyshaven.org](mailto:maintenance-mgr@halleyshaven.org). I appreciate your collaboration in establishing a safe and productive workspace for your team.

Sincerely,

Bethany Roberts, Maintenance Manager.

MEMO

TO: WASHROOM WARRIORS  
ALL PLUMBERS AND HALLEY'S HAVEN PROJECT STAFF

FROM: ELLIS BOWMAN  
HALLEY'S HAVEN PROJECT SUPERVISOR

DATE: MAY 12, 2022

SUBJECT: IMMEDIATE SAFETY WORKSHOP AND REVIEW DIRECTIVE

Recent concerns from the Halley's Haven renovation project have brought up issues with onsite safety. Effective immediately, all Washroom Warriors plumbers will be required to follow the following policies.

All Washroom Warriors plumbers must attend a mandatory safety workshop on Monday, May 16, 2022 from 8:30 AM to 10:30 AM before returning to their respective assignments.

A safety officer will visit the Halley's Haven renovation project daily for the next month following the safety workshop. Any misconduct or misuse of tools will be reported back to Washroom Warriors management for further inspection.

Failure to attend the workshop without conflicting illness or emergency will result in temporary suspension from the renovation project until safety measures can be reviewed. If any misconduct or misuse of materials occur during the safety officer's inspections, staff members involved will be unassigned from the project. Reports of negligent property damage will result in recertification of staff involved.

WASHROOM WARRIORS  
MAY 12, 2022

WASHROOM WARRIORS SAFETY SEMINAR SCRIPT

I. INTRODUCTION

Welcome to the Washroom Warriors safety seminar. We value our staff's safety, especially on extended projects, and do our best to ensure the most efficient and secure work environments possible.

II. CONTEXT

Due to recent concern with worksite safety, we have developed two new policies to implement with every Washroom Warriors long-term project. These standards will not apply to short-term plumbing emergencies; however, for projects of six months or more, these policies will be incorporated.

III. EXTENDED PROJECT SAFETY WORKSHOPS

To begin, every employee enlisted in a long-term project will be required to attend a two-hour safety workshop before working onsite. These meetings are simply a reminder of how to protect your coworkers, clients, properties, and yourselves.

- A. Washroom Warriors staff can expect these workshops to take place at 8:30 AM the Wednesday morning before a long-term project begins.
- B. The workshops will include general safety procedures that all Washroom Warriors staff are followed to uphold. A more detailed version can be found in Chapter Three of the employee handbook.
- C. Workshops will also include any site-specific concerns that workers may need to be aware of, such as low quality assurance or property damage from previous companies assigned to the site.

IV. SAFETY OFFICER VISITS

- A. Finally, every long-term Washroom Warriors project will include biweekly visits from our safety officer to confirm onsite safety.
- B. These visits will ensure a consistent update on the safety of the site and alert us if any delays occur.
- C. Should the officer find problems from the site or client themselves, and should these problems prove to be unresolvable and endangering to our staff, we will withdraw our services and file a client report.
- D. Should the officer find problems resulting from misconduct of workers or misuse of tools, those involved will receive one warning.
- E. After one warning, continued misconduct will result in assignment from the project itself and enrollment in a short-term safety training course. Failure to comply will result in suspension from all projects until the safety measures are met. Suspensions lasting longer than three months will result in removal from Washroom Warriors.

V. CONCLUSION

At Washroom Warriors, safety for our clients and for our staff is one of our top priorities. We work hard to ensure quality service for our clients and a healthy work environment for our staff. We are thrilled to have you join our team and look forward to working with you soon!

## RESEARCH REPORT

TO: DR. JOEY BROWN  
PROFESSOR OF ENGLISH

FROM: BETHANY G. ROBERTS  
TECHNICAL WRITING STUDENT

DATE: MAY 12, 2022

SUBJECT: SPRING 2022 WASHROOM WARRIORS RESEARCH REPORT

This is Bethany G. Roberts from the online Spring 2022 Technical Writing class. You previously assigned a five-document final project for the course and requested information regarding my research, writing, and organization processes. This report will address my priorities, challenges, and findings throughout my Washroom Warriors final project.

My greatest priorities working through the documents were tone and precision. I tend to be passive and conversational outside of my rhetorical identity, while this class emphasizes precision with a direct and professional tone. Acknowledging my personal weaknesses early on led me to focus on them first during my writing and revision processes.

I was mainly challenged by balancing a direct tone with a non-threatening persona. As stated previously, I am generally a passive person. This results in a tendency to be too indirect within my day-to-day communication. I had to spend considerable time adjusting my tone in revisions to be firm, yet non-threatening. This made the directive the hardest assignment for me to complete as I worked to ensure new policies and their consequences to employees.

The research process itself proved to be interesting and relatively easy. While I did not expect to choose an emergency plumbing service for my final project, I enjoyed learning more about safety measures and plumbing history. I only had to research a few professional and technical terms in cases where I found myself overexplaining a concept, such as "quality assurance" and "client report." I also recycled terms from an Honors Service Learning project with Lafayette House this semester, including "resident hall."

Overall, I have no complaints with the final research project. I enjoyed the process of following a technical problem from different perspectives. My reading style has changed from this class overall, and I can already identify improvements in my writing.

Thank you for your time and teaching this semester. If you have any questions or concerns, I can be reached at 318.439.2668 or robertsb002@mymail.mssu.edu.