The UVA Apprentice Program inducted four new apprentices July 31 at a ceremony in the Rotunda Dome Room. Seated at the table signing their program contracts are (L-R) Brion C. Stoner and Matthew McChesney who will apprentice as electronics technicians, and Brandon Lucas and David W. Gowen, heating, ventilating and air conditioning apprentices. Looking on are Donna M. Barnes, Apprentice Program Coordinator and Human Resources and Training Manager for Facilities Management (at podium); Robert P. Dillman, Chief Facilities Officer; Leonard W. Sandridge, Executive Vice President and Chief Operating Officer; Colette Sheehy, Vice President for Management and Budget; and William D. Poats, Apprentice Representative, Regional Office of the Department of Labor & Industry. Two additional apprentices, Robert Watson, plumber steamfitter, and David Dillon, electronics technician, were inducted later. The Apprentice Program entered its 20th year this summer.

The fifth graduating class of Facilities Management’s Supervisory Development Series (SDS) was honored at a July 31 training recognition ceremony in the Rotunda Dome Room. The 27 graduates, nominated by their directors to participate in the two-hour classes that met weekly for 10 months, included (L-R) Jane Berberich, Nancy Rush, Darlene Webb, Pauline Cobbs, Peggy Jarino, Virginia Harrison and Margaret Jackson; 2nd row, standing Burt Seymour, Gary Shifflett, Clarence Shifflett, Karl Oswald, Jannie Fincham, Matt Acree, and Linwood Marshall; 3rd row standing, Kevin Keys of Housing; Richard Burgess, Wayne Russell, John Toney III, Danny Lawson, Ed Dodd, Reggie McGhee, Rick Maupin, Fred Reese, and Sidney Taylor. Tom Wright (at end) was the 2002 Apprentice graduate. Other SDS and National Safety Council graduates not available for the photo were Greg Clements, Robert Adcock, David Mumma, and Roy Pugh. (More training achievements inside.)
Meet Rick Rice, new Deputy Chief Facilities Officer

After six years at the Smithsonian Institution in Washington, D.C. and a career as an engineer in the U.S. Navy, Richard H. – Rick – Rice, Jr., P.E., joined Facilities Management in June as Deputy Chief Facilities Officer. While he jokes that learning all the buildings on Grounds is one of his biggest challenges now, he has been visiting UVa for the last three years – his son is a fourth year Music major.

His first goal in this new job is to immediately become a contributing member of the Facilities Management team, and to share his experience. New wage and temp employees will be the first to benefit from one of Rick’s first recommendations. As he was visiting a shop and talking with the staff, he learned from a temporary employee that wage and “temps” are not included in New Employee Orientation (NEO) offered by Facilities Management’s Human Resources and Training Office. He suggested to the Chief Facilities Officer that the time investment for wage and temps to attend NEO is warranted because it is important that all employees understand the mission of the University and the Department, as well as the key policies that are presented in the session.

He added that there may be cases where the term of the temporary employee is so short that attendance is not possible.

“Doing a good job is rewarding,” he added. “Exceeding customer expectations and helping employees perform to the best of their abilities are the things that make my efforts especially rewarding. I enjoy helping people.” This comment leads to a question about his management style.

“I manage as a coach,” Rick said. “I like to help people get their jobs done well. I believe in helping arrange to have the right people, with the right tools and materials, and the right training on a project.” So what can managers and directors do to best complement this management style? “Do the Department’s work professionally and to the best of their ability,” he said, “keeping me informed of what I need to know, and what I can do to help.”

And how does he describe himself? Rick chuckled. “I’m a Californian who, in spite of living in Northern Virginia for 15 years, still needs help learning the customs and traditions of Virginia—so bear with me. I look forward to meeting my colleagues in FM, but it will take time to get to all of them.” His favorite part of this job is getting acquainted with new people, he added.

When asked how FM compared to the Smithsonian, he advised that the Smithsonian had about 8 million square feet of facilities compared to UVa’s 11 million, but the facilities functions were similar to FM. He added that while the public sees the Smithsonian as a set of museums, there is a great deal of research underway—so he is quite familiar with the challenges associated with research and laboratory facilities. A Vietnam veteran, Rick is a registered professional engineer with Master of Science degrees in civil engineering and ocean engineering, and an MBA in management. He and his wife JoAn plan to reside in Charlottesville.

Whether you see him in the shops or the halls or on his way to a meeting (his least favorite part of any job), stop and introduce yourself. And if you really want to test his building knowledge, ask him where Zehmer Hall Communication Shed is.

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Water Conservation Tips

♦ Report water leaks to the appropriate customer service desk
♦ 924-1777 for University Academic (non Health System) buildings
♦ 924-2267 for Health System buildings
♦ 924-3053 for the Housing Division
♦ take shorter showers (three minutes or less)
♦ don’t run the water while brushing teeth or shaving
♦ don’t use the toilet as a trash can
♦ run the washing machine and dishwasher only when full or adjust your water level accordingly
♦ don’t use water to clean driveways, patios, etc.
♦ do not remove aerators from sinks
♦ wash vehicles at a carwash that recycles water
♦ clean greasy hands with a waterless hand cleaner
♦ keep a bottle of water in the refrigerator

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In-House Computer Training booklets for Sept. 2002-Feb. 2003 have been distributed to each employee. If you did not receive yours, contact HR&T at 982-5898 or view on-line at http://fmweb.virginia.edu/FMHome/departments/human/Training.html
Hoo’s Been at UVA 35, 30 & 25 Years

The 35 Year Club members are John Rea and Walter Rogers.


...and the 30 Year Club for 2002: Steve Dorrier, Vivian Walls, Louise Tolliver, Hattie Booker, and Bill Bibb; (back) Frankie Payne, Boyd Anderson and Jerry Ross. Other 30-year colleagues unavailable for the photo were Forrest Wood, PeeWee Powell, Joe Jefferson, Alice Dowell, Chester Wood and Clay Agee.

Hoo’s Promoted—Congratulations!

At Health System Physical Plant, William O. Saunders (right) to supervisor; Mark S. Conner to HVAC senior mechanic; and Hugh Garrison to electrician senior.

In Operations, James Dowell to elevator maintenance mechanic; Karl Oswald (below, right) to supervisor; and Robert Herold to motor vehicle operator. Clarence Wells (below left) was promoted when he was selected to be superintendent of the new maintenance zone designated as SW McCormick Zone.

Training Continues: Martin Rush, Richard Dickinson, Larry Shifflett, Everett Simmons and Stan Anderson were among the HSPP employees who attended mandatory annual training required by JCAHO, the Joint Commission for Accreditation of Hospitals and Health Care Organizations. Training included general safety, security, emergency preparedness, confidentiality, and corporate compliance. A second day’s training covered standard precautions, infection control, and life safety and fire safety.
Compliments from Customers and Supervisors to...

From recent letters: Thanks to David Tyree, Royl Williams and Larry Garton for getting the McKim Hall rooftop chiller up and running during late July’s extreme heat. Thanks. We know what a challenge it is trying to keep these old buildings running.-  Dave Gipson, Facilities Services Director, Health System

The new Scott Stadium lights were installed and working in time for our first football game this year because of an outstanding effort on the part of folks on the Utilities and Operations staffs. It was great to see people take on this challenge, plan it out, and have success even though the lights and poles weren’t here until three days before game day. People worked in the asphalt lot through the heat of the summer with no complaints.-  Jay Klingel, Director, Business Management Services (John Toney, Page Fox and Gary Shifflett built the concrete bases for the light poles. Others were Bob Thompson, electricians Timmy Walton, Frank Messina, Joey Fitzgerald, Henry Garrison and Sandy Gardner.

Thank you, Spike Weeks and Jeff Linton for handling our request for painting at Central Grounds Parking Garage. Jeff’s quick estimate and suggestions have resulted in nice looking handrails and walls. Thank you, Mark Webb and Wayne Russell, for getting the meter pedestal installed at the Aquatics and Fitness Center – thanks to you, our level of service will not be interrupted. – Virginia Rorrer, Assistant Dir., Fac.Ops, Parking & Transportation

And another successful graduation, even with the rain... We have lived on the Lawn for the past nine years...and recognize the enormous amount of work that goes in “making Commencement happen.” Each year I am astounded at the amount of planning and organizing for the thousands of people and hundreds of distinct events that make up Commencement at UVA. All this somehow gets done by staff who work hard and harmoniously to serve thousands of students and guests who may never realize that so many worked so hard so that UVA’s marvelous commencement could once again take place. – Kenneth G. Elzinga, Professor of Economics

Lou Martsolf (center) retired from the University of Virginia after 21 years of outstanding work toward meeting the University’s facilities planning and design needs. Of particular note, from 1983 to 1988, was his work as manager for the Replacement Hospital Project, a demanding job for the fast track, 410-bed hospital with a 635-space parking garage design and construction, including renovations to the existing hospital and upgrades to the heating and cooling plants. It was the single largest project ever accomplished by the University at a cost of over $224 million. Lou was instrumental in developing and obtaining legislative approval for a special form of construction manager contract that was a major element in the success of the project. He handled nearly 2,000 architectural and engineering professional services contracts with a value in excess of $112 million.
Very Important: Sickness & Disability Plan
The Virginia Sickness & Disability Plan (VSDP) will offer Open Enrollment during October and November. The effective date for new participants will be January 10, 2003. A package including a letter of instruction, Opt-Out form, and new VSDP Handbook will be sent via messenger mail to all non-participating employees by the end of September. This will be a negative enrollment which simply means that all current non-participants will be automatically enrolled in VSDP unless they complete the Opt-Out form and return it to the UHR Benefits office prior to the open enrollment deadline. Questions? Contact Facilities Management’s Human Resources & Training Office between 7:30 a.m. – 5:30 p.m., Room 124 @ 575 Alderman Rd. or 982-5895, -5896, -5898. For a summary of benefits, go to http://www.hrs.virginia.edu/benefits.html

Hoo’s New
In addition to the new apprentices and deputy chief facilities officer, Facilities Management welcomes these new employees hired since May 15:
- In Business Management Services: Tracie Bell, fiscal technician.
- At Health Systems Physical Plant: James Carlson and Brian Dovel, both trades/utilities workers, and Richard Davis, electrician lead shift worker.
- In Operations, housekeeping division: David Stokes, Linda Deeds and Jessie McGann, supervisors; Steven Washington, Wyarnette Frazier, Mary Carey, Marija Matic and Tina White, housekeepers; Karen Banks and Eugene Clark, lead workers. Other are Kevin Lawrence, grounds worker, and Michael Haley, HVAC mechanic.
- In Utilities, Ronald McCutcheon, trades/utilities worker.

Farewell, Jeff Ertel (standing, 6th from left). Colleagues gave the landscape superintendent a friendly retirement send off. Front row: Don Goebel, Tim Spencer, Mike Dillard, Joe Mattera, Frank Hill, Brijin Kastberg & Stacie Schultz; standing L-R Kevin Lawrence, Jerry Brown, Melissa Warren, Geoff Goodell, Todd Romanac, Rich Hopkins (behind Jeff), Bobby Breckenbridge, P.J. McMullen, Mike Henrietta, Jimmy Schwab, Jesse Hill and John Steppe. Michael Beaudreau and Donald Tooley are obscured behind Bobby & P.J.

The next Virginia Blood Services drive at Facilities Management is Tuesday, October 1. Join regular donors like Felix Crawford and Don Crosby and first time donor Amanda Kutch by calling 982-5884 for an appointment.

Roger Conner, Scheffel Carpenter and Jason Gough (left photo) assembled and placed benches for a new garden area at the Multistory entry way. The new entrance to the Old Hospital was designed to create a welcoming environment, eliminating the steps, reorienting guests. The landscaped area offers a “green” retreat for patients, families and staff to enjoy. Under the new parking and green space is a renovated utility system. Right photo: Chuck Boldt, project manager, explains the new system to Reggie Baker, patient services greeter, who was instrumental in keeping the front entrance open and accessible while construction was in progress.

Because of the crossing of many underground utilities, sometimes Utilities personnel have to work with small shovels and trowels to accomplish the task as Alan Jarvis and team did here at Davis Vault.
Employee Recognition Awards

The Facilities Management Rewards and Recognition Program issued 62 citations to our co-workers between April and August. Recipients and their accomplishments are listed below by department. Not all recipients were available for photos. The program is outlined in Directive 135B which is available from your supervisor or on line at http://fmweb.virginia.edu/FMHome. Click On-line resources, then Reports, Documents and Forms, then FM Directives, and finally 135B. The new Rewards and Recognition Program is a component of the new Virginia Compensation Plan.

BUSINESS MANAGEMENT SERVICES
Joyce Chewning for consistently providing support, assistance and guidance to the CFO office. We appreciate her earnest and devoted commitment to Service Excellence to our entire organization.

Roger Davis (Materials Division) for consistently going above and beyond his required duties to assist productivity of the work center. Whether contacting vendors to expedite orders, staying late to accommodate a project, or working overtime for special events, Roger has earned the reputation of a “can do” team member.

Malinda Payne has been an outstanding resource for our department in the conversion to Oracle Financial Systems, going beyond her own job duties to train her fellow employees and help develop new automated systems.

HUMAN RESOURCES & TRAINING
Stephanie Burnette for continuous support of the CFO office during assistant’s absences, even though she has full responsibilities in her position in HR&T. She does this cheerfully and provides detailed information and messages; she is very thorough, conscientious and has a keen eye for detail.

FACILITIES PLANNING & CONSTRUCTION
David Booth provided superior construction management skills on a day to day basis to the MR-5 project from Dec. 2000-April 2002. He went “above and beyond” the norm in contributing to a project which was completed on time and within budget.

John R. Rainey has consistently taken advantage of the technical innovations provided by PIMS to effectively manage all his projects, and has provided useful feedback which has been instrumental in the improvement of this web-based application.

Wendy Steesy is commended for her presentation of the Hospital Expansion Project to Architectural Advisory Review Board (AARB) without prior experience or support from the Office of the University Architect or the Project architect. She received AARB approval for both schematic and preliminary design presentations.

Kenn McDermott has provided, on his own initiative, continuous and exemplary technological support for many years to the Chief Facilities Officer’s Office. He has kept the staff aware of the most effective and efficient technology available, and patiently assists with requests in urgent situations.

HEALTH SYSTEM PHYSICAL PLANT
Warren L. Britts has put forth extraordinary efforts to complete a number of “hot projects,” while managing to save Health System Physical Plant a significant amount of money.

Walter M. (Danny) Craig’s expertise and outstanding efforts resulted in the resolution of long-standing issues related to the HVAC system in 1222 Jefferson Park Avenue. Resolution was critical to customer satisfaction; Danny’s responsiveness helped ensure HSPP would remain “the provider of choice.”

Kelly Branch, Doug Rush, Scott Acree, Roy Brown and Fred Gibson worked non-stop to restore power May 30 when the University Hospital experienced electrical problems that caused two air-handling units to go off-line. The exceptional work of these employees made a significant difference for everyone at the hospital.

Carl Powell, Raymond Moton, Mike Rose, Royl Williams, Larry Garton, Glen McCain and David Tyree performed their duties exceptionally well when a transfer switch failed during a June 4 storm. The switch had to be
rebuilt since it is a critical part of the emergency power system to four buildings. Mr. McCain responded to three elevator entrapments, one of which required evacuation of personnel through the top hatch of the car.

Jason Kent, Phil Woodson, Sarah Reid, Fred Averill, Kevin Kidd and Roger Conner, through their hard work, efficiency and initiative, have helped bring the Health System area grounds to their best condition ever. This spring has brought more compliments than we’ve ever experienced. Specific compliments were made regarding the flag near the JPA bus stop.

Roy J. Brown, Mike Lynch, Kemper Tomlin, Doug Rush, Scheffel Carpenter, Tommy Darnell and Larry Shifflett worked extended hours and days to repair the University Hospital dietary ice builder. This repair saved the University thousands of dollars and reduced the dietary department’s downtime greatly. The dietary department was happy when the ice builder was finished ahead of schedule. It was hard, dirty work and done with great professionalism.

When the HVAC unit went down the last week in July, Larry Garton and Royl Williams made exceptional efforts to assist McKim occupants with temporary cooling and working long hours until the situation was resolved. They were willing to work a 16-hour day on the roof when the heat index was 110 degrees on the ground.

OPERATIONS
Philip Glick completed the required coursework to stand for the Journeyman’s electrical exam which he successfully completed. Both the night school and the travel to Richmond to take the exam were done primarily on his own time to better his understanding of the electrical trade. His efforts enhance Shop 27’s ability to meet the University’s electrical needs.

Jeanne Steppe Warfield, Mary Frances Johnson, George Gardner and Hattie Agee, after working their normal shift, responded to a call to help clean up a major flooding problem at Alderman Library. They worked diligently removing mud and water until a contract team could relieve them.

UTILITIES
Mike Daddezio of the heat plant found in the parking lot a packet of money with no identification. He took necessary steps to make sure the money was returned to the owner. He has once again shown himself to be the trustworthy person we know him to be.

Vince Turner, on his own, pursued the requirements, took and passed the test necessary to achieve certification as a Journeyman HVAC by the Virginia Board for Contractors.

(Due to space limitations, all Employee Recognition Award recipients are not included in this issue.)
Hoo retired...

Murray Howard (right, receiving a commendation from Bob Dillman) left his position as Curator & Architect for the Academical Village, Kenan-Lewis Fellow in Historic Architecture, in August to begin a year in Rome for research and travel. He’ll return to the area in 2003 to open his private practice. He asked to have this note to his Facilities Management colleagues included in Perspective.

Thank You... Departing the University of Virginia after twenty years, I would like to take this opportunity to express my appreciation to all my colleagues here. My work has touched more than just the historic precinct, even though my central mission has been to ensure the long-term survival of Jefferson’s Academical Village. The people of Facilities Management, more than any other group, have breathed life into that hope and made all my work a source of great satisfaction.

Facilities Management can well boast of a restoration and maintenance program that is the University’s best hope for keeping the place alive and well – more than well – keeping it in superb condition. By my calculation, more than two hundred individuals among us have worked directly on those buildings and the grounds within which they sit, and many others have played supporting roles. I firmly believe that Facilities Management at the University of Virginia is unmatched in America as a full-time restoration enterprise. No other American university has anything that can match it or that is even similar. In the end, the hands that touch the place are the critical link to success. Each year I have seen the dedication and seriousness with which you care for this place. The quality of work done with pride, as a part of the long history of work here by others before and yet to come, makes me believe that the place will endure well, as long as that type of dedication lasts. What a great way to spend one’s working life! I am proud to have been part of this undertaking alongside you. I thank you for your friendship, and I wish you well.- James Murray Howard, PhD, FAIA,

Bob Dillman presented Herbert Brooks (center) a congratulatory certificate at his retirement party in August. Looking on are (L-R) a relative, Mr. Brooks’ first employee Hattie Booker, and his wife Malinda. His colleagues gave him a standing ovation and a grand send-off in honor of 33 years of service to the University. He originally worked in Medical Center housekeeping for two summers as a high school student, and was hired in 1969 as a housekeeping lead worker. During his career, he was promoted several times and continued his professional development, earning his International Executive Housekeepers’ certification in 1989. He was a housekeeping supervisor senior when he retired.

Support our Combined Virginia Campaign to be entered into the drawing for great door prizes at Facilities Management’s famous Annual BBQ, Thurs. Nov. 7