

## Day of Caring 2006



An orange wave, as Kenny Smith (L) models, swept over Camp Holiday Trails (shown here), the Senior Center,



Innisfree and other nonprofit locations as the Facilities Management pod of Team UVA went to out share their skills. Among the volunteers were (center-clockwise, L-R) Duane Taylor, Kenny Graham, Barry Quillon; Joyce Chewning, Shaun Ferrell, Jay Klingel, Brenda Buttner, Wendy Steesy; Roland Taylor, Jeff Moore, Page Fox; Charlotte Kidd, Nellie Hill; Robert Marks, J.R. Jackson; Ed Edgar, Matt Madison, Anthony Whindleton, Tommie Benson; Mark Gragg.



## Hoo's in the News...



Painters Craig Diggs and Jerry Wood helped with yet another renovation at HSPP. (Please see page 7.)



University of Virginia Arborist Jerry Brown, and Heavy Equipment Operator Frank Hill work with the fourth year sculpture class to salvage pieces of the old Paulownia that was removed next to Washington Hall. The students plan to use the salvaged chunks to create sculptures as part of their class projects. *Rich Hopkins Photo*

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New inductees signing contracts for UVA's Apprentice Program are (L-R) Craig Carter (plumbing), Walter Wimberly (HVAC), Charlie Pierce (plasterer), Leslie Kiracoffe (HVAC), Brian Wheeler (plumbing), Juan Colindres (masonry), Daniel Johnson (plumbing) and Brandon Good (electrical). Michael Rosson, who was selected for the electrical trade, was unavailable for this photo, taken July 26 at the Annual Apprentice Graduation & Induction and Training Recognition Ceremony. Please see page 4 for graduates and others honored.



*Give about 2 hours everyday to exercise, for health must not be sacrificed to learning. A strong body makes the mind strong.*  
*J. Jefferson*



Our Renovations professionals worked efficiently to complete the North Grounds Recreation Center project in time for the September 18 re-opening in observance of the facility's 20 year anniversary. Photos from top left clockwise: Carl Shifflett

makes final touch-ups on the reception desk. Linwood Marshall glues base cap blocks for the elevated equipment area. David Simpson hangs the door behind the reception area. Bill Hodges and Anthony Whindleton cut baseboards. Robert Garland adjusts a door on a mirrored wall. Outside, Darryl Napier and apprentice John Sacre trim more boards for the final touches. Jerry Morris and Ned Rosson, who also worked on this project, and project manager Brian Connolly, are not in these photos.

## Customer Profile: Leah Puryear, Director of Upward Bound

*Our Customer Profile for this issue was written by Customer Service Representative Wanda Hedges. In order for the Facilities Management staff to better understand the background and the challenges of our customers, we will, when space allows, feature different customers from throughout the University community. We welcome your thoughts on how we can build a stronger staff-customer relationship.*

Leah Puryear, now the Director of Upward Bound, is a soft spoken and poised individual. When she first came to UVA in 1980 from St. Paul's College in Lawrencesville, she worked in several roles for this federally funded college-preparation program for young high school students. Leah says those roles provided her with perspective and experience in many capacities as she has moved up the ladder. She already held a Bachelors Degree from Hampton Institute but, while managing the full-time job, she earned a Masters Degree from University of the District of Columbia. She obviously set a good example for her family: her daughter earned a masters degree in human resources from



**Leah Puryear of Upward Bound** Marymount University and her son is in his second year at Howard University, majoring in history. In her leisure time, Leah enjoys reading mysteries, listening to jazz and vacationing at the beach.

Over the years Upward Bound has been housed in other locations but Leah prefers Minor Hall for the contiguous office arrangement. And how about the services from Facilities Management?

"Facilities Management is customer friendly, the service desk is very responsive to our calls to address problems, and the technicians are informative," Leah explained. "The biggest challenge here is a controlling temperatures." As our interview was winding down, the phone rang and it was business as usual: helping young people achieve their full potential. "There are no two days that are the same," she said after she hung up the phone. "That's why I love what I do."

University of Virginia Facilities Management

# Meet Don Sundgren, Chief Facilities Officer

Donald E. Sundgren joined us July 10 as Chief Facilities Officer. He has over 35 years in the construction industry and most recently was President and Northwest Region Manager for a major West Coast builder.

Why did you decide to come to UVa/Virginia?

“A number of things were pulling: I was born and raised on the East Coast (Buffalo, NY) and we now have five grandchildren, ages 1-5, on the East Coast so we wanted to be closer to family,” Don said. “But also, I was very interested in the position here. I’ve worked on the private side as the contractor but, having taught at Purdue University and University of Cincinnati, I wanted to get back to an academic setting. During the interview process at UVA, I found that the environment here is energizing and it has been even more so since I’ve been here. The job is even better than I anticipated.”

What are your priorities at Facilities Management?

“To get around to each area and understand what they do and how they work,” Don added, with a laugh, because he knows that’s a tall order for the CFO of 800+ employees at one of the nation’s top universities. His schedule is filled with meetings with cost centers and shops within Facilities Management, and with deans, department heads and others throughout the University.

What kind of changes do you anticipate making in FM?

“I don’t make changes for the sake of making changes,” Don said. “Changes should be made only if we understand they are for the betterment of all.” Facilities Management does a terrific job, he continued. The University’s core businesses are education, research and patient care, and Facilities Management is a critical support activity to those core groups. Our people (employees) are important. The feedback I hear from customers and the University community is that Facilities Management does an excellent job, although there can always be some improvements. Our employees have critical skills, many years of service, a great knowledge of the University, and a feeling of ownership for the University.

Therefore we need to keep our critical work in-house, not outsource it.

“I have worked in facility maintenance on the private side and I know this,” Don Sundgren added, “the best thing an owner can do is keep critical skills in-house. We need to continue to hire and train with that in mind”

“As for the rest of the operation, we are looking at a robust capital outlay program in the midst of a difficult escalation of construction costs and we have just gone through a restructuring which allows us more independence. We’ll take a hard look at the process and see where there is room for changes that will benefit the services we provide.”

What is your management style?

“I strongly believe in people— we should use not only their physical skills but we need to equally allow them to use their mental skills and do as much as they are capable of doing,” Don explained. “Both the individual emphasis and the team environment will give us our best results. We have excellent directors, supervisors and employees, and will have our best results when we push the authority level down.”

What is your favorite part of your job?

“The interface with people – Facilities Management is a service organization and we’re all about people,” he replied.

Is there any one thing about Facilities Management that you’ve noticed in your less than two months here that has made an impression?

“Yes, Facilities Management has excellent procedures in place that provide a foundation. Our procedures establish the ‘ditches’ so we can work with more freedom. Because we know where the ditches are, we can stay on the road while allowing our people the flexibility they need.”

Of all the places you’ve lived/worked which was your favorite and why?

“Living and working in the Southeast...I worked 14 years in Tallahassee with a skilled and committed team of people, a good team on which each member made the other better.” Don said.



**Donald E. Sundgren, CFO**

What do you do in your time away from work?

“I enjoy golf and reading. Since I came to Virginia, I’ve been reading the Bernard Cromwell trilogy on King Arthur along with some others.”

What do you want every Facilities Management employee to know about you?

“I want Facilities Management to continue to be successful and highly regarded. I want our employees to believe that Facilities Management is a great place to work and for them to *want* to come here and do their jobs. We’re all about people and the service we provide. We are all the same – people with families and responsibilities. I want each employee to be proud of what we do and to feel part of a winning team that is recognized for being very good at what we do.”

## News for Hoos to Use

**Evaluations will be done in October** for every employee. You have the right to do a self-evaluation and to make recommendations for your learning plan.

**Open enrollment** for your changes in insurance, flexible spending and 401k savings plans will be held in November.

**The deadline for these changes is Thursday, Nov. 30.** Questions? Call UHR Benefits at 924-4392 or go to <http://www.hrs.virginia.edu/benefits/>



# Annual Apprentice Graduation & Induction and Training Recognition Program

Right photo: Apprentice Program graduates Bert Watson (left), plumber steamfitter journeyman and Brandon Lucas HVAC journeyman display their diplomas and journeyman's cards as they receive congratulations from Facilities Management officials and (3<sup>rd</sup> from left) Beverly Donati, Director of the VA Department of Labor & Industry's Apprentice Program, and (behind her) Todd Cook, Regional Apprentice Program Representative.



Left: Melissa Chambers (far left) and Truman Payne (right) were recognized and congratulated by officials for their educational accomplishments. Melissa earned her BIS from UVA and Truman earned an Associates Degree from PVCC.



Right photo: Kamela Adish, Frederic Roumegoux and Wanda Cousins were recognized for their award winning essays submitted through the Adult Learning Center's Voices of Adult Learners event. Below: Graduates of the Supervisory Development Series/National Safety



Council Certification included (seated L-R) James Spears, Sallie Carter, Wanda Snead, Wanda Hedges, Dorothy Payne, Roy Sillett, Mikel Clements, Chris Smeds and James Copeland; (standing L-R) Martin Best, Jr., Tim Roland, Neal Aldridge, Randy Spencer, Matt Madison, Todd Wills, "Bo" Roberts, Travis Mawyer, Lou Persinger, Jack Bryant, Tim Spencer, Lance Coss and Amie Ferchak.

## Hoo's New...

### Chief Facilities Office

Donald Sundgren- Chief Facilities Officer

### Operations

Hiwdt Woldemichale- Housekeeping Wkr.

Maria Bakhtiar- Housekeeping Worker

New employees also include the nine new apprentices shown on page 1.

### Energy & Utilities

Charles Kritner- Plumber/Steamfitter

Ina Clark- Student Worker

Robert Wood- Trades Utility Worker

Mohamed Osman- Trades Utility Worker

### Facilities Planning & Construction

Thorald Evans- Sr. Project Mgr.

Craig Booth- Construction Admin. Mgr.

Matthew Spicer- Sr. Project Mgr.

### Health System Physical Plant

Deborah Tyler-Grounds Worker

James Morgan-Electrician

Shane Racer- Trades Utility Worker

Brandon Williams- Grounds Worker Helper

Dorjee Damdo- Grounds Worker Helper

Mark Torpey- Trades Utility Sr. Worker

Randy Campbell- HVAC I & R Tech

Mark Rash- Trades Utility Sr. Worker

Terry Mason- Trades Utility Sr. Worker



Twenty people answered the most recent call to support the Virginia Blood Services Drive at Facilities Management 9/14. Thanks for your support! You donated 19 units which will help 57 patients at the University of Virginia Medical Center, Martha Jefferson Hospital, and the Augusta Medical Center. The next drive is December 13 from 11 a.m.-3:30 p.m..

University of Virginia Facilities Management



# Hoo's Retired...



Miller Center Director Jerry Baliles (former Governor of Virginia and a UVA Law graduate) congratulated James Thomas, housekeeping lead worker for the Miller Center, on his retirement August 24. Before a reception in James' honor, "The Governor" invited James to relax at his desk in the official gubernatorial chair he had in his Capitol office during his administration 1986-90. Mrs. Thomas looked on. Throughout his 20 years of service, James always maintained an excellent relationship with customers, Chief Facilities Officer Don Sundgren noted in a letter of congratulations.

# Hoo's Promoted...

## Energy & Utilities

Walter Walker- Boiler Operator

## Operations

Jason Simmons-HVAC I & R Tech.  
Barbara Price- Housekeeping Worker Sr.  
Markietta Frazier- Housekeeping Worker

## Facilities Planning & Construction

Charles Durrer- Construction Mgr.  
Ernest Barber- Engineer & Design Mgr.

In celebration of *your terrific* support of the Combined Virginia Campaign, CVC Coordinator Joyce Chewing reminds you to save Thursday, Nov. 9 for Facilities Management's famous BBQ and Door Prize Drawing. To attend and be eligible for prizes, return your contribution in the red envelope by November 1.

# Best wishes for a long & pleasant retirement!



Melvin Marshall (4th from right) received a grand send-off with friends and family as he retired after 32 years of service with the University. During his career here, Melvin moved from messenger mail attendant to chauffeur, then to carpenter assistant and journeyman locksmith and retires as a locksmith senior. Among his notable achievements have been the keying of many capital projects such as the JPJ Arena, Scott Stadium expansion, MR-5 and the West Hospital Expansion. His colleagues here are (L-R) Sonny Dudley, Walter Rogers, Gene Bellomy, Troy Miller, Logan McGann, Tim Hoffman and Tom Fischer.



Chester Wood (center) of Systems Control retired September 20 after 35 years of service to the University. He began his career at UVA in 1971 as a trades helper and within a year was working as an electrician under the leadership of people such as Alton Leake, one of the men for who the Facilities Management Building is named. Chester earned his HVAC journeyman certification in 1989 and soon joined the Systems Control Center staff. During his 17 years on the "graveyard" shift in SCS, he received many compliments for his excellent response to emergency situations. One such incident occurred when a potential suicide victim called SCS by mistake; Chester, with his genuinely friendly and caring nature, kept the caller talking and convinced him that suicide was not an option. Chester is also well-known as Santa at local malls. His colleagues here are (L-R) Westley Chesser, Mike Dalton, J.B. Agee, Vince Muscarella, David Reed and J.J. Jefferson.

Congratulations to **Mark Utz**, hospital engineer with Health System Physical Plant. Mark recently passed his P.E. exam and is now licensed as a Professional Engineer in Virginia.

Information on Educational Assistance Benefits is available at <http://www.hrs.virginia.edu/benefits/educben/index.html> or pick up forms at 575 Alderman Rd outside Room 125. Facilities Management supports professional development.

# Compliments from Customers to...

**Marvin Jackson:** We had a ice spill incident in the service hallway that was causing a slipping hazard. Within minutes, Marvin Jackson had barriers set up in the hall and a blower in place to help things get cleaned up. He quickly removed a dangerous situation from the hallway and displayed quiet professionalism in the process. His efforts and efficiency were demonstrative of the level of excellence we aspire to at Darden. -- *Stace Carter, Assist.Producer, Darden Grad. School of Business*

**Dave Peterson:** I want you to know how pleased everyone is with the job Dave Peterson is doing as he works here in ITC (at Carruthers). Lots of folks have commented about how hard he works and how pleasant he is as he goes about his assigned duties. Dave has a wonderful attitude. We recognize what a valuable addition he is to your staff. We appreciate the good job he does every day.-- *Joyce Mills, Secretary to ITC Directors*

**Troy Miller and Logan McGann** have done a great job helping get the new (hospital) areas keyed. They are extremely prompt and always accommodating. They are great to work with and I know that I can depend on them to get the job done when I need it. Most often I expect the requests to take days but to my surprise they usually get it done in a matter of hours! It's great working with them. - *Nikki Norman, Admin. Staff Spec., Perioperative Servs.*

Many thanks to everyone who assisted with the work list at Carr's Hill this summer. These projects included maintenance and replacement of the AC unit, painting, furniture moving, plumbing, plaster work, storm sewer repair, masonry, roofing, landscaping, carpentry and electrical work. I thank all the crews and individuals for working with me to schedule and complete the work in a timely manner. --*Charlotte Philen, Project Manager, Work Management Division*

*Richard B. Laurance, P.E., Project Director, JPJ Arena Project, wrote the following two letters to thank:*

**Bob Carman and the Building Services team** who cleaned The Arena: I just toured the area your staff cleaned -- it is spectacular. Thanks again for coming to the rescue on very short notice to do your standard superb job. Hopefully this is the last emergency SOS we have to send out on this project but it is great to know that if we needed further help, you and your staff would make it happen. WELL DONE! and to...

**Warren Wood, Tommie Collier, Robert Gray and David Gibson:** Thank you for your great contributions helping us achieve occupancy of The Arena. You provided critical life safety signage provided over 220 signs over these last crucial months. Your work was vital to our operational occupancy status.

## Signs, Signs, Everywhere There're Signs....



The Sign Shop Team: Tommie Collier, Warren Wood & Robert Gray. David Gibson was unavailable for this photo.

**Warren Wood, Robert Gray and David Gibson:** When I shopped for price and response time for the event sign package for the John Paul Jones Arena, I had less than three weeks to have 135 signs in hand. Warren gave me a response in one business day and promised he could meet my delivery requirement. The pack was complex so Warren brought a sample to be sure the quality, etc. met my needs. As the project unfolded, he provided updates and sought feedback. In the last week, I called Robert Gray and David Gibson 2 hours after close of business and they were still on the job working on the package. They are both talented and obviously interested in quality and meeting customers' needs. Every sign was delivered in time for the first big event in the Arena. People traveling to UVA will have those signs to guide them. I am grateful for the effort of the Sign Shop and I am impressed with their professionalism, responsiveness and quality work. -- *Becca White, Director, Parking & Transportation*

**Sonny Beale and the Recycling Team - Gidey Gehazey, Mark Miller, Ibrahim Ali, Joseph Banawoe, Matt Madison, Mohamed Osman, Maureen Nichols, Roy Sillett, Sheikh Mohamed, Yusuf Hussein, David Terrell, Bruce Frazer:**

Each year Move-In Day brings new students and new families who experience a sometimes emotional – but always exciting – first day at UVA. I am deeply grateful when we put our best foot forward, as we did during move-in weekend this year. The teamwork and “can do” attitude of our employees is outstanding. On behalf of the University, please accept my thanks for the service that you and your recycling crew provide, not only during move-in but every day of the year. - *Leonard W. Sandridge, Executive Vice President and Chief Operating Officer*



# Other Events...



The August 26 Grand Opening and Dedication of UVA Environmental Sciences Long Term Ecological Research (LTER) in Oyster on the Eastern Shore of Virginia marked the culmination of FP&C’s management of the design and construction of a new 15,000 sq ft facility providing a 10-bedroom residence and a laboratory building which will strengthen the research and academic activities of Environmental Science. The location allows data collection in a “living laboratory” with direct water access to the nearby coastal ecosystems. The project ultimately is to include additional laboratory and residential buildings. In 1980, the National Science Foundation established LTER to support the research of ecological trends at representative sites across the US. UVA’s facility in Oyster was one of the original sites selected to study long-range changes to dynamic coastal ecosystems. – *Dave Paley, FP&C, Project Manager* (Mashal Afredi, the first project manager for the facility, and Dave Paley who succeeded her made many trips to Oyster, 200 miles east of Charlottesville to oversee the project.)

Thanks to many people, removal of the cardboard and recyclables during August’s “Student Move In” event was a great success. The



Recycling crew of 14, assisted by 15 from Building Services colleagues and others from Housing, collected over 44,000 pounds of cardboard. Compacted with Recycling’s new baler, the first batch of 20,000 pounds generated 24 bales weighing approximately 900 pounds each. We continued to collect more as students continued to purchase and unpack goods. We extend a special thanks to Aramark for providing our team members



with brunch on Sunday. All of us greatly appreciate the support and generosity. -- *Sonny Beale, Recycling Manager*

# Noted with Regret



**Eugene Baugher** died at home unexpectedly on September 1. He joined Facilities Management in 1976. Mr. Baugher was a cabinet maker and most recently had been working on the Michie Building renovation with other members of the cabinet shop. His good work has been recognized for many

years going back to an MR-3 lab project in 1979. He was praised for his skill reading blueprints and drawings, getting accurate colors and stains when working in the spray booth, and for his work in the upholstery shop. In late 1997, Mr. Baugher and his colleagues were recognized for their work at graduation and for the balcony maintenance project. He contributed to other high profile projects including Clemons Library in 2001 and in several of the Pavilions – he also made hundreds of slats for the Venetian blinds used there. We will miss Mr. Baugher’s jovial personality and up-beat attitude as well as his fine craftsmanship.

## Renovations for Better Health System Services

Health System Physical Plant’s Renovation team had a recent “work in progress” in Steele Wing. Carpenters Phil Kleinheinz (right) and Rodney Spencer (far left) and Jason Hamshar worked Room 3737. Mason Michael Canellas (lower left) attended to



details in another room while Painter Kenny Williams finished touchup in the hallway.





# Michie Renovation



*Project Manager Brian Connolly talks with Lynda Roberts of UHR.*

University Human Resources and their guests celebrated the completion of their impressive new surroundings August 11 with presentations by University officials who highly praised Facilities Management's expertise and dedication



*Jerry Morris sets the unstained panelling in place after occupants have left for the day.*



*Darryl Napier checks the interlocking panel for hallways.*

throughout the nine-month span of the project. Construction Superintendent Brian Connolly was the registered designer and oversaw the finish detail, fabrication and installation while the Renovations Division acted as the project management team, according to Joe Lane, Renovations Superintendent. The project was done in three phases – the 1000 square ft. office suite for the Payroll office; renovation to two restrooms to ADA guidelines; and most impressive, the round waiting area and reception room with walls of steamed Eurobeech tree accented by quilted makore'. (Above photos show the area in progress; below is the finished product.) Besides the fabrication techniques, the Michie Project was also unique in that it launched a cooperative project partnership between the Architecture School and Facilities Management. A PhD student in the A-School developed a 3-D image of the room which has been used in numerous displays and two A-School professors refined the design.

"This cooperative effort embraces Jefferson's idea of the University, strives for excellence and accepts no compromises,"



Brian and Joe added. In his remarks to the August 11 audience, Leonard Sandridge, Executive Vice President and Chief Operating Officer, referred to University Human

Resources as the "front door" to the University. He recognized the outstanding work of more than 50 Facilities Management employees who contributed their expertise and their time, especially on nights and weekends as the project neared completion.



Commonwealth of Virginia Campaign

This year, the Commonwealth of Virginia Campaign (CVC) begins on Oct. 16, and the theme is "giving hope." The CVC is a workplace giving program that gives you an opportunity to contribute to the charities of your choice.

Facilities Management is always one of the University's most generous contributors to the annual campaign as well as the annual Day of Caring.

Last year, UVA. employees donated \$694,647 to worthwhile charities. When you see the red envelopes next month, remember your contribution gives hope to those who need it the most. For more information, please visit [www.virginia.edu/cvc](http://www.virginia.edu/cvc) or e-mail [uvacvc@virginia.edu](mailto:uvacvc@virginia.edu).



Our colleague Dallas Clayton (2<sup>nd</sup> from right) had a two-week leave from his duties with the Army National Guard 2/224<sup>th</sup> Aviation Battalion in Iraq. The day before he returned, HSPP colleagues (L-R) David Hamill, Chris Fox and Alex Digiacoimo took off for a round at Birdwood Golf Course. During his time here, the community and friends offered Sgt. Clayton a generous welcome. We'll be organizing another care package to go to him this fall. Dallas and his unit appreciate your support and thoughtfulness. He can be reached at [dallas.clayton@us.army.mil](mailto:dallas.clayton@us.army.mil) or A Co. 2/224<sup>th</sup> Avn BN, APO, AE 09381

University of Virginia Facilities Management