Cordelia Jaudon
Receives One of the
First Hollins Awards

Cordelia Jaudon of our North Grounds Zone Housekeeping Team was selected by the Darden School and Foundation to receive one of the first annual Sarah Hollins Awards on November 21. She shared the honor with Darden Graphic Designer Marie Payne, wife of our Paint Shop colleague Frankie Payne. The award, named in honor of the Darden librarian who died in an auto accident shortly after her retirement in 2003, recognizes “the most outstanding Darden citizen” who best demonstrates customer service, community building and positive working relations throughout the year.

In their nominations of Cordelia, Darden faculty and staff repeatedly complimented her consideration of others, her willingness to go out of her way to help, and her dedication to Darden as well as her friends and her church and family. Many noted that Cordelia worked closely with Sarah and that she is a lot like Sarah. “Cordelia is always smiling… she has a laugh that will make you smile!” one person wrote. “The most striking thing about Cordelia is her attitude—she is friendly, cheerful, thoughtful—truly an inspiration and a pleasure to work with.”

Campaign Launch Lit the Sky

Thank you to all members of the Facilities Management staff who worked long hours to make the campaign launch weekend a tremendous success. Many of the projects required thoughtful planning and execution, and I appreciate the diligence your staff brought to these challenges. For all you do for the University, I am grateful. – John T. Casteen III, President, UVA

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Perspective Fourth Quarter 2006
Customer Profile: Sue Wharam, Facilities Coordinator at Curry

Sue Wharam, Facilities Coordinator for Ruffner Hall and the Curry School of Education, was born in Charlottesville, the youngest of four girls. Sue often volunteers at Albemarle High School where her husband Richard works as the Community Education Coordinator for Albemarle County. Sue enjoys spending time with her two daughters and four grandchildren.

Sue came to the Curry School in 1976 when Ruffner Hall was only six years old. As Facilities Coordinator in the Dean’s office, her duties include overseeing all keys. This responsibility was especially challenging during a major re-keying of all locks after thieves broke into Ruffner several years ago. She is very grateful to Gene Bellomy, the Energy & Tire Savings

If you’re planning your vacation already or just an escape from our winter weather, you can make that drive safer and save energy by making sure your tires are properly inflated. The average tire in the US is under-inflated by 6psi. This will cause your car to use 3.3% more energy, and cause the tire to wear out 13% quicker. If your car gets 20 miles per gallon, this means that you will use 3 ¼ gallons extra on a 500 mile trip and spend an extra $7. This may not sound like a lot, but if you drive 20,000 miles over the course of a year, you can save 130 gallons of gas and $280 just by checking your tires for proper inflation every couple of weeks. You will also reduce greenhouse gas emissions by 1.3 tons. -- Paul Crumpler, P.E., Energy Program Manager
Building Inspectors (L-R) Marty Sheedy, Franz Bailey and Frank Messina were complimented by Maintenance Inspection Program Manager Pete Syme for finding maintenance problems that were outside the typical items found during inspections. Their diligence enabled Facilities Management to identify maintenance issues that may otherwise have gone unnoticed for some time. Marty investigated structural issues at Ruffner, Frank checked on an exterior wall that appeared to have moved, and Franz found a problem with an attic fan. “These examples make us very appreciative of the great job you guys are doing,” Pete said. The Facilities Assessment Program is responsible for assessing the condition of University educational and general facilities and documenting maintenance and repair needs. Marty, Franz and Frank, as part of the Operations staff, have extensive knowledge about building systems and needs, conduct the inspections and assign an estimated price to each need. With that information, a decision is made to either complete the work immediately or add it to the maintenance backlog queue.

Vivian Walls, Housekeeping Supervisor for North Grounds, and Florine Early (not pictured) received compliments from the Law School’s Daniel Ortiz and Dean John Jeffries not only for the excellent work the team does in this high profile University area but also for the annual holiday dinner that Vivian and Florine prepare for customers and staff.

**Congratulation on Community Service**

**Mike Rose** (right), Master Maintenance Technician with Health System Physical Plant and, when he is off work, a captain for the Seminole Trail Volunteer Fire Department, was awarded a unit citation from the Albemarle County Fire Rescue Department for providing life saving measures and excellent medical care when he and his crew answered a call for a patient who was unresponsive and without a pulse. Because of the care Mike and the crew administered, the patient was revived and stabilized. Mike has been a volunteer with local fire departments since 1985.

**Judy Wood** (not pictured) of the HSPP service desk earned over $300 in donations to the Muscular Dystrophy Association went she was “locked up for good” November 10! An Albemarle County detective came to HSPP and escorted Judy to the mock “lock up” location where she and other volunteers were “confined” while the donations came in. Afterwards they were released on “good behavior.” This is the second year Judy has volunteered for this light-hearted but valuable fundraiser.

**...And Some History...**

**Serving together then and now**

Kenn McDermott (upper left), FP&C Administrative Manager, recently discovered that he and Wayne Harlow (lower left), Carpentry Renovations Leadman, served together aboard the USS Forrestal in 1974 although they didn’t know each other then. Wayne (upper right) was a Sergeant in the U.S. Marine Corps assigned to the embarked Marine Detachment. Kenn (lower right) was a Lieutenant Junior Grade in the U.S. Navy assigned as the ship’s Assistant Communications Officer. The photos are scanned from the ship’s “Cruise Book” documenting their March-September 1974 deployment to the Mediterranean.

**The Facilities Management Team:** Many thanks for your generous contribution of time, talent and energy at the 2006 Day of Caring. Camp Holiday Trails is many steps closer to welcoming campers with special medical needs. Board of Directors & Staff Team, Camp Holiday Trails
Cara Graham is the new Training Coordinator/HR Assistant and the first point of contact for employee customer service, general questions and human resources assistance. Cara is responsible for training coordination including GED, ESL, Supervisory Development and other misc. training throughout the year. She also handles Educational Benefits, Worker’s Compensation, Rewards & Recognition and Service Awards. Cara holds a Masters in Business Administration, a BS in communications and has more than 8 years of HR experience. She moved here from St. Louis, MO. Cara can be reached at 982-5898 or cmg6x@virginia.edu

Combined Virginia Campaign Results as of December
Thank you to the 465 employees who contributed a total $19,013. Joyce Chewning, CVC Program Coordinator for Facilities Management, reports that the total reflects 55% participation and an increase from last year when 432 employees contributed $16,104.80.

Smoking is prohibited inside facilities owned or leased by the University and in University-owned vehicles and areas outlined in a recently revised smoking policy. This applies to all UVa academic division employees, students and visitors. Exceptions, responsibilities and further details are in the full document which is available from the HR&T information display at 575 Alderman Road or on line at https://etg07.itc.virginia.edu/policy/policydisplay?id=SEC-028

Hoo’s New...

Carl L. Mason -Trades Utility Worker

Facilities Planning & Construction
James A. Kelley, Jr.-Project Manager

Operations
Susie Jones-Housekeeping Worker
George Gough -Housekeeping Worker 2
Jerry L. Craig, Jr. -Electrician
Rosel J. Gough -Housekeeping Worker 1
Randall Scott Johnson -Locksmith Senior
Charlotte E. Foster -Housekeeping Worker 1
Bernard R. Carroll, Jr. -HVC Mechanic

Kevin S. Campbell -Cabinet Builder-
Stephen C. Hester -Landscape Wkr. Sr.
Idris M. Hassan -Housekeeping Worker 1

Health System Physical Plant
Freddie L. Thacker -Grounds Worker
Bobby L. Townsend -HVAC I&R Tech
Carlton R. Diehr -Grounds Worker
Cyrus T. Tolver -Grounds Worker
Zeljko (Jake) Bajs -Plumber
James L. Comer, Jr. -Electrician
Christopher Haney -Trades Utility Wkr. Sr.
Dorjee Damdoo -Grounds Worker
John D. Jarvis -Trades Utility Worker

Office of Human Resources & Training
Cara M. Graham -Training Coord./Human Resources Assistant

2007 Dates to Note
JANUARY
16-18 Leadership Forum

APRIL
12-Annual Apprentice Reunion & Recruitment Luncheon -- 2007 is the 25th Anniversary of The University’s Apprentice Program
April 15-May 15 - Apprentice Applications Accepted

JULY 26-Apprentice Graduation & Induction and Training Recognition Ceremony

Hoo’s Promoted...

Facilities Planning & Construction
Dee Andrea Fraley-Senior Project Manager

Health System Physical Plant
Richard Barbour -B&G Supervisor

Operations
Sallie B. Carter -Housekeeping Worker Senior
Latisha A. Irving-Housekeeping Worker Senior
Russell Jackson-Sheet Metal Worker
Darrell A. Napier-Carpenter Lead

Congratulations on Professional Development

Mark Breeden, Safety Coordinator with Facilities Management’s award winning safety program, recently earned Manager of Environmental, Safety and Health (MESH) certification sponsored by the Safety & Health Council of North Carolina (NC), NC State University and NC Department of Labor. This program prepares managers for keeping their worksites safe and healthy, and that preparation improves employee protection and company productivity. Also in December, Mark also earned an Advanced Safety Certificate from the National Safety Council.
Clay Agee Retires from HSPP

Clay Agee retired from Health System Physical Plant in October after 34 years of service. Within four months of being hired as a temporary trades helper, his carpentry talents were recognized and he was hired full time and later promoted. For more than 30 years, Clay assisted with the annual Children’s Miracle Network Telethon. Clay was officially recognized 20 times for his outstanding workmanship, foresight and responsiveness to customers’ requests. He was a team player who willingly worked nights and weekends when needed to complete projects or set up (and take down) for graduations. Among the unique projects benefitting from Clay’s expertise were the 2004 Kid’vention on the Human Body and preparations in Jordan Hall for new equipment to be used in highest priority research. Whether the task was cleaning up after floods or preparing for JCAHCO or NIH site visits, Clay could always be relied upon to do his best and see the job through. (We regret that we had no photo of Clay available.)

Larry Shiflett (standing, 4th from left), known also as the “A-Number One Welder Extraordinaire,” retired in October after 30 years of service to the University and numerous awards and recognition for his professional, superior craftsmanship and “can do” attitude. Wishing him well are colleagues (Front row L-R) Larry Morris, Bert Watson, Ed Brobbey, Craig Cart, Chuck Kritner, Bud Hines; (Standing L-R) Cheryl Gomez, Eric Davis, Charlie Durrer, Bruce Lovelace, Vern Lamb, Bill Seibert and Bo Roberts.

LEFT PHOTO: Tony Motto (standing front center) retired as Heating Plant Manager in December after more than 17 years in a variety of leadership positions for Facilities Management. Besides his work with Architectural & Engineering Services (now FP&C) and later Work Management, Tony began building an energy program for the University in 1994. His initiative resulted in the award-winning program that has received national recognition and many honors and his appointment as Energy Program Manager. Tony was recognized for outstanding performance and extraordinary contributions over 12 times and in 1999, was named a UVA Outstanding Contributor. Later, as Heating Plants Manager, Tony built a highly skilled, motivated and dedicated team and provided exceptional leadership for the $73.7 million plant upgrade. With Tony here are his Heating Plant colleagues (front) Duane Hogge, Hassan Mahamud and Jonathan Ramsey; (standing L-R) Ray Williams, Jim Jackson, Robert Adcock, Darlene Webb, Russell DeShong, Kent Knicely, Bill Parrot and Elvie Shiflett.

Here’s to Good Health for all Hoos!

Got High Blood Pressure?
The Wellness Nurse (Marian Gross) returns to Facilities Management January 10, 2007. Ms. Gross will visit Facilities Management on the 2nd Wednesday of every month in the Alderman Road Lunchroom Shop Training Room from 2:00 – 3:30 p.m. to check and track employees’ blood pressure, heart rate, etc.

Ready to Quit?
If you are interested in free classes to help you quit smoking, please speak to Cara Graham, Training Coordinator at 982-5898 or cmg6x@virginia.edu

WorkMed Info:
All Facilities Management employees (including HSPP employees) who report to WorkMed for treatment due to a work-related accident MUST bring a completed authorization for treatment form signed by the supervisor. More information on the process is available at http://www.healthsystem.virginia.edu/internet/occupational-health/
Compliments from Customers to…

Carpenters Gary Shiflett and Page Fox: Please convey our appreciation to Gary and Page for their prompt and effective response to fix a safety problem with shelving in the Robertson Media Center’s film storage vault. They were on the scene in minutes and did an outstanding job. – Douglas P. Hurd, Director of Facilities, University of VA Library

Tommy McRay, Systems Control Center Supervisor: Tommy did a great service on a recent Sunday afternoon when an alarm indicated that a motor in Jordan Hall had failed. He called me at home just to give me a “heads up” for what would be waiting Monday morning. I came in to check out the unit so we would have everything ready to change out the motor. As it turned out, the problem was only a disconnected phase on the motor starter. Tommy’s effort saved the Motor Control Center from being down with the building fully occupied Monday. He is always concerned about the buildings and the people who have to keep them going. I commend him for that. – Doug Rush, HVAC Installation and Repair Technician Senior, Health System Physical Plant

Mark Utz, Hospital Engineer: I appreciate the amazingly consistent level of professionalism and helpfulness that Mark Utz displays day in and day out. While Mark, like most here, must juggle many responsibilities, he is always willing to help, provide information in a very prompt manner, and make helpful suggestions on how to solve problems. He has been exceedingly helpful to me on the ongoing NICU renovation project, on the Hospital Link Offices project and now on the Short Stay Unit. The project managers here, particularly on the “In patient” (Hospital) team, are exceedingly lucky to have him as a liaison at the hospital for HSPP.- Mashal Afredi, Senior Project Manager, Health Sciences FP&C

Abdalla Mohamed (MR4), Brandon Overcash (MR5), John Briggs (School of Medicine), Donith Armstrong (MR5), and Edith Taylor (MR4) and Acting Supervisor Doris Vest: On behalf of the Corwin Lab team, we want to thank these housekeeping professionals for their wonderful job stripping, buffing and waxing the floor of our lab. Kudos to your crew! The floor is shiny and clean again, thanks to Deborah Palmer’s crew who did such an outstanding job. I want to especially thank Abdalla for informing me about this service provided by Facilities Management and Doris for maintaining good communication throughout the process.—Ryan Susa, Lab Technician, Corwin Lab MR-4

I strongly second the kudos above. Everyone did a wonderful job! We all appreciate Abdalla…. He sets a great example with his positive, friendly attitude. --Jeffrey T. Corwin, Ph.D., Professor; Department of Neuroscience, School of Medicine

David Peterson: Since Mr. Peterson began cleaning our offices in August, everyone has commented on the cleanliness of our office space. He makes sure everything is clean and dust free. I understand that he will be relocating to another area – he will be greatly missed here in Carruthers Hall but wherever he goes, he will make Facilities Management proud. – Sharon B. Drumheller, ITC

Compliments to the Facilities Management team on their work with Hoo Fest in September. From the setup to the sound system, the team was very reliable, prompt and helpful. Frank Coffman (sound system supervisor) especially helped our a cappella concert go very well. Keep up the good work! – Office of Health Promotion, Student Health

Frank Messina: The Audit Department was working on a variety of Day of Caring tasks at Red Hill Elementary School late in the day when I noticed that we had a new person on our team. Frank Messina had been driving by on his way home, saw our “Team UVA” orange T-shirts and felt compelled to stop and help us finish our project. Frank had already spent a full day working at Camp Holiday Trails with his own group. Frank went “above the call of duty,” helping others on his own time. – Barbara J. Deily, Director of Audits

Mashal Afredi, Senior Project Manager: Having Mashal join the NICU renovation was the best thing I have experienced in the planning and implementation of this project. She has an astute eye for detail .... in so many ways, she helped create a better facility than what was originally drawn. She listened to us and assisted; was firm with us when we got out of control with some of our wishes; and helped facilitate many players' wants/needs. She did an awesome job. Mashal was readily available, knowledgeable and a great communicator. Her organization and daily oversight of her team was remarkable. Thank you for sending us Mashal… she is terrific! --Terry Lucas, RN, MSN, Administrator Children’s Hospital & Women’s Services

At the September 25 dedication of the renovation NICU, Ed Howell, Vice President & CEO of The Medical Center (left) and Donald Sundgren, Chief Facilities Officer of Facilities Management, recognized the contributions of Richard Crenshaw, President of Crenshaw Construction Company Inc. and Mashal Afredi, Senior Project Manager with Health Systems FP&C.
Other Events...

Bill Kidd, 58, HSPP Senior Storekeeper, died October 20 due to an automobile accident. Bill was a 27 year veteran of Facilities Management. He was married to our colleague Charlotte Kidd, Housekeeping lead worker in Clark Hall and was the father of Kevin Kidd, a second year plumbing apprentice in Energy & Utilities. Bill will be remembered for his wonderful smile and pleasant manner even under stressful situations, his professional and meticulous management of the HSPP storeroom and his great love of football. Bill played softball and friends said he was probably the best pitcher in the county.

Bill always kept his great sense of humor and was willing to lend a hand to help others. He was a kind and inspiring person who will be greatly missed.

Noted with Regret

Bill Kidd and his wife (also our colleague) Charlotte

The Central Grounds Amphitheater hillside received a face-lift with the installation of new lighting and landscaping. Landscapers Elmer Rodas, Adam Wood, Frank Weaver (all pictured) Fred Avril, Scott Burns, Mike Dillard, Kate Meyer, Mike Henrietta, Steve Fuss, Ramon Avila, Roland Von Der Muhll and Todd Romanac installed 600 Stephanandra on the slopes flanking the amphitheater building. This project was funded through the renovation of Cocke Hall and the support of the University Arboretum and Landscape Committee. This was one of many projects undertaken by the University Landscape Department to improve the appearance and maintainability of the Grounds.

Facilities Management’s Customer Relations Managers are responsible for maintaining communication and coordination between our cost center managers and our customers. Questions or concerns may be directed to Reggie Steppe (left) at rs9x@virginia.edu or 243-2442 or to Wanda Hedges at wsc8r@virginia.edu or 243-2451.

James R. Morgan, Electrician for HSPP Renovations passed away October 26, 2006. He joined the HSPP team in July. He was recognized for excellent customer service with the Primary Care Center 2 project, working nights and weekends. His dedication helped complete the project on time and within budget, according to commendations from Michael Carmagnola, Director, Facilities Planning & Capital Development.

Melvin Montgomery, who retired from our Upholstery Shop in October 2000 after 30 years of service to UVa, died December 9. We remember him for his valuable contributions throughout his career here, his unique sense of humor and his remarkable attention to detail. Melvin was an expert in several fields and certified in both upholstery and furniture repair. He contributed to hundreds of notable projects, including the 1976 visit of Queen Elizabeth of England, rebuilding Windsor chairs and building the 7’x15’ window blinds for Alderman Library. Melvin received Employee Recognition awards in 1997 and 1998. Melvin contributed his time as talents to his community and church. He was the President of the Board of Directors for the Independent Resource Center, Treasurer of the Blue Ridge Chapter of the National Federation of the Blind, and a member of Loyal Order of the Moose.
Follow up surveys are sent to our customers after service calls are completed. As we start a new year, we thought you would like to see what some customers said about Facilities Management employees:

CC16 Maintenance – Tony Thomas and David Gentry – The promptness, professionalism and smiles from Facilities always makes my day. Thanks for all you do! Facilities Management Rocks! = Bridget Ganey, International Studies Office

These comments were selected by Customer Service managers Wanda Hedges and Reggie Steppe.

CC 11 Cabinet Shop - Carl Shiflett, Ricky Morris -- There was excellent attention to detail & the wooden desk organizers match our desks very well. A great job! -

CC 60 -Landscape/Moving Crew - Paul Campbell, Tim Gilmer, Bernard Farish, Jr., and David Wood -- Whenever I call for any service I feel that the service we get is always excellent.

CC 16 - Service Maintenance - Keith Wood, Page Fox --After making the request via phone, the Facilities’ folks were in our department to fix the door - the professor was very impressed, and so was I, but then I know through experience that Facilities’ guys are always prompt - You guys are the BEST! Thanks!

CC 21 Field Carpenters and John Toney --Fast, professional - as always! Thank you.

CC 12 - Lockshop - Eugene Bellomy, Troy Miller, Logan McGann . --Staff was very courteous and kept me informed each step of the way I think your people do an excellent job.

CC 39 Service Desk - Ernestine Burruss and CC 84 HVAC - William Kardos, Steve Ackerman --I just called to report an alarm sounding on the roof of our building. I appreciate very much that your operator didn’t grill me to find out things I couldn’t possibly know like “room number.”” She understood completely that I am not responsible for the roof nor could I know anything about it. Kudos to your staff!!

CC 84 HVAC - Gary Harris --Gary and his crew are always fast and extremely helpful! They are very much appreciated.

CC 08 SW McCormick Zone Vic Brown, Mike Daddezie --The service was provided in a friendly and manner and everything seems to be working well.

CC 08 SW McCormick Zone Daniel McGeehan, Dale Gilliam --The gentlemen arrived promptly & stayed to see whether the A/C would work. Very pleasant.

CC 27 Electrical Maintenance Donald (Randy) Spencer -The electrician arrived quickly on short notice for urgent work. Thanks.

CC 60 Landscape Tim Gilmer/ Bernard Farish --We appreciate how quickly you were able to come and get this done. Thanks.

CC 84 HVAC Joseph Pearce, Jason Simmons - Quick and thorough in response to our work orders - thanks!

CC 34 HSPP/Maintenance Zone Dumitriu Toader -- Toader always does good.

CC 40 HSPP/Maintenance Zone Travis Payne --No matter how often I have put in a request for this group, they have always performed their task with efficiency, professionalism and within a timely manner. Thank you.

CC 37 HSPP/Zone 2 Jeff Gibson and Mark Stinnie – Jeff and Mark were prompt and solved the problem quickly.

CC 36 HSPP/Renovations Scheffel Carpenter Jr. and David Hanley: As always, the staff members were courteous, expedient and flexible.

The following are the officially observed 2007 UVa Academic Division holidays:

Monday, January 1 New Year’s Day
Monday, January 15 Martin Luther King Day
Friday, March 9 Spring Break Day
Monday, May 28 Memorial Day
Wednesday, July 4 Independence Day
Monday, September 3 Labor Day
Thursday, November 22 Thanksgiving
Friday, November 23 Day after Thanksgiving
Monday, December 24 Christmas Eve
Tuesday, December 25 Christmas Day
Wednesday, December 26 Day After Christmas
Monday, December 31 New Year’s Eve Day

More information is available at http://www hrs.virginia.edu/mgrmemos/holiday2007.html