

In Recognition of Stellar Community Service...



The Heart and Soul Department Award was presented to Facilities Management in special recognition for the stellar community service demonstrated by many of our employees throughout the year as well as during Day of Caring and the Combined Virginia Campaign. Accepting the award at the February 27 Celebration of Community Spirit Volunteer Luncheon were (L-R) Rick Rice, Brenda Buttner, Colette Sheehy, Don Sundgren, Todd Romanac, Chris Willis and Joyce Chewning. Ida Lee Wootten (R), Director of Community Relations, said “Year after year, we hear the same sentiments. Employees in this unit are so appreciated that, for the first time, we are bestowing a special Heart and Soul Award to a department.” “Facilities Management has contributed the highest number of volunteers and the most sought-after materials, equipment and expertise to complete over a dozen projects,” said Leonard Sandridge, Executive Vice President and Chief Operating Officer. “Their unselfish commitment to service shines during Day of Caring. Facilities Management employees generously give their “heart and soul”... and their tools and skills to the community.... They are service stars.” (See the award and ceremony display in the shop hallway at 575 Alderman Road.)

Lessons in Leadership



Facilities Management Second Annual Leadership Forum held January 16-18 gave 150 employees a full day in team building and leadership development. Consultant Dana Browers (top L) discussed the four different generations we need to understand to work better together: The Traditionalists, the Baby Boomers, Generation X’ers and Millennials. Lower L: Bill Parrot, Spike Weeks, Florine Early, Steve Clark, Mike Crawford, Kenn McDermott and Vivian Walls found the discussion of Millennials particularly amusing. Lower R: Lealon Smith, Eddie Morris and Jeff Gibson had some laughs while they worked on the Icebreaker Quiz designed to test staff’s knowledge of UVa. Lower right photo: Don Byers took a close look at the puzzle pieces, the final challenge of the day: working the puzzle tested teams’ problem solving and communication skills.



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Works in Progress

Zehmer Hall Renovation: David Villiott, Amy Wells, Keith Payne, Sue Shatto and Sam Walker of Engineering & Design introduced the new reception area for the School of Continuing Education and Professional Studies and Conference Center with the completion of Phase 1 in February. The project included upgrading 6500 sq. ft of finishes and furnishings and electrical upgrades, making it the most extensive interior renovation for Zehmer Hall since it was built in the 1950s as a Red Cross training center. Phase II is scheduled for completion in August 2007. Jennifer Oman and Eugenio Schettini, who were not available for this photo, also worked on this project.



Chilson Furnace: Masons Richard Davis (left) and Dale Newton (right back) are restoring the Chilson's Patent Cone Furnace brickwork in the basement of Varsity Hall. Jody Lahendro (right front) is project manager for the restoration and related work in Varsity Hall. Built in 1858 as an infirmary, Varsity Hall has been described as a "veritable museum of mid-nineteenth century state of the art systems design" by a 2003 Historic Structures Report. The original furnace door is shown lower left. Apprentice Bert Critzer (not pictured) is also working on this project.



Construction Inforum 2007



Facilities Planning and Construction's Annual Construction Inforum, designed to introduce contractors to UVa procedures was held March 7. (Photos L-R) Administrative Support Team Kim Breeden, Betty Bowman and Maria Ragland helped plan the event and register attendees. Project Managers Bill Rockwell and Mark Stanis answered questions. Bill Cooper, Director of Supplier Diversity, and Chief Facilities Officer Don Sundgren talked shop.

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(Counter clockwise from top left) Richard Burgess, HSPP Renovations Supervisor, briefs customer Eileen Miller of Therapy Services on the status of an installation. Clear and frequent communication between Facilities Management and customers is critical



in both Health System and Academic sides. HSPP Carpenters Al Hensley and Dan Lindsey complete one project and head to another project in the hospital. Painters Dwayne Herring and Thomas Parr (2nd photo) Paul Via and Steve Pease completed the painting for a classroom renovation in Jefferson Park Avenue 1222. Plasterer Clinton Norris puts finishing touches on a ceiling. HSPP electrical and carpentry crews also contributed to this project which was completed on time and within budget. Richard Burgess was project manager.



Also contributing to this successful project were:
 Otis Hackett
 Jack Bryant
 Rodney Spencer
 Greg Mosco
 Jason Hamshar
 Dean Lackey
 Bob Hendin
 Paul Chaney
 Jim Comer
 Freddie Snoddy
 Horace Proffit
 Eric Cline
 Sherwood Gibson
 Mike Taylor
 Lobsang Dhondup
 Kenny Williams
 D.D. Fortune
 Frank Chapman
 Danny Craig
 Dennis Acree
 Jim Offield



Construction Program Manager Steve Ratliff summarized several projects in progress. Construction Manager Bree Knick and Project Managers Craig Booth and Kristine Vey discuss Health System and Central Grounds projects. Project Manager Mike Garascia (right) discusses the South Chiller Plant Project Phase II Expansion with John Cox of Schnabel Engineering.

Hoo's Promoted...

Health System Physical Plant

Mark Utz – Mechanical Engineer
Christopher A Kern – Grounds Worker Lead
Christopher M. Toney – Grounds Worker Sr.

Energy & Utilities

Kent L. Knicely – Utility Plant Mgr II
Christopher K. Recke – Boiler Operator

Facilities Planning & Construction

Christin A. Whitco – Supervisory Project Mgr.
Craig Booth - Supervisory Project Mgr.
Thorald A. Evans - Supervisory Project Mgr.

Operations

Eddie Morris – Elevator Maint. Supervisor
Russell Jackson – Sheet Metal Worker
Corey Harmon – HVAC Assist. Mechanic
Anita V. Johnson - Housekeeping Lead Worker
Mira Macakanja – Housekeeping Lead Worker
Dale Gilliam – HVAC Assist. Mechanic
Doris Vest – Housekeeping Supervisor
William F. Farish – Maintenance Supervisor
Mary F. Brown – Housekeeping Worker 2
Todd C. Romanac – Landscape & General Services Supervisor

Congratulations!

Here's a sample of recent customer comments from service call surveys:

Bill Farish and Travis Henderson: Thanks! Bill and Travis were wonderful. They arrived quickly, took care of it without fuss, and consulted with me about how to avoid similar (power outage) problems in the future. - *Ira Bashkow, Associate Professor, Dept. of Anthropology*

Alton Morris and Lawrence Harlow (CC 84): These guys put in a lot of time and effort to get the (fume) hood running. We are very thankful. - *Jack Simonson, Physics*

David Bishop, Danny Lawson and Roger Henry: The mechanics were efficient, professional and competent. - *Edrina Allen, Student Financial*

Sonny Dudley (CC12 Lockshop): Sonny kept us informed on the needed door repairs and located needed replacement parts. - *Diane Russell, Special Materials*

Thank you for making customer service a priority!

Hoo's Retired...

Bob Thompson was recognized by co-workers at a gala gathering in honor of his retirement January 17 after 19 years of service at Facilities Management. As a Construction Superintendent for the last 18 years, Bob's noteworthy projects have included renovated laboratories, Pavilion V, Dawson's Row and, most recently, the Maury Hall pedestrian bridge. He contributed to the renovation of Pavilion VII, a historically sensitive building and largest single project ever undertaken by Renovations. Bob's retirement plans include volunteering at the Free Clinic and playing classical guitar.

Stanley Shifflett of HSPP retired March 20 after 32 years of service to UVa HSPP. As an electrician assistant, Stanley's contribution helped make the University of Virginia one of the nations most noted historic sites as well as academic and health system models, Don Sundgren, Chief Facilities Officer, wrote in a letter of congratulations.

Hoo's New...

Health System Physical Plant

James L. Comer, Jr.- Electrician
Christopher A. Haney - Trades Utility Worker
Keith V. Bridges-Painter
Howard T. Brown II – Grounds Worker Sr.
Kenneth R. Bower – Electrician Senior
Josh D. Beverly- Trades Utility Worker Sr.
Richard I. Pippin - Trades Utility Worker Sr.
Ernest R. Conley – Plumber/ Steamfitter

Energy & Utilities

Robert Ray Shifflett - Trades Utility Worker
DeUahn L. Wells – Boiler Operator Assistant
Steven G. Evans – Systems Control Operator

Business Management Services

Sarah Crouch – Accts. Payable Assistant

Eric G. Norberg – PO Shopper
Raul Figueroa-Vicens – Info & Repair Tech

Facilities Planning & Construction

Lorie J. Strother – SWAM Contract Admin.
Brian R. Pinkston – Project Manager
Helen Mallory – Administrative Assistant

Operations

Damien Jones - Housekeeping Worker Sr.
Rabten Shatsang - Housekeeping Worker 1
Tanea N. Fitch - Housekeeping Worker 1
Lawrence Shifflett Jr. – Plumber
Paul A. Lowe – Electrician
Shirley Elcox – Housekeeping Worker
James K. O'Rourke – Electrician Assistant
Larry K. McGruder – Housekeeping Worker 1

More Computer Classes Available

Due to the overwhelming response for computer classes, Facilities Management Human Resources & Training is offering several additional computer classes. Sessions for Computer 101, Computer 201 and Personal Internet Security Awareness begin in April. Check bulletin boards for details or call Cara Graham, Training Coordinator at 982-5898 or cmg6x@virginia.edu

Hoo Else Retired...

Russell DeShong (center back) was honored by his Heating Plant team with a retirement celebration January 19 after his more than 20 years of service to UVa. Russell came to the Heat Plant as the B shift supervisor in 1986 after 24-years of service in the U.S. Air Force. During his career at the Heat Plant, Russell continued his professional development, earning his NIULPE chief's license in April 1992 and many other certifications as well as numerous Reward and Recognition Award for exceptional contributions. "As shift supervisor, your positive outlook, interest in training employees, communication skills, knowledge of steam generation and operation ability and your commitment to safety and to the environment made you an excellent manager and mentor," Don Sundgren, Chief Facilities Officer, wrote. Russell expanded on all these initiatives when he was promoted to senior shift supervisor and oversaw the operation of heating plants as needed.



Juanita Purvis received applause and commendations from co-workers including (L) Sack Johannesmeyer and Richard Dickman, who gather to wish her well at her January 24 retirement. Juanita began her more than 20 year career at Facilities Management in Construction Management, later moving to the position of administrative assistant for the Office of the Assistant State Building Official. In 1998, she advanced to Professional Services Contractor Administrator for FP&C. Juanita was recognized for her dedication, her strong work ethic and her organizational skills. Now, as she says, she's on her way to find some new mountains to climb.

"Recycling Al" Fioretti (standing 3rd from right) was honored by colleagues February 23 on for 21 years of service at UVa, including the last 11 in our Division of Recoverable and Disposable Resources (DRDR). He became known as



"Recycling Al" not only because that's how he answered his telephone but also because of his dedication to recycling and environmental responsibility. An active member of the Sierra Club, Al presented educational programs for staff, students, schools and scout groups and talked with the media. Since 1996, Al was formally recognized for outstanding performance and extraordinary contributions many times. His efforts helped make UVa Recycling not only an award winning program but also likely the best in Virginia. Cheryl Gomez added, "Al has done a tremendous job changing attitudes about recycling from 'I don't have time to...' to the more positive 'I want to recycle.'"

Compliments from Customers to...

Tom Fischer: I am writing to let you know how much everyone on ITC's front hallway in Carruthers is enjoying their new carpet. The best part of the project was having the opportunity to work with Tom Fischer. Everyone impacted by the project was impressed with his project management skills, and he was a genuine pleasure to work with. We look forward to future maintenance projects in our area, and would welcome the opportunity to work with Tom again. Thanks so much. - *Susie McCormick, Director of Budget & Administration, ITC*

Kimberly Morris who takes care of ITC's housekeeping needs: Our Conference Room A has never looked as good as it does now. Laura Sprung, LSA Coordinator for ITC's Departmental Computing Support division, asked that our appreciation be conveyed because we teach classes to departmental representatives from all over the University and it means a lot to have the conference room looking so good. I have heard other positive comments on Kimberly's behalf, and we all want to say thank you for the good job and the helpful attitude she has when we ask her to do something for us. We appreciate what she and the others do to make our work environment and our building a better place. - *Joyce Mills, Secretary to the ITC Directors*

Harry (Trip) Marshall and Kevin Henderson, HSPP: I would like to compliment Trip and Kevin who came to fix the air flow problem and turn up the heat. They were very polite, thorough, attentive to my explanation of problem, and were certain that they had corrected problem (which led to investigation/resolution of other problem) before leaving. They are an asset to the University and deserve praise for their expertise and attitude. Thank you. - *Nancy Fauber, RN, MSN, Cardiac Cath Lab*

Eddie Dodd and Travis Payne: Thank you guys for dealing with a floor tile problem so quickly. The floor looks great and we appreciate it! - *April Ballard, Dept of Medicine*

Gary Shifflett 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 scene in minutes and did an outstanding job fixing it. - *Doug Hurd, Director of Facilities, UVa Library*

Tim Gilmer, Paul Campbell, Bernard Farish, David Wood of the General Services Crew: Please convey my gratitude and respect for the outstanding job Tim, Paul, Bernard and David did in off-loading, uncrating and moving a German made scanner worth \$150,000 that came in 3 crates weighing a total of about 3000 pounds. Once uncrated the scanner parts were odd-shaped, one being bulky and 11 feet long. There was some question as to whether we were going to be able to get it to the room. But they did it. They are very good. - *Doug Hurd, Director of Facilities, UVa Library*

Elizabeth Daniel, Programmer/Analyst, Preventive Maintenance and **Paul Crumpler** Energy Program Manager: Thank you for taking time out of your busy day to find, and print, the list of condensate pumps used in your facilities. When Bruce Lovelace (Piping & Distribution) offered to help us obtain this list through your office...it made our job much easier as we conducted a condensate pump audit, part of an energy efficiency effort for UVa's steam system. As a result, our report will be more complete, too. Again, thanks. - *Tom Sikes, Spirax-Sarco, Virginia*

Reggie Steppe, Customer Relation Manager, and **Martha Creasy** of Cost Accounting: I wanted you to know how helpful Reggie and Martha have been in working through some questions/problems I had on my Facilities Management billings. Reggie talked with our staff to be sure he had correct information, did research as necessary, and talked with me to let me know he was working on these items. His work resulted in some corrections for Martha to make in our accounts. We certainly know

we can count on him to work with us on questions we have, and that gives us a very positive feeling! Thanks so much. - *Stella Loftin, Assistant Director, Financial Management, Housing Division*

Vince Muscarella of Systems Control: When an elevator in Old Cabell went out of service on a Saturday evening and there was a delay in confirming response from the mechanics, Vince called me at home and kept me posted on the status and again when the repairs were being made. Thanks to Vince for his extra efforts to keep us informed and to have service restored for our customers. - *Steve Dorrier, HVAC/Fire/Elevator Supervisor*

Vince Muscarella of Systems Control: When fire systems in two Pavilions went off line, we needed current information to speak to the residents. Vince actually went over to the site to identify and speak with the occupant. - *Gerald Drumheller, Environmental Health & Safety*

Tom McRay of Systems Control and Electricians **Michael Daddezio, Ed deBary, David Gentry, Thomas Sillett, William Searcy, Nikki Patterson, Wayne Russell, Gary Shifflett, Richard Purvis, Vince Turner, Ben Trail, Walter Rogers** and **Richard Critzer:** On January 1 (a holiday), the electrical circuit for emergency power in old Gilmer Hall failed. In a series of events, the generator was refueled, conductors replaced, inspections determined other repairs and replacements were needed, hard-to-find fuses were ordered and install. All of this was accomplished without any interruption to the equipment on the emergency circuit. That would have been impossible without the efforts of each of these 14 employees. - *Don Byers, SW McCormick Zone Supervisor*

Wanda Lucas of Housekeeping and **W.J. Baird** of HVAC: When what appeared to be a simple wet cleanup on Thursday turned out to be a major leak, we were grateful to Wanda Lucas

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Noted with Regret



Alfred Wilson Ragland, Jr., 82, died January 13, 2007. He worked for Facilities Management Purchasing from 1968 to 1985 as the General Stores Warehouse Manager which was located in what is now the Recycling Building. Mr. Ragland was also father-in-law to Maria Ragland of Health System FP&C. Al always had a big

smile for everyone no matter how busy he was and he was always busy. Al's employees worked tirelessly for him to keep the Warehouse and all the materials clean and organized. He was a World War II veteran, serving in both the Army and Air Force, retiring after 21 years of service.

Jane Berberich, formerly of our FP&C Administrative Support staff, died February 8 of a massive stroke. Jane is remembered for her great smile and wonderful "can-do, no problem" attitude. She served on our Employee Council 2003-2004, energetically continued her professional development and could always be depended on to enthusiastically help out her colleagues when deadlines loomed and workloads soared. She transferred to UVa Housing Division in March 2004 but visited us often. Jane also served on the Vestry Committee and the Altar Guild for St. Luke's Church. She was a 1982 graduate of James Madison University.



Change to Your Employee Work Profile

All Classified and University Staff employees will have an additional duty added to the job description section their Employee Work Profiles (EWP), according to a February notification from the Virginia Department of Human Resource Management (DHRM). The new responsibility will read:

- "May be required to perform other duties as assigned. May be required to assist the agency or state government generally in the event of an emergency declaration by the Governor."

This EWP change is required to be completed by the end of the 2007 Performance Evaluation period (October, 2007). This change is to emphasize state agencies' readiness in the event of a natural disaster or pandemic event, according to information provided by DHRM. This addition to the EWP does not imply being "on call" or requiring employees to perform duties for which they are not qualified. It does, however, allow for employees to be reassigned as necessary to maintain critical functions. Questions? Please contact Judy Mendoza in FM Human Resources or the University Human Resources Employee Relations Office.

Compliments continued...

for realizing the urgency and potential for damage. Wanda got the wet vac crew into the area and WJ from HVAC arrived in less than 15 minute and had the leak fixed within an hour. Facilities Management dealt with this problem quickly and competently. More impressive still is the fact that Wanda averted disaster by taking the time to re-check the area on Friday. If she hadn't the leak would have gone undetected until Monday morning. Please give my thanks to your wonderful staff who have gone above and beyond the call of duty. – *Marcy Day, Promotions Director, Music Dept.*

Franz Bailey, Building Inspector: Compliments to Mr. Bailey in preparing an exhaustive benchmark evaluation of the Emmet Street Parking Facility that should prove valuable for years to come. His attention to detail will afford future inspectors the opportunity to accurately gauge the progression of the deck's condition. – *Charles E. Wynings, PE, Engineering Mgr., Tindall Corp-VA Division*

Wanda Hedges, Customer Relations Manager, **Tom Fischer** and **Spike Weeks**: We returned January 5 to find the floor refinishing project in Old Cabell Hall Auditorium finished and it is spectacular! Thanks to everyone at Facilities who was involved in making this project* a

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success. A great way to start off a very happy new year. – *Marcy Day, Promotions Director, Music Dept.* (*Mark Webb, Associate Director of Work Management, noted that this project took a month to execute but two years to schedule with all the interested parties. The contract administration crew worked carefully to have the area enclosed to protect the organ and the artwork.)

SW McCormick Zone Maintenance Crew **Don Byers**, **Ed deBary** and Supervisor **Clarence Wells**, and **Tom Fischer** of Contract Administration: I want to express my thanks and gratitude for the invaluable support during the event and emergency issues which involved some last minute installations, working beyond regular hours and moving which, without your support, would have been catastrophic. All who participated saved Biology from certain disaster. Thanks again for your hard work. – *Ron Hoover, Facilities Coordinator, Biology Dept.*

Larry Dorrier, **Gene Lawson** & the HVAC crew **Tom Garrison**, **Will Mayo** and **W.J. Baird**: Many thanks for the great work in replacing the burst heating unit in our Registrar's Office. Having to work in very tight quarters with an old hot water supply system added to the challenge in getting that office up & running again. You did a great job. We really appreciate it. – *Andy Ruppel, Monroe Hall*



Dallas Clayton (fourth from right) met with Facilities Management’s Employee Council February 23 to present a certificate of appreciation for our support to his unit during their year-long deployment in Iraq. He also presented an American flag which was flown on a Blackhawk helicopter over hostile airspace including Al Fallujah on January 6 during Operation Iraqi Freedom. Dallas served as a Blackhawk mechanic during that time and returned March 5 to his job as electronics technician at HSPP. Employee Council members present are (front) Kathy Moon, Kim Adamson, Markietta Frazier; (standing) Jay Klingel, Senior Management Rep; David Morgan, Billy Farish, Chairman Reggie Stepe, James Dowell, Mike Dillard and Elvie Shifflett.

Right Photo: Rufus Rush consults with Matt Madison on late morning snow detail. February’s snow events were easily managed by Facilities Management and HSPP teams who worked around the clock to ensure that roads and walkways were clear for rush hours, patient care, emergency vehicles and the Cavaliers’ basketball game on February 13. Bottom photo: Because of consistently freezing temperatures, HSPP Landscapers Jason Thomas, Otha Vannoy, Cortney Aldridge and Art Panzer were still chipping away frozen snow piles a week later!



Congratulations on Professional Development

Adrienne Hendrickson, Senior Electrical Engineer with the ASBO team, earned Virginia certification as Electrical Plans Examiner in addition to Virginia certification as Commercial Electrical Inspector in January. Certification required successful completion of classes and exams established the Commonwealth’s Department of Housing and Community Development, Division of Building and Fire Regulation.

Chris Kern and **Glen VanReuth** of HSPP Landscape earned Landscape Crew Manager Certification from the Virginia Horticultural Foundation in January after successfully passing certification classes and tests. Further continuing education will be required to maintain certification. **Glen VanReuth** also earned Grounds Technician Certification from the Professional Grounds Management Society in February. In addition to passing a one-year program of study, this certificate requires with a minimum of two years prior experience and significant education or additional experience in landscaping.

Tom Fischer, Project Manager with Contract Administration, completed requirements for certification as a Virginia Contracting Officer (VCO). This certification requires completion of a comprehensive program of classroom instruction and a passing score on a rigorous exam through which successful VCO candidates demonstrate their understanding of Virginia’s procurement laws and policies and the ability to apply them, Ron Bell, Director of the VA General Services Dept., Division of Purchases & Supply, said in a letter announcing the accomplishment.

Diane Morse, HSPP Materials Division Buyer, was inducted in the National Scholars Honor Society in recognition of scholastic achievement and excellence.