FM Helps Host Secretary of State’s Address

When the State Department announced on February 14 that Secretary of State John Kerry’s first foreign policy address would be delivered February 20 at University of Virginia’s Old Cabell Hall, Facilities Management began work with the University offices of Special Events, Communications and others as well as the State Department and advance teams to coordinate preparations. Top left: Central Grounds Zone Electrician Dave Roberts labeled the circuits while (center) Erik Duke, Alton Crawford, G.E. Shiflett, Vern Buchanan and Robbie Campbell (obscured) installed 39 chairs in the orchestra pit for VIP seating and (right) Maintenance Supervisor Randy Spencer mapped locations of each circuit and panel on the SCHEV drawing of Old Cabell Hall.

The Cabinet Shop’s Brett Bryant (L) adapted a taller podium for the Secretary and added a custom step to accommodate other speakers. Kevin Campbell and Mike Gibson check the placement on stage.

Central Grounds Zone Superintendent Ryan Taylor began setting flags in place Tuesday afternoon. He had also coordinated with State Department teams to review facilities, systems and access.

FM’s Sign Shop produced and affixed the selected UVa logo for the podium used by Secretary of State Kerry. More photos and event contributions are online and on the Facilities Management webpage. Photo by Dan Addison, UVa Public Affairs

North Grounds Recreation Center Expansion

With construction well underway, Senior Project Manager Amy Eichenberger and Construction Administration Manager Charlie Durrer stand in front of the 10-lane pool in the North Grounds Recreation Center Expansion, the first of three planned projects to improve existing Intramural Recreational (IM Rec) facilities on University Grounds. The new 33,000 SF addition, located to the west of the existing IM Rec Center building, will have an aquatics facility; a mind-body multi-purpose fitness room and two squash courts. In the existing facility, 1,350 SF of renovations will include improvements to three existing racquetball courts, replacement of two squash courts for increased fitness area and minor improvements to lobby and social gathering spaces, enhancing the connection between the existing building and the new addition. The building remains in operation during construction. Supervisory Senior Construction Administration Manager Steve Ratliff was unavailable for this photo. Completion of the new facility is scheduled for Fall 2013.
X-Ray Renovation Underway, Culbreth Completed

In December 2012, Project Services began renovating the Multistory Building’s former X-Ray Department into new offices for three departments currently located in the Blake Building which is slated for demolition in June. Project Services carpentry, plumbing, masonry/plastering shops and crews from asbestos, moving, sheet metal and HSPP Renovations work center 36 are working with the project. The former X-Ray space was completely demolished, including the removal of hundreds of 10”x3”x1” lead bricks ranging from 30-42 pounds each, layered three deep lining the walls (see adjacent photo). By early January, the rebuilding and fit-out of the renovation was begun as the four other photos show.

Building Services Goes for the Green

Building Services has been committed to green cleaning for health and the environment for several years and is now seeking Green Seal (GS) 42 certification from the independent, non-profit Green Seal Institute. With a target date of December 31, 2013, Building Services, under the leadership of Associate Director Vibha Buckingham, wants to be among the first in the nation to earn GSI’s standard for commercial and institutional cleaning services.

“This is an exciting time for Building Services,” Vibha said. “Currently, the cleaning programs of only two institutions of higher education - Harvard and University of Maryland - have received this prestigious designation. It’s also gratifying to know that by receiving GS 42 certification, we’ll be contributing to UVA’s Sustainability Resolution.”

In November 2012, UVA Building Services began the rigorous certification process. Requirements include using only approved products, gathering and documenting in-depth data and providing extensive training to the entire Building Services staff. Building Services Training Supervisor Sandra Smith attended a 24-hour course on GS 42 Certification and is now managing the multi-level project.

“There are many benefits that will result from this initiative,” Vibha added, “but one of my top priorities is to elevate the level of respect that is given to those who work so hard to keep our environment safe and our visitors and occupants healthy.”
New Geospatial Resource Center: 3 Locations, Many Services

Facilities Management created a new team within the Energy & Utilities Department, the Geospatial Resource Center, with the 2012 merger of three former divisions - FP&C Resource Center, Energy & Utilities GIS & Mapping, and the HSPP Plans Room. In addition to those divisions, the subsurface utility engineering services previously provided by the Power & Light staff are now a part of the Geospatial Resource Center’s (GRC) services. The newest member of the GRC team is Nicholas Bartley. Nicholas’ services can be found in the Davis Wing at the GRC satellite office. He comes to the GRC from the Space and Real Estate team where he worked with space information and floor plans.

Geospatial services are centered around providing information to customers that have questions of a spatial nature. This involves recording, managing, analyzing, and presenting data that are linked to location. The data and the services in the GRC are as varied and unique as their extensive list of customers. “We have brought together a team of geospatial information technology professionals with varied but complementary skills to reach our goal of integrating data and services to provide the best possible geospatial solutions to our customers,” Geospatial Services Manager Jennifer Heckman said.

“The Geospatial Division work is key in many aspects of managing UVA’s environmental infrastructure and data that EHS is required to report to regulatory authorities,“ according to Jeffrey A. Sifer, Director of Environmental Compliance Programs with Environmental Health & Safety (EHS). “For example, as part of our spill prevention control and countermeasures (SPCC) plan, the EPA requires that we track and maintain data and maps on all petroleum storage facilities across Grounds,” he explained. “Through the efforts of the Geospatial Division, the required maps and linked data are readily available for the 133 tanks now in service, including the eight new tanks added in the last year alone. The Division is also working with EHS in managing data related to other environmental and safety aspects of our work.”

For the Health System Physical Plant fire crew, the GRC set up a system of digital pen data collection for statement of conditions (SOC) reports that ensure compliance with Virginia Statewide Fire Prevention Code, the Life Safety Code and helps us stay ready for Joint Commission for the Accreditation of Hospital Organizations inspections, Fire Protection Inspector Clay Ottinger explained. The digital pen is an electronic device that gathers written information that can be downloaded to the computer to speed data collection and processing to gain efficiencies in the inspection process.

In an effort to gain some efficiencies and provide more seamless services, the GRC will be piloting an automated order form using InfoPath that could assist project managers when ordering drawing sets for review by the Office of the University Building Official.

The GRC has been working with Heritage Landscapes to help provide data and historical resources to support the Office of the Architect’s Cultural Landscape study on the Academical Village.

Custom mapping is a service growing increasingly popular for groups across the University. Some of these include the University’s special events such as Final Exercises and Reunions. Other custom mapping for maintenance zones, snow removal routes, memorial trees sites, and WorkMed’s clinics sites have obvious significance. The team has also been working on the replacement to the Visitor’s Map & Guide to Grounds which will be available in print and online.

The new division also reaches out to share the emerging and valuable science of geospatial technologies by sponsoring summer student internships that provide real world experience opportunities to students,” Jennifer added, “and this also helps us with data maintenance.” The GRC is engaged throughout the year to support faculty and students:

- Currently assisting with the University Seminar Re-Journey to Mount Jefferson
- Assisting graduate architecture students with their evaluation of the Fine Arts Library
- Provided data to support several student research projects
- Partnered with Civil Engineering professors and helped teach GIS and GPS workshops
- Assisted with GIS workshops in the Scholar’s Lab

Other geospatial services include:

- Data collection, data collection technology recommendations and methods assessments
- Records management and document management of as-built drawings and supporting documentation of facilities and infrastructure on Grounds
- Presentations and advisory consultations on geospatial technology and methods
- Managing the contracted services for utility locating and damage prevention for excavations
- Impervious mapping of watersheds, stream flow and storm water runoff supports the work of FM’s Environmental Engineer with watershed management practices and equipment
- Maintenance of Life Safety documentation

The GRC team’s services can be found across Grounds. The locations are Leake Building Rooms B020, B015, B011 and Davis Wing Room 1312E.

Read more about their services at Geospatial Resource Center.
First Town Hall Meeting Set for June 12
Core Implementation Teams take over work outlined by Momentum Action Teams

The first of two annual Facilities Management Town Hall meetings is set for Wednesday, June 12 in the Chemistry Auditorium on McCormick Road. The event is sponsored by our Communication Core Implementation Team in response to Facilities Management employees’ request for better communications within the organization as well as their work centers.

To accommodate our 1200+ employees’ different shifts, two meetings will be held June 12: the first at 11 a.m.-noon and the second 6-7 p.m.

The Communication Core Implementation Team, chaired by HSPP Electrician Chris Williamson and sponsored by O&M Director Jay Klingel, took responsibility for implementing the action plans originally outlined by the Momentum Action Teams (MAT) and intended to bring about positive changes in areas our employees pointed to via UVA President Sullivan’s March 2011 staff survey.

Background information is available on-line in our newsletters and Fast Facts.

Confined Space & Permit Confined Space Safety

What is a Confined Space?
A confined space is a space that is large enough and so configured that an employee can bodily enter and perform assigned work; and has limited or restricted means for entry or exit. A few examples include vaults, manholes or tanks but there are many other places that could be deemed a confined space.

Permit & non-permit confined space: What is the difference?
A permit confined space would be all of the places mentioned above but would have one or more of the following characteristics:
• Contains or has the potential to contain a hazardous atmosphere.
• Contains a material that has the potential for engulfing an entrant.
• Has an internal configuration such that an entrant could be trapped or asphyxiated by inwardly converging walls or by a floor which slopes downward and tapers to a smaller cross-section.
• Contains any other recognized serious safety or health hazards.
• Any torch or welding equipment and certain chemicals that a worker takes into the confined space may change it from a confined space to a permit confined space.

How is our Safety Program protecting employees?
Because certain Facilities Management employees must work in confined spaces on occasion, the FM Safety Program annually conducts an 8-hour training for new employees who could be assigned to work in those areas. Each year, we also conduct Toolbox Safety training as a refresher for employees who have completed that initial 8-hour training.

Our Energy & Utilities employees in the Heat Plant, Chiller Plant, Power Systems and Utility Systems are in confined spaces on a weekly basis. To ensure compliance with OSHA, all employees in these areas are trained in confined safety. HSPP, Operation/Maintenance and our entire zones also may do some work in confined spaces, too, but not on a daily basis. For example, many buildings Facilities Management maintains have sewer pits in which pumps or motors may have to be replaced. Only properly trained plumbers or electricians using the correct safety equipment for the job are allowed to conduct such work.

The adjacent picture shows that Todd Stevens, E&U outside Plumbing and Electrical Safety Representative, has correctly set up a Permit Confined Space and will be the attendant for the job. Because the job is permit required, notice that the permit is posted on the retrieval system. The permit must be in full view and stay on the job site until the work is complete or the employees are out of the confined space.

If you are not sure if a job you are getting ready to perform might be a confined space, remember to contact your Safety Officers, Mark Breeden at 243-5386 or Brian Shifflett at 982-4776 with any questions. Thank you and remember: Safety First.– Brian Shifflett, FM Safety Program Manager

Recognizing Outstanding Work on Old Jordan Hall HVAC

With the Old Jordan Hall HVAC project now complete, Facilities Management staff made special presentations in February to recognize the outstanding work the engineer (RMF) and the contractor (DPR) did on the project. Shown here are FP&C Director Annette Cyphers, Supervisory Senior Project Manager Brian Pinkston, Stephen Tolbert of DPR, FP&C HS Division Director George Southwell, Senior Construction Administration Manager David Booth and Deputy Chief Facilities Officer Rick Rice.
Best wishes for a Long & Happy Retirement

Shirley Collier retired from the North Grounds Zone on December 30 after more than 35 years of service to the University. The adjacent photo was taken when she and her Darden School Housekeeping team was nominated for the Fall 2010 Friend of the Student award, acknowledging their excellent work and the support they provide students.

“Ms. Collier was an efficient and quiet employee who could always be depended on to do excellent work,” North Grounds Housekeeping Shift Supervisor Cordelia Jaudon said.

Lillie Feggans retired January 16 after a 15 year career in Building Services at the University.

“Thank you for your dedication and excellent service to our many customers,” Chief Facilities Officer Don Sundgren wrote in a congratulatory letter.

“The administrative staff of Gilmer Hall, 2nd floor, have always noted and commented that you kept their corridors shiny and clean at all times. Please know that we will miss your expert touch in Gilmer, and the smiling face you brought to the job every day.”

Roger Davis retired from Facilities Management Materials Division in February. His career with the Commonwealth of Virginia spanned 40 years. He began work at the Department of Transportation in 1973 and joined the Facilities Management “Bull Gang” in 1985. In that capacity he assisted with varied assignments, including setting up for special events ranging from Graduation to Presidential visits. “Your move to Facilities Management’s Materials Division in 1987 began a long period of superior materials receiving and handling under your leadership as Warehouse Supervisor,” Chief Facilities Officer Don Sundgren and O&M Director Jay Klingel wrote in a letter of congratulations. “You have been steadfast in your job, supportive of our mission and customers, always reliable, consistently an asset and completely trustworthy. UVA is better because of your contributions and we are better by our association with you.”

Robert Garland of HSPP Zone Support team retired in January after 20 years of service to the University. He contributed his carpentry skills to a number of high profile projects including renovations of North Grounds Recreation Center in 2006 (when this photo was taken). He also worked on Pavilions V and VII. In 2009, he transitioned to Health System Physical Plant Zone 3 where he assisted with routine maintenance requests, utility outages and support of patient care facilities.

David Booth of Health System Facilities Planning and Construction retired in February after almost 30 years of service. His joined Facilities Management as a Construction Manager in May 1983, and was responsible for a variety of projects for Housing, Athletics, Utilities, Academic departments and even a renovation of the President’s office in Madison Hall. After transitioning to HS FP&C in 1993, David built MR-5 and MR-6, renovated many offices, laboratories and clinics in Jordan Hall, MR-4, the West Complex and the Hospital. He renovated 1222 Jefferson Park Avenue Building and led a number of building infrastructure improvement projects. David’s last project was one of the most challenging – upgrading the mechanical systems in Old Jordan Hall while the building remained occupied. (See related photo and caption on page 4.)

“Because of your efforts, the School of Medicine’s flagship building is in an excellent position to continue vital research and the building occupants have a safer, more pleasant environment in which to work,” FP&C Director Annette Cyphers and Chief Facilities Officer Don Sundgren wrote in a congratulatory letter. “Your dedicated service to the University is commendable, the volume and dollar value total of the construction projects you have managed is significant, your contributions have been extensive and your dedication, thoughtfulness and attention to detail have made a lasting influence on the University of Virginia.”

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Dates to Note

April 1-19 - Apprenticeship Job Posting
April 9-10 - Leadership Forum
May - Trades Recertification: Watch your e-mail
May 15 - UVA ceremony recognizing 10, 15 & 20-year employees
May 27 - Memorial Day Holiday
May 29 - Years of Service photos for Facilities Management 25, 30, 35, 40, 45, 50, 55, 60 year employees
June 4 - UVA ceremony recognizing employees with 25+ years of service
June 12 - FM Town Hall Meeting, Chemistry Auditorium, 11 a.m.-noon; 6-7 p.m.
July 17 - Annual Apprentice & Education Recognition Ceremony
Compliments from Customers

To Sign Shop Senior Worker **Bobby Shifflett**: Thank you very much for making and installing sign holders. Another wonderful job and done in a very timely manner. - **Maureen Coleman, Dept. of Pediatrics**

To Maintenance Shop Carpenter Supervisor **John Toney** and Carpenter Lead **Gary Shifflett**: Thank you for fixing the office door that would not close and lock properly. The office occupant could not believe how quickly someone came to fix it. One day it was broken, the next it was fixed. - **Kathy Roy, Dir., Facilities & Operations, School of Continuing & Professional Studies**

To Zone 1 Evening Shift Mechanic **Raymond Moton**: Raymond is dedicated to handling the evening shift service calls and making sure that HSPP stays compliant with daily housekeeping chores typically generic to the Health System facilities. He always shows pride and commitment in every task he undertakes. Raymond’s work is greatly appreciated. - **Michael P. Rose, HSPP - Zone 1 Shift Supervisor**

To Josh Beverly, Maurice Gough, Roy Sillet, and Timmy Shifflett of the Zone Support Group: Josh’s arrangements and level of service were superb - he acknowledged and verified the work order specifications after they were received, and, when the room was set up, he let us know in case we wanted to see it in advance and change anything. Josh and the team are excellent to work with. Thanks! -- **Carole Wagonhurst, Administrative Programs Coordinator, Medical Center Credentialing**

To Housekeeping Supervisor **Kathy Moon**: I met with Associate Professor Bill Pease (Hunter Smith Band Building) who told me how pleased he was with the level of service/care he receives from Kathy Moon. He pointed out that Kathy is quick to handle any requests or building issues as they arise. Kathy’s customer service has made a big difference with the building occupants!— **June Jones, Customer Relations Manager**

To Customer Relations Manager **Reggie Steppe**, Superintendent **Clarence Wells** and the McCormick Zone Maintenance Crew: I have noticed a tremendous improvement in communications and customer relations with Facilities Management over the past year. This is exactly what customers need. Communication is huge in any organization. It used to be very difficult trying to go through the proper people... This has changed with your customer service program. I also commend Reggie Steppe on a job well done. He is always responsive to emails and phone calls when I have an issue. Reggie is as professional as it gets. My chairman and I both agree that Reggie has been a blessing... having someone like him helps our organization get better without having to jump through numerous hoops. Clarence Wells is doing his part as well, along with his zone 8 crew. He is always on top of things and gives me updates on the progress of my requests. Thanks for your continued support. – **Barry Baber, Lab/Building Manager, Materials Science and Engineering, Wilsdorf Hall**

To Richard Barbour of HSPP and Kent Knicely of the Heat Plant: When a Fifeville resident near the Heat Plant called Kent complaining that UVa began making disruptive noise on February 14, Kent and Richard did a little detective work and found out the noise was not coming from UVa but a nearby business’s sign. Kent informed the resident who contacted the business owner and the sign was then turned off each night. “Thank you so much for all the detective work you put into this,” the resident wrote. “You’ve helped to restore peace and quiet in our household. And your actions have conveyed how seriously UVa takes its commitment to be a good neighbor to Fifeville.”

Building Services Recognizes 20 Top Performers

Building Services supervisors recognized 20 front-line team members with “**This Is How We Do It!”** awards at a December ceremony. In giving the “**This Is How We Do It!”** awards, Building Services highlights the types of actions, behaviors and attitudes that it would like to see demonstrated by all team members. Associate Director Vibha Buckingham said, “Every day, we have team members who display above and beyond actions in their jobs. It might be putting an extra gleam on hallway floors for a donor event, or volunteering to pick up an absent worker’s task to ensure seamless, uninterrupted service to a customer. “In all cases, we want to recognize in meaningful and specific ways what they do to make a difference, whether it’s on a particular day at a particular time or something that they do really well every day! Recognition and reinforcement of positive performance is what our “**This Is How We Do It!”** award is all about.”

While what team members did to justify the award was unique to each recipient, common among all were the characteristics of positive attitude, good attendance and regularly stepping in to help before being asked. To be considered for an award, front-line team members must meet baseline and specific award criteria. Playing a huge role in the decision, however, are comments and compliments that come from customers across Grounds.

Building Services plans to hold “**This Is How We Do It!”** award ceremonies every quarter. The next event will occur in early April. Recipients of the December “**This Is How We Do It!”** awards were:

- Padam Adhikari
- Lindsay Baker
- Mary Booker
- Defaru Goshu
- Anita Johnson
- Mary F. Johnson
- Charlotte Kidd
- Benjamin Lane
- Luis Leconte
- Mary Mitchell

- Randolph (PeeWee) Morris
- Nelly Opie
- David Peterson
- Chris Reynolds
- John Scott (two awards)
- Rabten Shatsang
- Rodney Smith
- Melvin Toney
- Corey Tyler
- Nancy Wickliffe

Click [here](#) to see photos and more on the “**This Is How We Do It!”** awards.
Congratulations on Awards and Accomplishments

Plumber Steamfitter Robert Bishop of HSPP Zone 1 earned his Plumbers Master License in January. On his own time, Robert completed requirements of the Virginia Department of Professional and Occupation Regulation for the license. Robert is a 2007 graduate of the Apprenticeship Program.

“I would like to thank Robert Bishop for taking the initiative to advance his knowledge and training in the plumbing field by acquiring his Plumbing Master License,” Plumber Supervisor Dickie Williams said. “Robert is a valuable asset to HSPP’s mission to support UVA Health System for patient care.”

Elevator Apprentice Jason Hite passed the Commonwealth of Virginia Elevator Mechanic Exam in November. Jason, who works with the Elevator Shop team in HSPP, studied elevator code books on his own time because he wanted to prove to himself and others that he could do the work. He completed his first year of the Certified Elevator Technician (CET) Training Program and has over 3 years of elevator experience. “Jason is now added to a growing list of credentialed elevator employees,” Elevator Senior Supervisor Eddie Morris noted. “This furthers Facilities Management’s goal to have every University of Virginia elevator mechanic state-certified.”

Educational Resources
On Grounds classes available through Human Resources: see [http://www.hr.virginia.edu/other-hr-services/schedule/](http://www.hr.virginia.edu/other-hr-services/schedule/)
Free online training, through SkillSoft: [http://www.hr.virginia.edu/other-hr-services/employee-development/skillsoft](http://www.hr.virginia.edu/other-hr-services/employee-development/skillsoft)

Noted with Regret

Charles Flammia passed away December 28, 2012. He had retired from the Health System FP&C in December 2010 where he worked as a Supervisory Senior Project Manager. Charles worked as an architect at firms in the Richmond and Charlottesville area, as well as for Fauquier County, before he joined Facilities Management in July 1998.

He managed a host of renovation projects in the School of Medicine. The most significant and far-reaching project was the recently completed Old Jordan Hall HVAC Infrastructure Project. Charles was a good friend to many; he will be missed.

Ann Beatrice Meredith died March 2. Her first job at UVA was in Housing from 1973-74. She returned to work at University Health System in 2000 and later joined Housing Division where she worked in various housekeeping positions for over 12 years. She retired in 2012. Ms. Meredith enjoyed the GED classes that Facilities Management makes available to employees. At the March 2012 GED essay event, Ms. Meredith said she decided to work toward earning her GED because of encouragement from her grandchildren and her daughter who is pursuing her Bachelor’s degree.

Perspective First Quarter 2013
Building Services Quality Control Division recently completed Lacy Hall adjacent to the Leake Building. “The larger space and well-designed storage and work areas will allow us to do our work more efficiently,” Quality Control Coordinator Robert Early (center) said. This is especially important now that Building Services is working toward Green Seal 42 certification in support of the University’s commitment to sustainability. With Robert are team members (L-R) Phil Cabell, Luis Leconte, John Carey and Jim Arbogast.

Just before a staff meeting, Information Systems gathered by the third floor entrance of Lacy Hall, the new location for most of the team. (L-R) IT Help Desk Analyst Keith Southerland, Webmaster Betsy Daniel, IT Specialist Michael Gray, Project Manager David Blair, IT Specialist Richard Covington, Applications System Analyst Rick Tavenner, IT Specialist Huilan Li, Computer Engineer Jacob Neal, Applications System Analyst Wei Sun, IT Specialist Gary Richardson and IT Manager Chris Smeds. IT Help Desk Analyst Michael Gilbert and IT Specialist Jason Moore were unavailable for this photo.

Left photo: The Lock Shop is now located on the 2nd floor of Lacy Hall (east end, just beyond the Leake Building). The shop includes (L-R) Locksmith Senior Sonny Dudley, Locksmith Supervisor Gene Bellomy, Locksmith Jordan Rogers, Locksmith Assistant Jayson Woods and Locksmith Scott Johnson. Although the new space is only slightly larger than their old shop, the layout and design allow the locksmiths to have a better workspace and improved storage facilities. The convenient and secure window (right photo) on the side of the shop lets customers pick up keys easy or speak with staff as needed.

At Facilities Management’s Computer Help Desk, IT Specialist Michael Gray assists a caller through centralized remote administration capability which allows technicians to provide technical support remotely to users. If you have a computer question, call the Help Desk at 982-5579.

IT Specialist Jason Moore and three other staff members are located in their new and well-designed facilities of Lacy Hall, 2nd Floor.

Twenty-two UVa employees supported the February 14 Virginia Blood Services (VBS) collection visit at Facilities Management. (Left photo) VBS Phlebotomist Jennifer Hansen sees that frequent donor Thomas Cromwell is comfortably settled as he shows his enthusiastic support for the cause. (Right) Frequent donors Tom McRay and Bernard Curry and the other February 14 donors were named to Virginia Blood Services Blood Donor Honor Roll. Those included (lower right) first-time donor Erik Duke who said he decided to donate blood on Valentine’s Day because it was a good way to help someone else in the community. Below: Frequent donor David Blair said that donating blood is so comfortable and easy that he can continue his work during the process.