Sign Shop Supervisor Warren (Hubba) Wood is a 2013 recipient of a Leonard W. Sandridge Outstanding Contribution Award. Selected from nominations from the Academic Division, Medical Center and UVA's College at Wise, the 11 winners attended a luncheon with the University Board of Visitors on May 21 where each received a $1000 check and a gift.

Since Warren joined the Sign Shop in 1998, he has raised the Shop’s standards and services for the University. He and his colleagues have produced signs for guests including the Dalai Lama, Nobel Laureates and Secretary of State Kerry. At the request of UVA alumnus and NASA Astronaut Patrick Forrester, Warren made a custom 4-ounce Honor Code plaque that Forrester took on the Space Shuttle Discovery in 2009 to the International Space Station.

A tireless volunteer and a dedicated neighbor, Warren has been a member of the Crozet Volunteer Fire Department for 30 years. “In recent years when he was out of work for cancer treatments, he stayed in touch with his staff and returned full of engagement and passion for his work,” Director of Operations & Maintenance Jay Klingel wrote in a letter of nomination. In the summer of 2012, Warren raised over $6000 for the Charlottesville Women’s 4 Miler; he promised to dye his hair pink if friends would donate to this event which benefits breast cancer research.

“I did this to give back to the community, family and friends who supported me throughout my cancer treatments,” the two-time cancer survivor said. Read more at UVA Today.

**UVa Honors Lindsay Baker for 60 Years of Service**

Lindsay J. Baker set a record with his 60-year career at the University of Virginia. And he has very likely set a record with the number of friends he has made during those years: his engaging smile, sincere manner and refreshingly positive attitude win the admiration of everyone he meets. At the University’s June 4 banquet honoring employees with 25+ years of service, when Chief Human Resources Officer Susan Carkeek asked Mr. Baker to come to the stage to be recognized for his 60 years at UVA, the entire audience at the John Paul Jones Arena event gave Mr. Baker a heartfelt standing ovation.

“That was really nice,” he said, adding that he also had his picture taken with President Sullivan. “My little niece has worked at the President’s home (Carr’s Hill) for years.” Family is important to the Bakers. Mr. Baker is always quick to mention that after he and his wife Jean were married, he helped her get a job at the University because, he said, they were so much in love, he wanted her to be close by. Their son Reggie is a friendly parking assistant at Medical Center’s West Complex and their daughter Hollis is a well-respected member of Housing’s team. Read more at UVA Today.

**Safety Training Addresses New Chemical Signage**

UVa Facilities Management and the Office of Environmental Health & Safety (EHS) are developing employee training to address the Globally Harmonized System changes for safety data sheets and chemical labels formats and include new hazard symbols. The United States and 60-plus countries have adopted these newly formatted Safety Data Sheets (SDS) which will replace the current Material Safety Data Sheets (MSDS).

“The new Safety Data Sheets have internationally consistent sections that communicate the hazards of the chemical through hazard statements, new hazard symbols, and other important information regarding the safe use of the product,” EHS Chemical Safety Officer Clarissa Lynch explained. She is working with Safety Program Manager Brian Shifflett to develop the new training module to address the changes that will affect about 1000 Facilities Management employees in trades, building services, landscape and other areas using chemicals, cleaners, pesticides, etc.
Celebrating Your Dedication to the University

55, 45 and 60 Years of Service
David L. Bishop (November 1956),
Elizabeth E. Daniel (December 1967) and
Lindsay J. Baker (March 1953)

40 Year Employees
Joseph L. Fitzgerald, Jr., Audrey M. Scott,
Darlene G. Houchens and E.R. Deane, Jr.

35 Year Employees
Eugene F. Bellomy, Jeanne Warfield-Steppe, Frank Hill,
Kelly Branch, Lois Jones and David Reed

30 Year Employees
Victor Brown, Joanne Turner, Richard (Top) Reuschling,
Gordon (Happy) Durham, Timothy M. Gilmer, Charlotte R. Kidd,
Donnie Hackney and Charles Durrer

25 Year Employees
David R. Villiott, Kennedy West, Timothy J. Spencer, Mary Woody, David M. Starkes,
Sophal Enn, Michael B. Cline, Catherine Miles, William Blodgett and Ronald Herfurth.
Congratulations to 94 Employees for 2,058 Years of Service

60 Years
Operations & Maintenance
Lindsay Baker

Operations & Maintenance
David Bishop

45 Years
Information Systems
Betsy Daniel

40 Years
Operations & Maintenance
Clyde Catlett
E.R. Deane, Jr.
Joseph Fitzgerald
Darlene Houchens
Audrey Scott

35 Years
Energy & Utilities
David Reed
Brad Wood
Management Services
Maxine Maupin

Health System Physical Plant
Kelly Branch
Sherwood Gibson

Operations & Maintenance
Eugene Bellomy
Thomas Benson
Richard Critzer
Frank Hill
Lois Jones
Everett Simmons
Jeanne Steppe
Sherwood Taylor
Sidney Taylor
Tony Thomas
Evelyn Watkins

30 Years
Energy & Utilities
Gordon Durham

Facilities Planning & Construction
Charles Durrer

Operations & Maintenance
Victor Brown
John Gentry
Tim Gilmer
Donnie Hackney
Charlotte Kidd
Richard Reuschling
Joanne Turner

25 Years
Energy & Utilities
Sophal Enn
William Seymour
Kennedy West
Bruce Beale
Christopher Greene

Facilities Planning & Construction
William Blodgett
David Villiott

University Building Official
Ronald Herfurth

Health System Physical Plant
Clay Ottinger
Victor Wills

Finance
Michael Cline

Operations & Maintenance
Catherine Miles
Timothy Spencer
David Starkes
Mary Woody

20 Years
Energy & Utilities
Richard Lilly

Health System Physical Plant
Scott Acree
Gary Allen

Operations & Maintenance
Michael L. Dillard
Sonny Dudley
Vince Turner
Mark Webb

15 Years
Energy & Utilities
Mark Christian
Scott Layne
Barry Napier
Libba Williams
Shawn Wills

Facilities Planning & Construction
Clyde Edgar
Mashal Afredi Hartman
Shawn Walker

Health System Physical Plant
Freddie Snoddy

Operations & Maintenance
William Baird
Michael Clements
Sharon Eldridge
Tommy Farrer
Joseph Gaines
Don Goebel
William Griffin
Russell Jackson
Judy Kingrea
Harrison Morris
Dale Newton

10 Years
Energy & Utilities
David Dillon
Brandon Good
Brandon Lucas

Health System Physical Plant
David Hamill
William Martin

Operations & Maintenance
Shawn Anderson
Scott Carter
James Jones
Harrison Morris
Greg Musco
Arthur Panzer
Greg Rogers
Gregory Shifflett
Jasper Thomas
Barry Wood

Swantain Reeves
Brian Shifflett
Greg Shifflett
Doris Vest
Steven Wood

Finance
Richard Maupin

10 Years
Energy & Utilities
David Dillon
Brandon Good
Brandon Lucas

Health System Physical Plant
David Hamill
William Martin

Operations & Maintenance
Shawn Anderson
Scott Carter
James Jones
Harrison Morris
Greg Musco
Arthur Panzer
Greg Rogers
Gregory Shifflett
Jasper Thomas
Barry Wood

Susan Carkeek & Matt Litchfield congratulate Scott Layne (right).

Don Goebel & Art Panzer appreciated the opportunity for recognition.

John Rainey (center) congratulates Shawn Walker & Ed Edgar.

Brenda Buttner & Teresa Dillard congratulate Mike Dillard.

Perspective Second Quarter 2013
Leadership Forum Stresses Competence, Courage & Compassion

Facilities Management’s eighth annual Leadership Forum - HR Boot Camp: Back to Basics - opened April 9 at Zehmer Hall and was repeated April 10 for the 100+ Facilities Management directors, supervisors and managers attending each day. Captain Mike Cashman, UVA Navy ROTC Commanding Officer and Professor of Naval Science, gave the opening address on leadership both days.

“Respect is the key for leadership – you must have it,” Captain Cushman emphasized. “You must trust your workers and workers need to trust you – if they don’t, what you say is meaningless. You will have an effective organization if you have

• Competence – learn what they are doing and educate them to be better;
• Courage: tell people the truth because they are not stupid. Take their concerns up the chain of command if necessary – have the courage to do the right thing.
• Compassion: talk, listen and care about what they have going on in their lives; get down in the trenches and learn about your people to be more effective- let them know you have their backs.

Reinforcing the Forum’s positive messages, Chief Facilities Officer Don Sundgren reminded the attendees that Facilities Management is proactive and prepared to adapt to provide critical support activities for the University. “We are a service provider, responsible for all the stewardship at the University, and we will do it right,” he said. He emphasized the importance of approaching change with a positive attitude: negativity is not what Facilities Management needs.

The four Boot Camp Breakout Sessions were Successful Employee Relations, Hiring Process, Navigating the UHR Webpage and Respectful Workplace.

See the HR&T webpage for more details.

Town Hall Meeting: A Good Start for Communications

Over 400 of Facilities Management’s 1100 employees attended June 12’s Town Hall meetings with Chief Facilities Officer Don Sundgren. He opened both the morning and evening sessions with an overview of Facilities Management’s role in support of the University’s mission and then answered employees’ questions. The Town Hall meeting concept was initiated by our Communications Momentum Action Team in response to employees’ concerns for better communications as noted via President Sullivan’s 2011 survey.

Facilities Management supports the University’s mission of education, research, health care and community service through our services, Mr. Sundgren said, as he outlined three points: Who we are, what we do and where we’re going. He addressed changes taking place throughout the University including the new financial model.

Facilities Management is not just a labor provider but a service provider. He also emphasized his confidence in the skills and good judgment of Facilities Management employees who know the University’s infrastructure and demonstrate a sense of ownership and pride in their University. Leaders do the right thing.

We can’t be afraid of making mistakes, he added. If someone tells you ‘Take the shot but don’t miss,’ what are you going to do? Are you going to give up the shot because you don’t want to risk missing? Don’t be afraid to take risks but do what’s right for the University, Mr. Sundgren emphasized. Our focus is to do what is right.

In any organization, there’s a leadership group responsible for the environment of success, he continued. A second group is the large group under the leadership group that gets all the work done – they are the profit makers. Then there’s a third group that doesn’t like what is being done, never sees the silver lining and focuses on negativity. Negative people cost the organization’s money and waste time. I don’t want to waste time with negative people, Mr. Sundgren said. I want to talk to the realistic, positive 90 percent – those people with good attitudes and optimism.

Where is Facilities Management going? To a better place, broadening and deepening the scope of work, he said. Change is inevitable: embrace it. Mr. Sundgren then referred to the UVA Magazine article What I’ve Learned by Housekeeping Supervisor Hattie Agee. Life is about change and about being a human being, he summarized after reading a few of the paragraphs and the audience gave a hearty round of applause.

“It was interesting,” Central Grounds Zone staff member Gary Harris said. “I enjoyed hearing what Don Sundgren had to say.” Construction Project Coordinator Patrick Tedesco agreed. Housekeeping Worker Phyllis Meredith said the open meeting was helpful.

Meter Technician A.J. Young said that the town hall concept was interesting, a good idea and a start to better communications. Other employees, on their way back to work after the lunch break, agreed: it was a good start and hearing directly from Don Sundgren was interesting.
Shirley Elcox retired March 22 with over six years of service. Since she joined the Facilities Management Building Services team in February 2007, her strong work ethic earned the respect of the faculty and staff in the buildings for which she was responsible.

In a letter of congratulations, Facilities Management officials wrote, “We sincerely thank you for your hard work and dedication as you provided excellent service to our many customers. The combination of your experiences, skills and knowledge has really shown in your work; the 2nd floor occupants of the Chemistry Building vouch for this. Thank you for your commitment to make Building Services a better place; we will truly miss you.”

Judy Maretta, Director of Space and Real Estate Management (SREM) retired March 23. She came to the University in 2002 as Director of Space Management in the School of Medicine, bringing extensive experience from related positions in the federal government. In 2005, she was selected as the first director for a separate office, Space and Real Estate Management, where she worked closely with Facilities Management and other departments throughout the University. “Judy’s leadership and experience transformed SREM over the last seven years,” Vice President for Management & Budget Colette Sheehy said. “She leads a staff small in number but large in responsibility, overseeing the University’s entire space portfolio of 557 buildings and more than 100 leases totaling more than $10 million each year.”

Lepa Novakovic retired March 24 with over 10 years of service. Since she began work with Facilities Management Building Services in October 2003, Ms. Kovakovic overcame the challenges of learning English and adapting to a new culture. She enrolled in English as a Second Language (ESL) classes and attended training to enhance her communication skills and job performance. Her strong work ethic and genuine commitment to doing her job well quickly earned her a promotion to Housekeeping Lead Worker. When Facilities Management assumed responsibility for the Blake Center, only a dedicated and skilled housekeeper could upgrade the building in a respectable time frame, her supervisors wrote in a letter of congratulations: “You were the perfect match and worked magic in Blake. Your presence and influence in the facility was clearly evident. All the occupants bonded with you immediately, holding you in high esteem.”

Mike Powell retired April 21 with 32 years of service to the University. Mr. Powell’s most recent position was Trades Utility Senior Worker for the Virginia Highway Research Council building’s central maintenance shop. He did his work carefully and conscientiously and could always be depended upon to respond to emergencies.

Housing Zone Superintendent Burt Joseph (right) accepted certificates of recognition from Associate Director of Facilities Maintenance Mike Merriam at an April 17 celebrating Burt’s upcoming retirement after 15 years. “Burt Joseph has always demonstrated the Housing slogan Pride in service with his personal commitment to the students and their safety,” Mike said. “He has shown selflessness and bravery and a dedication to the University and his employees.”

“I’ve enjoyed every minute (almost),” Burt said. “While the consolidation of Housing into Facilities Management was a shotgun wedding, we were determined to make it work... and you - the employees - made it work. I appreciate everything you have done.... Remember that the students are most important: keep them happy and safe.”

Daniel Lindsey retired May 19 with nearly 14 years of service. He started work in May 2001 with Health System Physical Plant’s Renovation Division with Eddie Dodd as his supervisor. His carpentry skills were a great asset to the team. Some of the projects Mr. Lindsey worked on included renovations for inpatient units, the Intensive Care Unit, various Medical Research facilities, and many laboratory renovations. Dan and his wife have returned to his home town in Michigan where he will continue to restore his 1970 Chevelle.

Clyde Catlett retired June 14 with 41 years of service to the University. A talented and highly skilled painter, Mr. Catlett has painted hundreds of rooms and walls throughout the University. He contributed to historic renovation projects and also painted both inside and outside the Rotunda during his tenure at the University. His most recent work was with the Newcomb Zone Maintenance team.

Betsy Daniel received congratulations from Chief Facilities Officer Don Sundgren and Deputy Chief Facilities Officer Rick Rice on her May 17 retirement after 45 years of service. Her career began in 1966 as a part-time clerk with the Chemistry Department. From 1972-1989, Ms. Daniel held several different positions within Continuing Education. In 1993, she was a Programmer working on the ISIS student records system. In 1998 she joined Facilities Management as a Programmer/Analyst with the Information Technology group and in 2003, became Manager of our preventive maintenance program in Operations & Maintenance. In 2010, she moved into her current role as webmaster with our Information Technology group.

“You career progression is commendable and clearly demonstrates your contributions and commitment to the University,” Don Sundgren, Rick Rice and Chris Smeds wrote in a letter of congratulations.
Compliments from Customers

To Randy Spencer, Dave Roberts and the Electrical Crew, Darrell Napier and the Carpentry Crew, and Superintendent Ryan Taylor of the Central Grounds Zone Maintenance Crew: Thanks for the excellent service: the gas logs in fireplaces are finally functioning normally (thanks to Randy), the Reading Room door no longer squeals with every open/close (thanks to the carpenters), new light bulbs in the Reading Room provide significantly more light (thanks to Randy, David and the electricians), and additional weekend cleaning keeps the bathroom trash under control. -Laura Miller, Charles L. Brown Science & Eng. Library Administration, Clark Hall

To Vern Buchanan and G.E. Shiflett of Central Grounds Zone: Vern and G.E. came by promptly and repaired the window. They did an absolutely excellent job and were all around great people: Just one more reason to love working at UVA. Thank you! – Sarah Kent, Arts & Sciences Computing Support

To Dale Newton and Spike Weeks of Academic Project Services Construction Management: We truly enjoyed working with Dale and Spike on this painting project for the Police Building. The walls and floors look great. Thank you again for your work. This was the easiest project I have ever worked on with FM. -Paulette Vining, Business Manager, UVA Police Department

To John Scott of Custodial Services: In my 30 years in Carruthers Hall, I have never seen a custodial worker that can hold a candle to our John Scott. He is efficient, cordial, professional and responds promptly to our requests. He could train others for our building. John Scott is the first worker that I have ever seen completely wash windows and to continually clean tops of cubicles. -Eric Denby, Director of Procurement Svcs., Procurement & Supplier Diversity Services

To Bill Twigg and Randolph Morris of Housekeeping: Thank you for tackling the big job of stripping and refinishing the ground floor of Jordan Hall. You did a wonderful job! - Judy Kingrea, Housekeeping Supervisor

To Ben Lane of Housekeeping: I am writing to acknowledge the outstanding work performed by Ben Lane who takes excellent care of our facilities. He pays attention to details, is dedicated to his work and always has a smile or a kind word. It is a privilege working with collaborators such as Ben. -Max Wintermark, MD

To Kristin Carter of Energy & Utilities: I extend gratitude for the constant support you and Jeff Sitler (Environmental Health & Safety) provided to our Environmental Impact Subcommittee, Stormwater Task Force. You shared knowledge and resources, but at the same time allowed us to make decisions as a group. …This has been the perfect balance to allow us as students to develop our own understanding and lay the foundations for informing the wider University community. -Ethan Heil, Graduate School of Arts & Science

To Vickie Briggs, Idris Hassan, Sandy Morris, Chris Reynolds, and Supervisor Wanda Snead of McCormick Zone Housekeeping: Many thanks for the mighty fine help with graduation for Computer Science. -Christine Palazzolo, Assistant to the Chair Dept. of Computer Science, Rice Hall

Resources to Use
Facilities Management’s Human Resources & Training website has information on many topics including retirement procedures, Workers’ Comp, commonly used forms, and more. Click here for details on your annual $2000 educational benefit.

Emergency Preparedness is for Everyone

Do you know how to respond if disaster strikes where you live or where you work? If your family is in different locations when the disaster strikes, do you have a plan that shows how you will contact each other and how you can reunite at a safe location? If you haven’t done so, spend time thinking about these questions and take action.

Prepare yourself and your family
✓ Make a plan Family Emergency Plan
✓ Build an emergency kit for your home
✓ Stay informed with weather radio or Emergency Notification Smart Phone Alert

Facilities Management’s plan is the COOP: Continuity of Operations Plan
The COOP helps us plan for a broad array of emergencies that may cause an interruption to our operation or to the services we provide. The goal is to begin continuity operations within 12 hours of the activation of the COOP.

What are the objectives of the COOP?
✓ Ensure the safety of employees
✓ Minimize damage to the environment and loss of property
✓ Ensure continuous executions of FM essential functions during an emergency
✓ Protect essential facilities, equipment, data, and vital records
✓ Achieve a timely and orderly recovery from an emergency

Are you a member of the COOP Team?
Most designated employees are members of the COOP Team. If you are unsure whether you are assigned as designated or non-designated, ask your supervisor. How quickly we recover from an emergency depends heavily on the thought and planning put into preparing for a possible event. Past years serve as an important reminder that severe weather can strike anytime and anyplace. Make a plan and understand your role and responsibilities!
Review the FM COOP here: FM Continuity of Operations Plan
Additional websites: Check VA and Ready VA

-- Nina Green, Systems Control Manager

University of Virginia Facilities Management
Fifteen Facilities Management employees successfully completed Essential WorkSkills, a 10-course curriculum designed to help employees develop skills and competencies for success by enhancing communication skills and understanding workplace operation. The April graduates were:

• Charles Agee, Julian Johnson, Robert Taylor, Reginald Rose, Jr., Kristina Williams - Housing Custodial
• Pero Arapovic, Eugene Chambers, Cheri Greene, Debra Hamm, Jesse Johnson, Sr., Brenda Michie - Building Services
• Dallas Barker, Michelle Beaudreau, Robert Birkhead, Hunter Bolen - Landscape

Materials Manager June Jones Bates completed her studies in December for a Master of Arts in Human Services - Executive Leadership from Liberty University.

Elevator Mechanic Jason Hite received his Associates Degree in Applied Science and Computer Technology from PVCC in May.

Facilities Maintenance Mechanical Trades Superintendent Paul Zmick completed a Master’s Degree in Systems Engineering from the University of Virginia’s Accelerated Master Program in May.

Landscape Senior Worker Michelle Beaudreau of North Grounds Zone and Landscape Worker Zach Root of Medical Center Zone recently achieved certification as Certified Horticulturists from the Virginia Nursery and Landscape Association. These employees pursued certification to advance through the Career Path established for Landscape.

Fire Systems Assistant Technician Mike Barnett recently completed Level I certification from the National Institute for Certification in Engineering Technologies (NICET), a program for engineering technicians engaged in the inspection and testing of existing water-based fire protection systems, including identifying and addressing emergency and pre-planned impairments.

Graduation 2013 was a traditional accomplishment for North Grounds Zone Maintenance, including William Layne (L) and Sonny Collier who agreed: the work to prepare for graduation is well worth the effort because “…it’s the students’ day – they earned this!” See more Graduation prep photos on-line.

Sustain with Regret

Dan Montgomery died March 15, 2013. Dan began work at the University of Virginia in 1983, first in landscape design and management, then moving into Capitol Project Management. He retired from the University of Virginia in 2000. Dan’s education and work reflected his interest architecture and planning. After graduating from the University of Cincinnati in 1966, Dan joined the Peace Corps in Malaysia where he began his architectural career, developing low-cost housing models using local materials.

Joe Persinger, who was well known around Grounds as Mr. Wahoo and Facilities Management’s personable courier, died March 17 after losing his third battle with cancer. His friends and fans recalled how he always delivered a jovial greeting or witty remark along with their interoffice mail. When the dedicated Wahoo fan was winning his first round of cancer in December 2000, supporters from throughout the University arranged for Joe and his wife Cindy to fly with the UVa football team to attend the Oahu Bowl in Hawaii. The Hoo’s lost to Georgia 37-14 but Joe’s enthusiasm and great laugh cheered up the team on the flight home. He retired in 2005. At his memorial service at the UVa Chapel March 23, 2013, friends and family wore blue and orange as a salute to Mr. Wahoo and closed by singing *The Good Old Song*.
Reaching Out to Our Community

Project Services Mechanical Trades Superintendent Henry Garrison donates blood because "...it helps everyone; we learned that when a family member was hospitalized and needed blood." Facilities Management and colleagues in the Office of the University Building Official are enthusiastic and frequent supporters of the bi-monthly Virginia Blood Services drives at the Leake Building. See more donors on our website.

Dates and News to Note

July 4 Independence Day Holiday
July 17 Apprentice & Education Recognition Ceremony
August 27 UVa classes begin
2nd Wednesday each month: Employee WorkMed Nurse @ Leake Building Lunchroom, 2-3:30 p.m.
Employee Council election results are on-line now.

Over the last 22 years, Facilities Management staff has shown their support of our colleagues and their family members serving on the front lines with the Army, Navy, Air Force and National Guard. Captain Kate Merriam, a Black Hawk helicopter pilot with the Alaska Army National Guard, was recently deployed to Kuwait. Her dad, Associate Director for Facilities Maintenance Mike Merriam, gave us that update. If you have a close relative recently deployed by the US military, please let us know. We would like to recognize their service. And to Captain Kate Merriam: Thank you!

The Faculty and Employee Assistance Program (FEAP) has moved to their new location on the first floor of the West Complex at UVa Health System. Free parking remains available in the 11th Street garage. FEAP is a free and confidential resource for faculty, staff and their families for assessment and brief counseling. Visit the FEAP website for more details.

Historic Preservation Architect Jody Lahendro (in back in yellow shirt) and David Booth (far right in white shirt), who recently retired as Construction Administration Manager with FP&C Health System, served with a local team from Building Goodness Foundation (BGF) in Haiti in early March. The team formed and poured concrete walls for reconstruction of St. Pierre Catholic Church and School. The original church was destroyed in the earthquake. “Everyone in the photo - women, children, old and young - participated in the construction work,” Jody noted. Tim Scruby, (third from right) consultant to FP&C with Facility Dynamics, was the team leader for BGF. “David’s experience was great asset to the project, too. The work was rewarding – I encourage other Facilities Management staff to participate in BGF projects,” Jody added.

Human Resources & Training appreciates your input when we call for news items and story ideas. Our newsletter’s goal is to recognize the accomplishments and services of all Facilities Management’s departments and as many employees as possible. Because we have limited space, we do not include promotions, new employees, or outside events. We also may hold certain items that are not time sensitive. Suggestions are always welcomed – please let us know what you would like to see included in future issues. Also see Fast Facts for a brief update between quarterly newsletters.

Help Desk Manager Richard Covington (standing) and Technician Mike Gilbert installed new privacy screens on computers in the landscape office, Alderman lunch room, HVAC and Project Services shops. This improvement was in direct response to FM employees’ requests made through the President’s Staff Survey, and carried out by the Technology Momentum Action Team (MAT). This improvement will allow employees more privacy when viewing their personal information on Facilities Management computers in public areas and multi-user offices. Richard has served as an active member of the Technology MAT and oversaw these installations. If you have further concerns or computer questions, please call Facilities Management’s Help Desk at 982-5579.