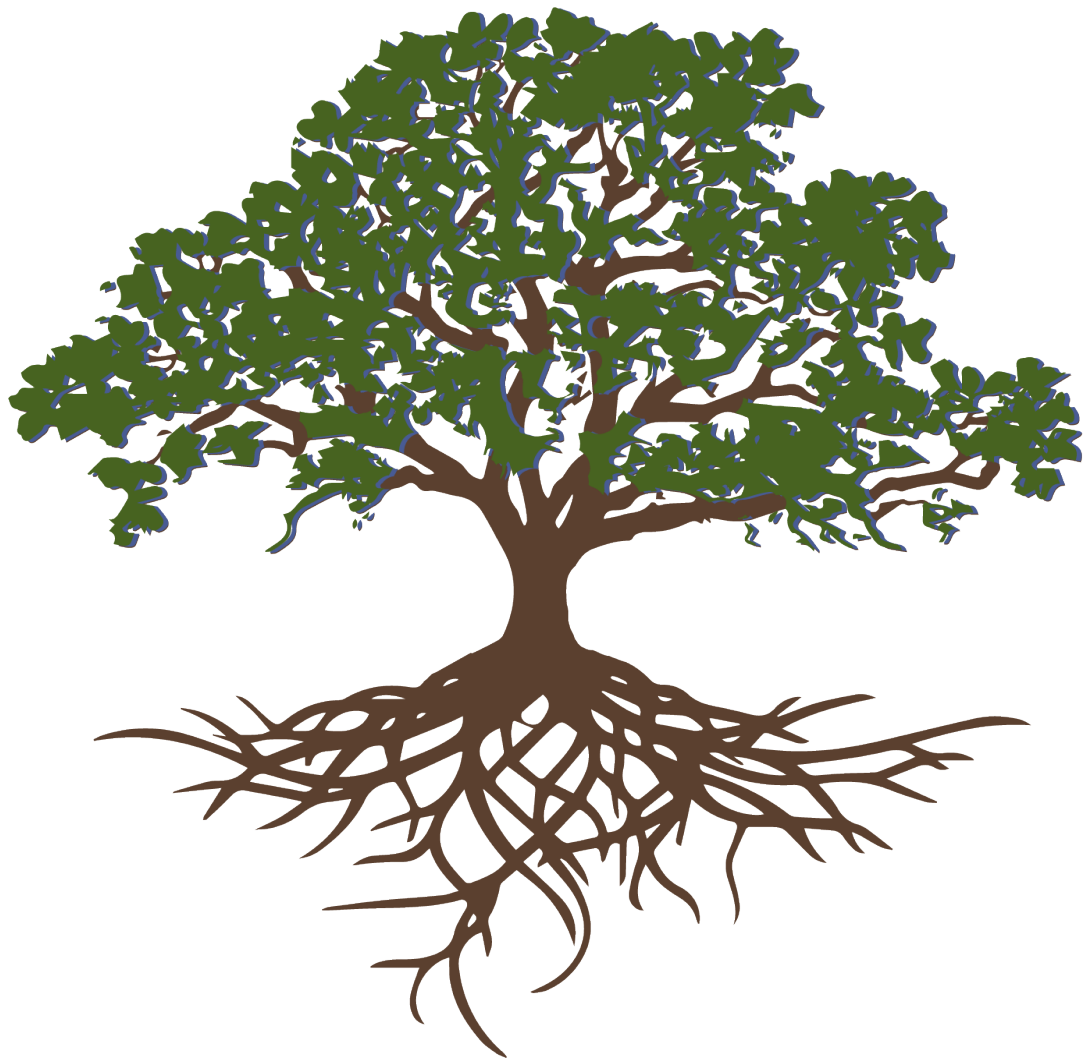


Occupational Programs

Annual Report | Fiscal Year 2021



UNIVERSITY
of VIRGINIA

Facilities Management

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From the Director

It is with pleasure that I share the University of Virginia Facilities Management Occupational Programs’ Annual Report for Fiscal Year 2021. FY 2021 was not easy for anyone, as we all felt the effects of the COVID-19 pandemic through the shutdown, work displacement, illness, family illness, even death, as well as the related anxiety. Facilities Management continued to support UVA and Occupational Programs continued to support the hard-working staff within FM and across UVA. Thank you to all for your hard work and dedication!

Occupational Programs can be a hard organization to explain: While we don’t maintain equipment or erect buildings on Grounds, we are tasked with maintaining FM staff’s well-being through the health and safety management system, career enrichment training and opportunities, connection to community resources, and by facilitating conversations that enhance the culture and experience in FM. Our team works tirelessly behind the scenes to be advocates, allies, resource connectors, subject matter experts, and more to support our at-work community.

The OP team believes wholeheartedly in making a difference and lifting all of FM up to a higher level of inclusion, accountability, safety-mindedness, and in creating a better future, both in the workplace and at home. Our team works to provide and connect with resources for FM employees to stay safe, work more efficiently, and pursue further education and career growth. We break down silos and communicate across teams. We aim to be culturally sensitive while also filling gaps and making connections.

Our team must be aware of the jobs across FM, how they work, what happens when their needs are not met, and how to best approach organizational subject matter experts for their input. Never was this truer than in FY 2021, as priorities and roles shifted to accommodate new needs that arose due to COVID-19. Some OP staff worked long hours, nights, and weekends so that FM had the coverage and answers our community needed to do their jobs safely and to maintain their health.

We perform our work daily with our organizational values, making a difference and trust, at the core of what we do. If people do not have trust in our team to collaborate, support, and connect we are unable to make a difference for people and FM. We are proud to support Facilities Management. I hope this annual report provides a glimpse of the passion and commitment that all Occupational Programs has for the enrichment and well-being of FM and our community.



Laura Duckworth,
Director of
Facilities Management
Occupational Programs

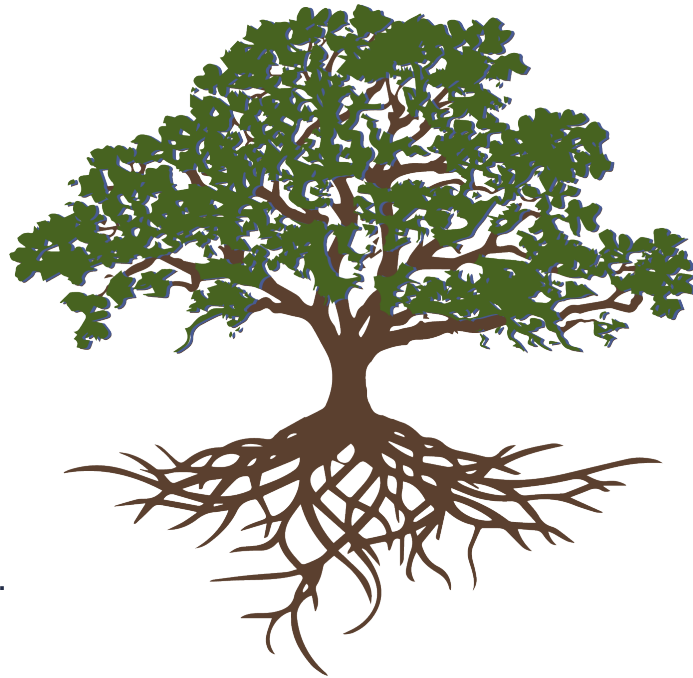
What is Occupational Programs?

Stronger Together. Rooted in our people. Uniting FM to create a culture of growth, innovation, and protection.

At the University of Virginia, Facilities Management Occupational Programs is a composition of University of Virginia Facilities Management programs that are directly related to employees' career enrichment and personal and professional well-being and growth.

The four core programs of this composition are:

- **The Apprenticeship Program:** The Apprenticeship Program came to Occupational Programs because of UVA's 2017 centralization of UVA Human Resources through the UFirst initiative. OP's Apprenticeship team continues to work closely with FM's Human Resources business partners – the local liaisons to the central UVA HR organization – to create job listings, in the interview process and in hiring, and finally, in the placement of graduates from the program. The Apprenticeship team oversees the remainder of the apprentice experience including education, on-the-job training, rotations, professional development, as well as one-on-one coaching and mentoring to help program participants get the most out of their time as an apprentice.
- **Occupational Health & Safety:** UVA Facilities Management Occupational Health and Safety was created in 2014 when FM's "safety group" hired a director and gave workplace safety and health a voice at the leadership table. This continued FM's journey to be the safest Facilities Management in higher education in the country. Since then, the group has received additional resources to include additional full-time employees along with additional responsibility, now employing a safety training program manager, a health and safety technician, a health and safety specialist, an industrial hygienist, and an occupational health and safety manager. The team works with FM employees to identify hazards and corrective actions and to create an atmosphere of safety and community. OHS trains employees on how to perform their work safely and to meet regulatory requirements and is available to consult within and outside of FM to mitigate hazards across Grounds.



Facilities Management
Occupational Training

- **Diversity, Equity & Inclusion:** UVA FM's Diversity, Equity & Inclusion (FM DEI) first started with a group of active FM employees who began the Diversity, Inclusion & Respect Committee. Their work on the DIR Committee, as well as the University's education to the Inclusive Excellence (IE) framework and to be both great and good, made it apparent that there was a need for a dedicated position to fulfill FM's DEI goals. In early 2020, a full-time DEI Specialist position was created within FM Occupational Programs as part of the Occupational Training team. DEI melded with the initiatives that the Occupational Training team had already identified to enhance employees' experiences at FM. The DEI Program works in partnership with the Center for American English Language & Culture (CAELC) to bring English support to the department's English Language Learners. In addition, FM DEI works with the University's Office for Equal Opportunity and Civil Rights and UVA HR to bring awareness and inclusivity training to UVA FM employees. The DEI Program's core function is to implement the Inclusive Excellence framework within FM and design diversity and inclusion solutions in partnership with employees and other stakeholders. Working with a diverse set of FM employees, the DEI team is energized to support teams and projects to cultivate a safe and welcoming environment.
- **Occupational Training:** Occupational Training joined FM Occupational Programs in 2017 as UVA Human Resources centralized through the UFirst initiative. Occupational Training took on the training that UVA HR had been providing and refocused it to include opportunities in Leadership Development, Professional Development, Technology and Onboarding for FM employees. Occupational Training equips employees with knowledge, skills, and competencies to create opportunities and leverage the unique backgrounds of all employees to contribute to FM's success. Occupational Training also collaborates with departments across FM to offer training to help employees stay in compliance with state regulations and up to date on the latest FM technologies, including FM Finance training as the department moved to a new funding model.

These programs are rooted together and rely on each other to create a safe, healthy, and nurturing working environment for FM employees. It starts from the ground up, with Occupational Programs staff working diligently, breaking down institutional silos, and working together to leverage each other's strengths to create cross-functional teams. Working together and showcasing each other's skills and abilities creates a strong, equitable team with varying perspectives that helps to develop robust programs, benefitting all of UVA FM in the process.

What is produced by Occupational Programs?

The “canopy” of Occupational Programs is composed of products and programs that benefit Facilities Management employees. The work that goes into the roots and trunk of this organization creates a rich foliage that enhances the health and well-being of our colleagues. Almost any interaction with a UVA Facilities Management employee is made possible by training and guidance from FM Occupational Programs. FM is made up of a diverse team of individuals with a variety of skills and specialties. Occupational Programs is responsible for empowering and supporting this diverse team via employee onboarding, helping employees choose the correct personal protective equipment, offering professional development training opportunities, making sure employees’ professional licensures and certifications remain up to date, and more as organizational needs arise.

Occupational Programs enhances:

- Facilities Management’s Sense of Community at work and empowerment by bringing FM employees together.
- Employees personal lives, by connecting them one-on-one with community and organizational resources.
- FM’s partnerships with community and organizational resources as an entire department.
- Development of leadership from within FM workplace efficiencies through ISO methodology and the Plan, Do, Check, Act model
- Community involvement through Day of Caring and other volunteer opportunities.
- Teams’ & employees’ compliance with state and federal regulations by providing training from OHS and professional licensure resources.



Program Focus: Apprenticeship

Recognition of UVA Apprentices

UVA Apprenticeship often hires individuals who may have no experience at all in the skilled trades. The interviewing and stakeholders committee assess applicants on their passion and willingness to learn in addition to any trades experience they may have. Despite their initial inexperience, the FM Apprenticeship Program has been fortunate to hire many individuals that have achieved recognition by the program and by the Virginia Department of Labor and Industry.

The Ed Ford Outstanding Apprenticeship Graduate Award was established at UVA FM in 2016 by Kathleen Ford to honor the memory of her father, Edward R. Ford, a New York mason who passed away in 1985. This endowment supports \$1,000 cash award to one outstanding UVA graduating apprentice each year. It celebrates and recognizes an apprentice’s outstanding contributions to their workplace and acknowledges their exceptional progress in their academic studies and professional skills development. The award winners below have demonstrated significant commitment to achieving the best possible results across their chosen trade, have inspirational qualities, and are a positive role model for others:

• 2016	Bryant Kidwell	Electronic Technician
• 2017	Kristina Williams	Plumbing
• 2018	Chelsea Short	Electrical
• 2019	Peter Chege	Electrical
• 2020	Stewart (Tyler) Cameron	Plumbing

Virginia DOLI Outstanding Apprentice Awards annually honors 25 recent apprentice graduates from across the commonwealth for their hard work and enthusiasm for their advancement in the skilled trades. UVA FM has had one apprentice in this group each year since 2018:

• 2018	Chelsea Short	Electrical
	Orlando Watkins	Plumbing
• 2019	Christopher Hall	Electrical
• 2020	Stewart (Tyler) Cameron	Plumbing

In addition to this, apprentices, on-the-job trainers, and other FM Employees regularly receive praise from customers across Grounds.

Collaborative Highlights

COVID-19 & Building Back

Community relationships have always been a valuable part of apprenticeship recruitment. The program maintains connections with local schools, including career counselors and trades teachers, and workforce development initiatives, including Network2Work with Piedmont Virginia Community College, as well as local businesses and statewide apprenticeship supporters. The COVID-19 pandemic of 2020 reset the program's relationships as many schools went online and job seekers were forced to suspend their searches in the name of social distancing. Many school contacts retired, schools restructured their vocational training, or students simply were not interested in learning trades via a virtual setting. Our community education partners went fully virtual or canceled classes completely. Moving forward, the Apprenticeship Program is focusing our efforts on rebuilding and maintaining these invaluable community contacts. Our partners in the last year have included:

- ColonialWebb
- Virginia Tech
- Virginia Career Works
- Associated General Contractors (AGCVA)
- Charlottesville-Albemarle Technical Education Center (CATEC)
- Valley Vocational Technical School
- Central Virginia Apprenticeship Council
- Policy-level influencers



OHS, WGZ, and VPP

The UVA FM West Grounds Maintenance Zone has completed and been approved as a Virginia Challenge Stage II Worksite under the Virginia Department of Labor and Industry's Virginia Occupational Safety and Health (VOSH) Voluntary Protection Programs (VPP) in 2020 with the support of the UVA FM Occupational Health and Safety Team. The WGZ team are only the second public sector participant and the first higher education institution in Virginia to achieve this recognition.

University of Virginia's Facilities Management West Grounds Maintenance Zone handles general and preventative maintenance, custodial services, and landscaping for the university. The Virginia VPP recognizes and promotes exceptional safety and health management systems for Virginia's employers in all industries. In VPP, management, workers, and VOSH establish a cooperative relationship that encourages continuous improvement in worksite safety performance.

FM-OHS is proud to have been a part of making this a reality for the FM West Grounds Zone Maintenance Team.



Other Community Partnerships

In FY 2021, UVA FM Diversity, Equity & Inclusion leveraged the knowledge and resources of the following community partners to increase the well-being of UVA FM employees and contractors:

- DEI partnered with Building Management Services, Blue Ridge Health Department, UVA Employee Health, and UVA Vax Trax to **register employees and contractors and their families for the COVID-19 vaccine.**
- **Jordy Yager, founder of MappingCville**, presented to the IE team and leadership from FM Operations, Finance, Occupational Programs, and Technology and Innovation on **Inequities in Charlottesville.**
- The UVA office of Equal Opportunities and Civil Rights to expand the learning on their required digital training **Not on our Grounds, Respectful Workplace** and **Preventing and Addressing Discrimination, Harassment, and Retaliation** training.
- Human-Centered Design strategists, **The Spill Teem**, partnered with DEI to train the IE Planning Team on **human-centered design thinking.**
- Worked with Dr. Kate Ratliff of **Project Implicit** on **Gender Career Implicit Association** Implicit Bias Training.

Who does Occupational Programs Support?

The “trunk” of Occupational Programs takes what our roots collect to nourish our leafy canopy. It is made up of individuals and groups that support and make possible the end products that benefit all Facilities Management employees. These are a catalyst for creating the great end product and stellar customer service FM employees have come to expect from Occupational Programs.

UVA's Apprenticeship Program to Celebrate 40 Years

UVA Facilities Management founded its Apprenticeship Program in 1982 as it saw the rising need for skilled tradespeople to maintain and build the University's facilities. The program is a four-year career training path for individuals who are new to the workforce or are committed to a career shift. At the end of four years, apprentice graduates will have journey-level knowledge and experience in their chosen trade. The UVA FM Apprenticeship Program is a federally Registered Apprenticeship Program with state oversight, was the first of its kind locally, and has served as a model for many others in our community.

Rotations are particularly important in the development of a UVA FM apprentice. During their four years as an apprentice, they spend time working for FM in many areas of UVA and UVA Health learning the various aspects of their trades. UVA has systems that range from industrial to residential and brand new to historically valued. Exposure to these systems helps create a well-rounded industry professional with a wide range of skills and assessment techniques.

Rotation planning has shifted in the last few years – apprentices are now rotated at intervals to areas where they can best assist based on their skills and experience. Prior to 2018, incoming apprentices would be hired into their “home zone” – where they would work permanently at the end of their four years – even though they experienced many different working environments across UVA FM. Since 2018, as organizational needs have changed, apprentice graduates now interview for their desired position within FM. This method encourages apprentices to develop soft skills like networking and customer service at each of their rotation areas to create a potential career foothold. This also allows apprentices greater job satisfaction as they are able to earn and advance in a position in the areas they are most skilled and passionate about.

During their four years at UVA, apprentices must complete classroom training, in addition to on-the-job training. In 2020 and 2021, the Apprenticeship team, with input from FM stakeholders, set about reimagining the traditional training model for apprentices. After helming the program for more than two years, the team noted that apprentices, especially ones new to the workforce, would express the desire for more training in another trade after completing or nearing the completion of their four years. The trades currently included in the program fall broadly into two categories: licensed skilled trades and non-licensed skilled trades. **Using these groupings, the 2+2 Training Model was created.**

Introducing: The 2+2 Program

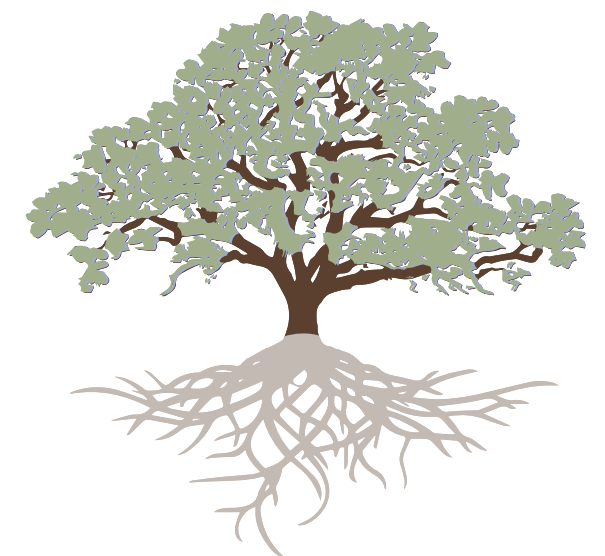
Under the 2+2 model, the first two years of an apprentice's training are common general industry-style trainings related to their chosen trade set. This includes safety training, occasional collaboration with the Curry School for additional training in writing or math, and teaching common techniques used across trades to assess and problem solve. At the end of the first two years, the apprentice's performance is assessed, and they may be invited to specialize in a specific trade for their remaining two years. Licensed trades apprentices can specialize in plumbing, electrical, or HVAC while non-licensed trades apprentices are able to become carpenters or masons.

For the 2+2 model, all classroom training will be conducted in-house by UVA FM personnel starting in fall 2021 in their area of expertise. The team has sought National Center for Construction Education and Research (NCCER) accreditation and training for in-house instructors. This industry-recognized educational model will support a regenerative pipeline of skilled trades professionals that have intimate knowledge of UVA and its systems.

Most UVA FM apprentice graduates have gone on to make a career at the University, including becoming on-the-job trainers for future classes of apprentices. Under the 2+2 Program, graduates will be encouraged to become instructors and on-the-job trainers, filling a needs gap for both skilled trades people and skilled trades instructors.

Upon hiring, apprentices are also assigned a mentor from within Facilities Management to help them get started, providing industry insight and helping to establish career goals. Mentors are not on-the-job trainers, but serve in a guiding, career-advisory capacity.

Since its inception in 1982, The Apprenticeship Program has adapted and modified as challenges arise and needs are made known. The UVA Apprenticeship team is active with the Virginia Department of Labor and Industry, the Central Virginia Apprenticeship Council, the Virginia Apprenticeship Alumni Association, Virginia Career Works, local educators, and many more in order to promote and improve this regenerative pipeline approach to a skilled trades career.



Program Focus: Occupational Training

COVID-19 Pivot

In late 2019, the Occupational Training team had finalized an outline of a leadership framework for the next evolution of manager and leadership training. However, COVID-19 proved to be another pivot, as the team suddenly shifted their focus to virtual training and mastering the Workday Learning Management System (LMS), which combines professional development and required training records in a single application, allowing employee training records to be easily accessible to both the employee and manager.

The Occupational Training team has been instrumental in moving training online as a result of COVID-19. They spent many hours learning the LMS, creating visuals, and doing voiceovers to create educational, clear, and concise training for FM employees. UVA FM Occupational Health and Safety particularly took advantage of this opportunity to move many of their routine training classes and refreshers online, including:

- Lockout/Tagout
- Forklift New Operator Classroom
- Bloodborne Pathogen Refresher
- Asbestos Awareness Refresher
- Lead in Construction Refresher

The team quickly found out that using virtual training resources including Zoom and the Workday Learning Management System is beneficial for both employees and trainers. Training can now be done asynchronously, at the employee's convenience. The lack for the need to travel has eased pollution and parking issues across Grounds. Record keeping can be more efficient and accurate, as the LMS tracks attendees, and FM employees are able to look up their own training transcript.

600+

meetings and trainings moved to an online format to allow for appropriate physical distancing.

Programmatic Development

In addition to facilitating training, Occupational Training is also responsible for programmatic development across FM, assisting departmental leadership with creating training for their groups or for Facilities Management as a whole. This includes FM Stormwater Management Compliance Training, which was created in conjunction with FM Environmental Resources. This training is required by the state of Virginia for all UVA employees and students. It debuted in September 2020 and meets all requirements for UVA's Virginia Pollutant Discharge Elimination System (VPDES) permit.

Occupational Training consults with other departments within FM by request to help create specialized onboarding and procedure training. This includes partnering with Facilities Management's Diversity, Equity, & Inclusion team to reduce barriers and provide resources for UVA employees to advance in their careers and training. Occupational Training is a resource for FM employees, helping keep licenses up to date, connecting departments with subject matter experts so that they can create their own required trainings, and creating frameworks to help employees navigate their careers.

700+

hours spent by Occupational Training converting training courses to digital format and adding them to the UVA Workday Learning Management System.

15

Diversity, Equity & Inclusion Planning Team members worked with FM leadership to enhance employees' experiences at FM and to create the FM Inclusive Excellence Plan.

Program Focus: Occupational Health & Safety

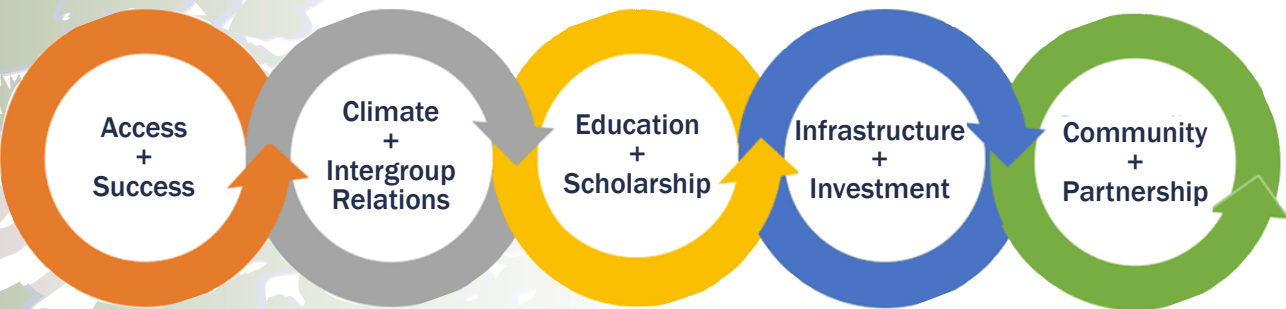
Collaborations to Maintain the Health and Safety of UVA Facilities Management

In March 2020, UVA FM Occupational Health and Safety began leveraging connections across Grounds to help Facilities Management employees remain healthy and safe as the COVID-19 pandemic erupted in the United States. Collaboration was key among groups to make sure messaging remained updated, concise, and consistent across groups.

As jobsites shut down, FM-OHS engaged the FM Apprenticeship Program to train apprentices to be jobsite monitors that would check that each job or worksite had the appropriate sanitation materials, met physical distancing requirements, and that the regular OSHA- and state-mandated safety requirements were met. This allowed apprentices to remain active, on-the-job, and afforded them additional safety training and knowledge that will serve them throughout their career.

As ways to manage potential exposure to the Sars-CoV-2 virus were discovered, OHS collaborated with teams deemed essential and working on site, such as FM Construction and Renovation Services' tradespeople and project managers. OHS and C&RS developed a UVA FM COVID-19 On-Grounds Work Guidelines document, followed quickly by a COVID-19 Work Program. Building and Custodial Service groups on Grounds closely followed CDC, EPA, and OSHA developments to verify their cleaning procedures were up to date with the latest findings on how to defeat the virus. The OHS staff were also on site as needed throughout the pandemic doing respiratory fit testing, training, and supporting essential employees' health and safety, organizing Safety Committee meetings using Zoom or Teams, conducting safety inspections, and more.

FM-OHS is key in educating FM employees on COVID-19 protocols, procedures, and more via the Facilities Management Safety Committees members, the FM OP newsletter, and in-person work on Grounds. Each of the FM-OHS team members worked through the pandemic to provide this and more for UVA Facilities Management.



Inclusive Excellence

In FY 2021, UVA FM's Diversity, Equity & Inclusion team worked with a carefully selected Inclusive Excellence Planning Team made up of a diverse set of employees from across FM to create the FM Inclusive Excellence Plan. The IE Team went through rigorous training on implicit bias, empathy, and each of the dimensions of the Inclusive Excellence framework to prepare to help with the survey. The IE Plan will bring action and accountability and assist in creating a clear path for FM and UVA to be both great and good in support of UVA President Jim Ryan's UVA 2030 Strategic Plan.

The IE Team worked with DEI to guide the rest of Facilities Management, group by group, through the Inclusive Excellence survey in March 2021. In most cases, surveys were conducted via video conferencing and in real time. For staff that worked shifts or were unable to join video conferencing, paper copies of the survey and a video were supplied to walk the participant through the questions.

Using the nearly 900 survey responses received, the Inclusive Excellence team studied the current strengths, challenges, opportunities, and needs in relation to equity, inclusion, and diversity issues within FM. The team used this information to apply their findings to each of the IE Framework dimensions, forming an Inclusive Excellence Plan for Facilities Management.

The IE Plan was submitted to the UVA Senior Vice President for Operations for Diversity, Equity and Inclusion in March 2021 and received approval. By the end of FY 2021, the plan was finalized and posted to the FM DEI website. The processes and impacts have been shared with FM employees and stakeholders to be sure they stay up to date and feel empowered to participate. The implementation in its entirety is expected to take 3 to 5 years. Small steps and improvements will be made and celebrated along the way and will bring UVA FM in line with the greater UVA Inclusive Excellence framework and the UVA 2030 Plan.

21 Safety champions recognized for their support of a safe and inclusive workplace.

75 members of **5** Safety Committees. Each met monthly to review best practices and challenge OHS and each other to create a safer workplace.

What goes on Behind the Scenes in Occupational Programs?

The “roots” of Occupational Programs anchor the organization and keep the trunk and canopy nourished. At our roots, we are always working to streamline processes, collect data to improve our products and outcomes, and make connections that deepen our support of our community at Facilities Management, UVA as a whole, and our hometowns. In fiscal Year 2021, we were met with many exciting challenges as our worlds shifted to protect each other from the threat of COVID-19, in addition to still providing needed services to FM.

FM Occupational Programs’ stellar accomplishments would not be possible without the action behind the scenes. Each Occupational Programs employee’s skills and talents are leveraged to serve OP’s mission:

Stronger Together. Rooted in our people. Uniting FM to create a culture of growth, innovation, and protection.

88 employees trained on respirators and fit tested

200 Apprentice evaluations reviewed & signed. *Evaluations are an important tool in assessing apprentice performance and job satisfaction as they gain skills and responsibilities in their chosen trade.*

1236 FM employees completed the Stormwater Management Training as required by the State of Virginia.



Professional Development

Always striving for improvement, Occupational Programs teammates seek to learn new skills through their own professional development. This includes:

- **Certifications in Articulate**, a software used to create virtual training, through the Association for Talent Development
- **Prosci Change Management Practitioner** training
- Certifications in **Prosci Train-the-Trainer**
- Classes through **UVA School of Continuing and Professional Studies**, including **Intro to Project Management**
- Classes through the Curry School on **Intro to Instructional Design**
- Certifications for the Occupational Health and Safety Team:
 - **Board of Safety Professional Certifications**, including **Occupational Health and Safety Technician** and **Construction Health and Safety Technician**
 - **Certified Occupational Hearing Conservationist (COHC)**
 - **ISO 45001 Internal Auditor**
- **Adobe In Design & Illustrator** classes
- **Society of Human Resources Management Senior Certified Professional**
- **Data Analytics Certificate** through Virginia Tech
- **Lift Truck Operator Train the Trainer**
- **Mediation** training
- **PLAN 550 – Community Engagement** graduate-level coursework
- Enrollment in **UVA Edge**

As a team, all the Occupational Programs read Brené Brown’s *Dare to Lead* over the course of a year and held monthly meetings to talk through, build trust, and create a BRAVING culture using the seven elements of trust: Boundaries, reliability, accountability, vault, integrity, non judgement, and generosity.

These educational and professional development opportunities allow the FM OP staff to better support the rest of UVA FM’s employees, whether it’s through training, communications, or simply being available as a consultant and subject matter expert.

“Integrity is choosing courage over comfort.”
-- Brené Brown

What goes on Behind the Scenes in Occupational Programs?

Occupational Programs Administrative Team

Just like the rest of Facilities Management, the administrative team that supports FM Occupational Programs’ administrative needs was put into overdrive during FY 2021 due to the COVID-19 pandemic. Depsite incomplete staffing due to the COVID-19 hiring freeze, the team continued to operate on all cylinders throughout the fiscal year supporting Occupational Programs, creating and updating documents about the various types of personal protective equipment (PPE) needed, what jobsite social distancing entailed, how to care for new PPE, and how to protect oneself and household members from potential exposure to the virus. The monthly *Occupational Health & Safety Minute* newsletter became a weekly publication and has since transformed into the *Occupational Programs Wrap Up*. It is sent via email every Friday to alert FM employees to coming changes in work requirements as the response to COVID-19 develops. The OP Wrap Up also features snippets from each of the OP teams, as well as current job openings within FM.

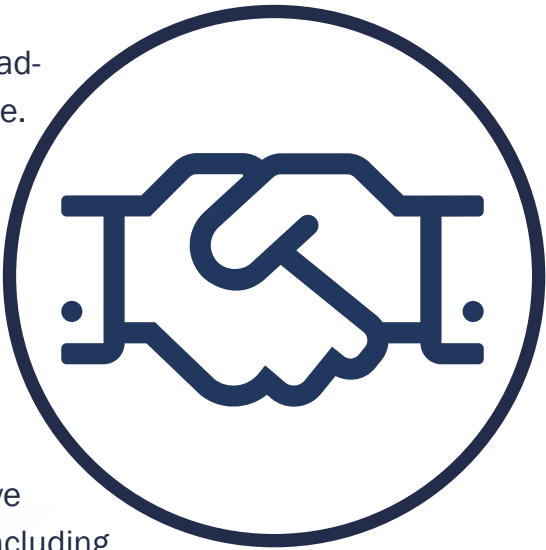
The OP administrative team collaborated closely with the UVA COVID-19 Case Management Operations Team that was stood up from the UVA Emergency Management department. These teams worked together to mitigate COVID-19 on Grounds, with the OP admin team focusing on keeping FM employees healthy. The administrative team with OHS was responsible for monitoring COVID-19 cases and potential exposures among the FM employee base. This required week-end on-call hours and many phone calls to employees with guidance on testing, protecting their families, and more as needs arose.

The administrative team reached out to FM’s Programs and Informatics team to create a COVID-19 dashboard that could be accessible by FM leadership so that the prevalence of COVID-19 cases at UVA FM could be monitored. The admin team also connected the P&I team with the FM User Experience (UX) team to create a COVID-19 dashboard accessible by any FM employee.

Significant amounts of time were spent keeping FM in compliance with training enrollments and in communication with UVA HR to maintain worker’s compensation and incident records.

Creation of Manager Training

Occupational Training has been developing manager and leadership training for some years, pivoting as FM’s needs evolve. In 2018, it began with “Empower” that was introduced at a Manager Enrichment conference. Empower’s intent was to impress upon leaders their part in supporting the well-being of the UVA FM workforce and provide them with the tools and knowledge to accomplish that. The latest versions of manager training was the FM Leadership Forum and Manager Enrichment, which was more educational and less of an open, roundtable-style event. It continues to evolve to cover more specific areas that affects FM’s employees, including safety, human resources requirements, and continuing education requirements. The OT team has pushed through many challenges related to course development, including limited time, resources, and personnel. The Occupational Training team expects to continue to develop and roll out the manager and leadership training as part of their ongoing program development and through collaboration with the FM Continual Improvement and Inclusive Excellence teams.



Looking Forward

In 2022, FM’s manager training will bundle human skills courses with technical training on systems essential to UVA and FM. To accomplish this, Occupational Training will lean on FM’s in-house subject matter experts to provide clear regulatory explanations on what is required of the FM employee. This detailed training for managers will enhance the applicable skills of the organization’s leadership and enable them to strengthen the support they give to their employees.

Additionally in 2022, Occupational Training is working to provide a thorough Occupational Health and Safety training for supervisors so that they are aware of hazards their employees may face on the job and to help them become effective safety coaches. The Occupational Training team is excited to launch these programs in leadership development next year.



Bernie the Bee, pictured at left, was created as the FM Occupational Health and Safety Mascot in 2017 by the HSPP Safety Committee. Bernie now has over 300 followers on social media and can be found at @BernietheBee on Twitter and @BernietheBeeFM on Facebook & Instagram.



The Back Cover: Last but Not Least



Keith Woodson, pictured with his mother Nannie, 2021.

Occupational Programs would like to celebrate Keith Woodson and his contributions to UVA FM. In December 2021, Keith will have been employed by UVA FM in a variety of roles for 45 years. OP is particularly grateful to have his institutional knowledge and skills on hand.

Keith is supporting the FM Occupational Health and Safety team by inspecting mechanical rooms across Grounds and keeping first aid kits supplied and up to date. In addition to this, he serves as the Occupational Programs' official photographer across Grounds. His relationships at UVA are an invaluable resource to the OP team. He knows someone in every corner of the University and is well-respected by all.

Join us as we salute Keith! Thank you for being a part of Occupational Programs!



Facilities Management
Occupational Programs