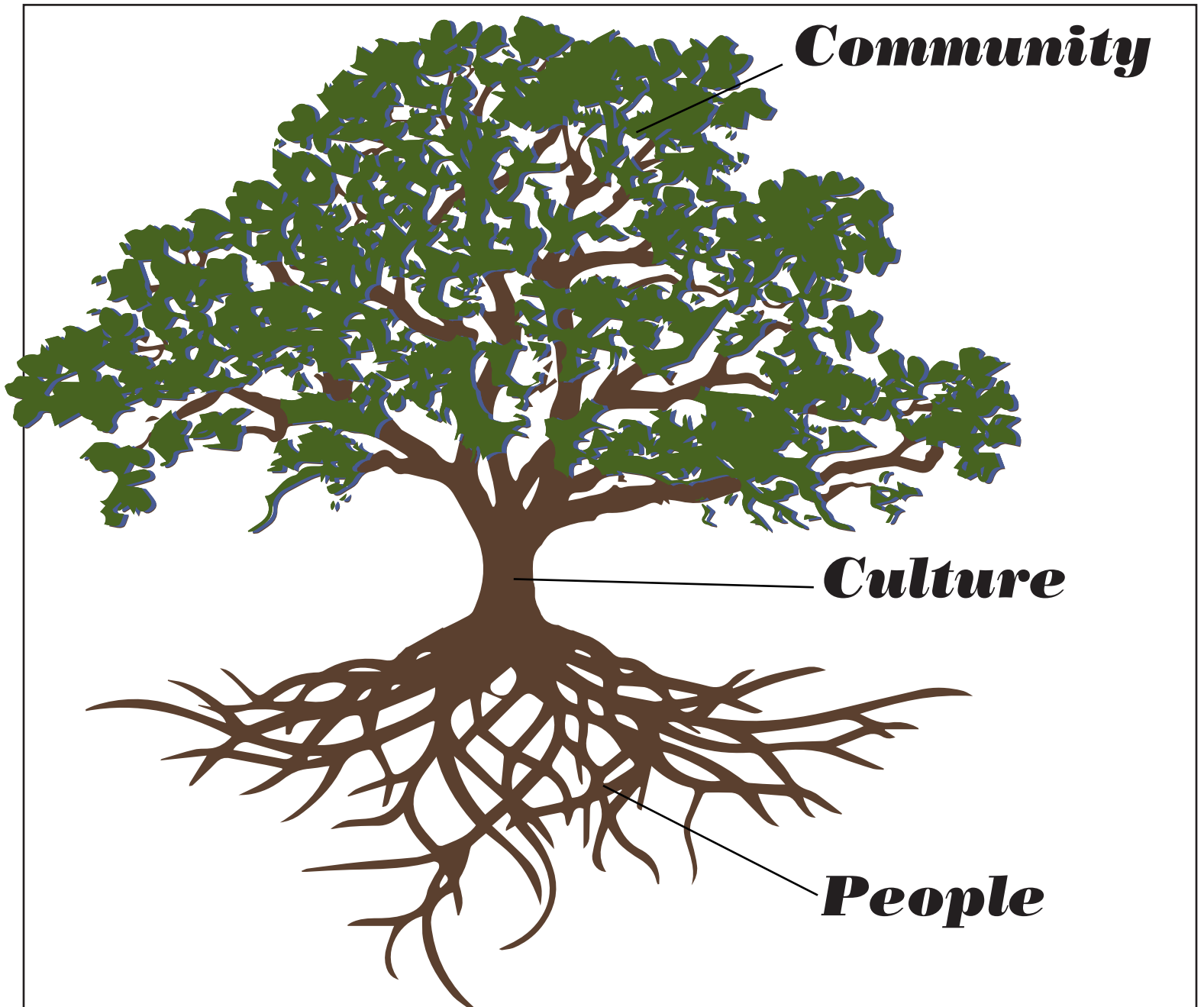




UNIVERSITY
of VIRGINIA

Facilities Management
Occupational Programs

A N N U A L R E P O R T F Y 2 0 2 3



STRONGER TOGETHER. ROOTED IN OUR PEOPLE. UNITING UVA
FACILITIES MANAGEMENT TO CREATE GROWTH, INNOVATION & PROTECTION.

Before You Begin

From the Director

Welcome to the University of Virginia Facilities Management Occupational Programs Fiscal Year 2023 Annual Report. This year, we have created our annual report in the style of a user guide and hope that you find something to celebrate with us.

This year, Occupational Programs leaned into our team values: Being trustworthy and making a difference. These values align with UVA's Great and Good 2030 Strategic Plan's Goals to strengthen our foundation; cultivate the most vibrant community in higher education; and make UVA synonymous with service.



Laura Duckworth, Director
UVA Facilities Management
Occupational Programs

In FY 2023, we focused on enriching our community connections through outreach events, promoting volunteer opportunities for FM employees, as well as mobilizing the FM mission within our own teams. As always, we engaged in ways to build up our own “FM family,” collaborating with subject matter experts to bring mental health resources, employee resource groups, and appreciation opportunities to our colleagues at UVA FM.

At our Annual Apprenticeship Program Graduation and the Annual Apprenticeship Job Fair, we celebrated 40 years of UVA Apprenticeship. In addition, we were able to celebrate UVA FM's West Grounds Zone Team as they achieved Challenge Stage 3 in the Virginia Voluntary Protection Program by creating and maintaining an exemplary safety and health management system with the help of the FM Occupational Health & Safety team. I continue to be completely in awe of all the amazing talent and accomplishments of people within FM!

The Occupational Programs team continues to seek out additional learning opportunities for themselves and their colleagues by investing in and empowering the leadership of FM employees. The work at UVA Facilities Management is integral to the day-to-day work of this great and good university and UVA FM Occupational Programs is proud to continue to support our FM family, our University family, and our community family.

A handwritten signature in black ink, appearing to be 'LD', written in a cursive style.

Table of Contents

- General Description** **3**
- Core Values** **3**
- Units** **3**
- UVA Apprenticeship Celebrates Its 40th Year of Building Careers** **4**
- Community Outreach** **5**
 - Experience Facilities Management5
 - Community Workshops6
 - Increased Awareness: Employee Resource Groups6
- Facts & Figures** **7**
 - Professional Development Opportunities7
 - Collaborative Training7
 - Enhanced Employee Onboarding7
 - Supervisor Journey7
 - Occupational Health & Safety Training8
 - Tracked Health & Safety Responses8
 - Completion of the FM Cell Phone Rollout9
 - Completed Projects in FY 20239
 - Ongoing Projects9
 - Community Touchpoints in FY 20239
 - Inclusive Excellence: Ongoing Projects 10
- Further Reading.** **11**
 - Collaboration 11
 - Mobilizing the Mission 11
 - Apprenticeship Collaborations in FY 2023 11
 - Pipelines and Pathways Collaboration 12
 - Sharing Knowledge with Other Groups 12
 - VAPPA Conference Presentation on Mental Health 12
 - Pop-Up Training American Association of Industrial Hygiene
Effective Respiratory Protection Program 12
 - Safety Summit 2022: Reconnecting & Tools You Can Use 13
 - Specialized Safety Training Improves New Employee Orientation 13
 - Focus Group for Attic Safety 14
 - Health & Safety “Hub” Developed to Track Requests 14
 - Slip Simulator with FM Teams 14
 - Safety Week 2023: May 1-5 15
 - Challenge Program Completed By FM’s West Grounds Zone Team 16
 - FM Inclusive Excellence 17
 - FM Language Program 18
 - FM Speaks! A Cornerstone Program Project 19
 - Project Implicit Training 20
 - Taskforce: Apparel Review 20
 - FM Professional Development 20
 - Individual Development Plans 20
 - NCCER Instructor Training 21
 - Occupational Programs Staff Development & Training 23
 - DiSC training with UVA HR Talent Development 23
 - FM-OHS Team Completes Training in the
Human Factors Analysis and Classification System 23
 - Occupational Programs Focuses on Human-Centered Design 23
 - Certifications & Degrees 24
 - Professional Connections 25

General Description

Occupational Programs is a composition of Facilities Management programs that are directly related to employees' career enrichment and personal and professional well-being. The four programs of this composition are FM Apprenticeship, Occupational Health & Safety, Occupational Training, and Diversity, Equity & Inclusion, which includes the promotion and recognition of the diversity within FM.

Core Values

- TRUST
- MAKING A DIFFERENCE

Units

- Apprenticeship Program
- Diversity, Equity & Inclusion
- Occupational Health & Safety
- Occupational Training



SM



O C C U P A T I O N A L P R O G R A M S

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

UVA Apprenticeship Celebrates Its 40th Year of Building Careers



A review of the UVA Facilities Management Apprenticeship Program's FY 2023 highlights as it enters its 41st year of building skilled trades careers at UVA.

FISCAL YEAR 2023

July 2022

Selecting the Newest Class: Final job offers made to the incoming class with projected graduation date of 2026. A total of seven apprentices joined the Class of 2026.

August 2022

Class of 2026 Begins Onboarding: Seven full days of FM and UVA orientation and training to prepare the class to join jobsites as part of their hybrid apprenticeship.

September 2022

UVA FM Apprenticeship Attends Boys & Girls Club of Central Virginia Clubfest with UVA FM DEI on Sept. 25: Increased community outreach is key to connecting with our stakeholders and future apprentices.

October 2022

Recruitment Begins: Apprenticeship Program team members and apprentices attend school visits and job fairs to promote the program to local job seekers and soon-to-be high school graduates.

November 2022

National Apprenticeship Week is celebrated Nov. 14-20: The Boys & Girls Club of Central Virginia visits UVA FM West Grounds Zone: A pilot of the "Experience FM" youth program.

December 2022

Charlottesville High School Students Interview UVA Apprentices: CHS Black Knights' KTR TV crew interview six apprentices to share their stories and experiences.

Creating a regenerative pipeline of skilled trades careers.

June 2023

Applications Are In: Phone interviews are complete. Finalists move on to in-person interviews. Job offers for the Class of 2027 will be distributed in July for onboarding in August 2023.

May 2023

UVA FM Apprenticeship Program is recognized by the USDOL: Joins Cohort 2 of USDOL Apprenticeship Ambassadors.



April 2023

Job Fair and 40th Anniversary Celebration Held on April 11: Apprentices, graduates, retirees, and those interested in the skilled trades come socialize and learn more about the program.

March 2023

Application Season is in Full Swing: The job application for the hybrid apprenticeship positions (Class of 2027) is posted March 13-April 30. More than 70 applications are received!

February 2023

It's Back - The Social Media Takeover: Lead Instructor Tom Castellanos "takes over" UVA FM Apprenticeship social media for the week to give everyone a look into the learning life of UVA apprentices.

January 2023

The UVA FM Apprenticeship Class of 2022 Celebrates Graduation on January 26 at Newcomb Hall Ballroom: Joining to celebrate were their families, friends, and FM colleagues!

Community Outreach

Making a difference is a core value for UVA FM Occupational Programs, this includes making a difference for our communities.

Experience Facilities Management

Prior to the COVID-19 pandemic, Facilities Management hosted an annual Girls Day to promote skilled trades careers to an audience that typically does not traditionally have access to these occupations. For more than four years, Girls Day was a day-long event that included hands-on workshops, tours, and presentations from FM employees and community partners.

In 2020, these events were paused due to health and safety reasons. During this pause and thanks to feedback from our internal and external stakeholders, Girls Day events were reassessed and a more flexible and accessible “Experience FM” was created with the support of local community partners.

Experience FM events are smaller and more focused. They can be scheduled as needed during the year and targeted to specific groups’ interests. Experience FM is open to groups of local youth or community organizations with the intention of letting them experience the variety of trades at FM. These events include hands-on activities with talented FM professionals who are also able to discuss career trajectories and opportunities, as well as offer tips to attendees interested in starting a career in the skilled trades.



Electrical apprentice Pedro Gonzalez leads Boys & Girls Club members on a tour during Experience FM. Photo by Jane Centofante.

Volunteering

Employees at UVA are allowed up to 16 hours of paid time off specifically to volunteer for a community or cause they believe in.

The UVA FM Diversity, Equity & Inclusion team and its Inclusive Excellence partners have begun curating and sharing opportunities so that employees are aware of these opportunities to give back. By encouraging and empowering employees to contribute through volunteering, FM is fostering relationships among colleagues, increasing employee engagement with their community, and enriching the well-being of our community.

To celebrate Women in Construction Month in March 2023, UVA Tradeswomen and their supporters volunteered with local Habitat for Humanity for Women Build. Habitat for Humanity of Greater Charlottesville reported “Teaming up with our homebuyers and Midweek Crew, this group has laid sod, installed doors and trim, painted, and hung drywall! They have been the backbone of Women Build bringing out 38 volunteers in total over three separate days. It’s been a great month working with these amazing volunteers, and we look forward to having them out for future builds.”



UVA FM employees volunteer at Habitat’s Women Build event.



5 We serve and plan for our community today while assessing and adapting to the needs of tomorrow.

Community Outreach

Continued.

Community Workshops



In addition to volunteer experiences, UVA FM Diversity, Equity & Inclusion’s Inclusive Excellence teams, FM tradespeople, and the Apprenticeship team hosted community skills workshops and open houses with local partners, providing a platform and safe place for individuals to learn and develop handy skills, enhancing their personal and professional lives. The promotion of knowledge sharing and experiential learning allows participants to experience hands-on activities and interactions with FM skilled trades experts. Inclusive workshops encourage networking and the exchange of ideas among participants, fostering a supportive network that continues to grow and learn together. These workshops empower individuals by boosting their confidence, improving their problem-solving abilities, and equipping them with valuable tools for personal and collective growth. By facilitating these events, reaching out and empowering our community members, we aim to be Great and Good neighbors.

Increased Awareness: Employee Resource Groups



In FY 2023, UVA Facilities Management Diversity, Equity & Inclusion and the Inclusive Excellence teams emphasized access to existing Employee Resource Groups (ERGs), including bringing an electric bike demo day to Grounds and hosting ERGs at the fall Employee Appreciation Barbecue. ERGs provide a platform for employees from diverse backgrounds to come together, share their experiences, raise awareness, and be heard to foster a more inclusive workplace where everyone feels valued and respected. ERGs support a more culturally competent workforce that is better equipped to interact respectfully with colleagues, clients, and customers from diverse backgrounds.

Inclusive Excellence Teams: Promotions Working Group

FM Access and Success Team (Marcus Klaton, Shawn Anderson, Sonya Swiderski) was the first FM Inclusive Excellence team to officially kick off in August of 2021. Since then, the team has partnered with Inclusive Excellence peers from across the UVA Operations Unit including representatives from Business Services, Office of the Architect, and Office of the University Building Official (OUBO) to build a Promotions Working Group. Together, this team has constructed recommendations that will be shared with leadership at UVA Operations including: A Career Growth Toolkit for Employees, Guidance for Supervisors and Managers to Support Employee Career Growth, Guidance for New Supervisors in Support of Employee Career Growth, and Guidance and Best Practices for Internal Non-Compete Promotions.



Read more about FM Inclusive Excellence Teams >>

Facts & Figures

Key numbers related to UVA FM Occupational Programs' FY 2023 performance.



Professional Development Opportunities

In FY 2023, UVA FM Occupational Training recommitted to providing in-person opportunities for FM employees to receive professional development training.

TOPICS OFFERED:

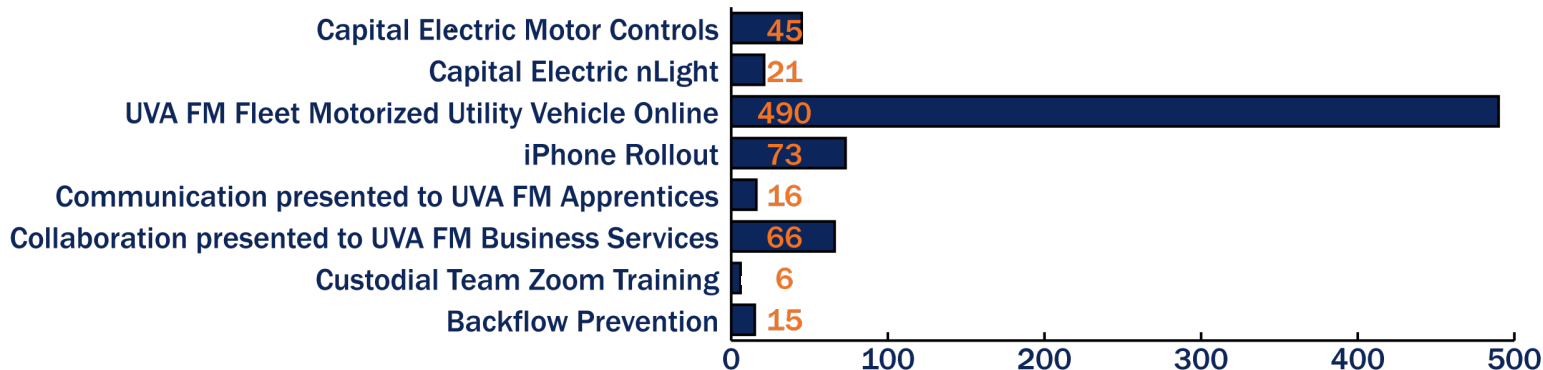
- The Art of Effective Communication
- Workplace Communication
- Communicating with Tact & Professionalism
- Emotional Intelligence
- Conflict Management
- Dealing with Difficult Behaviors
- Using PowerPoint and Presentations
- Using Microsoft Teams and Zoom
- Advanced iPhone Training
- Practical Persuasion
- Effective Negotiation
- Collaboration

54 sessions offered at **2** FM locations for ease of access

Collaborative Training

UVA FM Occupational Training is a resource for FM teams to coordinate their training or to facilitate outside, 3rd-party trainers. OT is proud to be involved in enriching the knowledge of our FM colleagues.

Trainings Coordinated & Number of Participants:



Enhanced Employee Onboarding

Launched June 2023.

NEW EMPLOYEE ONBOARDING | UVA Facilities Management Occupational Training

6 sessions completed for **46** new employees.

Supervisor Journey

Pilot program developed to equip FM supervisors with the institutional knowledge and expectations to support their employees.

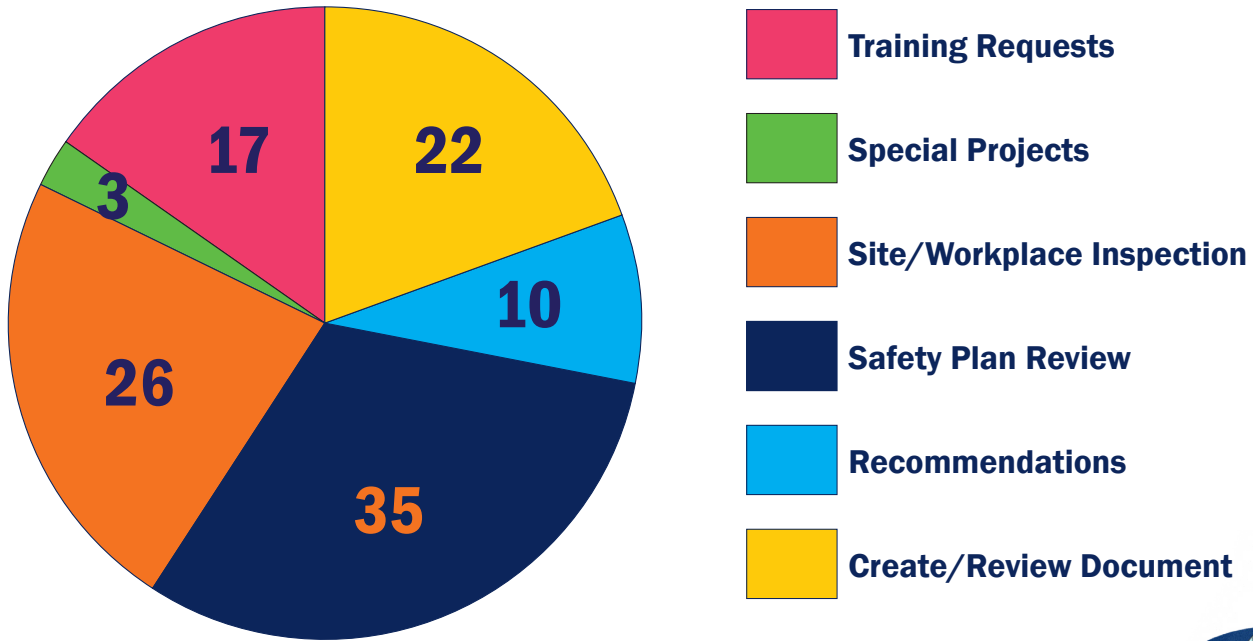
18 participants completed a total of **108** hours of training on their journey.

Facts & Figures

Key numbers related to UVA FM Occupational Programs' FY 2023 performance.

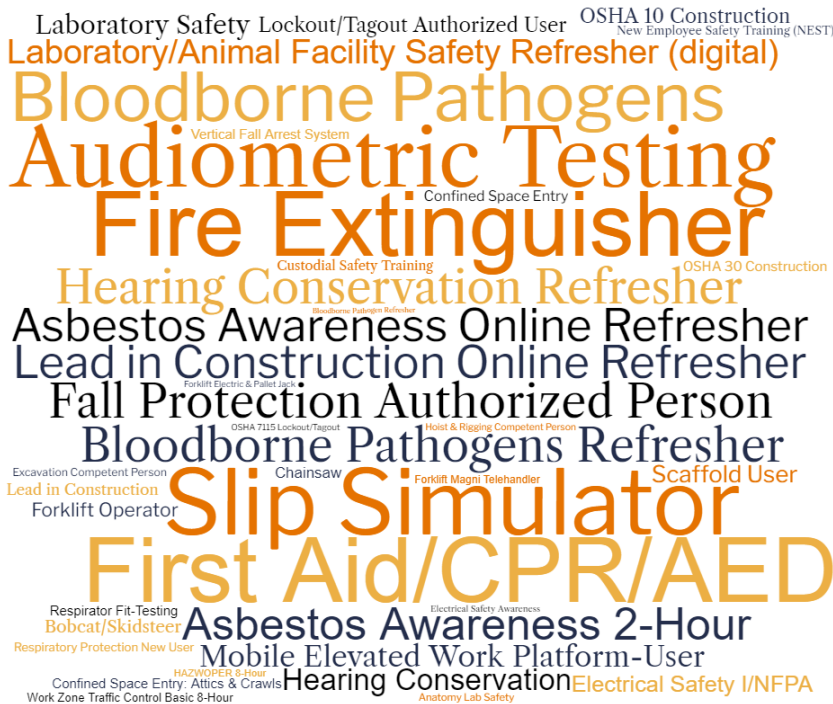
Occupational Health & Safety Training

Tracked Health & Safety Responses



OHS Training Topics:

The **larger** the topic, the more FM employees completed the training.



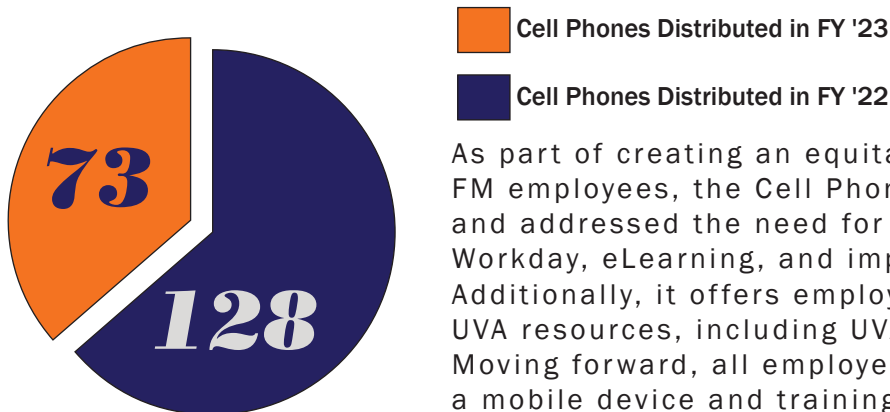
143 total training sessions* offered in **44** Occupational Health & Safety topics

Facts & Figures

Key numbers related to UVA FM Occupational Programs' FY 2023 performance.



Completion of the FM Cell Phone Rollout



As part of creating an equitable work environment for all FM employees, the Cell Phone Rollout included training and addressed the need for employees to have access to Workday, eLearning, and improved team communication. Additionally, it offers employees better access to online UVA resources, including UVA HR, Hoos Well, and more. Moving forward, all employees starting at FM will receive a mobile device and training as part of their onboarding.

Completed Projects in FY 2023



UVA FM Tradeswomen & DEI collaborate to offer more inclusive uniform options to FM employees.

Pictured is UVA FM Electrician Brittany Collier.

Community Touchpoints in FY 2023



ABUNDANT LIFE MINISTRIES

UVA FM DEI & the FM Apprenticeship Program attended Abundant Life's 2nd Annual Community Festival on April 29.



BOYS & GIRLS CLUBS OF CENTRAL VIRGINIA

UVA FM was able to interact with the Central Virginia Boys & Girls club throughout FY 2023, both hosting workshops in their facilities as well as welcoming a group to FM.

Ongoing Projects

FM Speaks! Language Collection Survey



The Cornerstone Program

Cornerstone Program Cohort 8 Project Team 7 collaborated with UVA FM DEI for FM Speaks! A language collection project to see what languages are spoken most by FM employees.

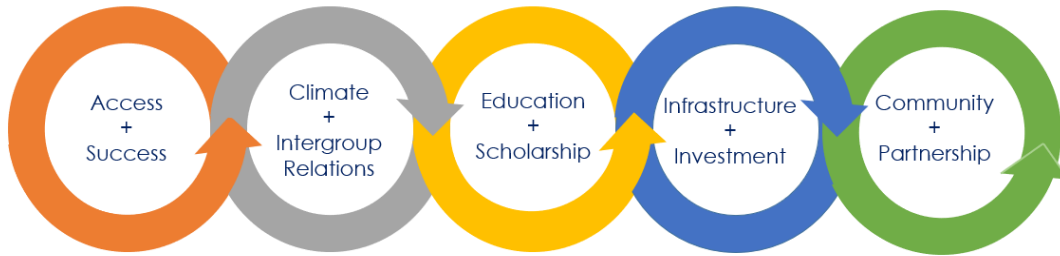


34 languages are spoken at FM.
20% of survey takers speak more than one language.

Learn more about FM Speaks! >>

Facts & Figures

Key numbers related to UVA FM Occupational Programs' FY 2023 performance.



Inclusive Excellence: Ongoing Projects

UVA FM's Inclusive Excellence Plan, a part of the UVA FM Diversity, Equity & Inclusion initiative is driven by FM employees from across the University. In addition to the projects on the previous page and page 17, the IE teams are also working on the following:

- **Access + Success:** Provide clear and consistent communication of job and promotion opportunities for staff and develop hiring and promotion best practices through an equitable lens. This includes the following groups:
 - **The Promotion Group** is working to create clear and equitable guidelines for employees seeking promotion and leadership roles.
 - **FM Rewards & Recognitions Team** is reviewing the R&R process for FM and offering more equitable ways employees can be rewarded and recognized for their contributions to UVA FM.
- **Infrastructure + Investment:** Working to improve communications to put employees first and create a clear understanding and implementation of an FM Code of Conduct to cultivate commitment and shared purpose, including the Operational Communications Team.
- **Community + Partnership** has led the way with employee appreciation events, including the Fall Employee Appreciation Lunch and Coffee and Pastries delivered to FM employees' working areas .

MENTAL HEALTH FIRST AID:



UVA FM DEI is partnering with Facilities Management Occupational Health and Safety; UVA Faculty & Employee Assistance Program (FEAP); and other partners across FM to address the growing mental health needs of our team with a course in Mental Health First Aid.

Photo: UVA FEAP Consultant Mary Sherman, LCSW, CEAP presents on the importance of mental health care at the October 2022 OHS Safety Summit.



The FM Uniform Feedback Task Force was launched in March 2023. Uniform Survey results are expected to be made available in early 2024.

Further Reading

Collaboration

MOBILIZING THE MISSION

*We serve and plan for our community today,
while assessing and adapting to the needs of tomorrow.*

In 2022, a team of FM representatives led by Occupational Programs worked together to reimagine the FM Mission. The mission above communicates our purpose and direction to employees, customers, and other stakeholders. It is important that all employees understand the mission and how their work contributes to it, in addition to the overall mission of the University. To foster this, teams have been asked to develop plans that allows their members to actively engage with the mission and use it as a lens through which to view their development and growth strategies. FM employees have taken ownership of the mission by adding it to their signature line, talking about it in team meetings, and including the mission in team training and onboarding. We will continue to use our mission to build consistency and ownership throughout FM.

As part of this process, moving into the strategy phase, FM leadership also examined FM's core values and initiatives. Led by Occupational Training, senior FM leaders worked to identify their own personal values before diving into those of FM. Once FM values were selected, the team worked on a plan to operationalize those values. In collaboration with the UVA FM User Experience (UXE) Team, the finishing touches are being applied to this work and the results will be revealed in fall 2023.

REVAMP OF OP SPACE & CO-LOCATION TO INCREASE COLLABORATIVE OPPORTUNITIES



The start of the Skipwith Hall lower level renovation, June 2023. Photo provided by Emily Douglas.

In June 2023, Occupational Programs staff were temporarily relocated to different areas on Grounds as their workspace in lower-level Skipwith Hall undergoes renovation. Once the renovation is complete in autumn of 2023, Skipwith Hall will be home to all Occupational Programs staff, allowing for more efficient team collaboration and an overall more efficient delivery of services to stakeholders.

This space will rely heavily on co-working and collaboration. Our efficient use of the limited space available will allow Occupational Programs to be on site and to address the needs of our Facilities Management team from a central location.

APPRENTICESHIP COLLABORATIONS IN FY 2023

In FY 2023, the Apprenticeship team continued to evaluate the program, considering current apprentice needs and growth goals. The Hybrid Program became more defined, with work continuing into FY 2024. The following groups exchanged ideas with UVA FM Apprenticeship Program leaders through site visits and discussion to share what works among skilled trades educators.



*The Apprentice School: Newport
News Shipbuilding*



UNIVERSITY
of ALASKA
Many Traditions One Alaska

Further Reading

PIPELINES AND PATHWAYS COLLABORATION

In early 2023, UVA mobilized its Pipelines and Pathways team within UVA Human Resources. This team's mission is to connect community members with entry-level UVA jobs that have the potential for career growth at UVA. The Pipelines and Pathways team is the result of a Working Group with the directive from UVA President Jim Ryan to "Increase the number of disadvantaged community residents hired by the University, decrease the rate of turnover, and increase the number of incumbent Academic Division and UVA Health workers, including UVA-affiliated workers (University Physicians Group, UVA Temps, etc.) who advance up the income ladder. As part of this work, review and refine guidelines that will ensure equitable access to available jobs by community residents."



FM Occupational Programs has been working collaboratively with the UVA Pipelines & Pathways team by having a representative on the Advisory Board as well as by helping identify employment opportunities within FM for Pipelines & Pathways' clientele. There is great opportunity to employ local community members within FM and provide developmental opportunities to foster career growth through collaboration across departments.

Sharing Knowledge with Other Groups

VAPPA CONFERENCE PRESENTATION ON MENTAL HEALTH

FM-OHS Manager Shelomith Gonzalez, CC&R Supervisory Team Leader Chris Hoy, and Mary Sherman, LCSW from the UVA Faculty & Employee Assistance Program, presented on the importance of mental health at the Virginia Chapter of APPA's Annual Conference in March 2023. As president of VAPPA, FM's Capital Construction & Renovations' Associate Director for Renewal and Renovation Brian Pinkston and invited the team to speak.



The construction and skilled trades industries have one of the highest suicide rates compared to other occupations in the United States. The need to normalize conversations about mental health and raise awareness for tools and resources has not gone unnoticed by UVA FM-OHS, who have allied themselves with mental health advocates from across UVA and within FM to support the needs of our Facilities Management family.

POP-UP TRAINING AMERICAN ASSOCIATION OF INDUSTRIAL HYGIENE EFFECTIVE RESPIRATORY PROTECTION PROGRAM

On May 23, 2023, UVA FM Occupational Health & Safety Compliance Specialist Narges Sinaki presented "Managing Challenges in an Effective Respiratory Protection Program" at AIHce EXP 2023, the annual conference for the American Industrial Hygiene Association (AIHA) held in Phoenix, Arizona.



Narges' presentation included a review of the UVA FM Respiratory Protection Program; the challenges in setting up an effective program, as well as how to overcome them; how to establish a roadmap for the future of your program; and how to prioritize and address challenges considering OSHA requirements and your available resources.

UVA FM-OHS is proud to be recognized as experts and to be able to share our subject matter expertise with other safety professionals on a national level.

Further Reading

SAFETY SUMMIT 2022: RECONNECTING & TOOLS YOU CAN USE



Photos from the UVA FM Safety Summit 2022. Clockwise from top left: 1) Shelomith Gonzalez, OHS Manager speaking. 2) UVA FM Construction and Renovations Assistant Director of Construction Services Alex Muirhead reviews UVA jobsite requirements. 3) Attendees practice their stretch & flex routines to warm up before work & prevent musculoskeletal strains. 4) Beth Frackleton, Chronic Care Coach from UVA Work Med reviews the importance of functional movement and worksite ergonomics. 5) UVA FM Capital Construction & Renovations Director Mark Stanis welcomes attendees.

On Thursday, October 27, 2022, the UVA FM-OHS team, FM CC&R Project Managers, and UVA contractors and subcontractors came together for the first Safety Summit since 2019. The agenda included the following topics:

- **Updates to Safety Requirements on Grounds** presented by the FM-OHS team.
- **Jobsite Awareness & Safety Orientation** presented by Alex Muirhead, Assistant Director for Construction Services with FM C&RS.
- **Jobsite Ergonomics & Wellness, focusing on Functional Movement** by Beth Frackleton, RN, BSN, M.Ed., NBC-HWC, UVA Work Med Chronic Care Coach.
- **Mental Health Awareness** presented by Chris Hoy, Supervisory Team Leader with UVA FM CC&R and Mary Sherman, LCSW, CEAP, CAPP, UVA FEAP Employee Assistance Consultant.

Safety Summits are instrumental in connecting project managers, contractors and subcontractors, and the FM Occupational Health & Safety team. The low-pressure opportunity to get together and communicate expectations face-to-face allows for open dialogue and mutual learning to help contractors meet on-site expectations.

SPECIALIZED SAFETY TRAINING IMPROVES NEW EMPLOYEE ORIENTATION

In April 2023, FM-OHS and FM Housing Custodial leadership debuted safety training developed specifically for UVA custodial workers. This training focused on chemical hazards, as well as general work safety topics. In addition to the training content, interpretation services were also used, as roughly half of the Housing Custodial team are non-native English speakers, with more than 10 languages spoken among the group.



FM-OHS Occupational Safety Technician Sarah Reed and UVA FM Housing Custodial Manager Tanyia Moore pose at the front of the class.

This was a collaboration among UVA FM Housing Custodial management, the UVA FM Occupational Training Team, the UVA FM Diversity, Equity & Inclusion team, the Occupational Programs Administrative team, and Occupational Health & Safety team.

This has served as a template for other FM employee trainings, including a specialized New Employee Safety Training for custodial, landscape, and recycling employees. The development of this training is an indication of the positive shift in safety culture at FM with increased engagement of employees and a focus on individuals' responsibility to be safe at work. Teams are now proactively doing their part to engage OHS to educate their employees early.

13 We serve and plan for our community today while assessing and adapting to the needs of tomorrow.

Further Reading

FOCUS GROUP FOR ATTIC SAFETY

The FM-OHS team brought together a group of frontline employees within FM to create a UVA-specific attic inventory, focused on identifying the unique spaces and historical structures present on Grounds. An overall plan has been created to make these previously uncatalogued spaces safer and more accessible. Each space is in the process of being assessed and amended while maintaining the historic nature of the properties on Grounds. This effort will create safer working environments for FM employees and contractors.

As a result of this effort, site-specific training was implemented where needed to educate employees on the safest ways to access and work in these areas.



Attic Focus Team 2022-2023 (left to right): Kenny Graham, Carpenter Lead, McCormick Road Zone; Adrian Yarboro, Trades Utility Senior Worker, North Grounds Zone; Andy Acree, HVAC Mechanic, West Grounds Zone; Gary Mason, Senior Electrician, Central Grounds Zone; Doug Matthews, Carpenter, McCormick Road Zone; Amy Moses, Project Manager, Capital Construction & Renovations; Kody Dean, Senior Electrician, West Grounds Zone.

Not Pictured: Mark Fitzgerald, Zone Maintenance Supervisor, Newcomb Zone; Chip Martin, HVAC Supervisor, Newcomb Zone; Tim Griffin, HVAC Mechanic, Housing Facilities

HEALTH & SAFETY “HUB” DEVELOPED TO TRACK REQUESTS

The Health & Safety Hub was developed by the OHS team over the last 18 months and was put into practice in early 2023. The Health and Safety Hub acts as a guide and record of the OHS team’s response to various asks. It allows for unified messaging, as well as the inclusion of the various policies, protocols, and resources needed to equip FM teams with the tools and knowledge they need to make every work day a safe work day. This tool allows OHS to document, track progress, and maintain historical information related to safe access to spaces, task- or project-specific training needs, plan reviews, and more.

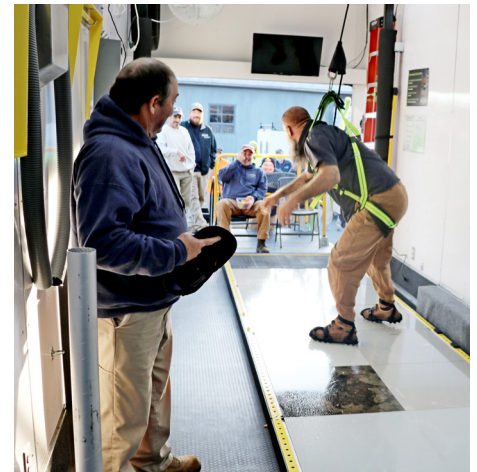
As part of this initiative, FM-OHS collaborated with UVA FM Technology & Innovation to track Hub requests and responses: The OHS team took advantage of the existing SysAid ticketing system used by many FM departments. The system allows each OHS team member to input requests and concerns from FM employees, assign tasks, follow up, and report on one-off safety requests or ongoing concerns. This increases the OHS team’s visibility, accountability, and documentation of direct involvement with FM tasks and projects.

SLIP SIMULATOR WITH FM TEAMS

In fall 2022, FM hosted a series of Slip Simulator trainings that combined new technology with coaching to effectively reduce slips, trips and falls on the same level. The initial training sessions were rolled out to the FM Landscape and the Custodial and Building Services teams.

The training involved a mobile trailer containing a slick walking surface and harness setup that placed individuals on a safe, controlled simulator and allowed them to experience what it feels like to walk on a surface more slippery than ice. They learned techniques that improve stability and reduce the risk of falling.

Not only did employees have the chance to learn proper slippery surface walking techniques, but they also had a lot of fun along the way! Employees who took part did a fantastic job of being engaged, curious, and attentive. Attendance by these FM groups were nearly 100 percent.



UVA FM Senior Electrician Benji Boatwright practices walking on the slip simulator while his colleagues look on.

Further Reading

SAFETY WEEK 2023: MAY 1-5



Examples of hardhat stickers given out by the FM Occupational Health & Safety team to celebrate Safety Week 2023. Special thanks to UVA FM Sheet Metal Supervisor Mike Clements for his suggestion of hard hat stickers.

The first full week of May is celebrated nationally as #Standdown4Safety and Construction Safety Week, the FM Occupational Health & Safety team took the opportunity to expand its reach to all FM occupations, celebrating the fact that workplace safety sends “Everyone home every shift.”

Across Grounds, Safety Committee members focused this week on encouraging their colleagues to “See something. Say something.” to help make UVA FM the safest in higher education. FM-OHS also hosted a mobile fall arrest system at FM Alderman for crews to experience safety solutions available for unique situations on Grounds.

All week, Bernie the Bee’s social media (@BerniethBee on Twitter, @BerniethBeeFM on Facebook and Instagram) celebrated with safety reminders, celebrations, and notes from the OHS team on maintaining safe places to work and play.



[/BerniethBeeFM](#)



[@BerniethBeeFM](#)



[@BerniethBee](#)



Some Safety Shoutouts from the week:



2 likes
 berniethebeefm Today's #SafetyShoutOut goes to Daisy Maine with our Construction & Renovations Services team. Daisy and the crew that recently managed the pergola renewals at Old Cabell Hall were on top of their game! Daisy's background as a mason makes her keenly aware of what hazards can occur on the job. She took the initiative to be sure the site subcontractor had the appropriate training to get the job done safely, as well as made sure the jobsite remained safe for pedestrians.
 Nominate a Safety Champion or a Safety Star at the link in my bio!



2 likes
 berniethebeefm Today's #SafetyShoutout goes to the Landscaping and Recycling Safety Committee! Landscape supervisor Jonathan Racey and his committee noticed that several of their vehicles were missing height information to assess safe clearance. After getting the height measurements, signage for each one was created and installed inside the vehicles.
 Another great example of #SeeSomethingSaySomething! Sorry, Hungry 14th Street Bridge, you're not fooling these folks!



2 likes
 berniethebeefm #Shoutout to the UVA FM #WestGroundsZone team! They've achieved Virginia Department of Labor and Industry / #VOSH Stage 3 of the Challenge Program - a roadmap to making your workplace one of the safest and healthiest in the country! Learn more about what this means for the WGZ Team at link in bio.



Further Reading

CHALLENGE PROGRAM COMPLETED BY FM'S WEST GROUNDS ZONE TEAM

The UVA Facilities Management West Grounds Zone team, their leadership, and the FM Occupational Health & Safety team celebrated West Grounds Zone's completion of Stage III of the Voluntary Protection Programs (VPP) Challenge Program in March 2023.

The Challenge Program is a three-stage guide and assessment for workplaces to be among the safest and healthiest in the country. The program is administered and evaluated by the Virginia Occupational Safety & Health (VOSH) Program within the commonwealth's Department of Labor and Industry and consists of the following stages:

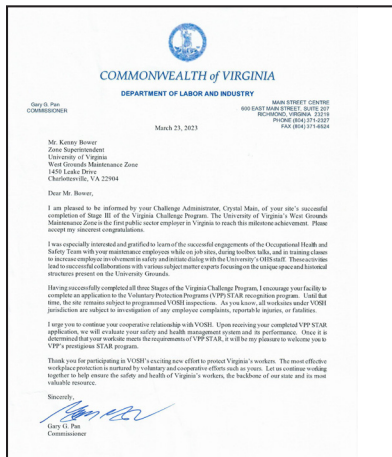
- Stage I - Assess, Learn, and Develop: Introduces participants to the basic VPP elements that are necessary to develop and implement an effective safety and health management system.
- Stage II - Implement, Track, and Control: Recognizes worksites that have passed Stage I and are implementing more thorough safety and health management system processes.
- Stage III - Reassess, Monitor, and Continuously Improve: Sites are reassessing and continuously improving the safety and health management system (SHMS). Stage III sites are eligible to apply for Virginia STAR.



From Left to Right: Occupational Program Director Laura Duckworth, West Grounds Zone Manager Kenny Bower, OHS Manager Shelomith Gonzalez, and Virginia Department of Labor Commissioner Gary G. Pan.



The Facilities Management West Grounds Zone team applied in May 2019 to the Challenge Program and accomplished Stages I and II in March 2020 and May 2021, respectively. Their completion of the third stage in March 2023 marks their development of an exemplary safety and health management system (SMHS).



At the Annual Apprenticeship Job Fair, Virginia Department of Labor & Industry Commissioner Gary G. Pan congratulated FM team leaders who worked in support of the process: Director of Occupational Programs Laura Duckworth, West Grounds Zone Manager Kenny Bower and Occupational Health & Safety Manager Shelomith Gonzalez.

“The Occupational Health & Safety team is so proud of the work that the West Grounds Zone team has done to achieve all three stages of the Challenge Program and establish a safety and health management system,” said Occupational Health & Safety Manager Shelomith Gonzalez. “We hope that this experience can serve as a model for other Facilities Management groups on Grounds, as well as other public sector facilities groups. OHS would also like to recognize FM leadership and VOSH staff for their support and guidance in this effort.”

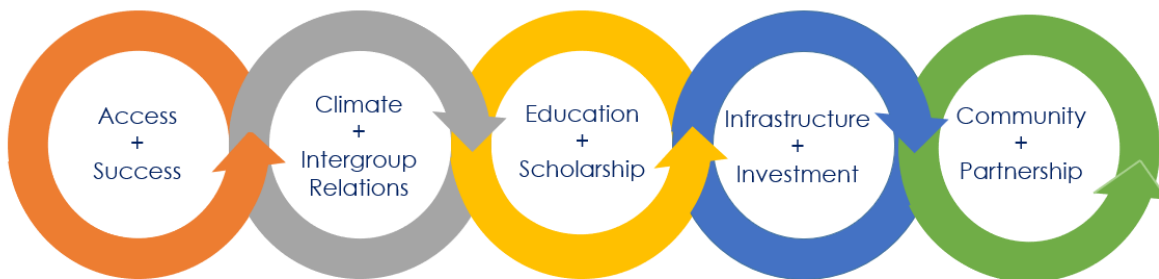
The UVA FM West Grounds Zone team is the first higher education institution in Virginia and only the second in the public sector to achieve the completion of VPP Challenge Stage III. Virginia DOLI Commissioner Gary G. Pan recognized their achievement with a letter, commending their efforts and collaboration with the UVA FM OHS team.

Further Reading

Diversity, Equity & Inclusion

FM INCLUSIVE EXCELLENCE

Inclusive Excellence was launched at UVA in early 2020 as a framework to help departments at UVA build actions around what ‘Diversity, Equity & Inclusion’ means for their teams. The framework represents five important areas - Access and Success; Climate and Intergroup Relations; Education and Scholarship (or “Training” at UVA FM); Infrastructure and Investment; and Community and Partnership. The UVA FM DEI team leads the Inclusive Excellence action plan for FM with representatives from across FM - including diverse roles, jobs, backgrounds, and perspectives. FM currently has active teams in four of the five framework areas.



Current IE Teams at Work:

FM Climate and Intergroup Relations Team (Corey Hoffman, Dana Shroeder, Lester Jackson, and Nina Green) is working on the accessibility, inclusivity, and equity of the FM Rewards and Recognition (R&R) program. The team is focusing on this program in order to continue to address and improve collaboration and appreciation at FM. They are focusing on updating the language and design of the current R&R website along with increasing communication throughout the R&R process with the help of the FM Technology & Innovation team. They are recommending updates to the overall program to increase usage, consistency, and transparency.

FM Education and Training Team (Avery Wagner, Daniel Austin, Danny Davis, Ryan McCarthy, and Terry Maynard) is working on a visual to help communicate trades pathways at FM. Starting with the HVAC trade, the team reached out to HVAC professionals across FM to gather their varied perspectives of what the stages of an HVAC pathway might look like. Using this input, the team will craft a visual and then use this template to similarly create simple visuals to assist current, new, and future employees with career development in the trades at FM.

Infrastructure and Investment Team (Dan Shantler, Dennis Bianchetto, Em Ford, and Natalie Feaver) have worked to assist UVA Onboarding and FM Onboarding processes to be more inclusive and equitable by reviewing processes, documents, communications, and workflows. The team focuses on equitable and inclusive communication strategies at FM and members attend the monthly FM Communications Roundtable hosted by FM UXE. This team looks at the broader picture of ideas, issues, and processes.

FM DEI issues updates regularly regarding Inclusive Excellence progress in the *OP Wrap Up* newsletter. In addition, UVA FM DEI teams, projects, and initiatives are open to any FM employee to join and are always growing and changing based on new updates, input, and the great perspectives and skills of our FM employees.

Further Reading

FM LANGUAGE PROGRAM

With more than 1,200 employees, the knowledge of “who we are” matters - especially when it comes to equity, inclusivity, and safety. If a team member is not able to clearly and effectively communicate or understand important work- or University-related information, that can serve to harm and potentially limit an employee’s experience at work. This is not conducive to an equitable or safe working environment. FM DEI seeks to understand our employees, meet everyone where they are, and in this case, understand the scope of our language diversity to improve overall communication and inclusivity. Knowledge of languages spoken, read, and written by all our FM employees helps us celebrate the cultural diversity of our teams and create programming and share information that all employees can engage with.



Examples of languages spoken within UVA FM.
Graphic design by Avery Wagner.

The FM Language Program got its start in 2018 as an English as a Second Language (ESL) partnership with UVA Center for American English Language and Culture (UVA CAELC) as a way for employees to access English classes. UVA FM DEI has continued to expand the program to become the FM Language Program - a more inclusive program offering language classes and resources for nearly any language to FM employees.

The Language Program continues to partner with UVA CAELC and has added language, translation, and interpretation services in 22 languages with local partner Speak! Language Center as well as interpretation services in additional languages with local partner International Rescue Committee (IRC). Furthermore, to meet the needs of FM employees, FM DEI is partnering with Globo, the same interpretation service used by UVA Health for patient care, to bring immediate interpretation services to all our employees with the click of an app. FM DEI is working with Globo to provide real-time interpretation service for FM Occupational Training courses, Occupational Health & Safety training, and FM Onboarding sessions when participants gather with multiple languages to receive the same information.

Globo is planned to launch within UVA FM in late 2023, as is the FM Language Services Request form, where any FM employee can request translation, interpretation, and language class services from the FM DEI department.

Since its inception in 2018, the UVA FM Language Program continues to grow to become a comprehensive program to meet the needs of FM employees related to language and language learning resources.

Further Reading

FM SPEAKS! A CORNERSTONE PROGRAM PROJECT

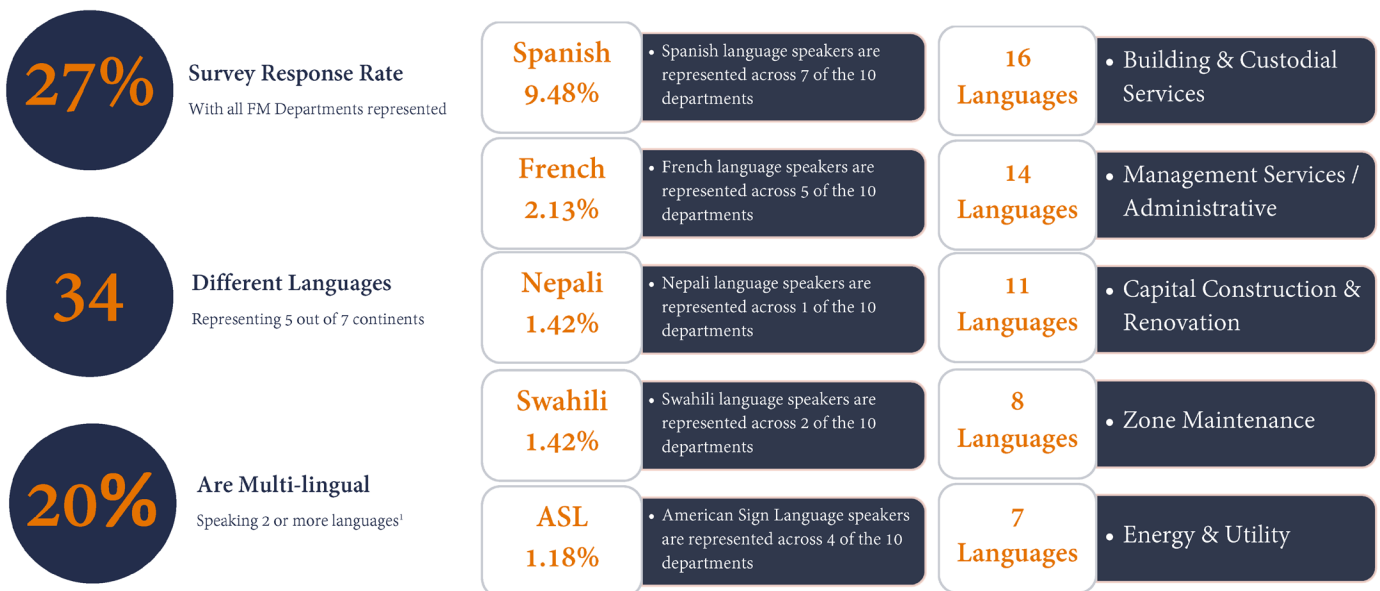
A language collection survey initiated by FM Diversity, Equity & Inclusion and managed by UVA Cornerstone Program Cohort 8, Project Team 7.

Thanks to the robust language education program for FM employees managed by UVA FM DEI, it is known that many languages are represented across FM, but not where, how many, and exactly what languages. This creates a roadblock to equitable communication among FM teams, including getting inclusive information to individuals and leaders to help employees perform their jobs to the best of their abilities. The FM DEI team wanted to know which languages were spoken, read and written across FM so that they could 1) Celebrate FM’s amazing language diversity; 2) Share results with FM communicators to translate and interpret information in the languages that teams needed; and 3) Make sure the right resources get to the to the right teams, including translation and interpretation tools and language classes.

To achieve this, FM DEI partnered with the UVA Cornerstone Program in the fall of 2022 - the project idea was pitched to the Cornerstone Project’s Cohort 8 and seven representatives from across UVA came together to help collect FM’s vast language data. The team worked with FM DEI and OP communications to understand FM and to build an inclusive and equitable tool - a short, mobile-friendly survey that could be translated into 14 languages. FM Occupational Programs collaborated with the FM UXE Team to plan and implement an impressive communication strategy to make sure the survey was effectively communicated across FM during its launch in the summer of 2023.

With an impressive 27% survey response rate, FM DEI now has knowledge of FM’s 34 different languages (representing 5 out of 7 continents) and the ‘wow’ factor that 20% of the FM employees responding are multilingual! The top languages at FM other than English are Spanish, French, Nepali, Swahili, and American Sign Language. The most diverse departments linguistically are Building and Custodial Services, Management Services, and Capitol Construction & Renovations.

This data will be distributed throughout FM to assist in the communication strategies of each team. FM DEI will continue to work to improve its language program offerings based on this data and assist teams celebrating diversity and meeting the needs of their employees via the FM Language Program. Going forward, language data will be collected at employee onboarding so that employees can be seen and heard effectively from their first day forward.



Further Reading

PROJECT IMPLICIT TRAINING



Project Implicit was developed by a team of scientists to create new ways of understanding attitudes, stereotypes, and other hidden biases that influence perception, judgment, and action. The UVA FM Diversity, Equity & Inclusion team brought Project Implicit to Grounds to host an interactive training for FM hiring managers and supervisors, to identify opportunities for improvement and to explore steps to mitigate the impact of bias, especially focusing on mitigation during the recruitment and hiring processes. DEI hosted four in-person sessions, with coaching and additional sessions in 2024 to implement action strategies and tools for allyship.

The UVA Division for Diversity, Equity, and Inclusion's Inclusive Excellence Grant awards for 2023 and 2024 allow UVA FM DEI to continue their work in 2023-2024 along with UVA Acts, which complements the Project Implicit training.

TASKFORCE: APPAREL REVIEW

In an effort to bring more equitable clothing options to UVA FM to fit all bodies, the FM Inclusive Excellence Team pulled together more than 20 representatives from across UVA Facilities Management to assess and discuss uniform needs for FM positions. In Fiscal Year 2022, they saw success in bringing a new brand of unisex workwear to FM employees.

In Fiscal Year 2023, the group has created a survey on existing uniform options in order to provide a more inclusive uniform experience for FM employees. In Fiscal Year 2024, this group will release the survey results and follow up on the data, with the possibility of exploring new uniform options for teams on Grounds.

FM Professional Development

INDIVIDUAL DEVELOPMENT PLANS



In FY 2023, UVA FM Occupational Training began utilizing Individual Development Plans (IDPs) to help employees explore professional development needs and career objectives. An IDP serves as a roadmap for building strengths and developing areas that may be a challenge, as well as serve as a tool for supervisors to guide employees. IDP's augment other career development services provided by FM-OT including interview prep and resume review.

As part of the enhanced one-year onboarding process, Occupational Training is planning to offer IDPs to each new employee with a goal of providing anyone interested in this roadmap before the end of their first year of employment. Existing employees can reach out to Occupational Training to request an Individual Development Plan.

Further Reading

CONTINUING EDUCATIONAL OPPORTUNITIES FOR FM TRADESPEOPLE

In addition to the education benefits offered to all full-time UVA employees after six months of employment, UVA FM Occupational Training coordinates and offers additional career-related training for FM employees year-round.

The opportunity to offer on-site continuing education for UVA FM tradespeople increased in 2022 with the Apprenticeship Program bringing classroom training on Grounds, with instruction led by FM-employed subject matter experts. FM Apprenticeship & FM Occupational Training partnered to offer employees classes covering subjects from construction code updates - reviewing regulatory changes to the expectations in construction - to trades-specific skills classes like backflow prevention for plumbers.

Continuing education classes are required as a part of maintaining many trades licenses, but can also increase career skills and employees' potential earnings, as well as help keep UVA facilities up-to-date with the latest industry standards and maintenance techniques.



This workshop helps prepare new trades professionals with customer service and workplace expectations relating to communication.



Virginia Backflow Tester Certification is the prerequisite for the Virginia Backflow Prevention Device Worker Certification exam.

NCCER INSTRUCTOR TRAINING

As the Apprenticeship Program developed their on-site training, FM employees stepped up to become instructors for FM apprentices, facilitating the necessary transfer of institutional knowledge from one generation of skilled tradespeople to the next. All UVA FM Apprenticeship instructors are National Center for Construction Education and Research-certified and teach an NCCER-accredited curriculum, meaning UVA FM has committed to meeting and maintaining industry-recognized standards and criteria in the education of our apprentices.



By utilizing FM employees as instructors, apprentices can be trained at work and on UVA-specific equipment and buildings. This specialized knowledge will equip these future tradespeople with the skills to maintain the University's historic buildings and state-of-the-art medical and research facilities, providing care and education for our community.

The Apprenticeship Program has committed to having active, certified instructors for each of the five trades in which apprentices are trained. The following FM employees are NCCER-certified FM Apprenticeship Instructors in their respective trades for FY 2023:

Heating, Ventilation & Air Conditioning (HVAC)

Chip Martin, Licensed Trades Supervisor, Newcomb Zone

Wayne Bourne, Licensed Trades Supervisor, Central Grounds Zone

Shawn Ragland, Program Advisor & Instructor, Newcome Zone Manager

Plumbing

Tom Castellanos, Lead Instructor

Robert Watson, Plumber Newcomb Zone

Masonry

Jamie Watkins, Occupational Safety Technician, Occupational Health & Safety

Electrical

Trevor Harlow, Licensed Trades Supervisor, C&RS

Benji Boatwright, Senior Electrician Central Grounds Zone

Carpentry

Phil Kleinheinz, Facility Senior Coordinator, Central Grounds Zone

Phil Gough, Nonlicensed Trades Supervisor, Central Grounds Zone

Further Reading

A DESIGNATED TRAINING SPACE FOR UVA APPRENTICES

In Fiscal Year 2022, the Apprenticeship Program strengthened its staff by creating a lead instructor position to supervise the administration of the apprenticeship curriculum and to guide instructors. The apprenticeship instructor reports to the Apprenticeship Program Manager. This momentum carried forward into Fiscal Year 2023, as the team secured on-site training space and filled the open program manager position.

The FM OP Training Room is 750 square feet and located centrally in the FM Alderman complex. By having a designated training space, the program is able to more conveniently provide resources for apprentices to learn their trades. The apprenticeship team has worked to make the space flexible for both hands-on and textbook or virtual training. However, these cannot be conducted at the same time due to space and storage constraints.

Part of all trades instruction is learning proper tool usage, fabrication, acceptable methods, blueprint reading, safety procedures, codes, and a review of basic mathematics. This helps us provide the best possible care for our facilities at UVA.

Occupational Programs strives to keep classes and trainings as interactive and hands-on as possible, so that employees are able to experience the application of new skills in class. Attendees' interaction – from apprentice to supervisory-level – allows for an equitable dialogue with employees learning from each others' life experiences.

APPRENTICESHIP CLASS OF 2022 GRADUATION

The UVA Apprenticeship Program celebrated the graduation of 11 employees during a ceremony on Thursday, January 26, 2023.

- **Electrical:** Brittany Collier, Cameron Sellers, and Jalisa Stinnie.
- **HVAC:** Trevor Herring, Benjamin Melugin, James Simmons, James "Matthew" Taylor, Jonathon Taylor, and Rene Teran Vazquez.
- **Plumbing:** Zouzek Abdalhusain and Tim Simonin.

"Congratulations to all of the 2022 graduates and to all of Facilities Management for operating a program like this and the vision to create it," UVA Senior Vice President for Operations and State Government Relations Colette Sheehy said during the ceremony. The program was founded in 1982 and is celebrating its 40th anniversary.

Electrical graduates Brittany Collier and Jalisa Stinnie are the 16th and 17th women to graduate from the program. In addition, Stinnie is the first woman of color to graduate from the electrical apprenticeship in the program's history.

In addition to Sheehy, speakers included Utilities Supervisor and 2019 Apprenticeship graduate Marcus Klaton and Virginia Department of Labor and Industry Commissioner Gary Pan, who shared a recorded video message.

"The [apprenticeship program] model is proven to provide highly-skilled workers to meet the demands of employers in the global economy," Pan said in the video. "Your commitment to your apprenticeship program and learning your trade is truly deserving of recognition."

See photos from the Apprenticeship graduation and the event's program for remarks shared by each graduate.



From Left to Right: UVA Apprenticeship Program Class of 2022 graduates included, from left, Rene Teran Vazquez, James "Matthew" Taylor, James Simmons, Tim Simonin, Brittany Collier, Zouzek Abdalhusain and Benjamin Melugin. (Graduates unavailable for the photo included Cameron Sellers, Jalisa Stinnie, Trevor Herring and Jonathon Taylor.)

OP Team Engagements

Occupational Programs Staff Development & Training

DiSC TRAINING WITH UVA HR TALENT DEVELOPMENT

The UVA FM Occupational Programs team has used their DiSC assessments and profiles to work more productively, and to increase the teams' communications skills. In late 2022, FM OP leveraged the skills of the UVA Human Resources Talent Development group to deepen their knowledge of DiSC and interpersonal relationships. The Talent Development team led OP through an exercise using *Anam Cara: A Book of Celtic Wisdom*, a book written by Irish poet, philosopher and Catholic priest John O'Donohue. The term "anam cara" is a Gaelic phrase that translates to "soul friend" or "spiritual friend." The book encourages readers to cultivate relationships that are rooted in authenticity, compassion, and mutual growth. While the book may focus on spiritual and philosophical aspects, its principles can be applied to various types of relationships, contributing to their depth, meaning, and fulfillment.

FM-OHS TEAM COMPLETES TRAINING IN THE HUMAN FACTORS ANALYSIS AND CLASSIFICATION SYSTEM

In late 2022, the entire UVA FM Occupational Health & Safety team committed to completing training in the Human Factors Analysis and Classification System (HFACS). Initially developed by behavioral scientists in the US Navy, the HFACS was created due to increasing problems with human performance leading to workplace accidents.

HFACS is a valuable tool for UVA FM-OHS in the field of accident investigation and prevention. It is a systematic approach that focuses on understanding the human factors contributing to accidents and incidents, emphasizing the role of human error, organizational influences, and unsafe acts or conditions. This system provides a framework to analyze and classify the root causes of incidents, and enables the OHS team to identify patterns and trends in human performance issues. By comprehensively examining the underlying factors, the OHS team is able to develop intentional interventions and safety measures to prevent future accidents, enhancing workplace safety and reducing the risk of harm to employees and bystanders.

OCCUPATIONAL PROGRAMS FOCUSES ON HUMAN-CENTERED DESIGN

"Stronger together. Rooted in our people.

Uniting FM to create a culture of growth, innovation, and protection."

UVA FM Occupational Programs is happily a big part of the "people stuff" at UVA FM: We administer health and safety programs, help individuals in all parts of their career journey, work to make FM inclusive and accessible, and provide training to increase employees' skills and knowledge. It would only make sense for the Occupational Programs team to take part in Human-Centered Design training that refocuses the planning and coordinating processes to best serve the people at FM. The team practiced hands-on training identifying problems, their solutions, and the tools in a way that would both produce the desired outcomes and allow for the care and growth of the employees at the heart of what FM Occupational Programs offers FM.

By embracing human-centered design, FM OP can create solutions that are meaningful with employees at FM and foster a culture of empathy and creative problem solving. Investing in human-centered design thinking will drive long-term success and growth for FM as well as its employees.

OP Team Engagements

CERTIFICATIONS & DEGREES

Shelomith Gonzalez, Occupational Health & Safety Manager

- Completed UVA's Leadership Essentials
- Completed Human Factors & Causal Analysis System training



Shelomith Gonzalez

Julie Thomas, Occupational Training Manager

- Graduated UVA's Cornerstone Program Cohort VII, Project Team 4.



Julie Thomas

Jamie Watkins, Occupational Safety Technician

- Construction Health and Safety Technician (CHST) certification from the Board of Certified Safety Professionals
- NCCER-certified masonry instructor
- OSHA #7115 - Lockout/Tagout
- Accepted to the UVA Edge program (for completion in 2024)
- Completed Human Factors & Causal Analysis System training



Jamie Watkins

Bobby Putrino, Occupational Health & Safety Trainer

- OSHA #502- OSHA Construction Outreach Trainer Update



Bobby Putrino

Narges Sinaki, Health and Safety Compliance Specialist

- Serving as secretary on the AIHA Exposure Assessment Strategies Committee since May 2023. (Member since May 2022.)
- Completed the Certified Industrial Hygienist (CIH) Crash Course in preparation for the CIH exam.
- Completed individual French lessons to support FM DEI initiatives through the Speak! Language Center
- Completed Human Factors & Causal Analysis System training



Narges Sinaki

Sarah Reed, Occupational Health & Safety Technician

- Completed her Associate of Applied Science degree in horticulture & Career Studies Certificate in sustainable agriculture from Reynolds Community College
- OSHA #511 - OSHA Standards for General Industry
- OSHA #7115 - Lockout/Tagout
- OSHA #2264 - Permit-Required Confined Space Entry
- Completed Human Factors & Causal Analysis System training



Sarah Reed

Liz Burnett, Communications Generalist Senior

- Certificate in Editing from Poynter ACES



Liz Burnett

OP Team Connections

PROFESSIONAL CONNECTIONS

The Occupational Programs team is proud to be members of the following professional organizations that allow for knowledge sharing and collaboration among industry professionals from across the state, the nation, and even the globe.



ACGIH is a charitable scientific organization that advances occupational and environmental health.



AMERICAN SOCIETY OF SAFETY PROFESSIONALS

The American Society of Safety Professionals is a global association for occupational safety and health professionals.



CSHEMA is the pre-eminent leadership organization representing the environmental health & safety profession in campus environments.



Association for Talent Development

The Association for Talent Development (ATD) is a professional membership organization supporting those who develop the knowledge and skills of employees in organizations around the world.



College and University Professional Association for Human Resources serves higher education by providing the knowledge, resources, advocacy and connections to achieve organizational and workforce excellence.



AIHA is the association for scientists and professionals committed to preserving occupational and environmental health and safety in the workplace and community.



The American Council on Education Women's Network identifies, develops, advances, and supports women in higher education at the national, state, and local levels.



Hoos Speaking Toastmasters club at FM provides a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth.



BETTER WORKPLACES BETTER WORLD™

The Society of Human Resources Management creates better workplaces where employers and employees thrive together.



The National Association of **Women in Construction**

The National Association of Women in Construction (NAWIC) provides its members with opportunities for professional development, education, networking, leadership training, public service and more.

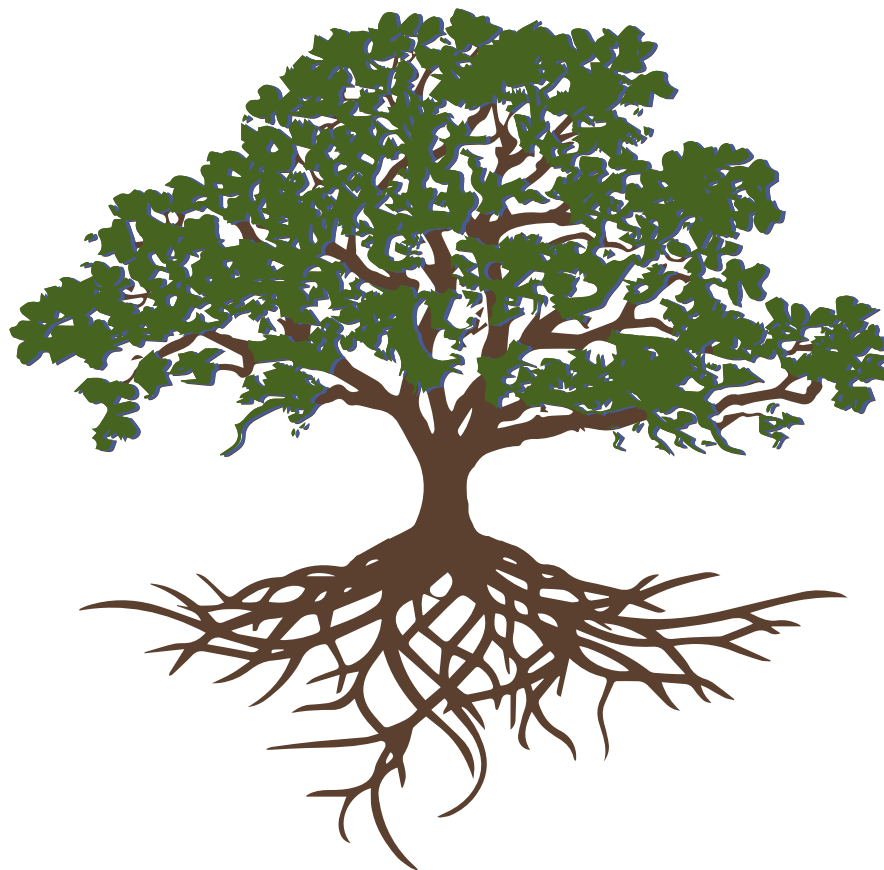


Associated Builders and Contractors

Associated Builders and Contractors Virginia Chapter (ABC-VA) is a statewide, pro-business association representing construction and construction-related firms.



AGCVA is a community of over 500 member companies, a robust network within the commercial construction community committed to advocating, growing and connecting Virginia's construction industry.



Facilities Management
Occupational Programs

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<https://www.fm.virginia.edu/depts/occupationalprograms/index.html>