



## THE PRESIDENT'S MESSAGE...



Hello Everyone, Can you believe it is already October?

First, let me congratulate Sam Morse, the winner of our IFMA World Workplace giveaway. Sam and I did get to talk briefly after the conference and he told me that he really enjoyed the conference and that he got a lot out of the educational sessions and expo floor. The conference was exciting with a lot of talk around AI and its potential uses in the Facilities Management realm. If you haven't been to a world workplace you should try and make the time to attend. Next year the conference will be in San Antonio, Texas, October 9 – 11, so block your calendar now.

Next, I'd like to thank everyone that came out to the IFMA RVA Golf Tournament at Hermitage Country Club. We had wonderful weather and a fantastic turnout. From what I heard on the course (and from driving to neighboring holes to retrieve my tee shots) it sounded like everyone had a great time. I personally want to thank Chad Bishop for organizing the event. I know how much effort and coordination it takes since you suckered me into helping you last year. Also, thank you to ALL of our sponsors and volunteers that helped make this year's tournament a success!

Brian

---

### UPCOMING MEETINGS



#### **October Board**

##### **Meeting:**

**Date:** Tuesday,  
October 3, 2023

**Time:** 4:30pm  
**Trolley House or Virtual**

#### **October Membership Meeting:**

**Date:** Tuesday, October 17, 2023

**Time:** 5:30pm-7:30pm

**Place:** *Pump House at Byrd Park*  
1708 Pump House Drive, Richmond, VA  
23221

*See page 3 for details*

## MEMBERSHIP CORNER

Mary Crawford—Membership

On behalf of the Chapter Board, “Thank You” to the  
**NEW & RENEWING Members** for the previous month:

### NEW MEMBERS

Christina Elmes  
CBRE  
[tina.elmes@yahoo.com](mailto:tina.elmes@yahoo.com)

Larry Voss  
The Plant Company  
[Larry.voss.jr@gmail.com](mailto:Larry.voss.jr@gmail.com)

### RENEWING MEMBERS

Wyatt Little  
Virginia529 College Saving Plan  
[wlittle@Virginia529.com](mailto:wlittle@Virginia529.com)

Renna Wilkinson  
Corporate Care  
[rwilkinson@corporaterecare.com](mailto:rwilkinson@corporaterecare.com)

## 2023-24 Board of Directors

### OFFICERS

#### President

Brian Dudley, SFP, FMP  
[Brian.Dudley@Genworth.com](mailto:Brian.Dudley@Genworth.com)

#### Vice President

Trent Dickson  
[Trent.dickson@bhegts.com](mailto:Trent.dickson@bhegts.com)

#### Secretary

Michael Calkins  
[michael@trolleyhouseva.com](mailto:michael@trolleyhouseva.com)

#### Treasurer

Gretchen Hemmer, CFM  
[ghemmer@acwm.org](mailto:ghemmer@acwm.org)

#### Immediate Past President

Sunny Hobbs  
[sunnyh@ptsalesinc.com](mailto:sunnyh@ptsalesinc.com)

### CHAPTER ADMINISTRATORS

#### Administration

Adam Larsen  
[Adam.Larsen@allegion.com](mailto:Adam.Larsen@allegion.com)

### COMMITTEE CHAIRS

#### Membership

Mary Crawford  
[mcrawford@svmservices.net](mailto:mcrawford@svmservices.net)

#### Programs

Ashley Hawks Medlin  
[Freemasonbuilds@gmail.com](mailto:Freemasonbuilds@gmail.com)

#### Rochelle Retirado

[roreirado@gmail.com](mailto:roreirado@gmail.com)

#### Sponsorship

Brian Workman  
[BWorkman@MOI.com](mailto:BWorkman@MOI.com)

#### Social Media/Web Site

Adam Larsen  
[Adam.Larsen@allegion.com](mailto:Adam.Larsen@allegion.com)

#### Newsletter

Beth Gay  
[beth@buckinghamgreenery.com](mailto:beth@buckinghamgreenery.com)

#### Hospitality

Karen Clifton  
[kclifton@servproctn.com](mailto:kclifton@servproctn.com)

#### Professional Development

Maria O'Callaghan-Cassidy, MSOD,  
CFM, SFP  
[mocallag@richmond.edu](mailto:mocallag@richmond.edu)

#### Golf Tournament

Chad Bishop  
[cbishop@svmservices.net](mailto:cbishop@svmservices.net)

#### Founding Member Advisor

Ranny Robertson, CFM, Retired  
[grjr41@gmail.com](mailto:grjr41@gmail.com)



The graphic features a background image of modern skyscrapers under a blue sky. In the top left corner is the IFMA RVA logo. A large red banner with a white border contains the following text: 'JOIN OUR CHAPTER!' in a blue box, 'We're giving away 4 free Professional memberships for the 2024 calendar year' in white, 'FILL OUT YOUR APPLICATION TODAY' in white, and 'APPLY AT IFMARVA.COM' in a blue box with a white arrow. A small red dot is next to the 'FREE MEMBERSHIP' text. At the bottom left, a note states: '\*Vendors are not eligible, only those in a Facility Manager role'.

**IFMA RVA** International Facility Maintenance Association

**FREE MEMBERSHIP**

**JOIN OUR CHAPTER!**

**We're giving away 4 free Professional memberships for the 2024 calendar year**

**FILL OUT YOUR APPLICATION TODAY**

**APPLY AT IFMARVA.COM**

\*Vendors are not eligible, only those in a Facility Manager role



## OCTOBER MEMBERSHIP MEETING

**WHEN: TUESDAY, OCTOBER 17<sup>th</sup>**

**5:30pm-7:30pm**

**LOCATION: BYRD PARK PUMP HOUSE**

**1708 Pump House Drive, Richmond, VA 23221**

Join us for a tour of Richmond's historic Pump House in Pump House Park! Built in 1882, the building served as the city's main pumping station for nearly 23 years. It was also a destination for the Richmond elite as an open-air, public dance hall. Located among the country's oldest canals, canal boats once brought revelers to Pump House for parties. The park's building has been closed to the public for years, but is now slowly being restored piece by piece to be enjoyed by the community once again. Come join us as we take turns touring this historic gem and get this special chance to hear about the vision for the building moving forward. For the tour, please wear close-toed shoes and hard hats are required. They will have some hard hats available, but bring your own if you have one. Parking can be found right along the street at the building's location on Pump House Drive. Following the tour, we will meet for a happy hour at Mellow Mushroom in Carytown (3012 W Cary St.).

If you'd like the opportunity to showcase your company during the event by becoming a meeting Bronze Sponsor, please reach out to Brian Workman at [bworkman@moii.com](mailto:bworkman@moii.com).

**Time: 5:30pm-7:30pm**

**RSVP by: Monday, October 16<sup>th</sup>. Registrations are recommended, may pay at the door.**

RSVP at [ifmarva.com](http://ifmarva.com) through the events tab or on the main page

---

### **Cost\*:**

**Certified Members: \$15**

**Members: \$25**

**Non-Members: \$50**

**\* Registrations are encouraged prior to event.**

**\*Credit card payments accepted at the door**

Questions? Contact [ifmarichva@gmail.com](mailto:ifmarichva@gmail.com)

---

### **SAVE THE DATES:**

**November 14, 2023**

A joint event with CREW at Henrico  
Sports Complex

**December 12, 2023**

Annual Holiday Party,  
location TBD



**If you'd like the opportunity to showcase  
your company during an event by  
becoming a meeting Bronze Sponsor, please  
reach out to**

**Brian Workman at [bworkman@moii.com](mailto:bworkman@moii.com).**

Thank you to our 2023 Annual Chapter Sponsors!

**PLATINUM SPONSOR**



**GOLD SPONSORS**



**SILVER SPONSORS**







Flight 1—1st Place: Raymond

**Thank you to our Sponsors !!!**

Lunch—Allegion

Beverage Carts—Service Masters,

Dinner—TK Elevator

Baker Roofing & Dunbar Security

Vodka Bar—Trolley Hospitality Companies

Cigar Bar—MOI

Putting Contest—ODM

Longest Drive—Valcourt



Flight 1—2nd Place: FastSigns



Flight 2—1st Place: Colonial Webb



Flight 2—2nd Place: Budd Group/Specified Tile & Floor

*Proceeds from this tournament will go to a local non-profit called Beyond Boundaries*



They specialize in guiding participants with disabilities, at risk youth, and recovery programs on outdoor adventures. Find out more at their website [beyondboundariesrva.org](http://beyondboundariesrva.org)







**IFMA WORLD  
WORKPLACE**  
SEPTEMBER 27-29, 2023  
COLORADO CONVENTION CENTER | DENVER, COLORADO, USA

**Congratulations to this year's Winner!**

***Sam Morse with MEDRVA Healthcare***

***Also Attending from the RVA Chapter this year:***



Brian Dudley & Troy Robertson with Genworth

Blake Bishop with Dominion Energy

Albert (Bert) Lunsford & Darlene Martin with Altria Client Services

Obediah Stith with Amsted Rail

Maria O'Callaghan-Cassidy with University of Richmond



## **Professional Member Spotlight—Blake Bishop**

**Job Title and Company:** Facilities Supervisor, Dominion Energy

### **How did you first become interested in Facility Management?**

It was an evolution. I had a strong basis in the mechanical trades from working with my dad throughout my childhood/teenage years. From there I started working for a small mechanical service business in college and from there I progressed into a technician role in FM and then onto the management side of FM.

### **What's one major challenge you've faced while working in FM and how did you overcome it?**

In my current role, FM's biggest challenge, for me; is learning/understanding/implementing all the current regulatory/environmental aspects of the job. Its not just turning wrenches or leading your staff anymore. You must continually be aware of new and changing regulatory/environmental laws/rules, which often vary by locality. Paying attention, asking questions, and seeking out information on the subject is the only way to stay on top ever changing environmental rules/regulations.

### **What has been the most rewarding aspect of your job?**

Solving problems for others. In FM, we are faced with very challenging situations and complex problems that require quick action, with often little time to analyze the entire situation. Often others involved do not have the skillset or aptitude necessary to resolve the problem.

### **Are there any upcoming trends in FM that you are particularly interested in and why?**

The long-term effects of COVID on corporate office buildings and building occupancy coupled with remote work impacts. How the pandemic has forever changed the corporate landscape, not only for Dominion Energy but for countless other companies across the world. That impact on cities/localities and the occupancy of buildings, I think, will continue to evolve and it will be interesting to see trends 5, 10, 20 years from now.

### **What advice would you give to someone new to FM or looking to get into the field?**

Attack it with an open mind, have a problem-solving attitude and always plan your work and work your plan or the job will work you.

### **From your perspective, what are the benefits of belonging to a professional community like IFMA?**

Belonging to IFMA has allowed me the opportunity to meet great people who are in the industry, build strong contacts and develop a network of peers and contractors to assist in many facets of the FM world.



## 2023 BRONZE SPONSORSHIP FORM (MEMBERSHIP MEETING/CHAPTER EVENT SPONSORSHIP)

For \$300, the Sponsor Company will receive the following:

- Logo on Chapter website relative to meeting announcement
- Logo in Chapter newsletter (if received before deadline)
- Logo on meeting notice (if received before deadline)
- Logo displayed at meeting
- Two paid registrations to attend the meeting
- Marketing material displayed at meeting
- Opportunity to speak for 2 minutes at meeting

\*\*\*\*\* Please complete and return with company logo in a jpg file \*\*\*\*\*

### Sponsor Information

corporate name: \_\_\_\_\_ date: \_\_\_\_\_

contact: \_\_\_\_\_ for month/event: \_\_\_\_\_

email: \_\_\_\_\_ phone: \_\_\_\_\_

Guest 1: \_\_\_\_\_ Guest 2: \_\_\_\_\_

*Thank you for helping us empower facility management professionals in the Central Virginia! Please send company logo in adobe illustrator file (or image file if .ai not available) to Brian Workman, our Sponsorship Committee Chair, for publication. [bworkman@moii.com](mailto:bworkman@moii.com)*





**IFMA<sup>TM</sup> RVA**  
International Facility Management Association

## ANNUAL SPONSORSHIPS FOR 2023

*What's in it for your company?*

If you are going to be active in our chapter and play in the golf tournament, you will definitely want to consider becoming an Annual Sponsor on some level.

At a minimum, every annual sponsorship includes the following benefits:

- Free annual membership dues for the year (\$369 value)
- Free foursome at our golf tournament, invite whoever you want (\$900 value)
- Free entry to every monthly membership meeting (\$300 value)
- Marketing and Advertising opportunities via chapter meetings, emails, and website

### Annual Cost:

Platinum Sponsorship: \$3,000

Gold Sponsorship: \$2,500

Silver Sponsorship: \$2,000

[Sponsorship Page on ifmarva.com](https://www.ifmarva.com)

## 2023

| Sponsorship Benefit                             | Sponsorship Level                  |                                |                                  |                                 |
|---|------------------------------------|--------------------------------|----------------------------------|---------------------------------|
|   | Platinum Level (Annual)<br>\$3,000 | Gold Level (Annual)<br>\$2,500 | Silver Level (Annual)<br>\$2,000 | Bronze Level (Monthly)<br>\$300 |
| Two annual IFMA Membership, including dues      | ✓                                  |                                |                                  |                                 |
| One annual IFMA Membership, including dues      |                                    | ✓                              | ✓                                |                                 |
| Entry to all Membership Meetings for Member     | ✓                                  | ✓                              | ✓                                |                                 |
| Two guests for all Sponsored Monthly Meetings   | ✓                                  | ✓                              |                                  | ✓                               |
| One guest for all Sponsored Monthly Meetings    |                                    |                                | ✓                                |                                 |
| Golf Foursome                                   | ✓                                  | ✓                              | ✓                                |                                 |
| Logo on Monthly Newsletter                      | ✓                                  | ✓                              | ✓                                | ✓                               |
| Linked Logo on Website                          | ✓                                  | ✓                              | ✓                                |                                 |
| Short Presentation at Sponsored Monthly Meeting | 6 meetings                         | 3 meetings                     | 1 meeting                        | 1 meeting                       |

| ▼ Skill Level/Course  | ▼ Eligibility & Requirements   |
|---|--|
| <p>Master</p>      | <p><b>Who</b> Experienced Professionals who meet eligibility requirements</p> <p><b>What</b> Demonstrate mastery of 11 competencies through knowledge and experience</p>   |
| <p>Authority</p>   | <p><b>Who</b> FMs with strong foundation of FM knowledge</p> <p><b>What</b> Implement sustainable practices within any facility, regardless of age</p>   |
| <p>Proficient</p> <p><b>IFMA's CORE Competencies</b></p>  | <p><b>Who</b> FMs with a strong foundation of FM knowledge who want to round out their skills across the FM body of knowledge</p> <p><b>What</b> Complete your understanding of all 11 core competencies of FM</p>                             |
| <p>Skilled</p>   | <p><b>Who</b> Individuals seeking to gain knowledge of standards and best practice*</p> <p><small>*Typically FMP earners have at least a year of FM experience</small></p> <p><b>What</b> Gain knowledge in four foundational competencies</p> |
| <p>Beginner</p>  | <p><b>Who</b> New to FM or FM-adjacent role</p> <p><b>What</b> Gain high-level understanding of role of facility manager</p>   |

From our valued annual Platinum sponsor



## AT SERVICEMASTER CLEAN THE EXPERIENCE MATTERS

At ServiceMaster Clean, we have the experience to service manufacturing facilities big and small, and with multiple locations. We work around your production schedules, production equipment, OEMs, warehousing, finished stock and high-tech controller equipment.

We can service your (front) office areas or the entire facility. Including cleaning outside the facility to handle needs such as removing crates, baling cardboard and other needs. We understand the importance of a clean facility to make a strong impression to your employees, clients and guests, and also to pass company inspections.

Our hard-surface floorcare services offer enhanced slip resistance, increasing safety for your employees and customers. We have state of the art products and equipment to fully clean all types of floors, including concrete, marble, vinyl, ceramic, quarry, tile, wood and more. Attractive, well-maintained floors can help enhance your professional image, while providing a clean, safe, work environment. We offer specialized products to handle unusual dirt or floorcare needs.



From our valued annual Gold sponsors

# WHERE FORESIGHT MEETS FOLLOW THROUGH

TRC is a leading, global consulting, engineering and construction management firm that provides environmentally focused and digitally powered solutions across our key markets.



TRCcompanies.com



Cleaning. Restoration. Construction.  
Richmond • Chesterfield • Henrico • Tri-Cities, Plus



## COMMERCIAL LARGE LOSS DIVISION

NO JOB IS TOO LARGE

The SERVPRO® Commercial Large Loss Division is composed of our best of the best in restoration. Our elite large-loss specialists are prequalified and strategically positioned throughout the United States to handle any-size disaster. Every large loss is supervised by a commercial operations manager to help ensure seamless communication and timely mitigation.

The SERVPRO® Advantage is our ability to dispatch trained production professionals and cut costs through the strategic placement and oversight of temporary labor.


### CLIENTS INCLUDE



Property Management



Hospitality Facilities




SERVPRO® has the resources to help you immediately.



Healthcare Facilities



Food Service Facilities



SERVPRO® performs the necessary work to reduce further damage.



Education Facilities



Retail Facilities



SERVPRO® works with you and your carrier to develop and approve a recovery plan designed to reduce business interruption.

CALL US TODAY **804-378-2323** MENTION IFMA

OR VISIT OUR WEBSITE! [SERVPROCHESTERFIELD.COM](http://SERVPROCHESTERFIELD.COM)

From one of our valued annual Silver sponsors



## SERVICE

With professionals that are backed by an international network of engineers and experts, we are here to give you a fast turnaround for your elevator service. Expect lowered downtime with personal support from highly experienced-certified technicians and a 24/7 call center to meet your needs.



## REPAIR

Ready to have prompt delivery for your spares and repairs? Don't wait around for parts to come in and get a higher availability thanks to quick troubleshooting. Our swift solutions are brought from local experts backed by a global network.



## MODERNIZATION

Meet changing code requirements on your aging equipment and give your passengers an upgraded interior to match your building's aesthetic. Our extensive product portfolio guarantees the best option for your elevators.



## CAPITAL PLANNING

Our capital planning offers you dedicated representatives who will provide you with the best recommendations for extending your elevator's lifespan. All consulting is customized for your building to see that your modernization fits your budget.

Contact the Richmond branch office at 1 804-355-9792

MOVE BEYOND



From one of our valued annual Silver sponsors



Partnering to create intelligent spaces where people want to work, live, and stay.

MOI is a client-centered interior solutions provider that furnishes any space from floor to ceiling. We partner with our clients to transform their environment and enhance their culture.

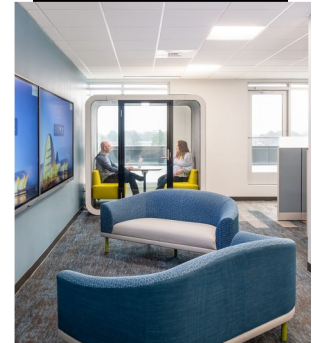
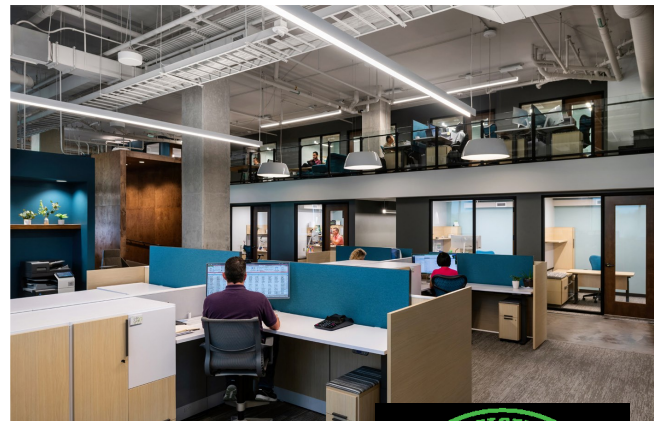
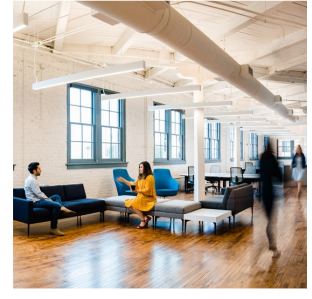
As a 100% employee-owned company, MOI's staff measures our success alongside the success of our clients' projects. This has resulted in 95% of clients recommending MOI as their interior solutions partner.

With over 150 subject matter experts across four offices and a dedicated distribution center, our teams service clients across the Mid-Atlantic Region and beyond.

We partner with you from initial design vision to ordering product, delivery to installation, and move-in to post occupancy.

MOI earned the distinction of being named one of 2021's Best Places to Work in Virginia and was named the Largest Office Furniture Business by the Washington Business Journal.

Visit our website  
[www.moi.com](http://www.moi.com)





From our valued annual Silver sponsors

# ***FASTSIGNS***<sup>®</sup>

## ***Make Your Statement***<sup>SM</sup>

FASTSIGNS of Richmond provides comprehensive signage solutions for all your business needs. We have years of experience creating specialized signs to enhance your business. Choose from endless possibilities like exterior signage, interior signs, event signage, channel letters, wall signs, window signage and so much more. Our team will guide you through the step-by-step process to help you find the right signs for your business.

It has been found that signs reflect the quality of a business, so capture every customer's attention with new and improved signage from FASTSIGNS of Richmond. Hear from people like you about how signs made a difference in their business. [Watch our video here.](#)

As always, we are proud to serve the Richmond area and look forward to working with you.



Trolley Hospitality Companies is a food and beverage company delivering exceptional service across Central Virginia for over 45 years. A leader in our industry, our brands deliver customized culinary experiences for all of our business and residential customers.

From one of our valued annual Silver sponsors



## OUR STORY

The Budd Group's story starts in 1963, the year Richard Budd purchased a struggling janitorial supply company in Winston-Salem, North Carolina. Under Budd's guidance and leadership, the company eliminated its debt in four years and began a pattern of steady, customer-focused growth that continues today.

In the 1970s, The Budd Group expanded into carefully chosen markets, adding janitorial, maintenance, and landscaping services to our lines of business. Until the late 1980s, nearly all of the company's revenue came from customers in North Carolina, but The Budd Group made a pivotal turn in 1988 by broadening and diversifying its operations across the entire Southeast.

Today, The Budd Group employs thousands of dedicated associates and delivers custom facility solutions to an extensive range of industries across the Southeast.

### MISSION

The Budd Group strives to be a God-honoring company of excellence that safely delivers facility support solutions to meet our customers' needs, offers development opportunities for our employees, provides growing value for our shareholders and contributes to our community.

### THE MAKE IT RIGHT GUARANTEE

Since 1963, our company's core values have been defined by the words of our founder, Richard Budd:

***"Do what you say you're going to do."***

This simple philosophy is at the heart of our guarantee to every customer we serve. We will meet or exceed your expectations in the delivery of high quality facility support solutions. If we do not deliver the contracted services to your satisfaction, we will Make It Right.

From one of our valued annual Silver sponsors



## We Elevate... Richmond, Roanoke & Virginia Beach

Special offers for IFMA members

**Area leadership**

**James Bailey**

General Manager

202-302-1488

[james.bailey@schindler.com](mailto:james.bailey@schindler.com)

**Richmond & Roanoke, VA**

**Sabrina Qreitem**

Service Sales Representative

804-258-0532

[sabrina.qreitem@schindler.com](mailto:sabrina.qreitem@schindler.com)

**Virginia Beach, VA**

**Christian Chavez**

Service Project Manager

973-803-3898

[christian.chavez@schindler.com](mailto:christian.chavez@schindler.com)



Schedule your free equipment evaluation today.\* Call, email, or use the QR code to take advantage of a special offer to get a **MONTH OF SERVICE FREE.\***

**Schindler Elevator Corporation**

[www.schindler.com](http://www.schindler.com) | [schindlerna](#) | [schindlerelevatorcorp](#) | [schindlerelevatorcorp](#)

\*New service customers only. Limited to the Richmond, Roanoke & Virginia Beach, VA area. Offer valid for a limited time only and may be withdrawn at any time without notice. No cash value. Limit 1 evaluation per building. Certain exclusions, restrictions, taxes, and other fees may apply. Call 202.302.1488 for complete details.



**We Elevate**

**Schindler**



From one of our valued annual Silver sponsors



# ACI SERVICE

Uniquely Qualified for Your Business

ACI's factory trained technicians are uniquely qualified to keep all of your HVAC and plumbing equipment in top operating condition. **Backed by 60+ years of experience, our experts can customize your preventative maintenance plan to help lower costs and decrease downtime.**

## In addition to providing 24/7 service, ACI Service can help you with:

- ▶ **Scheduled Quarterly Visits** to your site ensure continued efficiency. During these visits, we can perform the following and more:  
**Change filters | Change Belts | Clean Coils | Motor Optimization**
- ▶ **Comprehensive Maintenance Plans** for all maintainable moving components including labor, materials and overtime. Some covered components include:  
**Compressors | Motors | Contactors | Relays | Bearings | Sheaves | Pulleys**
- ▶ **Preventative Maintenance Plans** includes materials and labor cost for repairing worn or failed components. Examples of the equipment this can cover are:  
**Boilers | Chillers | Air Handlers | Exhaust Fans | Bearings | Split Systems  
Large or Small roof-top units | Backflows | VFD's | Water Fountains**

**To learn more, or if  
you have questions  
about ACI services,  
contact us today!**

**service@acibuilds.com**

**804.233.7676**

**www.acibuilds.com**



**ACI**  
ATLANTIC CONSTRUCTORS

EXTRAORDINARY through Innovation, Collaboration, & Diversity