Recognizing UVa’s Silent ‘Ambassadors’

Facilities Management is replete with professional certifications: electrical, plumbing, HVAC and more. For custodial positions---particularly frontline---there are virtually no such testaments to *their* professional knowledge and skill.

In early 2019, UVa’s E & G Custodial Services department decided to change all of that by developing the first program to certify *individual custodial professionals* based on Green Seal’s GS-42 standard. Objective: recognize those in the custodial industry who adhere every day to important sustainability best practices, all while complying with APPA level 2 requirements.

The new program launched in June with 24 frontline and management candidates. Part I was a ‘self-propelled’ collaborative learning experience, followed by live training. Achievement was obtained via post-class assessment. In October, all 24 graduates were awarded certificates presented by Green Seal’s CEO, Doug Gatlin.

Recognizing custodial team members with their first certification was important for many reasons. Increased self-worth; higher levels of motivation and engagement; and connection to a higher purpose.

But the top priority was to extend the reward of academic achievement to UVa’s silent ‘ambassadors’ whose dedication and hard work create environments that help move thousands of students every year to select UVa as their higher ed choice.