

## **Board for Professional and Occupational Regulation Meeting**

### **MINUTES**

The Board for Professional and Occupational Regulation met on Monday, September 17, 2007, at the Department of Professional and Occupational Regulation, 9960 Mayland Drive, Richmond, Virginia. The following members were present for all or part of the meeting:

Laurie Buchwald  
Elizabeth G. Cake  
Julie Clifford, Chair  
James Demmel  
Walter Fore  
Maxime A. Frias, Vice-Chair (arrived 10:12 a.m.)  
William Alfred Tucker

Board members Nancy Barbour and Ronald Lushbaugh were absent from the meeting.

The following staff were present for all or part of the meeting:

Jay W. DeBoer, Director  
Karen O'Neal, Deputy Director for Licensing and Regulation  
Steven L. Arthur, Deputy Director for Administration and Finance  
Mark N. Courtney, Executive Director  
Eric Olson, Executive Director  
Steven P. Jack, Assistant Attorney General  
Judy Spiller, Executive Secretary

Chair Clifford welcomed all and called the meeting to order at 10:09 a.m., noting that a quorum was present.

#### **Call to Order**

Mr. Fore moved to approve the agenda as presented. Mr. Demmel seconded the motion, which was unanimously approved by members: Buchwald, Cake, Clifford, Demmel, Fore, and Tucker.

#### **Agenda Approval**

Chair Clifford welcomed the two new Board members, Laurie Buchwald, and Elizabeth (Bet) Cake, and introduced them to the others. Ms. Buchwald is Vice-Mayor of Radford and a nurse in an OB-GYN practice. Ms. Cake worked in the Governor's office, and moved to Virginia Beach last year after getting married. She works in the corporate office of Farm Fresh. Board members and staff introduced themselves.

#### **Welcome to New Board Members and Board Counsel**

Chair Clifford welcomed Steven P. Jack, Assistant Attorney General and Board Counsel, to the meeting.

Mr. Frias arrived at 10:12 a.m.

**Arrival of  
Maxime Frias**

Mr. Demmel moved to approve the June 4, 2007, minutes as presented. Mr. Fore seconded the motion, which was unanimously approved by members: Buchwald, Cake, Clifford, Demmel, Fore, Frias, and Tucker.

**Approval of  
Minutes**

No comments were made to the Board members at this time.

**Public  
Comment**

Director DeBoer welcomed everyone to the Perimeter Center. He noted that, for the past several meetings, Board members had received updates concerning the approaching move. The Department began closing the afternoon of August 9, the office was officially closed to the public on August 10, and the move was completed over the weekend. Department staff arrived on August 13, ready to conduct business. There were a few hitches, but for the most part, the move was completed with great expediency. Several community colleges and state agencies gratefully received furniture from the Department that would not be used at the new location.

**Jay W. DeBoer,  
Director's  
Report:  
Move to  
Perimeter  
Center**

Chief Deputy Ashe remains on active duty with the JAG office of the Marines in Norfolk. His duty has been extended until late October.

**Chief Deputy  
David B. Ashe**

The Compliance and Investigations Division (CID) has completed approximately two-thirds of the new hires authorized last year. This has created a "rolling shift" of personnel in CID, with hires coming from inside the Department and also from outside. The second wave of hiring is expected to begin shortly, with another ripple effect expected.

**CID Hiring**

The Department's long-awaited software system, EAGLES, is primed to start the initial phase of planning on September 24, 2007, when the vendor will be in the Department. This is a vigorous program, similar to that used in Florida. Florida's website can be accessed by going to "My Florida License."

**EAGLES**

The Perimeter Center is part of the Deep Run Office Park and the Department's building was once the call center for Circuit City. One problem encountered by the Department is lack of sufficient signage. Henrico County has a strict sign policy, and the Department has to work with Henrico as well as the Department of General Services. Impact on customers has not been great. A small number indicate they went to the old location, but the Department worked diligently to notify customers and regulants of the move.

**Perimeter  
Center Signage**

Mr. Tucker asked that we thank Chief Deputy Ashe for his service to our country and remember the Board to his wife and anticipated new baby.

**Thanks to Chief  
Deputy Ashe**

Mr. Olson presented an introductory video of FISH to the Board. He explained that FISH training was more than just customer service – it is a step beyond to a new culture. FISH began at the Seattle Fish Market where employees used the four FISH principles of Play, Make Their Day, Be There, and Choose Your Attitude to create a different and more exuberant way of interacting with their customers. This program has been received by a number of the Department's employees.

**Agency Reports:**  
**Executive**  
**Director Eric**  
**Olson – FISH**

Mr. Fore made a motion that the Board move Item 8 on the Agenda, Other Business, ahead of the Department tour. Mr. Demmel seconded the motion, which was unanimously approved by members: Buchwald, Cake, Clifford, Demmel, Fore, Frias, and Tucker.

**Motion to Move**  
**Item 8: Other**  
**Business**

Mr. Demmel nominated Maxime Frias for Chair. A motion was made by Mr. Tucker to close nominations and was seconded by Mr. Fore; motion was unanimously approved by members: Buchwald, Cake, Clifford, Demmel, Fore, Frias, and Tucker. Mr. Frias will be the Chair for 2007-2008.

**Election of**  
**Officers**

Mr. Frias nominated James Demmel for Vice-Chair. A motion was made by Mr. Fore to close nominations and was seconded by Mr. Tucker; motion was unanimously approved by members: Buchwald, Cake, Clifford, Demmel, Fore, Frias, and Tucker. Mr. Demmel will be the Vice-Chair for 2007-2008.

Mr. Demmel moved to accept the Board meeting dates for 2008 as presented. Mr. Fore seconded the motion, which was unanimously approved by members: Buchwald, Cake, Clifford, Demmel, Fore, Frias, and Tucker.

**Set 2008**  
**Meeting Dates**

Deputy Director Arthur spoke to the Board members about the features of the Perimeter Center: computer controlled air conditioning and heating, unassigned parking, signage issues, and more security. He took Board members on a tour of the facilities including the 4<sup>th</sup> floor, where the Department is located, 2<sup>nd</sup> floor Conference Center, and the first floor.

**Deputy Director**  
**for Administra-**  
**tion and Finance**  
**Steven L.**  
**Arthur, Tour**

Mr. Courtney told the Board members that a Resolution had been prepared to thank E. Wilson Clary, Jr., for his service to the Board. Mr. Demmel made a motion to accept the resolution and its contents a part of the meeting minutes. Mr. Fore seconded the motion, which was unanimously approved by members: Buchwald, Cake, Clifford, Demmel, Fore, Frias, and Tucker.

**Resolution for**  
**E. Wilson Clary,**  
**Jr.**

The resolution follows:

## BOARD FOR PROFESSIONAL AND OCCUPATIONAL REGULATION

RESOLUTION TO

### **E. Wilson Clary, Jr.**

WHEREAS, E. Wilson Clary, Jr., did faithfully and diligently serve as a member of the Virginia Board for Professional and Occupational Regulation from 2005 to 2007;

WHEREAS, E. Wilson Clary, Jr., did devote generously of his time, talent and leadership to the Board;

WHEREAS, E. Wilson Clary, Jr., did endeavor at all times to render decisions with fairness and good judgment in the best interest of the citizens of the Commonwealth and these professions; and

WHEREAS, the Virginia Board for Professional and Occupational Regulation wishes to acknowledge its gratitude for devoted service of a person who is held in high esteem by the members of the Board and the citizens of the Commonwealth;

NOW THEREFORE BE IT RESOLVED, by the Virginia Board for Professional and Occupational Regulation this 17<sup>th</sup> day of September, 2007, that E. Wilson Clary, Jr., be given all honors and respect due him for his outstanding service to the Commonwealth and its citizens; and

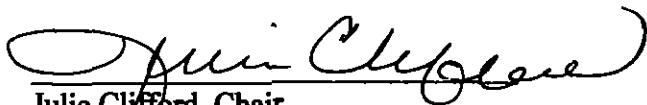
BE IT FURTHER RESOLVED, that this Resolution be presented to him and be made a part of the official minutes of the Board so that all may know of the high regard in which he is held by this Board.

Mr. Demmel moved to commend the Department's staff on the move and the great job they did. Mr. Fore seconded the motion, which which was unanimously approved by members: Buchwald, Cake, Clifford, Demmel, Fore, Frias, and Tucker.


**Commend Staff  
On Move**

Mr. Tucker moved to adjourn. Mr. Fore seconded the motion, which was unanimously approved by members: Buchwald, Cake, Clifford, Demmel, Fore, Frias, and Tucker. The meeting adjourned at 12:21 p.m.

**Adjournment**



Julie Clifford, Chair



Jay W. DeBoer, Secretary