

The Virginia 811 Dirt

WORKING AS ONE TO GET THE JOB DONE



VIRGINIA 811'S QUARTERLY NEWSLETTER | JUNE 2021



LETTER FROM THE CEO

B. Scott Crawford

Excavators, locators, members, and Virginia 811 team members can surely attest that 2021 has been very busy in the excavation world so far! The Virginia 811 team hit the ground running as early as January and, with only the slightest respite in February, we've been going strong all year. To date, ticket volume is up over the same period in 2020 by 14%. In fact, Virginia 811 witnessed its first day of receiving over 9,000 tickets in a single day in April, and we've witnessed two record weeks. We are pleased that those excavating throughout the Commonwealth are using our services to notify members and have underground utilities located and marked.

The Virginia 811 team continues to work almost entirely remotely. However, in response to the increased demand in services, Virginia 811 is fortunate to have brought back four previous team members part-time and hired five new full-time Damage Prevention Associates. Even as internet channels have increased dramatically, with Virginia 811's Single Address Ticket application witnessing a notable 47% increase over 2020, Ticket Revision Express increasing 17%, and Web Ticket Entry tickets increasing 7%, call volume also continues to rise. This will ensure our returning and new team members will find plenty of opportunities to serve those

calling in tickets.

This quarter's edition of *The Dirt* highlights several exciting initiatives that have unfolded over the past quarter of this busy year. Among other engaging content, you will learn more about how Virginia 811 celebrated April as National Safe Digging Month through its partnership with Ace Hardware and an exciting sweepstakes. The Virginia 811 Display Truck has also been traveling Virginia's roads, appearing at multiple venues. And you will also learn how our marketing team has been leaving their own marks on Virginia's roads. Between visits to fencing and landscaping companies around the state to handing out Virginia 811 promotional items and information about safe digging practices, they have been busy!

Even though Virginia 811's team remains separated due to remote work, you won't want to miss the article detailing an incredibly fun event Virginia 811 hosted for its team members and their families...all done safely and in a virtual setting.

I am particularly excited to direct your attention to three other articles that reflect Virginia 811's desire to give back and to serve its stakeholders while contributing to damage prevention. First, you will learn about Virginia 811's announcement

of a brand-new scholarship initiative that will provide financial support to children of Virginia 811's members, those locating utilities in Virginia, and Virginia professional excavators, as they pursue educational opportunities at the college level. Second, you will find out more about Virginia 811's support of an important non-profit that helps families who suffer when safety measures fail. Finally, we are happy to share the news about Virginia 811's recertification as an ISO certified business, reflecting the Notification Center's continued commitment to quality and continuous improvement.

There is a large amount of material to review in *The Dirt* this quarter – but I promise it's all exciting and informative. Thank you all for your continued efforts to stay safe.

Benjamin Scott Crawford

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SUPPORTING PARTNERS IN TIMES OF NEED

VIRGINIA 811 EARNS ISO RECERTIFICATION



Virginia 811 Giving Efforts to Construction Angels Virginia

Virginia 811 believes that corporate sponsorship of nonprofits and charitable organizations is an important responsibility for companies. By giving back to the community, companies can help support the organizations that do so much to bring positive change and help to those in need. In this spirit, companies take service to higher levels, not just serving their customers and stakeholders directly, but also providing services to those in need in their areas and beyond.

In 2021, Virginia 811 is excited to announce our corporate giving efforts will be directed to Construction Angels Virginia, a worthy organization that helps families who have lost loved ones due to accidents at construction sites. Construction Angels Virginia became a 501(c)3 in late 2019, on the eve of the Pandemic, and is spearheaded by the efforts of Vanessa Patterson, Executive Director, RAMCA; Michelle Horton, Marketing Manager, Ditch Witch of Virginia; and Tracey Lamb, Utility and Railroad



Safety Outreach, Virginia State Corporation Commission; among others. Unfortunately, the organization has already directed funds to families navigating tragedy. In fact, as early as March 2021 Vanessa recounted this story:

"An asphalt truck backed up and killed a superintendent . . . Between the two men involved, they had over 50 years of construction experience. Tragically he left behind a wife and three young adult children, including two in college. I was comforted to know I could make a difference by writing a check to the family and hopefully it will help take care of some bills or tuition expenses."

Virginia 811 is proud to support such a noble organization that actively helps families when they need it most. Virginia 811 encourages you to reflect on Construction Angels Virginia's mission and to consider donating to them as a way of helping others. Learn more by visiting their website:

www.ConstructionAngelsVA.org

For over a year Virginia 811 has continued operations outside of a specific physical location. Due to the pandemic, Virginia 811 team members have been working remotely. Throughout this period, Virginia 811 continued to serve and play a role in damage prevention by helping to protect those excavating in Virginia and the underground utilities providing access to the comforts and services needed to maintain an expected standard of living.

What does this say about Virginia 811? It strongly confirms that Virginia 811 is more than a specific geographic location. Virginia 811's dedication to service, safety, quality, and improvement allowed the Virginia 811 team to continue to serve stakeholders as they operated outside of its designated headquarters, and to embrace a series of projects that have improved operations.

Virginia 811 is proud that the culture has thrived during this time of relocation and strengthened its workforce at the same time. Company culture is something more than words can express...it's a commitment to certain values, more than policies and procedures, more than marketing brands and messaging, and more than geographic space. Culture, ultimately, is a deep-rooted connection to something that can unite a group around ideals so strong they do not need physical reinforcement. For Virginia 811, the culture is the backbone for the work it does to protect both life and property.

A reflection of this commitment to protecting life and property through service, safety, quality, and continuous improvement is its remaining ISO certified. Through ISO certification, Virginia 811 is reviewed by an external auditor annually to ensure it is meeting various international standards related to quality assurance and continuous improvement. These standards are rigorous, as they should be in relation to the important work the Virginia 811 team performs.

Every three years Virginia 811 has a re-certification audit that is even more rigorous. From May 4 through May 7, Virginia 811 went through this tri-annual recertification audit. The audit was conducted exclusively through virtual meetings and covered a

period when Virginia 811 was functioning remotely for the first time in its existence. It confirmed, once again, that Virginia 811 is more than a specific space. The external auditor was highly complimentary of all that Virginia 811 is doing. The auditor noted the success in advancing a culture of continuous improvement and quality assurance through a host of efforts that reinforce high levels of both safety and service. The auditor has now recommended Virginia 811 to be recertified to ISO 9001:2015 international standard.

This successful audit is clearly a reflection of a culture that has been able to endure significant changes and redefine life outside of defined walls. It is a reminder that company culture is not so much about space as it is about individual actions and ideals to which a group is committed.

An employee who played an important role in Virginia 811's recent ISO recertification is Kari Harris, Virginia 811's Head of ISO Compliance and Executive Administration. Kari demonstrated exceptional leadership helping Virginia 811 prepare for the external audit and working directly with the external auditor to ensure everything went smoothly in a unique and virtual environment.

It is rare however, that one person carries all the weight, but rather the weight is carried by a larger team effort. This is the case with Virginia 811. Also playing an essential leadership role in the audit was Kenny Spade, Manager of Data Analytics and QA/QC and Janie Shepard, Senior Damage Prevention Specialist/Internal ISO Auditor. With their support throughout the year, Virginia 811 holds bimonthly Management Review sessions, conducts and analyzes internal audits, and provides opportunities for a wider team to review tickets to identify ways in which overall quality can be continuously improved.

While not entirely the defining force of Virginia 811, ISO and its related standards are an important part of its culture as ISO aligns with quality and continuous improvement. Only through quality and continuous improvement can Virginia 811 attain its vision related to safety and service.



VIRGINIA 811

SCHOLARSHIP PROGRAM

Virginia 811 Launches New Scholarship Program for High School Seniors

To celebrate National Safe Digging Month, and to give back to those who work alongside Virginia 811 in its effort to reduce damages across the Commonwealth, Virginia 811 launched a brand-new scholarship program. The program awards two, one-year, \$1,500 college scholarships to eligible seniors who

as a Professional Excavator in Virginia whose company has successfully set up a Web Ticket Entry Account with Virginia 811. Candidates should plan to attend a Virginia community college, accredited trade school, or a four year, accredited, college or university in the fall following their high school graduation.

The Virginia 811 Scholarship is Open To High School Seniors Planning to Attend an Accredited:

- Virginia Community College
- Four Year College or University
- Trade School

are planning to either major in and/or plan to pursue a career that aligns with the mission of Virginia 811 and will help contribute to underground utility damage prevention.

To be eligible, seniors must have a current GPA of 3.5 or higher. They must also have at least one parent or legal guardian who works full or part-time at a Virginia 811 Member Utility, as a Utility Locator locating utilities in Virginia, or

“Virginia 811 is excited to help successful candidates pursue additional learning opportunities at the college level, explains Scott Crawford, President & CEO of Virginia 811. “Virginia 811’s ‘passion to serve and dedication to safety’ means that we embrace a continuous improvement culture. Central to continuous improvement is continuous learning. Through learning, both formal and

informal, team members can identify new and better strategies to serve stakeholders and to help with safety at excavation sites. In this spirit, Virginia 811 wants to serve the students of key stakeholders by helping them realize their own potential through higher education.”

A committee is currently in the process of reviewing all applications and winners will be announced in early summer.

The deadline to apply is June 30th. For further information on the scholarship program and criteria, please contact:

Steve Light
Head of Stakeholder Engagement
Email: SLight@va811.com



TO APPLY GO TO:

VA811.com/Scholarship-Program/

WELLNESS COMMITTEE



News from the 1st & 2nd Quarter 2021

The first two quarters of 2021 have been full and busy times for team members, but they have been able to take advantage of participating in challenges through the IncentFit app!



The IncentFit app challenges included:

- Step into the New Year
- Sleep Well, Stay Healthy
- Social Distancing but Stepping Together!
- Mind Over Matter
- Step into Spring
- Adventure through April Steps Challenge
- Simple Steps Challenge

Additionally, during this time period, the Wellness Committee elected Christy Hale as the Committee Co-Chair, serving with Marcy Carroll. They also reminded team members that April is National Financial Literacy Month. Tools and resources were sent out to the team to learn about various topics like home ownership, investing, managing money, retirement, health and benefits, and more!

GOLDEN SHOVEL AWARD WINNER

Anna Holtz



Virginia 811 2021 Employee of the 1st Quarter and Golden Shovel Award Recipient. Anna has been with Virginia 811 since 2013 and works as a Quality Coordinator.



The person(s) nominating Anna stated:

“Despite the workload of everyone in Web Ticket Entry, Anna has never let on that it’s too much to handle! I have yet to see a change in her cooperative attitude, even during these changing times. She always finds time to help me if I have questions about Web Tickets or their audits, and even helps with things that are not in her current department. Her willingness to help, train and educate others is impressive. I had a question recently that related to Help Desk and, while she was obviously busy with her own workload, she was willing to take the time to help me. I’m honored to work with someone like her and I’m glad to know her! I believe Anna truly has what’s best for Virginia 811 at heart and will continue to do great things here.”

“ I believe that [Anna] truly has what is best for the company at heart and will continue to do great things here. ”

HAPPY ANNIVERSARY

Team Members Celebrate Their Service to Virginia 811 This Quarter

Happy Anniversary to the employees who are celebrating their years of service with Virginia 811 this quarter. They bring a combined 300 years of experience to the Virginia 811 team! Loyal and dedicated team members are the foundation to any successful company. Virginia 811 would like to thank the following team members for their contribution to its success.

-
- | | |
|---|---|
| Marcy Carroll
4/8/2002 19 Years of Service | Kari Harris
5/20/2002 19 Years of Service |
| Susan Painter
4/8/2002 19 Years of Service | Brenda Matheny
6/3/2002 19 Years of Service |
| Christy Penn-Hale
4/15/2002 19 Years of Service | Lori Saunders
6/3/2002 19 Years of Service |
| Dina Kimball
4/15/2002 19 Years of Service | Marcia Hill
6/10/2002 19 Years of Service |
| Dorothy Smith
4/15/2002 19 Years of Service | Missy Montaigne
5/27/2003 18 Years of Service |
| Cookie Rader
4/22/2002 19 Years of Service | Lisa Davis
6/29/2015 6 Years of Service |
| Diana Stokes
4/22/2002 19 Years of Service | Maya Lane
6/29/2015 6 Years of Service |
| Vicki Settle
4/22/2002 19 Years of Service | Jaime Norris
5/30/2018 3 Years of Service |
| Heather Minnix
5/13/2002 19 Years of Service | Natalie Soucie
4/30/2020 1 Year of Service |
| Alice Miller
5/20/2002 19 Years of Service | |

ACE YOUR OUTDOOR SPACE SWEEPSTAKES

VIRGINIA 811 & ACE HARDWARE PARTNER TOGETHER IN APRIL FOR SAFE DIGGING MONTH

Virginia 811 approached Ace Hardware at the beginning of the year about partnering during the month of April for National Safe Digging Month. The idea centered around building a sweepstakes that could target homeowners who were thinking of digging in the springtime. The aim was to build awareness around safe digging and generate excitement with a solid giveaway. In a short period of time, approximately one third of all Ace Hardware stores in Virginia agreed to partner with Virginia 811 and had signage up in their stores.

On April 1st, the sweepstakes "Ace Your Outdoor Space Sweepstakes" was launched. A landing page on the Virginia 811 website was created, complete with graphics, entry form, and legal guidelines.

Four winners were selected in a random drawing for a \$1,000 Ace Hardware Gift Card. Congratulations to the lucky winners:

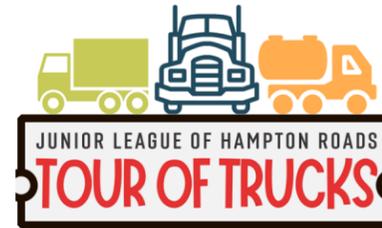
- Gregory Cisler - Culpeper VA
- Peter Kapsidelis - Falls Church VA
- Marcia Oubre - Virginia Beach VA
- Vallie Ducharme - Fairfax VA

Virginia 811's goal for the future is to continue this campaign annually each April, increase the number of participating Virginia Ace Hardware stores, and increase the number of homeowners who enter the sweepstakes.

They also plan to work with Ace Hardware later this year (2021) during their 2022 annual marketing budget meeting to propose additional ways for Ace Hardware to partner with other campaigns that promote the safe digging message to Virginians.

They express their thanks to Ace Hardware to have worked with a company who, like Virginia 811, met the criteria of feeling local in Virginia, and had a reputation of giving back to the communities they serve.

VIRGINIA 811 SPONSORS FAMILY FRIENDLY EVENT FOR A SOCIALLY DISTANCED WORLD



On April 18th, Virginia 811 teamed up with the Junior League of Hampton Roads (JLHR) as a community partner to sponsor their drive-thru "Tour of Trucks" event.

"Touch a Truck" is an annual event for the JLHR. But this year, the JLHR took the "touch" out of their usual "Touch A Truck" event and carried on by making it socially distanced with "Tour of Trucks".

Tour of Trucks is a unique event that allows children to see, explore, and learn more about their favorite big trucks and heavy machinery. Vehicles on display include excavators, tractors,

backhoes, emergency responders, tractor-trailers, and utility trucks.

Thank you to the JLHR for changing this into a community event that everyone could enjoy in a socially distanced world. It especially meant a lot to the little ones to continue with this family-friendly annual event!



Virginia 811 was a natural partner for this contest, since several of the businesses that contestants could use their gift card towards involve some type of digging, including outdoor power equipment, sewer and drain work, and lawn care. Each time the contest was mentioned on air, a mention was included of the importance of contacting Virginia 811 before starting any digging project and to always "Dig with CARE".

Virginia 811 Hits the Air Waves to Spread the Dig with CARE Message

Virginia 811 and FM99/106.9 The Fox partnered together recently for a fun contest called, ROCK YOUR HOUSE!

The contest, which was presented by Virginia 811 throughout the Hampton Roads area, encouraged listeners to enter to win a \$1,500 gift card that would go towards improving their home.



Eastern Region Marketing Liaison, Nikki Turpin dropping off a basket full of Virginia 811 swag for the 'Rock Your House' winner.

ACE YOUR OUTDOOR SPACE SWEEPSTAKES

CAMPAIGN OVERVIEW:

Virginia 811 partnered with 20 Virginia Ace Hardware stores in the month of April during National Safe Digging Month. We launched our sweepstakes "Ace Your Outdoor Space" with a partner who, like Virginia 811, met the criteria of feeling local in Virginia and had a reputation of giving back to the communities they serve. In a short period of time, approximately one third of all Ace Hardware stores in Virginia agreed to partner with us.

CAMPAIGN FULFILLMENT HIGHLIGHTS:

- In-store Signage (2 per store)
- Digital Campaign Spots (10/15 Second) Cox Cable
- Branded Campaign Social Media Posts
- Virginia 811 Press Release
- Virginia 811 LED Display Truck Ace Hardware Visits
- Virginia 811 Home Page Link & Sweepstakes Landing Page

CAMPAIGN OVERVIEW

ACE YOUR OUTDOOR SPACE SWEEPSTAKES

ENTER NOW FOR YOUR CHANCE TO WIN A \$1000 ACE HARDWARE GIFT CARD

SPONSORED BY: **va811.com**

Sweepstakes Runs **APRIL 1-30**

To Enter Go To: **VA811.com/April-Sweepstakes/**

VIRGINIA 811 HOME PAGE LINK + SWEEPSTAKES LANDING PAGE

ACE YOUR OUTDOOR SPACE SWEEPSTAKES

APRIL 1-30

Enter Now For Your Chance To Win A \$1000 ACE HARDWARE GIFT CARD

APRIL IS SAFE DIGGING MONTH

If it calls for digging, it calls for 811.com

IN-STORE COUNTER DISPLAYS

ACE YOUR OUTDOOR SPACE SWEEPSTAKES

PRESS RELEASE

ACE HARDWARE DISPLAY TRUCK TOUR

ACE YOUR OUTDOOR SPACE SWEEPSTAKES

SOCIAL MEDIA

ENTRY RESPONSE BY PLATFORM

40% VIRGINIA 811 WEBSITE	1% DIGITAL ADS	5% IN-STORE SIGNAGE	4% ONLINE	5% OTHER
39% SOCIAL MEDIA				

VIRGINIA TECH CMDA PROJECT COMES TO A CLOSE

Virginia 811 Moves Closer To New Program Designed To Assist In Auditing Tickets Via A Machine Learning Algorithm



In the last issue of *The Dirt*, Virginia 811 announced their partnership with Virginia Tech (VT) as capstone sponsors for the Computational Modeling & Data Analytics (CMDA) program.

The CMDA program focuses on mathematics, statistics, and computer science. CMDA Capstone students spend a semester working on a real-life project with industry partners during their senior year, while industry partners act as mentors along the way.

This capstone project has now concluded, and Virginia 811 will soon move into the testing phase. What happens during the testing phase? Virginia 811 will implement a new program that's designed to assist in auditing tickets via a machine learning algorithm.

Virginia 811 would like to give special thanks to team members Chris Hull, Qizhe Sun, Ryan Weiss, and Weiqi Sun for their hard work and dedication to this project. The team worked closely with Kenny Spade, Manager of Data Analytics & QA/QC, and Rob Hogan, Senior Systems Administrator, to develop the new application that will give Virginia 811 the ability to audit 100% of Web Ticket Entry (WTE) tickets via the machine learning model.

Congratulations to Chris, Qizhe, Ryan, and Weiqi for a job well done at Virginia Tech and on this special project. Virginia 811 wishes them good luck as they graduate and move into well-deserved careers in data analytics.



REGIONAL MARKETING LIAISONS HIT THE ROAD

Team Visits Fencing & Landscaping Companies Around Virginia to Celebrate National Safe Digging Month

THANK YOU FOR KEEPING VIRGINIA SAFE!



In celebration of National Safe Digging Month, Virginia 811 Regional Marketing Liaisons hit the road – seeking out fencing and landscaping companies in their region to drop in, say hello, and give out some Virginia 811 swag. Each Liaison was also armed with brochures, offering pertinent information that encourages and reminds these companies of the importance of contacting 811 before they start their projects. When stopping by – they posed for photos that were shared on social media. Marketing Liaisons reported being met with lots of friendly faces, appreciation for their damage prevention efforts, and much praise for our Damage Prevention Specialist who they say provide exceptional service.

Ticket data over the last year indicates that fence work throughout the Commonwealth is up! Anecdotal evidence suggests that

the “COVID Puppy” syndrome may be real as families found the need for new fences to help protect their furry additions to their families. With so much fence and landscape work occurring, it became obvious that our friends helping to beautify family yards and protect new puppies would be receptive to information that ensures they remain protected as they carry out their work.

Many more events and strategies will be utilized throughout the year to help spread the word on the importance of always contacting Virginia 811 before you dig. Virginia 811 appreciates all damage prevention efforts from its members and partners that share a relentless pursuit of protecting life and property while mitigating the risk of accidents at excavation sites statewide.



Buzz4Good Episode
Airs On Blue Ridge PBS

In January Virginia 811 teamed up with Buzz4Good, a show based in the Roanoke Valley that highlights non-profits and the amazing work they do.

The host of Buzz4Good, Michael Hemphill, made an exception for Virginia 811 as a not-for-profit. Along with some of their stakeholders, he shared Virginia 811's mission and promoted their important message about damage prevention.

The show, which aired April 14, 2021 on Blue Ridge PBS, featured damage prevention stories with contributions from Virginia 811 team members and from co-sponsors of the segment American Electric Power, Atmos Energy, Columbia Gas of Virginia, and Ditch Witch of Virginia. A huge thank you to these wonderful partners in damage prevention!



CHALLENGING CONVENTIONAL NORMS

2021 Brings Big Changes to Training and Talent Acquisition for Virginia 811

Over the past nineteen years, Virginia 811's Damage Prevention Specialist (DPS) new hire training program has evolved as business needs changed. Each class has a unique legacy. For example, there was the first class ever trained in April of 2002, there was the first class trained to use Newtin Ticket Entry which replaced OCARS in 2006. And then, when Newtin ticket entry was updated to H5 Ticket Entry in 2015, Virginia 811 simultaneously trained new and existing team members to use H5 ticket entry, making it one of the most memorable classes in the company's history.

Now, with the onset of COVID-19 and the decision to transition all Virginia 811 team members to a remote work environment, the Class of 2021 is the first class to participate in virtual training. The training program easily transitioned from a classroom setting to a virtual platform without any disruption in learning thanks to the Zoom and Teams software platforms. New team members are reportedly feeling confident with their skills and training, and are settling in nicely in their home work environments.

As another first, virtual interviewing and training along with the ability to work from home allowed



Virtual Damage Prevention Associate Training with Susan Painter

Virginia 811 to expand its search for new talent to other parts of the state. Having team members working outside the immediate Roanoke area has also enhanced its disaster recovery plan. In the event of severe weather or internet outages in the Roanoke area, the Center is better positioned to rely on team members who are spread out throughout the state to take care of its customers.

The newest team members may have not had the same training experience as their predecessors, and there may have been a lot less chocolate handed out, but Virginia 811 is confident they fully understand that they are now a part of a company that no matter what changes take place, one thing will always remain the same: its team members will always have a passion to serve, and a dedication to safety.



VIRGINIA 811 ACADEMY EN ESPAÑOL

Increasing Reach and Training Support through Bilingual Academy Training

Virginia 811 continues to work with their partners to make sure they get the training they need in Spanish and English language alike. To date, Virginia 811 team members have designed a variety of online training courses that give users the ability to train and enhance their Web Ticket Entry (WTE) skills at their own pace.

Most recently, Virginia 811 added an **Español** navigational tab on the Academy website which is dedicated exclusively to the Spanish speaking community. The Academy's Basic WTE user guide

now includes the Re-mark and Update self-guided courses in Spanish, including all applicable quizzes, certification, and courses. In the coming months, Virginia 811 is working to have all of their videos and training resources translated into Spanish. Be sure to check the site frequently for these upcoming additions.

Visit the Virginia 811 Academy site here:
Academy.VA811.com

Visite la Academia de Virginia 811 aquí:
Academy.VA811.com



COOKING WITH CHEF T

Team Members Create their Own Hell's Kitchen Experience in Virtual Cooking Class with Celebrity Chef



Chef T

While COVID-19 restrictions continue to keep Virginia 811 team members apart, the need to socialize and catch-up with fellow co-workers remains vitally important. In an effort to find a unique and fun way to be together while apart, the idea of hosting a virtual cooking class with Chef T began to take shape.

Who is Chef T? Torrence "T" Gregoire began her culinary journey in the Caribbean with stops all over the United States, including two stints on Fox television's "Hell's Kitchen," where she was a fan favorite contestant on seasons 14 and 18. She recently opened a restaurant called Ina & Forbes at the Western Front Hotel in St. Paul, Virginia. Chef T often hosts cooking classes for companies like Virginia 811 and was excited when asked to cook with Virginia 811 team members.

On Tuesday, April 27th over 30 Virginia 811 team participants donned their aprons with family members, prepared their kitchens, and logged into their computers to cook with Chef T. She offered step-by-step instructions on how to cook up a delicious Mother's Day meal including a "Fruit Punch" cocktail, chimichurri pork chops, and potato croquettes.

The hour and a half class kept participants on their toes! Many ran all over their kitchens trying to keep up with Chef T's culinary tasks. Participants posted questions while cooking to ensure the perfect outcome... an edible and delicious Mother's Day meal. It is obvious why Chef T was a fan favorite on Hell's Kitchen. She was personable, funny, and made sure everyone who had questions got answers. She even offered substitutions for those with dietary restrictions and peppered in some valuable pro tips as well. To top off the evening, participants received a signed copy of her latest cookbook, *Paradigm, A Macro Manifesto to Food*.

Despite a kitchen calamity or two (several small grease fires were reported!), team members enjoyed their cooking experience and didn't skip a beat even though the cooking experience was a virtual one. From the looks of the team's food photos, Virginia 811 is a culinary bunch! Chef T successfully created a warm atmosphere where the team learned to look at cooking and food in a new and exciting way. And no one seemed to mind the extra time in front of their computers.

