



The Facilitator

April 2005

Make sure you take advantage of the **FREE FM Audio Seminars** provided monthly. It takes about two hours of your day once a month and is a great opportunity to network with your fellow IFMA members and share tips and tricks on the presentation topic.

Information on upcoming seminars is available on the IFMA web site. Just look on the calendar and don't forget to sign up online.

P.S. It's FREE!!

Kansas City Chapter of International Facility Management Association

New Member Luncheon Hosts Future Leaders

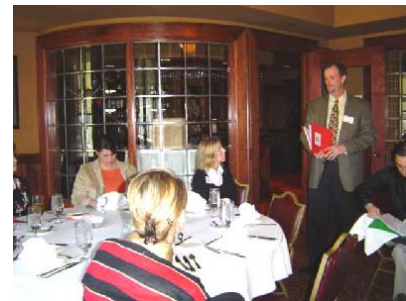
On Wednesday, March 2, 2005 the Chapter hosted another successful New Member Lunch at Pierponts in Union Station. In order to allow new members the opportunity to ask questions and become more familiar with the leadership of the Chapter, the Board of Directors has been hosting lunches for our new members for several years. Wednesday's lunch was received well by the new members, as they were able to discuss issues with the Board members and set their sights on becoming active in Chapter activities. New members in attendance were Sandra Smith, Debbie Deason (also our new Treasurer), Joni Clark, Louie DiMiceli, Michael Bleich, and Olivia Lewis. We would like to WELCOME these new members to our Chapter, and we look forward to great things from them as they become the future leaders of our organization.



New Members (left to right):
Debbie Deason, Michael Bleich,
Olivia Lewis, Sandra Smith, Joni
Clark, and Louie DiMiceli

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April Program Preview—Securing “Your” Homeland

By Sandy Hicks

Public agencies across the Kansas City area are working together to improve security and improve response capabilities to address natural disasters and intentional acts of terrorism. Marlene Nagel, Community Development Director for the Mid-America Regional Council (MARC), will share information on regional homeland security efforts and explain why Kansas City is regarded as one of the best examples in the nation of cooperation among emergency response agencies. MARC is the Kansas City area’s association of city and county governments, and is supporting public officials and emergency response agencies to enhance regional capabilities. Background information about MARC and its efforts in emergency services is available at www.marc.org.

Date: April 19, 2005
Time: 11:30 a.m.—1:00 p.m.
Location: Kauffman Foundation
 4801 Rockhill Rd., Troost Room
 Kansas City, MO 64110
Cost: Online payment before April 17 - \$15 members; \$20 non-members
 At the door - \$20 members; \$25 non-members
 Please register no later than 6 p.m. Sunday, 4/17, to avoid the \$5 late fee.
Parking: Free parking provided at the Kauffman Legacy Park

IFMA Contacts: Sandy Hicks, 816-395-2400 or Jackie Johnson, 913-227-7763

When canceling your reservation, please do so by 4/17 to avoid charges.

Good News



Congratulations . . . to
Olivia M. Lewis, CFM
 Facilities Planner and
 Project Coordinator
 Johnson County Facilities
 Management
our Chapter’s newest CFM!

March Program Review—Garmin Tour

By Lona Alexander

GPS – It doesn't stand for Garmin Products and Services, but rather, Global Position Satellite which defines the basic technology for Garmin's outstanding success in the Navigation & Communication information products industry!

Garmin, located in Olathe, Kansas, graciously hosted our March 15th luncheon in their state-of-the-art 200+ capacity auditorium. This auditorium is housed within the newest building on the Garmin campus, referred to as "The Tower". Mark Stubbolo, coordinator of the program, began by introducing Garmin's CFO, Kevin Rauckman, who provided us with an overview of Garmin and a break-down of the new construction and the facility we were about to tour. We then broke out in tour groups, which were led by key members of the design and construction effort: Ron Millare of Turner Construction, Pat Duff with PJV Architects, Mark Huber with Turner Construction and Kevin Rauckman, CFO, Garmin.



Garmin is a 15-year old company that went public in December of 2004. Garmin products provide global support of navigation and communication information through GPS (Global Position Satellite) in the following categories: Marine, aviation, and outdoor recreation. Garmin employs roughly 1,000 folks in the Kansas City area with other facilities located in the UK and Taiwan. We were here to tour its newest addition to the Olathe campus, "The Tower". This addition houses primarily engineering R&D and technical services, as well as providing expansion for several hundred more employees. Garmin's campus encompasses approximately 90 acres. With the addition of phase three, they have utilized roughly 45 acres. The square footage breakdown of the new construction is as follows: 140,000 square feet of expanded warehouse, 337,000 square feet of parking garage, and the 450,000 square foot office tower. As a group, we toured three floors of the new eight-story building. Just a couple of the focal points included the intriguing serpentine design of the new



building's entire southern exterior and of the beautiful, yet unfinished, courtyard. It was described by our tour guide as a tribute to one of the original founders of

Garmin, Min Kao. This area will be developed into a relaxing commons area for all employees to enjoy with tranquil waterfalls and fish ponds. As a side note, the name of the company comes from the two founding partners' names: GARY Burrell and MIN Kao . . .GAR-MIN.

The attendance for this program was tremendous with almost 100 IFMA members and guests. The program committee thanks Garmin for opening its doors and sharing this fabulous construction project with other facility managers and allied members of the Greater Kansas City IFMA Chapter. What an awesome opportunity.



Be sure to stay in touch with the IFMA web page and newsletter for the upcoming monthly luncheons. You don't want to miss out!

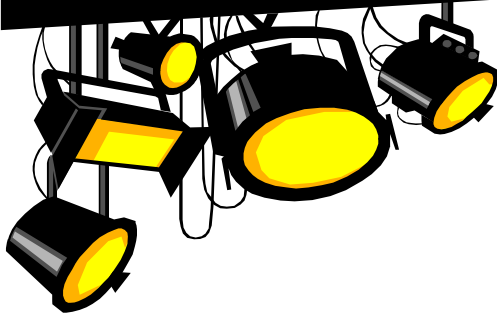
Coming in May . . .

Labor Relations - Do you know all the facts?

Mr. Steve Schuster has been practicing labor law for 20 years. He comes with a wealth of knowledge and experiences about labor relations and law. This is not a pro- or anti-union discussion, but a discussion to help us understand national labor laws and eliminate misunderstanding of these laws. We will discuss Right to Work issues; Prevailing Wage definitions; Merit verses Closed Shops and many other labor concepts.

Watch for more information on the upcoming May meeting.

FOCUS FEATURE



Spring has arrived, and with it, in the Midwest, Tornado Season! This article, pulled from the federal Office of Personnel Management website <http://www.opm.gov/emergency/PDF/NationalFamilyGuide.pdf>) provides some suggestions on how to prepare for emergencies.

During an emergency your family may have little or no time to plan what to do next. It is necessary for you to learn about the things you can do to be prepared before an emergency occurs. Two actions that will help you do this are to develop an emergency plan, and prepare an "Emergency Go Kit."

Create an Emergency Plan

Part of creating your household emergency plan is to learn about the types of emergencies that may affect your community, how you'll be notified of an event, and plans that may already be in place to deal with these events. Determine if your community has a warning system-via televisions, radio, or another signal-recognize what it sounds like and what to do when you hear it. Emergencies may strike when your family members are away from home, so find out about plans at your workplace, school, or anywhere else you and your family spend time. Steps to take in creating a household emergency plan include:

1. Meeting with household members and discuss the dangers of possible emergency events, including fire, severe weather, hazardous spills, and terrorism.
2. Discussing how you and your family will respond to each possible emergency.
3. Discussing what to do in case of power outages or personal injuries.
4. Drawing a floor plan of your home. Mark two escape routes from each room.
5. Teaching adults how to turn off the water, gas, and electricity at main switches. *If for any reason you do turn off natural gas service to your home, call your gas utility company to restore service.

DO NOT ATTEMPT TO RESTORE GAS SERVICE YOURSELF.

6. Posting emergency contact numbers near all telephones, and pre-program emergency numbers into phones with autodial capabilities.
7. Teaching children how and when to dial 911 to get emergency assistance.
8. Teaching children how to make long-distance telephone calls and/or to use a cell phone.
9. Choosing a friend or relative that all family members will call if separated (it is often easier to call out-of-state during an emergency than within the affected areas).
10. Instructing household members to turn on the radio for emergency information.
11. Pick two meeting places:
 - A place near your home
 - A place outside your neighborhood in case you cannot return home after an emergency.
12. Taking a Basic First Aid and CPR Class. Contact American Red Cross for more info.
13. Keeping family records in a waterproof and fireproof safe. Inexpensive models can be purchased at most hardware stores.

Prepare an Emergency Go Kit

Often during an emergency, electricity, water, heat, air conditioning, or telephone service may not work. Preparing an Emergency Go Kit ahead of time can save precious time in the event you must evacuate or go without electricity, heat, or water for an extended period of time. You should consider including the following items in an Emergency Go Kit:



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PRESIDENT'S PODIUM

Hello All,

Wow! Thank you to so many for attending the recent Garmin Tour, and for inviting so many guests, too. It was a beautiful day with a wonderful turnout. The day before the tour, starting first thing in the morning, I began receiving calls from concerned Board members saying “the catering order has already been placed, yet people are still signing-up!!” At 9:00 a.m., we had about 90 registered. At 10:00 a.m.: 100. At Noon: 105. I told our Treasurer (who cuts the check for our caterer) that I would be sure to encourage everyone in the future to please sign up further in advance. But WOW!!, what a great problem to have—an unexpectedly high turnout!!! Many thanks go to the Programs Committee for putting together such a popular event, and thanks again to all who attended and brought guests.

A lot has been happening this month. Two great ideas already coming to fruition from our recent Visioning Session include the creation of two new Board positions. I would like to announce that Linda DeTienne will be joining the Board as our Professional Development Chair. Linda is incredibly enthusiastic about the benefits and rewards that the CFM certification and the FMP designation have brought, and will continue to bring to our profession. It was decided that her participation on the Board would be of benefit to our entire membership. I would also like to announce that Peggy Hopkins will be joining the Board as our new Fun(d) Raising Chair. (Actually the chair name is still being debated). Peggy and I were noting that our Chapter could stand to have a little more fun--and camaraderie. Please stay tuned for upcoming social events for the purpose of raising fun and maybe a little funds, too.

Also, something many have been working very hard on recently is our new website. It is almost ready to be released! You will see a new graphic look, including an updated KC IFMA Bartle Hall skyline/sculpture logo and a newly

arranged website navigation. However, most impressive is the back-of-house functionality, which will accurately tabulate meeting and event attendance, provide smarter online credit card ordering and processing, and online name-tag order and delivery — all of which will ultimately provide better communication and dialog within our membership. So, please visit www.kcifma.com often. There just might be something special for the first person (or persons) who stop by.

So, some big things are already happening! Three cheers for these encouraging improvements to our professional life, personal life and communication.

Thanks everyone!
Brittany



*Brittany Gamble,
Chapter President*



CFMs Know—Do You?

Which is generally not covered in a Cost Plus (GMP) construction contract?

- A. Change orders generated by the owner
- B. Re-work required by regulatory inspectors
- C. Changes in the scope of work
- D. Errors and omissions of the architect/engineer

The answer can be found on page 12.

INTERNATIONAL NEWS

Spring Symposium

Astor Crown Plaza Hotel
New Orleans, LA
May 13-16, 2005

IFMA's Spring Symposium is the can't-miss event if you want to further your FM education in 2005! FMP candidates have the opportunity to fulfill areas 1-4 during this event, including the introductory *Business of FM* course and the new *Technology* competency course.

For CFM candidates, the *CFM Exam Review* will be offered May 15-16 in addition to the courses that will assist you in filling your education gaps before taking the exam. If you are already certified, earn CFM/FMP maintenance points, or earn CEUs toward other designations in related fields! For more information on the course offerings and to register today, visit www.ifma.org/profdev/symposium/index.cfm today!

Save With Your IFMA Membership

IFMA members can now enjoy exclusive member discounts on shipping from DHL, Yellow, Menlo Worldwide and Roadway Express. Save up to 25% on DHL Next Day, 2nd day, ground services and international service to more than 220 countries with guaranteed on-time delivery. [Click here](#) or call 1-800-Members and mention IFMA or code #1558.

IFMA offers members these great savings as a benefit of membership but does not endorse any particular company or service.

New IFMA Task Force

Later this month, a new IFMA task force will survey Lifetime Members, Retired Members and members 60 years and older to gauge their interest in forming a Retired Members Program. Late last year, IFMA's Board of Directors created a Retired Members Task Force to evaluate the need for a retiree program that would actively engage retired members and provide opportunities for participation within respective IFMA locations. Retired Members Program content would focus on achieving strategic goals in IFMA's Strategic Plan and Balanced Scorecard. Objective 9 of the scorecard mandates that members "Foster a supportive environment that embraces staff and volunteer growth and development." Serving on the new IFMA task force are Frank J. Baca; George Graves, IFMA Fellow; James M. Hickey, CFM, IFMA Fellow; Maury Keiser, CFM, IFMA Fellow; Guy Ott, CFM; Linda Pate; Sheila M. Sheridan, CFM, CFMJ, CPM; M.A. (Peggy) Williams; and Ronald K. Zardus. We welcome your comments on this new endeavor.

World Workplace 2005 Online Registration is Open

Pennsylvania Convention Center
Philadelphia, PA
Oct. 23-25, 2005

Register now to join the celebration of IFMA's silver anniversary in historic Philadelphia! Don't wait to secure your place at the foremost educational, networking and purchasing event in the industry. Attend educational sessions, discuss best practices with industry peers and experts, and preview the latest in FM products and services.

With several registration options to choose from, you can attend one day, two days, or take advantage of the full three-day World Workplace experience.

For more information on registration options, exhibiting or sponsoring, visit www.worldworkplace.org or call 713-623-4362 today!

Membership Campaign Update

IFMA members brought in more than 750 prospects in the Membership Campaign that kicked off last December! A first e-mail recruitment effort was distributed in February to these prospects and the response has been very positive. Recruitment efforts to this list will continue through April. The chapter and council contest will end April 30. The chapter and the council with the best net membership growth January - April will each win a World Workplace registration! So please keep recruiting!

INTERNATIONAL NEWS, *cont'd.*

IFMA Newsreel - The origins of IFMA

Prior to IFMA's founding, inconsistent job titles and descriptions meant that the average facility manager and the general public may not have viewed facility management as a real profession. Office environments were on the verge of change, and there was no association that addressed facility management needs. In December 1978, facility management came one step closer to being a recognized profession when Robert Probst of Herman Miller Research Corp. hosted a conference entitled "Facility Influence on Productivity" at Herman Miller's Merigold Lodge in Holland, Mich. Probst's goals for the meeting were to bring like-minded facility practitioners together and to establish the Facility Management Institute as an educational and research subsidiary of Herman Miller. During this conference three important figures were introduced: George Graves, who would become IFMA's first president; Charles Hitch, then with the Manufacturers Bank of Detroit; and Dave Armstrong, a professor at Michigan State University who would eventually head FMI. Nearly a year later, Graves and Hitch hosted a conference for facility management professionals at the Renaissance Center in Detroit, Mich., USA. Despite hopes that this meeting would lead to the foundation of a private-sector organization dedicated to facility management, the conference adjourned with nothing settled. "I think the organization didn't materialize in Detroit because we didn't have the groundwork laid for it," Graves said. "All we did was get together and talk about it. No concrete steps were taken though everyone there was in favor of it." Progress finally was made in May 1980, when Graves hosted a two-day meeting at Two Houston Center in Houston, TX to develop the framework for a facility management association. By the end of that meeting, a new organization - the National Facility Management Association - had a constitution and bylaws, temporary offices and an expansion plan. In the following months, Graves served as president, Hitch as vice-president, Bill Back as secretary and Charles White of Houston Natural Gas as treasurer. According to Back and Graves, the best was yet to come. Shortly after the 1981 convention, Jim Chambers and a group of Canadian facility professionals joined the Association, and the name was changed to what we know today as the International Facility Management Association.

Continued from page 4

1. At least a 3-day supply of water (1 gallon per person per day). Store water in sealed, unbreakable containers. Replace every 6 months.
2. A 3-to 5-day supply of non-perishable packaged or canned food and a non-electric can opener.
3. A change of clothing, rain gear, and sturdy shoes.
4. Blankets, bedding, or sleeping bags.
5. A first aid kit and prescription medications (be sure to check the expiration dates).
6. An extra pair of glasses or contact lenses and solution (be sure to check the expiration dates).
7. A list of family physicians, important medical information, and the style and serial number of medical devices such as pacemakers.
8. Special items for infants, the elderly, or family members with disabilities.
9. A battery-powered radio, flashlight, and plenty of extra batteries.
10. Identification, credit cards, cash, and photocopies of important family documents including home insurance information.
11. An extra set of car and house keys.
12. Tools such as screwdrivers, cutters, and scissors, duct tape, waterproof matches, a fire extinguisher, flares, plastic storage containers, needle and thread, pen and paper, a compass, garbage bags, and regular household bleach.



LEADERSHIP CORNER

This recipe was provided by Kahler Slater, a Milwaukee architectural firm that presented at World Workplace in 2004. Kahler Slater was named among the top 25 Best Small Companies to Work for in America through the Society for Human Resource Management (SHRM).

Grassroots Leadership Recipe for Success

1 cup Empathy	2 Tbsp Facilitated discussion
1 cup Compassion	Pinch Humbleness
2 cups Listening	3 Tbsp Clear direction
2 Tbsp Open communication	



Directions:

In a large pot, blend together empathy and compassion. Gently stir in listening and bring to a rolling boil. Add open communication, facilitated discussion, and humbleness to the mixture. Reduce heat and gently simmer forever, stirring occasionally to avoid lumps. Finish with clear direction and garnish with admitting mistakes.

Serve immediately and enjoy!

KC IFMA GOLF OUTING 2005

It's time to dust off those clubs and start thinking about the 2005 IFMA Golf Outing! This year the golf outing is scheduled for Thursday, June 2nd, and will again be held at The Painted Hills Golf Course at 7101 Parallel, Kansas City, KS. Registration forms will be e-mailed to all KCIFMA members in the near future or you can register and pay your fees directly from our Chapter website, www.kcifma.com.

The cost of the tournament is as follows:

- Individual Golfers—\$125.00 (One Golfer)
- Basic Foursome—\$500.00 (Foursome Only)
- Hole Sponsor—\$750.00 (Includes Foursome & Sign on Tee-Box)

If golf is just not your Bag, you can also help by volunteering to assist with the pre-event planning and by helping out with the on the course activities on the day of the event.

If you would like to help with the Golf Committee or be a hole sponsor or supply a prize or giveaway item, please call Sam Davidson at 816-943-3740.

If you would like to volunteer for on-course activities on the day of the event, please call Greg Gladfelter at 816-410-8200.

Remember the success of this year's tournament and the KC Scholarship Fund depends on your support. Please help us further the field of Facility Management and have some fun in the process!

Sincerely,

Sam Davidson, CFM
2005 Golf Tournament Co-Chairman



Quick Pix



Members checking in at March program



Exhibit showing Garmin products



Garmin Industries Building



Members listen to information about the Garmin Campus in the auditorium



Chapter members on tour of Garmin Industries



Global presence of Garmin's services



March Meeting at Garmin



Jackie Johnson and guest from Turner Construction

HAPPY BIRTHDAY, KANSAS CITY CHAPTER: 18 Years Old in March, 2005

At the editor's request, charter member, Dick Cooper, provided background on the founding of the Kansas City Chapter of IFMA. It looks like all of the things that made IFMA important to its members 18 years ago are still true today.

It all started in the Fall 1986 when (I think) Jack Tinnel invited a group of us for a discussion about starting an IFMA Chapter. At that time, IFMA required a minimum of 10 professional members to become a chartered chapter. This group of people agreed to start a chapter and had an organizing meeting in February or March 1987 at the offices of Yellow Freight System.



The Regional Vice President of IFMA was Dennis Longworth with Johnson Controls. Dennis was soon hired by IFMA as its Managing Director after Mel Schlitt left the Director's spot at IFMA's headquarters in Houston, TX.

On behalf of IFMA, Dennis Longworth came to town and talked about chartering a new KC chapter. I recall about 30 or more people at the meeting, but just a few of us were members. We held elections that night: Lon Parsons was the first President; Jack Tinnel, Vice President; Jim Cook and Velda Tilling were the Treasurer and Secretary. I ended up as the membership person; I don't recall the name of the program person.

As the membership chair person, we experienced nearly 100% growth for each of the next two years. We were doubling in size quickly. Obviously, when you are a small organization, doubling and tripling in size was not too hard.

It seemed to me that when word got out that there was an organization where people could tap into and network with other professionals, this was a huge benefit. Our monthly meetings were simple programs, but they were hugely popular due to the fact we were starved for information and knowledge and we were put in contact with others wrestling with the same issues.

I am not sure we called ourselves facility managers then. We were construction managers, personnel managers, office administrators, architects, etc. I recall to this day meeting Jim Cook at Dodson Group and talking about raised flooring and carpet tile. It was just great to be able to talk to someone in my shoes who had experience in areas I was exploring.

Facility tours were a major hit back then; they still are. It was awesome to go to another facility and see how they managed their space and ask why they did what they did. I really believe, for most of us, much of what we believed was good — FM was validated by the fact other businesses were struggling with the same issues.

I don't know this for a fact, but I have to believe IFMA was awesome for our Associate and Affiliate members, too. IFMA was very sensitive to assuring the professional integrity of FM and not being overwhelmed by vendors and suppliers. To think, once a month a supplier or service provider could come to a meeting and connect with prospective clients! This had to have been huge! On the other hand, FMers liked to compare notes on who and which vendors did a great job. I really believe it brought the FM, architectural, design, and supplier community much closer. As the first membership chair, I saw first hand the huge need for networking and communication.

Membership Committee Growing

The Membership Committee will be expanding! We have many new goals for 2005 and, in order to accomplish those goals, we are expanding our committee. Tom Weathers and Donna Koontz have agreed to help out the Committee, which currently is comprised of Dawn Anderson, Sandra Tarrant and Jim Wilkinson. One of the first challenges of the Membership Committee will be to organize smaller luncheons in several parts of the city that will allow the Board to get to know the membership and receive feedback on what about the organization is good and what could use improvement. These luncheons will be held this Spring and early Summer. We will post the times and locations as they are developed.

Educational Opportunities

By Matt Knopke
Education Committee

Upcoming Half-Day Seminar

Office Acoustics: Practical Keys to Productive and Private Workspace

Sound is energy. It is measurable and predictable. By understanding how sound works and designing space to effectively control it, we can provide pleasant, productive and private environments. In this seminar, we will discuss several practical keys to an acoustically sound office and look at the different components that make it work. We will also touch on Federal legislation that mandates levels of oral privacy in the healthcare and financial fields.

First Hour

Program Title: Be Specific About Speech Privacy. This program is a beginner to intermediate program on acoustics, speech privacy, sound masking, and industry standards for acoustics.

AIA CEU: 1 Credit

Presenter: Russ Cooper

Second Hour

Program Title: Acoustical Ceiling Systems

A discussion on the properties and performance characteristics of Acoustical Ceiling Systems, and

the six factors to be examined when selecting an acoustical ceiling panel - Sound Control, Fire Resistance, Abuse Resistance, Moisture Control, Aesthetics and Sustainability.

AIA CEU: 1 Credit

Presenter: Dave Hunt

Third Hour

Program Title: HIPAA & Oral Privacy

This program is a beginner to intermediate program on oral privacy and the Federal Mandate HIPAA (Health Insurance Portability and Accountability Act of 1996) that requires healthcare providers and facilities to limit the disclosure of personal health information in written, electronic, and oral forms.

AIA CEU: 1 Credit

Presenter: Russ Cooper

Presenters:

Russ Cooper is President of SpectraSource, Inc., a Kansas-based firm specializing in noise related issues in commercial offices. SpectraSource has provided services ranging from productivity issues in high density workstation environments, to insuring confidential speech privacy in highly sensitive areas. SpectraSource has worked with some of the largest companies in America and has been involved in the design and implementation of over 7 million square feet of sound masking solutions.

Dave Hunt is the Architectural Services Representative for the North Central Region of USG Building Systems. He has worked for USG for over 25 years in various roles in manufacturing, administrative management, and sales with extensive experience in the company's acoustical ceiling products.

Date: April 7, 2005

Time: 8:00 a.m.—11:30 a.m.

Place: Church of the Resurrection

13720 Roe Avenue

Leawood, KS 66224

913-897-0120

Cost: \$35

CONTINENTAL BREAKFAST WILL BE SERVED.

**To register, go to the Calendar of Events at
www.kcifma.com**

Kansas City Chapter
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR

(All dates and times are subject to change)

DATE SPONSOR	PROGRAM	LOCATION	TIME
April 7 KC-IFMA	Seminar: Office Acoustics	Church of the Resurrection 13720 Roe Avenue Leawood, KS 66224	8:00 a.m.-11:30 p.m. Breakfast will be served
Apr. 18-20 BIFM	BIFM Annual FM Excellence Conference	Cambridge, UK	
Apr. 19 KC-IFMA	Securing "Your" Homeland in KC	Kauffman Foundation 4801 Rockhill Road Troost Room Kansas City, MO 64110	11:30 a.m.-1:00 p.m.
Apr. 19-21 IFMA	European Facility Management Conference	Frankfurt, Germany	
Apr. 21 IFMA	FM Audio Seminar: Optimizing Your Existing FM Technology	TBD	11:45 a.m.-1:00 p.m.
May 3-4 KC IFMA	CFM Exam Review Class	Conf. Center at Village Shalom 5500 W. 123rd Street Overland Park, KS 66209	8:00 a.m.-5:00 p.m.
May 13-16 IFMA	2005 Spring Symposium	New Orleans, LA	
May 17 KC-IFMA	Labor Relations	Church of the Resurrection 13720 Roe Avenue Leawood, KS 66224	11:30 a.m.-1:00 p.m.
May 19-20 FMA	FMA's Ideaction 2005 Conference	Melbourne, Australia	
June 2 KC-IFMA	Golf Outing	Painted Hills Golf Course 7101 Parallel Kansas City, KS	11:30 a.m. Registration 1:00 p.m. Shotgun Start

**Answer to CFMs Know—
Do You:**

C. Changes in the scope of work

**Kansas City Chapter of
International Facility Management
Association**

The International Facility Management Association is a growing, fast-paced organization whose purpose is to strengthen and advance the knowledge base essential to leading the integration and optimization of the built environment worldwide. The Kansas City Chapter of IFMA is dedicated to carrying out this goal through the work of its members and the leadership of its Board of Directors.