

Newsletter

THE
FACILITATOR
The Newsletter for facility management professionals

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President's Podium *MOLD REMEDIATION*



Mark Your Calendar

May 18, 2004
Tour of Kansas
Speedway

June 3, 2004
Annual Golf Outing
Painted Hills Golf
Course

July 20, 2004
So You Want to
Build a Building
Christ Community
Church

Can you imagine my surprise when I got a call asking me to look at the black marks on the walls in our dance studio? One look at it and I knew I was in trouble. I also noted the wall was damp. I called the building engineer and asked him where the water source is that has caused the black discoloration. A quick look at the building blue prints indicated a roof drain behind the wall in the dance studio. We cut it open to verify the water source and then called a plumber to make repairs.

Lo and behold a drain clean out cover either had never been installed or installed improperly. It was lying on the floor behind the wall. Obviously water had been leaking slowly for years. A more comprehensive inspection indicated that the wood floor was beginning to buckle and there was visible mold in the area of the leak, which made me suspicious that it was in a much broader area than I could see.

Knowing I had a serious problem and I needed to begin mitigation of the damage I called Linda DeTienne of National Catastrophe and Restoration, Inc. (NCRI). She showed up the same day to begin dehumidification. The next call was to our insurance company. The bottom line was that we had a biohazardous condition and extensive physical damage to the walls, ceiling and wood floor. The air handler serving the dance studio and adjacent areas were also likely contaminated. Testing confirmed the extent of damage.

Bids for remediation were obtained from two companies and, since they were very close, I was allowed to pick the contractor I was most comfortable with. That was NCRI.

Now the story gets interesting. Did you know it takes three weeks to confirm the absence of mold or other biohazards? Do you know that all adjacent areas, including the ventilation system, must be checked for contamination? Did you know that once it is confirmed, a remediation program must be proposed and approved? Did you know

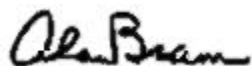
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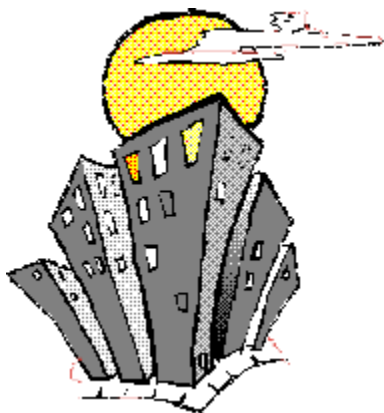
the program is approved, the cleaning process is very thorough and, by its very nature, is very time-consuming? Did you know that once the areas are cleaned and properly treated, they must be retested? Guess what...another three weeks to wait. Did you know that even if an area shows contamination after the initial clean, the entire area must be cleaned and retested. I guessed it...another three weeks to wait for test results.

Finally, you get the go ahead for construction and the remediation company works to complete the project. In the meantime, you will have lost the rest of your hair or it will be grayed while you tried to explain to your tenants what took so long.

There is no moral to this story. I just thought you might want to know what you can expect if an area that you manage becomes contaminated.



Alan Bram, President
Kansas City IFMA Chapter



Needed

We continuously look for meeting space for our programs. Can you host 40-80 chapter members in a meeting facility?

There is no cost.

Call Jackie for questions or to offer space.

(913) 227-7763

From Innovation to Market Reality —
The Manufacturer's Perspective

By Steve Hoffma

Patience, cooperation and support are essential for successful development of new products that have no environmental impact. Reaching this goal requires a foundation of trust and partnerships along the supply chain. Here are a few points for consideration.

Product selections need to be based on factual criteria, not emotion or marketing hype. Understanding environmental terminology adopted through industry consensus and supported by the U.S. Federal Trade Commission (FTC) is a start. These FTC guidelines for marketing claims provide checkpoints for sifting through marketing information from manufacturers. As universal definitions are adopted, trust is established that reinforces trust, facilitates clear communication, and establishes a

standards of measurement.

For example, when you see claims that a product contains 100% recycled content industrial or post consumer? Does this apply to a specific product line 100% of the time or does it vary based on available waste streams and raw material sources? With claims of 100% recyclable, is there a collection program available where the product is installed? Don't let life cycle assessment be confused with life cycle costing. Seek clarification and support by asking the manufacturer about their product claims. This practice will ensure that your specification will meet the project's environmental and performance requirements and adds credibility to your organization and helps all manufacturers reinforce the accuracy of their claims.

Get involved in the development process. Remember that you are a partner. Your constructive feedback is a necessary requirement for continuous improvement. Continuous problem solving may be applied to each phase of the product lifecycle, including selection, installation, maintenance and replacement. Others in the chain of command can be influenced by your decisions--distributors, installers, end-users/maintainers and

Proper maintenance is an important, but often overlooked factor in product longevity. Was the last time you really researched product maintenance? Think about the end user of a particular product. What are the steps that need to be taken to divert this material waste stream? Can you directly impact any of these steps?

Many of today's sustainable products are in a state of evolution that eventually will become standard offerings with reduced complexity, streamlined execution and fulfillment. Communicate with manufacturers, ask questions to stimulate creative thinking. Even if you don't get an immediate response to your idea, your comment may spark a future innovation or improvement.

Today manufacturers have made substantial investments moving toward the goal of sustainable product development, and in most cases with limited to no initial investment. Nonetheless, these initial investments fuel continued business development. Access to visit the manufacturer and gain insights to a specific project. When Milliken Carpet visited Seattle's King Street Center, the largest Earth Square carpet renewal installation, we were fortunate to convince the project team to visit the plant. The tour allowed the developer, tenant, and installer to gain understanding of the scope of our capabilities, material sourcing, project scheduling, and design. The result was a cooperative and productive brainstorming session that enabled Milliken to set the proper expectations and co-develop a strategy that exceeded project requirements.

Current offerings require support through specification to create the market necessary for future R&D and to build out the business platform. It is critical that customers reward through specification and orders! Support the manufacturers who represent the highest level of environmental consciousness. This approach allows the competitive forces of the free market system to drive demand and increase R&D and product development by the manufacturers.

The use of alternative raw material sources may require huge shifts in manufacturing. While persistently pushing the envelope, be patient with the manufacturer to implement change. As you support what is currently available and continue to

you drive the market.

Reasonable and realistic procurement guidelines must be established and up product developments are introduced. Commit to periodic reviews. How do you match the latest capabilities of the manufacturers in the product category? Do the reasonable stretch goals? Or has the bar been raised beyond the capabilities of current technology and available products? Does the framework in which the guidelines were developed parallel the latest mainstream rating systems, terminology and available

As new concepts evolve, pledge to be realistic regarding the capabilities of existing products and open-minded about the possibilities that may be available in the future. A pragmatic attitude enables the specifier to properly integrate the product or service with the project requirements. For example, you may have to be flexible in creating the aesthetic. You may balance a reduction in environmental impact against achieving a certain look. Think about the product lifecycle. Redesign, Reduce, Reuse, Recycle.

Creating realistic expectations and consensus eliminates confusion, costs and delays. **This credibility reinforces continued support for sustainable products. Successful development and market breakthroughs are the key to the future. Charles F. Hoffmann sums it up nicely. "My interest is in the future because I am going to spend the rest of my life there."**

Author: Steve Hoffmann has served in various capacities during his 16-year career with Milliken. He is Milliken's liaison with corporations, academic institutions and government entities to coordinate the Earth Square process and how it fits into their larger environmental programs. He also represents Milliken on the U.S. Green Building Council and is an accomplished speaker and writer on the subject of sustainable architecture.

MARCH PROGRAM REVIEW

B
Scott R

The March program was held at the Jewish Community Center. Our speaker was Jim Miller, Manager of Networked Systems for BV Solutions. Jim presented a program on Disaster Recovery: The IT Perspective.

He discussed the impact on business and gave examples: E*Trade on 2/99-3/99 had major disruptions that caused their stock to drop 22%; AOL, on 8/96, was down for 24 hours due to maintenance/operator's error and the cost was \$3million in customer rebates.

Jim outlined the following solutions:

Solutions: **Procedural**

Back up data - Keep multiple copies, and keep it offsite

Personnel - Do not underestimate value!

Background checks

Cross-training

Shifts

Geographic proximity (i.e., have them live miles apart so same disaster does not affect everyone)

Vendors - Provide quick replacement agreements
Standardization of hardware/software

Solutions: **Facilities**

Redundant utility feeds
Reinforcement of facility (doors, window, ceiling, etc.)
Usually lowest cost to implement

Facility types

Cold-site
Vendor provided
Internal
Split-site

Jim said he verified after 9-11 to see if any split-sites had to turn away clients. None were affected.

One of our members commented that Jim's presentation verified their current plan brought to their attention that they have not provided the Fire or Police department with architectural and as-built plans of their buildings. This can be invaluable when a crisis occurs. Knowing the layout helps them find the pockets of people, and can help them strategize with any violent situation.



Presenter, Jim Baird with BV Solutions Group

APRIL PROGRAM PREVIEW



Mark your calendar!

It is Real Estate Management EXPO time again!

This year the Real Estate Management EXPO will be held on **APRIL 24, 2002**. C Patriotic! So show your American Pride by wearing red, white and blue. The gra year will be decided by a raffle. However, there is a twist. Each attendee must pu the drawing, but the card must have all the required stamps in order to be eligible tables strategically placed around the show where the stamps will be issued. We y guarantee that all the attendees will be circulating around the entire show floor. T create a WIN-WIN situation for everyone involved!

The EXPO is THE PLACE to exhibit your latest products or services to area cust will once again be targeting the attendance of building engineers this year by hav contest just for them. Like last year, the EXPO will be held at the Hyatt Regency Center. The hours will be from 3:30 - 7:30 p.m. This is your EXPO, so having a c will be an opportunity to entice visitors.

Go with the RED, WHITE & BLUE and let's make this a year to rem

This is your occasion to make a positive impression on existing and potential cus represent your organization with pride.

2002 Real Estate Management EXPO

3:30 - 7:00 P.M.

Good-Bye & Good Luck!

KC IFMA Bids Farewell to Tony Mannella

Tony Mannella, formerly of Shaw, Spectra, Webber Flooring, et al., is leaving th area to assume the position of Regional Vice President for DesignWeave out of C has been a very active member of the local IFMA chapter, having served on the E various committees, including Membership Chairman. Tony, we have appreciate

involvement, and will greatly miss your warm smile and your unending energy. (Chicago's gain!



IFMA

Presents

Emergency Preparedness In



The Built Environment

Wednesday, April 24th

8:00 a.m. – 4:00 p.m.

At the Sprint Campus Auditorium

Fee: \$249.00 (includes lunch)

In the day-to-day management of facilities, many types of emergency situations require facility, real estate, and human resource professionals to make decisions that have potential life and death consequences. Well-conceived plans and practices for addressing emergency situations are vital to protecting a company's most important asset – its

In this course you will learn how to:

- Determine the different types of emergencies for which you need to plan and respond to, i.e., natural disasters, technical disasters, hazardous material release, medical emergencies and/or injuries/accidents, workplace violence, bomb threats, a
- Prevent or reduce your company's level of risk.
- Develop and manage an emergency preparedness plan.
- Plan communications procedures during the event of an emergency.

- Conduct emergency preparedness training.
- Plan and implement a disaster recovery plan.
- Reestablish the business and the community.

Attendees will also come away from this course with the following practical tool: apply in their organizations:

- Course Manual
- Emergency Preparedness templates
- Disaster and emergency planning checklists

Watch for an email coming from your Kansas City Chapter of IFMA giving you information on how to register for this course. For questions, please feel free to contact Teena Shouse, General Manager of Employee Services at Sprint, phone 9315-3046 or teena.shouse@mail.sprint.com

CFM Study Group Wrapping Up Study Sessions

By Linda
Vice President, Edu

Without barely blinking an eye, our seven weeks of study have come to an end. V wannabees dutifully listening, taking notes, sharing, laughing, etc., we have all c a better understanding of the focus of facility management from the perspective c (as we have lovingly coined the IFMA philosophy).

Now all that remains is the exam itself. That will be up to each of us to register, s for the exam. And, we all know there will NEVER BE A BETTER TIME THAN PRESENT!

Our unending thanks to Teena Shouse, General Manager of Employee Services f VOLUNTEERING her time each week to lead us through the core competencies

Thanks, Teena!





Welcome New Member

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CFM'S KNOW - DO YOU?

Following is a question which might appear on the CFM (Certified Facility Mana
 Can you answer it?

An emergency/biochemical notification sign must be posted by the responsible person:

- A. Interior walls of each laboratory
- B. Near the site where most common spills occur
- C. On the exterior side of each laboratory
- D. On cabinet doors where corrosive chemicals are kept

Answer to last month's question: D. In the event of a breach of covenants, the landlord has the right to invoke any remedy allowed by law.

Quick Pix





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