

KC IFMA fosters a culture for the open exchange of wisdom,
knowledge and experience, within the FM profession.



President's Podium KC Chapter Cares

The tornados that tore through our area on Sunday, May 4th, have affected us all. Some of our homes, business, schools, and churches were unscathed; some of us had minor damage, and then others lost everything. On May 12th, the Kansas City IFMA Board voted unanimously to donate \$1,000 to the Salvation Army for the aid of the storm victims. The KC IFMA members are not the kind of people to just write a check and leave it at that - oh, no, they are the kind of members who roll up their sleeves and get to work.

The members who I had the opportunity to speak with shared with me their contributions. I have heard about KC members taking in displaced families, fixing hot meals, housing homeless pets, providing supplies, labor and babysitting. Companies have donated brooms, trash cans, boxes, packing tape, trash bags, and cleaning supplies, food, water and heavy machinery. I have even heard of a business donating warehouse space to help store salvaged items from people's homes.

I live one block over from the Northland addition of Carriage Hills that was hit so severely by the storm. Our youngest daughter's best friend and her sister were home alone when the tornado hit. Their beautiful new home is only about a year and one half old. The two teenage girls have bedroom suites in the basement. The girls were smart enough to grab pillows and bedding and climb into the bathtub. Their house came down around them but Katrina and Ashley were both unharmed. Katrina has been staying with us since the storm. Donna Pittman of KMBC news, on May 15th, as one of the five Winnetonka High School band members affected by the storm, interviewed Katrina. Although their front door was totally blown away, her clarinet was found intact in the entry area, and Katrina performed at the concert to help raise money for fellow storm victims.

My family has received our passes and made our way past the National Guard check points to help our friends dig through the rubble and salvage what they could. When you go down a street like the Carriage Hills subdivision where you see house after house broken and twisted, your perspective changes rapidly about what really matters.

Facility Mangers deal with crisis everyday. We write and implement emergency preparedness plans, deal with power outages, fires, gas leaks, and we know how to use a wet vac!! I am not surprised that the

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KC IFMA member's facility managers and vendors alike took charge of this crisis and jumped in to help.

Donna Koontz, President
Kansas City IFMA Chapter



Donna Koontz holding \$1,000 donation to the Salvation Army

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FOCUS FEATURE

By Becky Beilharz, CFM
Workplace Strategies, LLC

In the Career Builder section of the Kansas City Star on Sunday, May 25, there was a great article on unusual requests received by facility managers. The article quoted - and more importantly named - a recent survey done by IFMA. A friend of mine, who works in a HR department of a local

company, commented on the article and asked if the gripes were truly unusual? My response was that the article only listed the very tip-top of a very large iceberg and was all in a day's work of a facility manager. Below, I've reprinted the article so you can see for yourself. I'm also sure each of you could add a few dozen of your own. Enjoy!

"Petty gripes can ground your career" By Diane Stafford

Many a career has been stymied when workers are branded as whiners or too self-centered to understand how they fit in the big picture. A recent survey by the International Facility Management Association - the people who keep workplaces up and running - offered insight into how reputations are shaped.

Asked about some of the unusual requests received by facility managers, respondents coughed up some dillies from the executive suite:

- A corporate officer requested a desk swap because he measures a new vice president's desk and found it was an inch taller than his. (Imagine the tales told by the workers sent to change the desks before the new guy moved in.)
- A newly promoted manager asked for his office wall to be pushed out because he measured and found that his new digs were 6 square feet smaller than the space occupied by someone who reported to him. (It appears that the wall was not moved; but, think of the gossip nonetheless.)
- Help was summoned by an executive who couldn't find the beer in his refrigerator. (Insert your own reaction here.)

Egotism or just plain weirdness isn't isolated to executive offices. What would you think of a co-worker who filed complaints because the color of an extension cord was not to her liking? Or, how about the worker who raised Cain because the vending machine ran out of Cheetos? Of course, we can all excuse the emergency call from the guy whose tie got caught in the deposit tray of the on-site automated teller machine.

Day by day reputations are built in the workplace, not just by the quality of the work accomplished, but also by "little" comments and big demands. For example, how promotable are the people known for:

- Refusing to move a collection of "Star Wars" action figures so that the workspace could be dusted?
- Demanding that a multi-million dollar construction project be stopped because pile driving for the foundation was making the desk shake?
- Asking whether the company could stop planes from flying overhead because they cast shadows on the computer screen?

Funny? Yes. Sad? That too, because we all know co-workers who come to mind. Their leadership and advancement potential is undeniably crimped.

The facilities management survey also had something of note for all workers - a list of top 10 office complaints. The top two complaints, "It's too cold" and "It's too hot" (flipped in the one-two positions from the year earlier survey), prove that everyone can't be pleased all of the time.

In descending order, the rest of the top 10: Poor janitorial service, not enough conference rooms, not

enough storage or filing space in the workstation, poor indoor air quality, no privacy in the workstations or office, inadequate parking, computer problems, and too much noise.

Short of striking out like Johnny Appleseed, many workers are stuck with some of those issues. The wise ones measure and target their complaints.

Reprinted from the Kansas City Star, May 25, 2003

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JUNE MEETING PREVIEW

KC IFMA GOLF OUTING 2003

Act fast now!

This year the golf outing is scheduled for Thursday, June 5, and will be held at The Painted Hills Golf Course at 7101 Parallel, Kansas City, KS. If you are interested in playing, volunteering, or joining us for dinner, please contact Sam Davidson immediately.



You can reach Sam at @ 816-943-3740 or Scott Quarterson @ 913-541-0020.

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 & Scott Quarterson
KC IFMA 2003 Golf Outing Co-Chairmen

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Just for Fun!

OBITUARY

Please join me in remembering a great icon of the entertainment community. The Pillsbury Doughboy passed away yesterday from complications from repeated pokes in the belly. He was 71. Doughboy was buried in a lightly greased coffin. Dozens of celebrities turned out to pay their last respects, including Mrs. Butterworth, Hungry Jack, the California Raisins, Betty Crocker, and Captain Crunch. The gravesite was piled high with flour.

Doughboy rose quickly in show business, but his later life was filled with turnovers. Despite being flaky at times, he still, as a crusty old man, was considered a roll model for millions.

Doughboy is survived by his wife and two children, John Dough and Mary Dough. He is also survived by his elderly father, Pop Tart. The funeral was held at 3:50 for about 20 minutes.



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Meet Our New Members



(l. to r.) Sandy Tarrant, Joe Nickell, Dawn Anderson, Sherry Gray

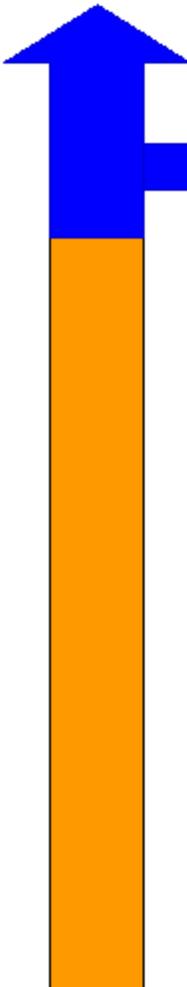
Sandy Tarrant is employed with Building Keepers

Joe Nickell is employed with AVI Systems

Dawn Anderson is employed with C&C Group

Sherry Gray is employed with DEMDACO

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IFMA

Kansas City Chapter

MEMBERSHIP DRIVE

APRIL - AUGUST 2003

The *challenge* . . .

bring Professional Members into our Chapter

The *reward* . . .

More talent, more diversity, more professional members AND

FREE MONTHLY PROGRAM FEES!!!

Bring new professional members into our organization
between April and July 2003 and we'll
waive your monthly program fees.

One new Member	One Month Free
Two new Members	Three Months (Total) Free
Three new Members	Six Months (Total) Free
Four new Members	One Year (Total) Free

New Members or sponsors must fill out an application or apply online @ www.ifma.org,
click on "Membership" and then click on "Join IFMA". After completing the application,
e-mail me at jim@imageflooring.com with the name of their sponsor.

Questions - call Jim at 816-421-9990

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**IFMA SPRING MEETING
SANTA ROSA, CALIFORNIA
May 1-2, 2003**

By Linda DeTienne, CFM, CFMJ
National Catastrophe Restoration, Inc.

The IFMA Spring Meeting represented a joint meeting of the Public Sector Council and the Environmental Health and Safety Council in the beautiful wine country of Santa Rosa, California.

The two-day forum presented a



The San Francisco Golden Gate Bridge

The after-hours tours of one of the local vineyards and the Charles Schultz Museum presented a great opportunity for participants from across the country to mingle and become better acquainted. Saturday there was a CFM Review Course offered on an abbreviated scale.

As President of the Environmental Health and Safety Council, I was looking forward with great anticipation to attending my first Spring Meeting. I arrived the day before the session began, rented a car, and began my drive to Santa Rosa. After crossing the Golden Gate Bridge as I departed San Francisco, I made the ill-fated decision to stop and take a picture looking back across the bay at the City of San Francisco, thinking "what a great opening picture for my story on the Spring Meeting." However, after taking the picture (and it was a terrific picture - don't you agree?), I failed to negotiate an eight-foot drop to the trail back to my rental car and landed full force on my face in the dirt. With blood coming from who knows where, several tourists helped me to my feet and back to my car. They loaned me (although they didn't want them back) a number of wet wipes and offered to call an ambulance. I couldn't just leave the rental car there, so much to the innocent bystanders' chagrin, decided to drive myself to a hospital. I drove about three miles to Sausalito and found no hospital or clinic anywhere. After spotting a shop owner on the street for a smoke, I stopped and asked for directions to a hospital. The shop owner ran inside and brought her husband back out. They both looked at me with a very concerned look on their faces and asked if I should be driving. Well, of course I shouldn't, but what was I to do! So I told them I was fine, just needed to find some medical help. They directed me to the nearest hospital, which was ten miles up the highway in Marin County. Rejoining the freeway, I was now in 5 o'clock rush hour traffic, trying to drive, looking for a hospital sign, and containing the blood with the wet wipes so I wouldn't get blood on the rental car. Who knows what they would have charged me for that!

After what seemed to be about ten hours, but was likely only about 45 minutes, I made it to the emergency room of Marin County General Hospital. There I spent the next three hours getting mended. My nose was too swollen to x-ray, but was most certainly broken (and still bleeding). It was also badly scraped from the slide in the dirt. When my sunglasses broke, they cut my face in two places above my left eye. My eyes were already starting to turn black and both my lips were cut and swelling. I had gouges in the palms of both hands, a badly scraped elbow and left knee. Something I landed on had cut through the fingernail on my ring finger and removed about two-thirds of my nail, requiring stitches in the nail bed. My finger was swelling so badly that they had to cut off my wedding ring.

They couldn't give me a pain shot because I still had to drive about an hour further to get to my

smorgasbord of beneficial information for the councils, including an outstanding session on the sharing of best practices from around the country, an informative session on indoor air quality, an EOC presentation, instruction in time management, a session on construction material fraud, and a presentation on green buildings and sustainability.

hotel in Santa Rosa. But they did give me a pain prescription, which I could start taking once I reached the hotel and had something to eat - like I was hungry at this point. Nonetheless, I finally reached the hotel about 10:30 p.m. that night. The hotel was very accommodating, helping me get into my room and bringing me ice for compresses.

The conference began the next morning at 8 a.m. and I am glad to say that I never missed a session. There were only three other people I knew attending this conference, so to everyone else, what a frightful first impression I must have made. Pictured below is the Wichita/Kansas City contingency: Dan Sexton, Carl Melin and myself. I am the one who looks like death warmed over.

Nonetheless, it was a very good conference - I wish you could have been there! I encourage each of you to review the list of councils available on the IFMA International website (www.ifma.org), and select one that best fits your needs. Councils are an excellent resource for networking on specific facility types.



The Kansas City Contingency: Dan Sexton, Linda DeTienne and Carl Melin

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MAY PROGRAM REVIEW

MOLD IS NOT YOUR FRIEND

By Alan Bram, CFM, FMA
Jewish Community Center

Dr. Jay Portnoy, Chief, Section of Allergy, Asthma & Immunology for the Children's Mercy Hospital discussed the health effects of mold. Dr. Portnoy is certified by the American Board of Allergy/Immunology and the American Board of Pediatrics. He belongs to many medical organizations, and has assumed active roles on many of them. He has received many special honors and awards. Dr. Portnoy is Professor of Pediatrics, University of Missouri-Kansas City School of Medicine, Associate Professor of Biological Sciences, University of Missouri-Kansas City School of Medicine and Director, of the University of Missouri-Kansas City School of Medicine Allergy Fellowship Training Program.

Dr. Portnoy stated that all the concern about mold began with the Ballard law suit against their insurance company. The Ballards sued their insurance company for refusing to clean supposed contamination in all 22 rooms of their mansion. It is interesting that they won their case and received a \$12 million award, not because of mold, but rather because their insurance company

acted in bad faith and committed fraud. However, this did not stop subsequent lawsuits, of which 37,000 have been filed.

As a result, the trend today is for insurance companies to exclude liability for mold or related damage from their property insurance contracts.

As an organism, mold inhales oxygen and exhales volatile organic compounds. This is what causes the reactions in susceptible individuals. Mold is not a plant. If it were, it would inhale carbon dioxide and exhale oxygen.

One suspects an environmental cause of illness when one or more of the following condition exists:

- Symptoms do not respond to normal treatment.
- Treatment needs to be continual because symptoms recur when treatment stops
- Many people have the same symptoms

In treating environmental illness, one usually has to identify the trigger factors which are those conditions that cause the sensitivity. Dr. Portnoy explained that they often have to send a team to do a health assessment of a patient's home because they have been unable to find a cause for the patient's condition.

The reasons to conduct Home Health Assessments include:

- To identify areas of contamination
- Remediation of contamination improves health
- Symptoms improve
- There is a medical cost saving
- Increase the quality of life

Symptoms of environmental illness may be:

- Runny nose
- Difficulty breathing
- Irritated eyes
- Dermatitis
- Depression
- Loss of memory
- Upset stomach



Dr. Jay M. Portnoy, Chief of Allergy, Asthma and Immunology, at Children's Mercy Hospital

Triggers causing allergic reactions are identified by:

- Visual inspection
- Air sampling

- Collection of background information about the home or work environment such as: leaks, moisture, odors, stains, stale air, etc.

By the end of the presentation, there was no doubt mold was **not** our friend. It can cause very serious illness and create uncomfortable conditions.

It is very important that if you suspect mold, you recruit a testing company that can provide an objective assessment of the condition. It would be safe to say that if a company also does remediation, it will not be objective. Besides mold, there are hundreds of other contaminants that can cause illness at home or in the work environment.



Host, Mark Stubbolo of Christ Community Church, and Presenter, Dr. Jay Portnoy





Members and guests listen to the moldy presentation

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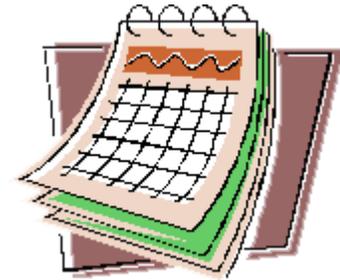
Calendar of Events

Here are some upcoming opportunities:

- June 5 - Annual KC IFMA Golf Tournament. Painted Hills Golf Course, 7101 Parallel. For more information, contact Sam Davidson at sdavidson@children.org.
- June 5 - Zinc as a Building Envelope. Discussion on the history and fundamentals of zinc and its architectural applications. Presented by Frank Bredow with [Umicore Building Products USA](#). 12:00 - 1:00 p.m., AIA Offices. Lunch provided. For more information and/or to make reservations, please RSVP to tiffany@aiakc.org by June 3. One (1) HSW.
- June 19 - Deconstruction Services. On the road ... Habitat ReStore will be presenting how their store came to be, the tie to Habitat for Humanity, how to donate surplus building materials, with a highlight on Deconstruction Services. Habitat ReStore provides many benefits to the community by keeping usable material out of the landfill and in use by those who need it. It is also a way to support Habitat for Humanity without doing the building or donating money! Location is 4701 Deramus, KC, MO. 12:00 - 1:00 p.m. Space is limited to the first 20 people who sign up. Please RSVP to tiffany@aiakc.org by June 17. One (1) HSW.
- June 26 - Architectural Precast Concrete Plant Tour and introduction to NEXWAL - On the road at Omega Concrete Systems, Inc. 5525 Kaw Drive, Kansas City, KS. An introduction to NEXWAL - a new concrete wall panel system that incorporates proven precast technology in a lightweight concrete panel with truly innovative handling and fastening characteristics. Oklahoma Joes BBQ for lunch! 12:00-1:30 p.m. Please RSVP to tiffany@aiakc.org by June 24. One and one-half (1.5) HSW
- June 28 - July 1: BOMA Annual Conference and Office Building Show, San Francisco, CA. For more information, call BOMA's Conference Hot Line at 202-326-6331.

- July 1: KC IFMA Board of Directors meeting, 11:30 a.m. - 1:00 p.m. For more information, please contact Donna Koontz at 816-753-7600, ext. 1310. All are welcome!
- July 17 - Partnership for Emergency Planning (PEP) bimonthly meeting. The importance of the Emergency Planning Process, through lessons learned from a training exercise hosted by Overland Park Fire Department for a multi-jurisdictional WMD exercise. Hank DuPont with Overland Park Fire Department and Ken Plante with Lee's Summit Fire Department, presenters. No cost. Time: 8:00 a.m. registration and continental breakfast. Presentation from 8:30 to 9:45 a.m. Overland Park Fire Training Center, 12401 Hemlock, OP, KS. Reservations required. For more information, contact Linda DeTienne, detienne@ncricat.com.
- October 19 - 22: IFMA World Workplace, Dallas, TX. For information and registration, go to www.ifma.org.

If you are a member of a professional organization that offers educational events, please let our Chapter Liaison, Ron Burns with Color Art, know about them. Email the information to rburns@colorartkc.com or call him at 913-888-6464.



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CFM'S KNOW - DO YOU?

You asked for it and we listened! With everything we must remember these days, the KC IFMA CFM question is not one of them. (I don't know why? It couldn't be old age!) So, as requested, we will now put the CFM question and the matching answer in the same newsletter issue. Enjoy!

Following is a question that might appear on the CFM (Certified Facility Manager) exam. Can you answer it?

When a lease agreement provides for "injunctive relief,"

- A. A tenant is not required to attain to future successors.**
- B. A landlord may, at his/her sole discretion, waive the right to secure the tenant's obligation to deliver a guaranty.**
- C. Acceptance of rent shall not constitute consent to any holdover.**
- D. In the event of a breach of covenants, the landlord has the right to invoke any remedy allowed by law.**

Answer can be found after the "Quick Pix"

Quick Pix



Sam "The Shark" Davidson, co-chair of June's golf outing, reporting on all the fun festivities planned



Velda Tilling and Jim Cook, two Charter Members still active in the chapter. Thanks!





Enjoying lunch and networking prior to discussion of mold. Did any stomachs turn after lunch?

Answer to this month's CFM question:

In the event of a breach of covenants, the landlord has the right to invoke any remedy allowed by law.

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