



The Facilitator

May 2005

Kansas City Chapter of International Facility Management Association

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!!

WEBSITE GOES LIVE!

We are very excited to say the newly designed webpage is LIVE. Last year, one of the goals of our president, Donna Koontz, was to improve our website to include such helpful features as online credit card payment. And, it has been one of the goals of this year's board members to continue her vision.

Please visit www.kcifma.com to find even more helpful features such as an online nametag order form and links to our national website for membership sign-ups or renewals. We have also added dedicated pages for each of our committees so they may share their latest work and upcoming membership activities. And something we think we will all really appreciate is our membership list, which is now sorted and displayed in a number of different and helpful ways. You may view our membership list organized by name or organized by company name. You may also (soon) view our membership list by their expertise or by discipline, as well as view a list of all KC IFMA members by committee or council. And, the website has been designed to display our members' names and company names to all website visitors but contact information is only viewable to our members. In addition, soon there will be many, many new graphics and photographs.

You will also, of course, find many of the features found on the former webpage, like job listings and events, newsletters and sponsorship information. Oh, and don't forget to check out the updated cool graphics and newly organized navigation!

It has been a long time in the making. We're very proud and excited that this new communication (and dialog) tool is now LIVE and working for you.

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May Program Preview—Labor Relations

By Lona Alexander

Mr. Steve Schuster has been practicing labor law for twenty 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 eliminates misunderstanding of these laws. We will discuss Right to Work issues, Prevailing Wage definitions, Merit verses Closed Shops, and many other labor concepts. Let's test your labor relations knowledge.

- 1) What is NLRA?
 - a) NASCARS new racing series for 2000
 - b) National Location and Realty Advisors
 - c) National Labor Relations Act

- 2) Define Prevailing Wage.
 - a) The wage a union member receives
 - b) The wage a non-union member would receive if they were union
 - c) The wage a governing authority indicates as minimum pay

- 3) What does "right to work" mean?
 - a) Everyone has the right to work regardless of race, creed, or background
 - b) When the boss yells "get right back to work"!
 - c) Not mandatory to pay union dues even if belonging to a union

Date: May 17, 2005

Cost: Online payment-\$15 members; \$20 non-members
At the door—\$20 members; \$25 non-members

Time: 11:30 a.m.— 1:00 p.m.

Parking: Free parking provided at the Church campus

Location: Church of the Resurrection
13720 Roe Avenue
Leawood, KS 66224-3588

IFMA Contacts: Lona Alexander (816) 985-1128 or
Dick Cooper (913) 897-0120

RSVP WILL CLOSE ON 5/13/05



CFMs Know—Do You?

You must decide whether to store archived records on-site or at a remote site. What factor should be given first consideration:

- A. The security of the documents.
- B. The cost of storing documents off-site.
- C. How often the records are currently used.
- D. The type of documents being stored.

The answer can be found on page 11.

April Program Review—Securing “Your “Homeland

By Sandy Hicks

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.

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 MARC, shared information on regional homeland security efforts and explained why Kansas City is regarded as one of the best examples in the nation of cooperation among emergency response agencies.



Program Intro

Eight counties are involved in the Kansas City plan with four counties in Kansas and four counties in Missouri. The goals of the plan are to strengthen the region’s deterrence and response capabilities by increasing interoperability and compatibility, standardizing procedures, strengthening mutual aid, managing information and technology and building relationships.

Marlene’s presentation outlined the number of committees created from the public and private sectors to create the Kansas City Homeland Security team. Over \$40 million in grants have been received to help advance the Kansas City program and the resources needed to further develop the program for all types of emergency events.

The strategic plan has enhanced the region’s capabilities by strengthening the relationships for regional action. Outcomes from the plan are: shared goals across the disciplines have minimized duplication; a program design capable of sustaining itself after grant funds are used; a program that has regional and multiple discipline capabilities to enhance local agencies capabilities; and a program with systems

and equipment that can be used daily.

Current projects are interoperable communications of six different types; connecting area regions and databases; designating critical sites; and making available generators to allow networking during an event.

Mass patient care and public health systems planning is working on the following items: a tracking system that would be used, identifying portable public health and EMS trailers; a method of distributing medicine; hospital capabilities to treat contaminated patients; and contagious disease surveillance. Surveillance and critical facility protection has been developed by the identification of critical facilities, a portable camera system, a terrorist early warning information system, a portable generator list, and security enhancements at critical facilities.

Enhancement and development specialty teams and resources consist of the following teams: eight HazMat teams and special trailers, seven bomb and arson units, six new heavy rescue teams, four new special tactical units which have been created from forty local law enforcement teams.

A regional training and exercise program has been developed and consists of a One Stop System for training, a robust calendar of training information opportunities and training for the local teams and specialists.

The community and business involvement has been developed by individual volunteers, a business response network, a critical incident site management system, surveillance support, and assistance in the method of informing the public.



Marlene Nagel, Speaker

Continued on page 10



FOCUS FEATURE

The following article was taken from the Mid-America Regional Council's January 2005 publication ReMARC. It focuses on one of MARC's initiatives – emergency response.

With funding from the Urban Areas Security Initiative (UASI) program and other homeland security grants, cities and counties in the region are using new technology to build an enhanced and sustainable capacity to prevent, respond to, and recover from acts of terrorism and natural disasters. MARC's Regional Homeland Security Coordinating Committee (RHSCC) bases regional funding decisions on a number of goals shared across disciplines: minimizing duplication; making investments that can be sustained after federal funds expire; enhancing local Emergency Operations Centers (EOCs); and designing systems and selecting equipment that can be used regularly. Some regional projects currently underway include:

- **Emergency Operations Center Enhancements.**
WebEOC, a crisis management software program, is being installed in EOCs around the region. The software allows for coordinated planning and training, and easier sharing of information in common formats between communities.
- **Critical Incident Site Management System.**
Floor plans, evacuation routes and other important information are being compiled for key facilities in the area, such as schools and hospitals. Public safety personnel are working with facility managers to conduct advance planning and store data on mobile patrol car terminals to improve response to incidents.
- **Personnel Accountability Security System (PASS).**
A security badging system currently under development will identify and track personnel and equipment at the scene of a major event, allowing for perimeter control and quick identification of the skills of on-scene personnel.
- **Metropolitan Emergency Information System (MEIS).**
This secure, web-based system for information sharing and communication can be used for both daily planning and emergency response. Agencies from around the region can maintain records on personnel, plans, and equipment, and share documents. The system allows users to determine who can access their information.

For more information about current homeland security efforts, visit:

<http://marc.org/emergency/rhsc.htm>

Find Neil: The first person to e-mail bkleincfm@aol.com identifying the location of her pet's photo in this newsletter will earn the right to provide the pet photo for the next newsletter.

PRESIDENT'S PODIUM

Hi All,

Thank you all for another great IFMA month!

The number one goal of this year's Board is to try and make a better connection with our members. Making the best efforts to provide outstanding programs and educational opportunities can be all for naught unless we know that we're presenting things that are useful, informative, and what you want to hear.

I am, therefore, very excited about the introduction of our new webpage. We knew that improving the webpage would be a large task, but we felt the rewards would be well worth it. Behind the scenes, the new functions of the website will do a great amount of the board member's typical administrative work, freeing their time to be more strategic and better leaders, but most of all, giving them more of an opportunity to make better contact with our members. We hope that you find the website to be very up-to-date, containing only the most current information—to be the first place you look to for the latest and greatest happenings with your IFMA chapter. Go to your webpage. Revisit it often. Make it one of your quick links. Hey, why not make it your home page?! Ok, ok, you can tell I'm a bit excited, but I hope you will be too after you take a peek. And please, all comments, complaints, questions, suggestions and all feedback are ALWAYS welcome! Wouldn't it be great if one of the comments we received was, "this is just too organized and too helpful!" ...oops I did it again, maybe just a bit too excited. Seriously, this is your webpage, and we want it to be your place to go first for all your IFMA info.

Ok, a couple other things I want to be sure you are all looking forward to—again, along the lines of making connection with our membership. In July, the monthly program meeting will be themed "What IFMA Can Do For You". Mark your calendars now!! Plan to bring anyone you know who you think would benefit from joining IFMA. We

are VERY privileged to have two very special guests: Dave Brady, President and CEO of IFMA and our very own Teena Shouse, First Vice Chair. And from what I understand, this is not something typically done. Rumor has it that it is because of our connection with IFMA National through Teena Shouse, next year's IFMA National Chair, that we were given this very special opportunity. Do not miss it!!

And last on my list is a little Golf Tournament reminder. This is our Chapter's big fundraiser for the year. This is how we raise the funds to help pay for our monthly programs, and it is what gives us the means to recruit and subsidize the costs of bringing top educational opportunities to our members. It also allows us to offer scholarship opportunities to top students who, in the very near future, will be in the profession and among us—perhaps even becoming future IFMA members striving to promote the Facility Management profession. Please make all efforts to attend and do so with loose pocket book strings. Or if you don't golf, like me, consider one of the non-golfer sponsorship opportunities. It's a great way to get your company's name out, mingle with fellow IFMA members and their guests, but most of all, it's a great way to support your KCIFMA Chapter.

Have a great month! Check out the new webpage at www.kcifma.com!

Thanks everyone,
Brittany



*Brittany Gamble,
Chapter President*



INTERNATIONAL NEWS

Spring Forward Your Education at IFMA's Spring Symposium

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

IFMA's Spring Symposium is the event you can't miss if you want to spring forward your FM education in 2005! With your budgetary concerns in mind, IFMA has designed the Symposium to provide the most value for your money.

FMP candidates have the opportunity to fulfill areas 1-4 during the Symposium, including the introductory *Business of FM* course and the new *Technology* competency course. BONUS! All attendees will be entered in a drawing to win FREE application for the FMP designation. That's a value of \$199*! If you want to advance your career by becoming a Facility Management Professional, you can't miss this event.

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 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.

**Drawing includes free FMP application (\$149) and the final review and designation fee due upon successful completion of the requirements (\$50). Does not include any costs related to courses necessary to complete the designation. Prize is transferable to a co-worker or employee of the winner if the winner is not eligible for the FMP designation. All values are in U.S. dollars.*

IFMA Foundation Expands 2005 Scholarship Program

The IFMA Foundation recently created a scholarship for students attending certificate programs at accredited institutions approved by IFMA, expanding their already successful scholarship program.

Scholarship recipients receive at minimum a \$1,000 scholarship and a trip to IFMA's World Workplace 2005 Conference and Expo. The trip provides an opportunity for scholarship recipients to network and learn more about their chosen profession.

The Silicon Valley Chapter of IFMA was the first IFMA chapter to create an endowment for the certificate program scholarship, which will provide financial assistance for students in non-degree professional programs. The East Bay Chapter of IFMA will also sponsor a scholarship in 2005.

The IFMA Foundation asks other IFMA chapters and councils to consider sponsoring a certificate program scholarship to provide even more students with an education in facility management. Providing scholarships is one of the many ways that the IFMA Foundation fulfills its mission to identify, fund and promote education and research for the advancement of facility management.

For more information on the IFMA Foundation's new scholarship or existing scholarship program or sponsorship opportunities visit www.ifmafoundation.org.

Don't Rain on IFMA's Parade--Join It!

Chapters and councils are cordially invited to be part of IFMA's 25th anniversary celebration by marching in the first World Workplace Conference and Expo Parade. As part of IFMA's celebration of 25 years of facility-management excellence and service to the facility-management community worldwide, a parade of IFMA chapters and councils will take place immediately following the opening keynote address on Oct. 23 at 2:15 p.m. Led by the Philadelphia Mummers String Band, chapters and councils will walk from the ballroom of the Pennsylvania Convention Center to the exhibit floor as part of the Expo Grande Opening. More details will follow this summer.

Join the celebration – register today for IFMA's World Workplace 2005 Conference and Expo at www.worldworkplace.org.

INTERNATIONAL NEWS, *cont'd.*

IFMA Newsreel

Following are some key dates, noteworthy events, and contributions by pivotal players in the early years of IFMA.

1978 - Herman Miller Research Corporation hosted the conference Facility Influence on Productivity at Herman Miller's Marigold Lodge, Mich. Interest was expressed in forming an organization through which the profession of facility management could receive recognition and credibility.

1979 - George Graves, IFMA Fellow, and Charles Hitch hosted a conference of facility management professionals at the Renaissance Center, Detroit, Mich.

1980 - The National Facility Management Association (predecessor to IFMA) was established in Houston, Texas. George W. Graves, IFMA Fellow, was named first Association president. The Houston Chapter was chartered in Texas.

1981 - Charles F. Hitch was named NFMA president. The Southeastern Michigan Chapter was chartered in Mich. Membership surpassed 250.

1982 - NFMA formally changes its name to the International Facility Management Association (IFMA), and President Charles F. Hitch is elected for a second term. IFMA headquarters had two staff members. Membership surpassed 400. The following chapters are chartered:

- Atlanta Chapter – Georgia
- Chicago Chapter - Illinois
- Denver Chapter - Colorado
- Lehigh Valley Chapter - Pennsylvania
- Los Angeles Chapter - California
- Toronto Chapter - Ontario, Canada – first chapter in Canada and outside the USA!



IFMA COUNCILS – Are you in one?

IFMA formed councils to meet the industry-specific networking and information needs of its members. With annual dues of just \$30, councils provide opportunities for interaction that transcend chapter and regional boundaries, enabling members to meet other professionals who share an interest in a specific FM practice or who work in the same business sector.

Truly global in nature, councils are not limited by geographic boundaries. You are able to communicate with colleagues worldwide about issues, concerns and best practices specific to your area of facility management.

The councils from which to choose are:

Airport Facilities
 Banking Institutions & Credit Unions Council
 Call Centers
 Corporate Headquarters
 Corporate Real Estate
 Environmental Health & Safety
 FM Consultants
 Health Care
 Information Technology
 Legal Industry
 Manufacturing Council
 Museums/Cultural Institutions
 Public Sector Facilities
 Research & Development Facilities
 Utilities

Council Dues: \$30 annually
 Apply On-Line at www.ifma.org/councils

LEADERSHIP CORNER

Exercising the sincerest form of flattery, this was plagiarized from IFMA's Facts and Figures, April 2005 edition.

DELEGATION TIPS:

It's spring and it may be time to ask the question: "What can I delegate?"

It's not always easy to share work with others. You've got to be comfortable with your co-worker's or volunteer's commitment to effectively completing your assignment. Here are a few key tips about delegating:

- Tell the truth about the time required to do the job properly. Clearly explain your deadline expectations.
- Assign a task all at once, rather than revealing new to-do lists each week.
- Break each task into manageable parts and delegate responsibility for each aspect of your project to different people.
- Put the task in context so people see the bigger picture.
- Identify project resources and materials available to your group.
- Never assume anyone understands procedures, policies or anything else related to your project.
- Set limits: At what point must you be consulted or involved, approve expenditures, receive progress reports?
- Remove limits: Encourage people to exercise creativity and initiative in those areas where there are no hard-and-fast rules to be followed, or where you feel they have adequate expertise.
- Have a reporting plan: How often, and in what form (written, audiotape), will you communicate with each other about progress?

Leaders who delegate effectively become even better leaders.

Resist telling people how something should be done. Instead tell them what needs to be done. They will often surprise you with creative solutions.



Quick Pix



Kauffman Foundation
Entrance



Speaker, Marlene Nagel
talks with member



Members network prior
to program



Teresa Reicherter,
Program Chair



Matt Knopke,
Education Chair



Members listen to presentation

Continued from page 3

Another area that is under development is an emergency major traffic intersection program. During an event, a major intersection will be identified and traffic routed best suited to the event.

A tabletop exercise was performed in Lee Summit in March with great results. Another exercise is scheduled with UMKC simulating a collapsed building.

Interested in being a part of the team? Please feel free to contact Marlene and she can direct interested people to the right resource.



KC IFMA GOLF OUTING 2005

June 2nd is getting closer and the time to register is now! The golf outing will be at The Painted Hills Golf Course, 7101 Parallel, Kansas City, KS. Registration forms can be found on the home page of 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)

Volunteers are also needed to assist with the pre-event planning and with the on-the-course activities 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 give-away item, please call Sam Davidson at 816-943-3740. If you would like to volunteer for on-the-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



Kansas City Chapter
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR

(All dates and times are subject to change)

DATE SPONSOR	PROGRAM	LOCATION	TIME
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 18-19 IFMA	Airports Facilities Council	San Diego, CA	
May 18-20 IFMA	Research & Development Council	Washington, DC	
May 19 PEP	Partnership for Emergency Planning Workshop	O.P. Fire Training Center 12401 Hemlock Overland Park, KS 66224	8:00 a.m.-4:00 p.m.
May 19 FM Audio Seminar	Change, Chaos, Contrast & Compromise: Workplace of the Future	BNIM Architects 106 W. 14th St., 29th Floor Kansas City, MO 64105	11:45 a.m.-1:30 p.m.
May 19-20 FMA	FMA's Ideaction 2005 Conference	Melbourne, Australia	
May 19-20 IFMA	Manufacturing Council	Dearborn, MI	
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
June 16 FM Audio Seminar	Innovative Workplaces: The Value and Role of "Place"	BNIM Architects 106 W. 14th Street, 29th Floor Kansas City, MO 64105	11:45 a.m.-1:30 p.m.
July 19 KC IFMA	Facility Management: Today's Realities—Tomorrow's Opportunities	Christ Community Church	11: 30 a.m.-1:00 p.m.

**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.

**Answer to CFMs Know—
Do You:**

C. How often the records are currently used.