

# Newsletter

## THE **FACILITATOR** The Newsletter for facility management professionals

Resources

Newsletter


Education

CFM

Job Bank

Contacts

 **Herman Miller**

 Blue Cross Blue Shield  
of Kansas City

### 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

## Celebrate Education

From the very start when I became an IFMA member in the Kansas City chapter, it was apparent that education was the primary focus for the chapter. As I became a Board member, this basic principal was re-enforced again and again. To underscore our efforts several activities have occurred over the years. As a chapter we implemented CE101s. This is a concept that has been discussed with numerous other chapters and has been implemented by others under different names. Our monthly programs are predominantly educational in nature. Over the last couple of years we have been successful in bringing some of the national IFMA courses to Kansas City. This goes to one part of our objective - to educate our members.

The second part of our objective was assisting in the promotion of our profession through scholarship annually to a student at a Kansas or Missouri college or university. To provide scholarship two actions were taken. The first was the establishment of an endowment with raising \$25,000. We successfully solicited contributions from our associate members to get started and began raising the remainder by starting a golf tournament and using the profits to fund the endowment.

A funny thing happened along the way. The golf tournament became highly successful and met our endowment goal three years ago. At the same time our endowment investments have become profitable. The Board has been trying to determine where to go from here. It has been decided to contribute to the national IFMA Foundation for a fully endowed scholarship to be awarded annually to a student at a World Workplace. The first scholarship will be awarded at the 2001 World Workplace in Kansas City.

Additionally, the Kansas City Chapter will continue to award its own scholarship on an annual basis from its proceeds from the golf tournament. In this way we are promoting the profession on both local and national basis. I personally wish to thank all our members for their support and contribution. It is an endeavor not undertaken by any other chapter.

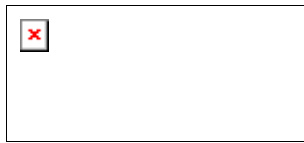
Please plan on attending our November monthly meeting (November 14) to see a presentation by Brady, IFMA National Vice President, and our award to the Foundation for the scholarship.

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*Richard Brady*





## A Day In The Life...

The following is an article that began as an attempt to chronicle the events that transpire during an ordinary day in the life of a facility manager. What was soon discovered was that there was no such thing as an ordinary day in the life of a facility manager. Each and every day brings a new quest to be conquered. So your fellow IFMA members put their creative hats on and decided to have fun doing this article (as you will soon discover). The article was initiated by one member, forwarded to another for addition, then to another, then to another, and so on. Our thanks to Marie Galvas for this concept and for driving the members to read, write and route it on. Read and enjoy!

It was a dark and stormy night. Between muffled thunderclaps, there was the tap, tap, tap of a vacuum cleaner. The place smelled like a wet dog (or was it a vacuum cleaner? I didn't matter. I wanted out of there; but I couldn't go home without a pizza and I had no car.

Then, in a graveyard silence heard only in a jungle movie, the phone rang like a banshee across the jugular of my psyche. With clammy palms and trembling fingers, I picked up the receiver. I could hear only the breathing that queued me the caller was a woman who was what seemed an eternity of silence, her Lauren Bacall voice arrested my heart when she said the chairs you bought for the break room just snagged my pantyhose and I want to know how to do about it."

I swallowed hard and uttered "Ma'am, I'll add that to my "to do" list and get right on it." As I spoke, I could feel the sweat beading up on my forehead and in my pits (that smell, it was me!). With my still trembling fingers, I reached for "the list". As I wrote #196, I had a sinking feeling in the pit of my stomach as I realized I had only just completed #12.

In exasperation, I dropped my head to my desk... "What to do next" raced through my mind. Suddenly the lights began to flicker. As I turned from the phone, I saw Ricky. We were sure about Ricky. Sure, Ricky looked like a woman but then again Ricky could also be a man, always just a little strange. Ricky wanted me to know if I had received her work order. She was sure that it would be ignored, but she really wanted to make it known that she thought the restroom should include a urinal. I am still trying to figure Ricky out...

R-r-r-ing! "Hello, yes, may I help you? Calm down and tell me the problem. You say we have a problem... yes, I see... and this is distracting to the employees? Well, ma'am, I really don't know what I can stop the geese from "boinking"! Could you please hold while I ponder that and check the pantyhose dilemma"?

R-r-r-ing! "My new employee is here and I have NOWHERE for them to sit. Do something!"

I pondered the idea of sending up the spare beanbag chair and folding TV tray to the manager with the foresight to let me know this in a (ha!) timely fashion. Composing myself in my best formal voice, I responded. "What level is this new hire?" (Because, of course, we have STANDARDS!) We must give everyone the same size space with the same size chair. Chaos in the workplace we have in our company, we had the Cube Heads, the Office Jockeys, the manager Wana-be's and the Seer. (The individual who called was of course, a Seer.) That leaves the Psychics, which as we all know, are the FM's of the world! Now our organization had a strict hierarchy when it came to perks

important here is the emphasis on floor covering! Seems everything revolved around this Jockeys were promoted from cubes to full-height walls with vinyl floors. Graduates to the be's, got an area rug, and Seers got wall-to-wall carpeting. (Honestly, you would have the management held stock in some floor-covering manufacturer).

Well, the new hire qualified for the area rug. That said and done, as Psychic, it was up to these standards, averting any subordinate uprising as a result of temporarily locating in the WRONG office. A search turned up only one open office that could be occupied that dismay, it had wall-to-wall carpeting! I could feel the surge of employee wrath, burning or were to place this new hire into an office above her rank. So, I did what any good Psychic solved the problem creatively. Faster than you could say "Work Order", I had the maintenance come up and cut around the perimeter of the wall-to-wall carpeting and VOILA: an area rug!

After the rug was delivered to the Nanny, she called to ask if it would be possible to have so-called "sound-absorbing white noise devices". "Why?" I asked. She proceeded to tell fellow staff members couldn't concentrate on the work when she had a laughing-attack. I mean you can't simply close the door to your office?" She replied, "No, this is when my door is closed". "You mean to tell me your laugh is so annoying that you would like to have me in your noise in your office?" "Yes", she replied... "Let me get back to you". (I just realized another tape!)

Now speaking of psychics, my night janitorial lead person came to me in a panic at the beginning of the shift. "I don't know how to tell you this, but there are ghosts in our building", he informed me. Years of facility experience, I have come across many interesting issues, but never ghosts for the look in his eye, I would have laughed in his face (thinking this was some ploy to get out of work). However, the left side of my brain kicked in, so I decided to go after real empirical data on the phenomenon. I asked questions like: What did it look like? Where was it? What time of day? Did anyone else see it? What were you smoking, drinking or eating?

He told me while cleaning inside a workstation, he felt cool air blow across the back of his neck. He looked down and saw a pair of shoes. As he turned around startled, no one was there! There had been several instances where he has caught a glimpse of someone but couldn't find one there. Unfortunately, by the time my lead person reported these disturbances, the night workers had heard the stories. Even night security was on the lookout for strange people. Fifty or sixty people were in group-panic during the night shift. Within days, supervisors were receiving complaints about their night staff not being able to perform their jobs due to the rumors.

In my opinion, this was becoming less of a facilities problem and more of a Human Resources problem. I politely informed everyone their questions and concerns were being forwarded to HR. The ghost sightings disappeared after a few weeks...

*(to be continued)*

*Many thanks to the following members for their contributions to this article:  
Loren Steel, Teresa Reicherter, Teena Shouse, Diane Bashor, Vicky Borchers, and Joe*

## **September Program Preview**

It's a hot summer day and you've just come inside from completing yard work or playing sports. The first thing you reach for is a tall cool glass of water. If you live in Johnson County, your water is treated and pumped to you from Hansen Water Treatment Plant at 7601 Hansen, Kansas City, Kansas.

IFMA is pleased to announce that our September monthly meeting will be a tour of the Hansen Water Treatment Plant on MONDAY, September 11, 2000. Registration appetizers will start at 5:00 p.m. and the tours will be conducted from 5-6 p.m.

We will have the unusual opportunity to tour the lab, computer control room and to see b and filtering facilities. Additionally, the plant has a state-of-the-art visitor's center. Safe dr something we usually take for granted. A perfect example is the huge water main break downtown Kansas City.

Don't miss this special opportunity to tour this state-of-the-art water plant!

**Directions to Hansen Water Treatment Plant:**

I435 (Kansas side) to Holiday Drive exit.  
Go East on Holiday Drive 1 mile past Lake Quivera.  
You will then see the entrance to the Hansen Water Treatment Plant. Visitor's Ce  
phone number 913-895-5800.  
Web site: [www.waterone.org](http://www.waterone.org)

**When:**

Monday, September 11, 2000  
Registration & Appetizers 4-5 p.m.  
Tours 5-6 p.m.

**Where:**

Hansen Water Treatment Plant  
7601 Holiday Drive  
Kansas City, Kansas

**Cost:**

\$15 for members  
\$20 for non-members

**RSVP:**

Call the IFMA Program line  
at 913-906-6000, ext. 1144  
by Spetember 5. Speak clearly  
and/or spell your name.

## August Program Review

### The Second Bottom Line

Christine Barber, Director of Workplace Research for Knoll, shared her latest findings on the 21<sup>st</sup> Century Workplace to 60 KC IFMA members and guests at the Jewish Community Campus.

Research shows that workplace design plays an important role in companies attracting and retaining employees. And there is a correlation between satisfied employees and their physical environments. The physical environment is one of the first points of contact a company has with prospective employees and customers. The replacement cost for an employee earning \$25,000 yearly is \$37,500 and a \$50,000 yearly wage earner cost the company \$75,000 to replace.



Chapter Vice Pres  
Shouse

The six critical trends found going into the 21st Century are:

1. More diverse workforce on many levels (more women, more ethnic diversity & increase in older workers)
2. Breakdown of boundaries
3. Weakening of hierarchy
4. Simplification
5. Passionate pursuit of leisure
6. Personal freedom & control (upscale, educated men and women are driving the trend toward more personal freedom.)



Linda Atha giving :  
Committee update

Results from a survey designed to discover productivity and employee satisfaction found the following items were found in the 'very important' category:

- Technology
- Storage space
- Quiet space
- Climate control
- Personalize work space
- Visually appealing work space



Cori Issac-Gale int  
program speaker

It is interesting to note that even after all the conversations and studies about employees working at home, this affects only 1% of all workers. Workers still want and need the interpersonal contacts available in an office.

Workers have two big focuses – Quality of Life and Respect within their companies and their fellow workers.

Christine Barber will be a presenter at World Workplace 2000 in New Orleans in September. Christine also invited attendees to visit the Knoll web site, [www.knoll.com](http://www.knoll.com), to view her slide presentation.



Christine Barber, I  
Workplace Resear

## Chapter Certified Facility Managers

### Our CFMs

John Alexander  
Joe Anthius  
Diane Bashor  
Ron Battaglia  
Becky Beilharz  
John Bell  
Steve Bennett  
Michael Bleich  
Rick Bond  
Alan Bram  
Bill Corbett

Sam Davidson  
Dave Gaebler  
Rick Griffin  
Donald Haag  
John Horn  
Brian Irwin  
Roberta Lovin  
Derace Martin  
Carl Melin  
Kim Morrissey  
Susan Mosby

Stephen Ohms  
Debra Ryan  
Teena Shouse  
Allyn Starr  
Loren Steele  
Alan Terhune  
Jack Tinnell  
Ranee Werts  
Doug Wills  
Chuck Winters

On September 7th, we will be presenting a one day version of the CFM Exam Review. T

designed to assist facility professionals seeking certification with preparation for the com examination. This is a condensed version of the 2 day class that will be held prior to Wor 2000 in New Orleans. The course is organized around the following eight areas of facility competency: Facility Function, Planning and Project Management, Communication, Ope Maintenance, Finance, Quality Assessment and Innovation, Human and Environmental I Real Estate. The review is designed to assist you in updating and assessing your knowle related to each area. You will learn the format of the questions and be able to answer sa The purpose of the course is to prepare you for the CFM exam and help you to be more comfortable when you take the exam. The cost for the 2 day class in New Orleans will be compared to the charge of \$150 for the one day KC class. If you are interested in attend Teena Shouse at 913-315-3046.

## CFM'S KNOW - DO YOU?

Following is a question which might appear on the CFM exam. Can you answer it?

What is the maximum high side reach as determined by the ADA?

- A. 48 inches
- B. 50 inches
- C. 52 inches
- D. 54 inches

## World Workplace 2001 In Kansas City!

In case you haven't heard, Kansas City has been selected as the host city of IFMA's inte conference, World Workplace, in 2001. Quite an honor, but then, we have quite a city!

Starting this month, we will begin telling you a little bit in each issue of Facilitator about tl grand event. But *mark your calendars now* because you will want to be part of World Wc

**IFMA World Workplace  
September 23-25, 2001  
Kansas City**

This year at the 2000 World Workplace in New Orleans on September 17, 18, and 19 se members will be hosting a booth to encourage and excite others to join us in 2001. We h bag tag business card holder that will be laminated with the visitor's card at the KC IFMA Additionally, we will have a putting contest and the winners will be awarded golf balls ins "Goin' to Kansas City, WWP 2001". We also have begun preliminary conversations with regarding the Foundation Gala. Stand by for more news...or better yet, **get involved**. Ca (816) 274-8719 or Teena Shouse at (913) 315-3046 for info."

## Quick Pix



Jane Ann Carmichael and Allyn Starr - Girls just wanna have fun!

Alan Bram and JCC put on a feast for the members luncheon.

Alan Bram and J register meeting ;



Members mingle before the meeting.



Christine Barber visits after presentation.

## Kansas City IFMA Board

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