

# Newsletter

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

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**President's Podium**  
**CAN THEY DO IT WITHOUT ME?**

**Herman Miller**

**MANNINGTON**  
**COMMERCIAL**

**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

It is only December 6th and I am writing my February President's Podium article. "Why," you ask. Well, I'll tell you. I am scheduled to have knee replacement surgery January 3rd and am afraid I won't be back at the ol' desk in time to write it. Short-term recovery is to take 2-3 weeks, and the doctor says I won't be able to drive for four weeks. Of course, I will probably spend the next 12 months doing physical therapy. For those of you who are not aware of my personal habits, I am OCD about physical fitness. I swim 2,500 yards four days a week and ride a stationary recumbent bike 50 minutes three days a week. I use to run 10-12 miles a day, but and decrepit and had to find exercises easier on the joints.

What is going to happen at the Jewish Community Campus while I am away? My has always been that I expected the building to be run efficiently whether I was h seems it would be foolish to set yourself up as indispensable. However, don't we were indispensable?

Things that are going through my mind are:

- Who is going to adjust the parking lot lights as the days get longer?
- Who is going to make sure that the swimming and therapy pools maintain water c
- Who is going to sign our checks?
- Who is going to listen to the complaints about building temperature?
- If there is another terrorist attack, will it affect our building operations?
- Will our budget be done in time?
- Will the snow and ice be removed so there are no accidents on the property?
- Who will perform the monthly life safety systems inspections?

Obviously, the list could go on and on, and obviously, there is Campus staff com

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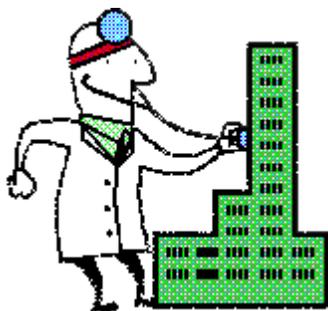
able to handle all the things I worry about. If there weren't competent staff, one v question what I have been doing.

Okay, I have convinced myself. I will rest, follow the doctor's orders, keep faith and pray to God that the building doesn't burn down while I am away.

And if all else fails...there's Valium.



Alan Bram, President  
Kansas City IFMA Chapter



## INDOOR AIR QUALITY CONTROL BLACK MAGIC OR SCIENCE

By Da

Dealing with indoor air quality complaints can humble even the most highly trained hygienist. Safety professionals are becoming totally frustrated chasing, scratching sampling complaints about watery eyes, headaches, sore throats, dizziness caused by an invisible culprit.

The hardest thing to determine is whether or not a strange odor is actually harmful to the worker or just bothersome. It is impossible to make a workplace full of diverse individuals smell good to everyone. A perfect example of dealing with harmless odors together, to create what seemed to be a harmful gas, took place in my own office. The day of the complaint, it was reported that a strange odor was making eyes water, burn, and people were becoming nauseous. The Safety Engineer and the Environmental personnel were called in immediately to determine the origin of the strange odor causing the disruption of the entire department. During the investigation, we four members of the Work Center Team had a luncheon in the area conference room and served hamburgers and lots of onions that were still stacked on a condiment tray. The smell was enough to make eyes water. The second clue we uncovered was that Susie, one of the Department members, had sprayed sample "smell alike" perfume within the area at lunch. The onions and the perfume did not mix with the indoor air, to say the least. To make matters worse, we discovered that earlier that same morning an office in the same area had been freshly cleaned and carpeted. The onions, the fake perfume, and the fresh water base latex, all in combination, would probably make anyone think they were being subjected to an extremely hazardous indoor air pollution problem. The occupants of the office were subjected to an odor that sent four people to the nurse, but in the end, proved to be harmless to them.

Determining whether or not the above situation was actually harmful to the work

even those that had to be sent to the nurse, is where the Indoor Air Quality Specialist becomes very difficult. The difference between health and workers' comfort and the air quality of their workplace is not clear-cut. The Industrial Hygienist (IH) and Facilities and Maintenance tend to see their jobs as protecting the health of the worker, and the IH's job is to provide a comfortable workplace. Many times, in exposure incidents or when no explanation can be found for an indoor air quality problem after sampling, safety professionals must try and convince workers there is no problem where those psychology courses you took in college come in handy. No matter what the safety professional uses, the worker must be convinced the problem is solved. If workers are not sure of the quality of the air and the safety of their work place, they will surely be impacted. Most safety professionals have found that management will do anything to maintain productivity levels. Safety professionals are also finding out that informed workers are when it comes to health and safety issues on the job and environmental liabilities. Safety professionals are now realizing that the average worker cannot deal with a "black magic" solution for an indoor air quality problem, but require technical and scientific answers.

Following are some tips that I have found very useful in handling air quality and chemical complaints in the work place.

- In low-level exposure cases, always survey the workers in the complaint area and bring in sampling equipment.
- Teach the workers about the chemistry they may come into contact with in their work areas. This will make them more comfortable with their environment.
- Always team up with your Facilities and Maintenance engineers, Occupational Health and Human Resources Dept. when trying to solve a particularly sensitive indoor air quality problem.
- Research all possible chemical combinations in a work area and see if common symptoms can be associated with those chemicals.
- Take all complaints seriously. Always check out the complaint, even if it is individual each time.
- Always be professional and tactful in these situations. You never know how these cases can go up the litigation ladder.
- In cases where an individual cannot seem to be satisfied, offer to relocate them out of the area. Many times the individual will decide the problem is not that bad and choose to stay.
- Always let workers know about your plan to solve the problem and the facilities notified management and any other group that can help find the problem.
- Answer all questions asked by workers. Be careful not to allow a problem to become sensationalized or blown out of proportion.

The best solution is to be proactive with your policies and procedures concerning indoor air quality issues. Make your employees feel comfortable and safe on the job by implementing clean air programs on the job and inviting everyone to help keep the air they breathe clean.

For more information on Indoor Air Quality Programs for your facility, contact the National Coalition on Indoor Air Quality at the address and phone number listed below:

NCIAQ  
1518 K St. NW, #503

Washington, DC 20005  
Phone (202)628-5336

*Dave England is Corporate Senior Manager of Environmental, Health and Safety, Alcatel America. He is President of the IFMA Environmental Health and Safety National Council. He is a Certified Facility Manager (CFM) and serves on the DuPont Antron End-User Advisory Council. He can be contacted at [dave.England@usa.alcatel.com](mailto:dave.England@usa.alcatel.com)*

## JANUARY PROGRAM REVIEW

The January IFMA meeting was held at the North Kansas City Community Center on 11th Street in North Kansas City. The meeting began at 11:30 a.m. with a delicious breakfast delivered by Good Eats Catering. Ms. Jackie Coleman, Program Chair, opened the meeting with some announcements. Our host for the meeting was the Director of the Community Center, Mr. Greg Hansen. Mr. Hansen explained the timeframe and scope of the project and the role during construction of the facility. Next, Mr. Hansen and his assistant divided the attendees into two groups and took us on an in-depth tour of the facility explaining the daily operations. We walked through the facility which is quite impressive and is certainly an asset to the residential and business community of North Kansas City. A total of 49 IFMA members and guests attended the tour and lunch. On behalf of Kansas City IFMA, we would like to thank Mr. Hansen and his staff for hosting such an enjoyable event!



*Community Center Director, Greg Hansen*



*Gymnasium*

## FEBRUARY PROGRAM PREVIEW

The Chapter's February meeting will be held at the Community of Christ facility Independence on February 19th. Robert Rives with the Community of Christ will luncheon, which will begin at 11:30 a.m.

Our speaker will be Andy Miller with Poole Consulting. Mr. Miller was employe Hallmark Cards Risk Management for 21 years. He specialized in risk managemen prevention associated with property loss control and life safety activities. He dev administered asset protection programs for several large, multi-national compani chaired the Industrial Section of the National Fire Protection Agency, and served NFPA Technical Committees.

Mr. Miller will provide an overview of the facility risk assessment process - what

important/necessary, when it should be undertaken, and who should be involved. speak about liabilities and responsibilities of facility managers when it comes to issues of facility management, and the benefits of the facility risk process.

The following are directions to the Community of Christ facility: Go east on I-70 Road. Take a left (north) and go to Walnut (about 5 miles). Go left on Walnut (west) temple. You will see it on the north side of the street. Please park in the parking lot on the north side of the building. A sign for Community of Christ will be on the corner of Walnut. The address is 1001 West Walnut, Independence, Missouri.

Hope to see you there!

<h1 style="color: orange; text-decoration: underline;">Welcome New Member</h1>	
Steven Closser District Manager American Food & Vending Service 3213 Argonne Blue Springs, Missouri 64015 816-918-4925 Fax: 816-224-3544 Email: <a href="mailto:sclosser@americanfoodandvending.com">sclosser@americanfoodandvending.com</a>	Jeffery Oddo President City Wide Maintenance Co. 8454 Nieman Road Lenexa, Kansas 66214 913-888-5700 Fax: 913-888-5151 Email: <a href="mailto:joddo@gocitywide.com">joddo@gocitywide.com</a>
Wes Miller Director, New Business Development Gerald Jones Company 800 Broadway Kansas City, Missouri 64105 816-471-0990, ext. 310 Fax: 816-471-3928 Email: <a href="mailto:wmiller@geraldjonesco.com">wmiller@geraldjonesco.com</a>	George S. McDowell Senior Project Manager Professional Service Industries, Inc. 8936 Nieman Road Overland Park, Kansas 66214 913-310-1607 Fax: 913-310-1601 Email: <a href="mailto:george.mcdowell@psius.com">george.mcdowell@psius.com</a>
Daniel K. Schifferdecker Facility Services Supervisor Aventis Pharmaceuticals 10236 Marion Park Drive Kansas City, Missouri 64137 816-966-5100 Fax: 816-966-3703 Email: <a href="mailto:kevin.schifferdecker@aventis.com">kevin.schifferdecker@aventis.com</a>	Melanie D. Yearta Senior Architectural Designer Hallmark Cards, Inc. 2460 Pershing Road, Suite 100 MD 271 Kansas City, Missouri 64108 816-274-7812 Fax: 816-545-6996 Email: <a href="mailto:myeart1@hallmark.com">myeart1@hallmark.com</a>
Roger L. Estell Operations Manager Enterprise Rent-A-Car 7815 Floyd	Darrell Patnode Deputy Director, Kansas PMC General Services Administration 444 S.E. Quincy, Room 100

Overland Park, Kansas 66204 913-383-1515 Fax: 913-383-0011 Email: <a href="mailto:restell@reac.com">restell@reac.com</a>	Topeka, Kansas 66683 785-295-2500 Fax: 785-295-2545 Email: <a href="mailto:darrell.patnode@gsa.gov">darrell.patnode@gsa.gov</a>
Danny Sexton Director, Kansas City South General Services Administration 1500 E. Bannister Road, Room B015 Kansas City, Missouri 64131-3088 816-926-7323 Fax: 816-926-1839 Email: <a href="mailto:dan.sexton@gsa.gov">dan.sexton@gsa.gov</a>	Michael Kraxberger Deputy Director, Kansas City North General Services Administration 601 E. 12th Street, Room 104 Kansas City, Missouri 64106 816-426-3963 Fax: 816-426-6653 Email: <a href="mailto:michael.kraxberger@gsa.gov">michael.kraxberger@gsa.gov</a>



## CFM'S KNOW - DO YOU?

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

**In what way can you best communicate the magnitude of change order costs makers?**

- A. Insist representatives of executive management attend all meetings.
- B. Have end user representation at each meeting and ask them to initial doc and minutes.
- C. Maintain a cuts and adds list of credits and overruns for executive review
- D. Send minutes of meetings to executives for their review and sign-off.

*Answer to last month's question: C. Send a detailed note outlining specific needs response.*

## Quick Pix

*Members enjoying lunch.*







*Exercise Room*





*Tony Mannella and John Harter before their "workout".*



*Tony Mannella and John Harter After their "workout".*







*Game Room.*







*Jackie Coleman likes the hair dryer - perfect height!*



*Community Center's Pool*



*Phil Gardner, Greg Hansen and John Emert*



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