

October 2004

The Facilitator

Kansas City Chapter of International Facility Management Association



PRESIDENT'S PODIUM

Lawn Care Tips

Well another year has flown by and we are heading into Fall already. The impending winter-time has us thinking about what we need to winterize, and one of those things includes the lawn. As facility managers, we spend a lot of time worrying about the mechanical aspects of our buildings, but the lawn is equally important. The exterior of our building and what the lawn looks like is our customers' and employees' first impression of us.

seeding be done at least once a year.

November is a great time to get a final application of fertilizer on your lawn. This will help the lawn achieve greater tolerance to the cold weather, as well as strengthen the lawns root system, and help the lawn green up in the Spring. Unless we have a severely dry winter, most precipitation we get is adequate to water the lawn. Should we get no precipitation, watering your lawn once a month to a depth of one inch is recommended.

ized. Having your system winterized prior to December 15th will help avoid costly freeze damage to your system. Most damage will not occur until the ground freezes to a depth of six inches or more. This typically will not occur until mid-December. However, if your company is located in a city requiring your backflow prevention device to be located above ground, you need to winterize your system sooner. The backflow device runs a higher chance of freezing since it is located above ground.

I am too short-staffed to be able to take care of the lawn along with the building. So, this is a contracted function for me. I am currently working with Summit Lawn and Landscape, Inc. I have asked them for some pointers and things Facility Mangers need to do to winterize their systems and maintain their lawn and landscaping. This is great advice for your home lawns as well!

Aerating and seeding are important parts of maintaining your lawn. Aeration allows air down to the root system and encourages new and deeper growth of the lawn. Fertilization and aeration programs are essential to promote a healthier, thicker and greener lawn. It is recommended that aeration and

November is also a good time to cut back perennials and pull dead annuals left from the growing season. Applying a mulch to tender plants is also recommended at this time of year. The mulch will help insulate the plant, especially important for roses, hydrangeas, hollies, azaleas, and rhododendrons. These plants do not take well to extreme cold temperatures and run the risk of freeze damage. Applying a balanced fertilizer to your trees and shrubs will strengthen the plant and help it through the cold winter as well. Watering your trees and shrubs is recommended at least once a month.

With the approaching cold weather, now is the time to get your sprinkler system winter-



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October Preview: Improving Your Success Ratio

By Lona Alexander
Program Committee

Don't miss the October luncheon. It will be held at the American Royal building in the historic stockyard district. October is the kick-off for the American Royal competition, and the American Royal grounds are sure to be bustling. Our guest speaker will be Allison Darling with Management Concepts. This luncheon will focus on professional and personal development.

Whether you run a large department or are a sole practitioner, success in facilities management means wearing multiple hats. Your job includes negotiation, influencing, team building, managing relationships, forming strategic alliances, and more. Because we are all judged and compensated based on our ability to get results, "being effective" is all that REALLY matters. Allison Darling, performance improvement facilitator and President of Management Concepts, will lead us through an eye-opening discovery process designed to help you ratchet up your success ratio. Leave with a new perspective on leadership and discover a proven formula for improving results.

Lunch will be catered by the Golden Ox, so bring your hearty appetites! As an added bonus, we will have a drawing for American Royal Rodeo tickets.

Date: October 19, 2004
Time: 11:30 a.m.—1:00 p.m.
Cost: \$15 for members
 \$20 for non-members
Location: 1701 American Royal Court
 Ambassador Room
Parking: Free in Lot B

CFMs Know—Do You?

A comprehensive preventative maintenance program is vitally important because:

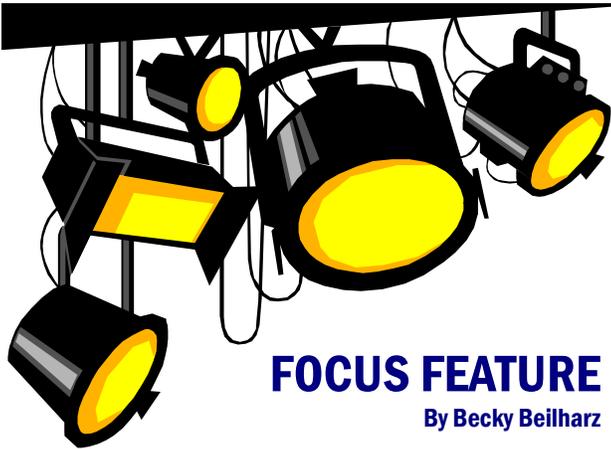
- A. It forestalls unexpected equipment breakdowns.
- B. It provides an early warning of impending equipment problems.
- C. It provides a flexible work backlog to keep employees busy during slack times.
- D. It impresses management with your planning capabilities.

The answer can be found on the last page.

"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn and relearn."

--Alvin Toffler





FOCUS FEATURE

By Becky Beilharz

What is Indoor Air Quality?

Indoor air quality (IAQ) refers to the quality of the air inside buildings as represented by concentrations of pollutants and thermal (temperature and relative humidity) conditions that affect the health, comfort, and performance of occupants.

Why is IAQ Important to Building Managers?

How effectively a building functions to support its occupants and how efficiently the building operates to keep costs manageable is a measure of the building's performance. The growing proliferation of chemical pollutants in consumer and commercial products, the tendency toward tighter building envelopes and reduced ventilation to save energy, and pressures to defer maintenance and other building services to reduce costs have fostered indoor air quality problems in many buildings. Occupant complaints of odors, stale and stuffy air, and symptoms of illness or discomfort breed undesirable conflicts between occupants or tenants and building managers. Lawsuits sometimes follow. If indoor air quality is not well managed on a daily basis, remediation of ensuing problems and/or resolution in court can be extremely costly. So it helps to understand the causes and consequences of indoor air quality and to manage your building to avoid these problems.

Occupant Symptoms Associated with Poor Indoor Air Quality

Acute Effects - Acute effects are those that occur immediately (e.g., within 24 hours) after exposure. Chemicals released from building materials may cause headaches, or mold spores may result in itchy eyes and runny noses in sensitive individuals shortly after exposure. Generally, these effects are not long lasting and disappear shortly after exposure ends.

Chronic Effects - Chronic effects are long-lasting responses to long term or frequently repeated exposures. Long term exposures to even low concentrations of some chemicals may induce chronic effects. Cancer is the most commonly associated long-term health consequence of exposure to indoor air con-

taminants.

Discomfort - Discomfort is typically associated with climatic conditions but building contaminants may also be implicated. People complain of being too hot or too cold or experience eye, nose or throat irritation because of low humidity. However, reported symptoms can be difficult to interpret. Complaints that the air is "too dry" may result from irritation from particles on the mucous membranes rather than low humidity, or "stuffy air" may mean that the temperature is too warm or there is lack of air movement, or "stale air" may mean that there is a mild but difficult to identify odor. These conditions may be unpleasant and cause discomfort among occupants, but there is usually no serious health implication involved. Absenteeism, work performance and employee morale, however, can be seriously affected when building managers fail to resolve these complaints.

Performance Effects - Significant measurable changes in people's ability to concentrate or perform mental or physical tasks have been shown to result from modest changes in temperature and relative humidity. In addition, recent studies suggest that the similar effects are associated with indoor pollution due to lack of ventilation or the presence of pollution sources. Estimates of performance losses from poor indoor air quality for all buildings suggest a 2-4% loss on average. Future research should further document and quantify these effects.

Factors Affecting Indoor Air Pollution

Much of the building fabric, its furnishings and equipment, its occupants and their activities produce pollution. In a well functioning building, some of these pollutants will be directly exhausted to the outdoors and some will be removed as outdoor air enters the building and replaces the air inside. The air outside may also contain contaminants, which will be brought inside in this process. This air exchange is brought about by the mechanical introduction of outdoor air (outdoor air ventilation rate), the mechanical exhaust of indoor air, and the air exchanged through the building envelope (infiltration and exfiltration).

Pollutants inside can travel through the building as air flows from areas of higher atmospheric pressure to areas of lower atmospheric pressure. Some of these pathways are planned and deliberate so as to draw pollutants away from occupants, but problems arise when unintended flows draw contaminants into occupied areas. In addition, some contaminants may be removed from the air through natural processes, as with the adsorption of chemicals by surfaces or the settling of particles onto surfaces. Removal processes may also be deliberately incorporated into the building

Continued on page 6

September Program Review

By Teresa Reicherter
Program Committee

Our September Program was on Heart Health and Developing Healthy Programs. It was held at the Jewish Community Campus.

Dr. John Heryer of Blue Cross Blue Shield of Kansas City, started by explaining the two goals of their presentation; to touch each of us on our own health and for us to initiate or continue a healthy program at our own companies.

As we may know....a Facility Manager is usually not appreciated until something goes wrong and they are responsible for 'fixing' it. As with GOOD HEALTH, it is simply not appreciated until it's gone. The basics of good health (to have a good heart) is affected by our diet, exercise, stress and whether we smoke.

Fact: That obesity in the US has steadily increased since before 1985 (with approx. 14% obesity) and continues to increase today (with over 25% of the US reporting obesity).

Why are we obese? In the 1700's in order to eat, it was necessary to exert energy to obtain food by hunting, today we drive to the grocery store or fast food joint. A Body Mass Index (BMI) of 30 is considered obese. Obesity leads to a variety of illnesses; diabetes, back pains, hysterectomies and your risk of death increases as your BMI goes up. There are many factors that lead to obesity; a sedentary society, environmental, too much television and video games, social functions, psychological, our ongoing love of food, neurologi-

cal/genetic disorders, and metabolic abnormalities.

Fact: Did you know that ¼ of all veggies consumed in the USA are French fries?

There are so many diets out there today, how do we know which is the right one? Start by knowing your 'numbers'. Where you are with your BMI, blood pressure, cholesterol, LDL, and glucose? With that information you and your doctor can work out a plan for you. *'If you can measure it, you can manage it'* Peter

Drucker. Take into consideration the amount of exercise you need, not smoking, decreasing your stress (anxiety, depression) and decreasing food intake; the energy you expend, must be greater than the 'energy' you intake.

What are you doing personally, what is your company doing to help? Are your vending machines stocked with healthy foods? Does your company promote good health by not just limiting smoking, but simply banning it? Do they encourage exercise and mental breaks? With a past-president that stated his favorite eating establishments as Taco Bell, KFC, Pizza Hut...no wonder. Encouragement from a mentor or company will go far in society today.

Kathy Aken, of BCBSKC spoke regarding 'The Healthier You' program that BCBSKC started. We realized we were helping our customers establish such programs, so why don't we help ourselves?

Today employers are looking for ways to keep their employees healthy. Many companies have in-house weight management programs or programs allowing a massage therapist to come in and give employees chair massages to help reduce stress.

Kathy stresses when starting any new employee healthy program, to start small and let it evolve.

BCBSKC's healthy program consist of some of the following:

- A monthly educational newsletter "A Healthier You", which publishes employees personal health successes, tips, recipes, and featuring a variety of health related topics to support our own employees.
- A fitness center featuring cardiovascular classes, yoga, weights, and more.
- The 'Walking Works' program to encourage walking for health.
- Nutritional Programs for Weight Management; weight watchers, cooking classes, onsite café healthy options, Body and Soul Management, Dietwatch.com
- A Rewards Program that has items for those that reaches their various goals.
- Onsite massages to encourage stress reduction.

- 'Know your numbers'. BCBSKC brings in a company to check out employees that sign up.

This IFMA program was incredibly informative.

There were many questions that followed the presentation. We received so much information, but there was simply so much more

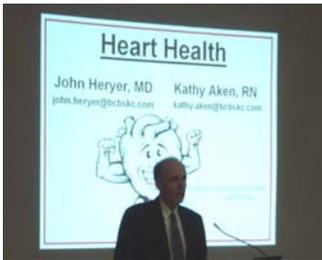
to learn. Dr. Heryer and Ms. Aken did give their email addresses in the event there were further questions regarding developing your company's own program.

John.heryer@bcbskc.com and Kathy.aken@bcbskc.com

We ended the program, but not before giving away two-60 minute, full body massages by Well Grounded, Massage Therapy Center. The winners were Tom Weathers and Dick Cooper. CONGRATS GUYS. You were the envy of all at the meeting!

BCBSKC works with Donna Farber of Well Grounded. Donna and her company donated the second massage. If you are interested in learning more about bringing into your company a stress reducing massage opportunity, Donna can be reached at 816-729-6208. Donna, thank you so much for your support.

We thank all of you that were able to attend and hope you were able to take some helpful information away from this presentation.



Guest Speaker, Dr. John Heryer



Guest speaker, Kathy Aken



KC IFMA Members during presentation

Fact: Did you know that ¼ of all veggies consumed in the USA are French fries?

INTERNATIONAL NEWS



Save the Date!

Oct. 17-19 Salt Palace Convention Center
For more information or register online, visit www.worldworkplace.org



If you plan to attend this year's World Workplace Conference in Salt Lake City, please contact Sheryl Wolfe at

wolfekcifma@earthlink.net

Online Auction

This year's main fundraising event is an Online Auction. Shop for a taste of your favorite regional fare and search for great deals, then bid online (www.ifmafoundation.org) Sept. 13 – Oct. 19, 2004. **Bid early and bid often!** All proceeds will benefit the IFMA Foundation.

CFM Study Guide

IFMA is pleased to announce the availability of the CFM Study Guide. This publication consists of more than 200 pages of case studies, sample questions, core competency summaries, glossary, a detailed outline of the structure of the exam and an explanation of the exam process. This indispensable guide provides potential certification candidates with useful information regarding what to expect on the exam. The study guide will enhance, not replace, the experience and knowledge you already bring to the exam as a seasoned practitioner. It was not created to serve as a comprehensive study resource, but as a supplementary handbook to assist candidates in preparing for the CFM exam. This study guide can be used in a group setting or is effective for the individual. Preparedness is key to successfully passing the challenging CFM exam for the ultimate reward of achieving the most respected global credential in facility management. The CFM Study Guide is another step on the path to success. For more information about obtaining the CFM Study Guide, e-mail bookstore@ifma.org, visit www.ifma.org/fmp or call IFMA headquarters at 713-623-6124.

Facility Management Professional (FMP) Designation

The entry-level, knowledge-based credential is geared for facility management practitioners with less than five years of experience. In addition to benefiting beginning and transitioning facility professionals, it also is ideal for partner practitioners such as architects, designers and safety engineers; associated corporate providers of FM products and services; and students entering the profession from universities, certificate or technical programs. "We recognized a need for beginning and transitioning facility professionals who did not yet have the hands-on experience requisite for obtaining the Certified Facility Manager (CFM) credential," said IFMA Certification Manager Megan Schlaack. "This led to the development of the FMP."

Partnering with other associations, training companies, community colleges, and recognized programs at universities, IFMA has made it possible for candidates to obtain the FMP in approximately 12 months through a variety of learning formats. Candidates can complete program requirements through IFMA's new online self-study curriculum, on-site seminars, and off-site seminars and IFMA courses offered through its chapters and councils. For more information about the FMP, or to download an application, visit www.ifma.org/fmp. Candidates may complete, print, and fax or mail the application to IFMA headquarters at 713-623-6124.

Good News

Congratulations to KCIFMA member, Teena Shouse, who will become IFMA's International First Vice Chair at this month's Awards Banquet during World Workplace in Salt Lake City. She has done, and will continue to do, great work as she travels the world representing the industry, organization and Chapter so very well. Thanks Teena!



systems. Air filtration devices, for example, are commonly incorporated into building ventilation systems.

Thus, the factors most important to understanding indoor pollution are:

- Indoor sources of pollution,
- Outdoor sources of pollution,
- Ventilation parameters,
- Airflow patterns and pressure relationships,
- Air filtration systems.

IAQ Maintenance Program

A PM program provides the care to all building mechanical systems and components that keeps them operating at peak performance according to manufacturer's specifications. An effective preventive maintenance (PM) program is the most important tool to preventing IAQ problems.

- Lack of effective PM is one of the biggest causes of IAQ problems.
- Facilities with effective PM programs generally have fewer problems.
- You cannot quickly diagnose and solve many IAQ problems without an effective PM program because you won't have the system knowledge and records to do so.
- Should IAQ problems result in legal action, your PM records may prove good faith efforts to control IAQ.

How to Set Up a Preventative Maintenance (PM) System

Take the following steps to set up a PM system:

- Select an administrative system.
- Survey and develop an inventory of all equipment in the building.
- Record the condition of each piece of equipment, and develop work orders for their repair. The objective is to bring each piece of equipment up to peak operating performance.
- Establish a master equipment list and an equipment history record file.
- Organize master files of operating manuals, manufacturer's data, and system prints. Review and update. Create working copies of these files.
- Using operating manuals and manufacturer's specifications as a guide, develop PM charts for each piece of equipment.
- From the PM charts, develop PM work orders.
- Organize all work orders chronologically into a Master Schedule.
- Adjust the schedule to insure an even workload of basic PMs scheduled evenly throughout the year.
- Leave time for unscheduled maintenance.

- Your PM system is now in place.

Codes and Standards

Some IAQ codes and standards to be met:

- *ASHRAE Standard 62-1999, Ventilation for Acceptable Indoor Air Quality;*
- *ASHRAE Standard 55-1992, Thermal Environmental Conditions for Human Occupancy*
- *ASHRAE Guideline 1-1996, The HVAC Commissioning Process, can assist in establishing commissioning requirements.*
- *SMACNA Guidelines, 1995; IAQ Guidelines for Occupied Buildings Under Construction*

For More Information

Environmental Protection Agency (EPA)

Much of this information was reprinted from the EPA's website concerning indoor air in large buildings. Much more information can be found at www.epa.gov/iaq/largebldgs. The EPA's I-BEAM program updates and expands their existing Building Air Quality guidance and is designed to be comprehensive state-of-the-art guidance for managing IAQ in commercial buildings. This guidance was designed to be used by building professionals and others interested in indoor air quality in commercial buildings. I-BEAM contains text, animation/visual, and interactive/calculation components that can be used to perform a number of diverse tasks.

Chapter News

Once again the KCIFMA Board of Directors has approved the donation of \$2,500 from this year's golf outing to the IFMA Foundation. The IFMA Foundation works for the public good to promote priority research and educational opportunities for the advancement of facility management.

The KCIFMA Board of Directors has also approved the donation of \$2,500 to the Red Cross Disaster Relief Fund in their support of others who incurred damages from the recent hurricanes.

Quick Pix



KCIFMA members and guests network before the presentation



Guest Speakers Kathy and John sit down for lunch prior to the presentation



Ron Burns tries to bargain the giveaway massage from winner, Tom Weathers



Sandy Hicks and John Hall smile for the camera



Chris Nail and Kim Morrissey catch up after the meeting

Members: I received the following letter from Mr. Andy Felder. If anyone is interested in this opportunity, please contact him for more details.

Donna Koontz, Chapter President

The Arsenal Contract & Professional Services Division has been retained by a New York based HVAC and electrical company (Lane-Valente Industries (www.lviusa.com)) to assist in its provision of services to several of its Fortune 200 companies. Specifically, they have asked that I prepare a database of and pre-qualify such suppliers in the multiple states they are now charged with the responsibility of servicing, but in which they don't self-perform particular services.

As a member of IFMA, my first instinct was to reach out to the chapter presidents in the various locations in the hope that you will have associate members interested in the additional business this could represent. Towards that end, I would very much appreciate it if you would provide me with the names and contact information for (2 or 3) member companies which provide the following services: HVAC, electrical, plumbing and general maintenance.

I will then contact them to explore their interest and suitability in this opportunity. Thanks very much in advance for your response.

Andrew A. Felder Tel 214-755-2277
www.thearsenal.us aafelder@thearsenal.us

Kansas City Chapter

INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR

(All dates and times are subject to change)

DATE SPONSOR	PROGRAM	LOCATION	TIME
Oct. 16-19 IFMA	World Workplace Conference	Salt Lake City, UT	Daytime/Evening
Oct. 19 KC-IFMA	Management Concepts: Improving Your Success Ration	American Royal 1701 American Royal Ct. Ambassador room	11:30 a.m.-1:00 p.m.
Nov. 16 KC-IFMA	Downtown Projects & Process	Kansas City Public Library 14 W. 10th Street Kansas City, MO	11:30 a.m.–1:00 p.m.
Dec. 14 KC-IFMA	Annual Holiday Party	Blue Cross Blue Shield 2300 Main Kansas City, MO	5:00-8:00 p.m. (Evening meeting)
Jan. 18 KC-IFMA	Violence in the Workplace	Location TBD	11:30 a.m.-1:00 p.m.

Answer to CFMs Know–Do You:

A. It forestalls unexpected equipment breakdowns.

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.