

The Facilitator

February 2005

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!!



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Kansas City Chapter of International Facility Management Association

PRESIDENT'S PODIUM



Hi All,

Thank you. Thank you for taking a minute to read your IFMA newsletter, for checking up on what your Kansas City IFMA Chapter has been up to lately, for your participation in Program Meetings, and for your involvement.

It was just five years ago that I joined IFMA. I did so for the reason that perhaps many of you did—my employer recommended that I do so. Having not 'volunteered' for such membership, I have to admit, I was a bit apprehensive about attending my first meeting. When I arrived, I found that I did not know many people, but I was welcomed warmly. Everyone at my table introduced themselves and I remember being very impressed with the diversity of the group of individuals at my table. I thought it surely unique. The program was quite educational and I left looking forward to attending the next meeting.

My attendance became more and more regular as I learned that every program meeting was an educational presentation or a tour of a (newly constructed) facility. What I particularly loved was that it was all presented to, and in the language of, facility managers. And for those of you who have dealt with architects, you have probably noticed that often we architects speak a different language than facility managers. So it was very interesting to me to learn what you learn, hear what's important to you, and see tours of newly constructed projects explained not from the architect's perspective, but by facility managers. I have learned so much and have met so many incredible people! I believe if I had a question or problem with anything, that within three phone calls I could have it resolved. This organization has been an incredible experience for me.

I can only imagine the same would be true for you--facility managers, product representatives and fellow design professionals, as well: to hear first hand what's happening in the facilities' world via program meetings, tours and educational opportunities brought to you by the education committee; to meet fellow facilities professionals (often in the same boat); to have the opportunity to attend World Workplace and national leadership conferences. I hope that you too will find these opportunities as valuable as I have. And your participation and interest is what makes it all happen. It's all of us together sharing and learning from one another. By introducing yourself to your neighbor at the

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next program meeting. By making requests of the education committee to provide a workshop or seminar on a subject that you would like to learn more about, or by attending an audio seminar. By bringing a friend, co-worker or your boss to the next meeting. By attending World Workplace and meeting people from all over the country (and all over the world) with similar likes and gripes.

In July, we are putting together a program called "What IFMA Can Do For You". Please, if you have ideas, comments or suggestions, contact an IFMA Committee Chair or Board Member. We'd LOVE to hear what's on your mind! KC IFMA is what we make it. It is the sum of its members wishing to share experiences, meet new people and have FUN.

In the upcoming year, I want to do everything I can to make IFMA all it can be for you. And I want to think of ways to say thanks for all you do towards making IFMA what it can be, too. Please stay tuned, or even feel compelled to get involved as we continue to improve and grow our chapter over the next few months.

And once again, let me thank you. I look forward to working with you soon.



*Brittany Gamble,
Chapter President*

CFMs Know—Do You?

How can the value of an income-generating building be determined?

- A. Multiply gross income by the rate of return.
- B. Divide annual net operating income by the desired rate of return.
- C. Multiply gross annual income by 10.
- D. Divide gross income by occupancy rate.

The answer can be found on page 10.

Website Updates

New on the website this month is a page displaying a list of our past-presidents and a new page dedicated to the Golf Tournament (past and future). Also, we're still working behind the scenes on improving the event registration process. Look forward to an unveiling of a new website design soon, too!

Finally, as a reminder, we want to encourage you to register for events online. It makes our lunch ordering, bookkeeping, and meeting check-in process so much easier. Paying cash at the door will cost an additional \$5.00. Online pre-payment for members is \$15 and for guests, \$20. Cash-at-the-door cost for members is \$20; guests pay \$25.

Your comments, criticisms, etc. are always welcome. Email us at info@kcifma.com

January Program Review—Workplace Violence

By Alan Bram

Our January program was on workplace violence. Ben Kenny, a retired Homicide Police Detective with the Kansas City, Missouri Police Department was our presenter. He currently works as a Security Consultant with a number of companies in Kansas City, offering seminars and training on a broad variety of topics, such as: workplace violence, bomb threats, defense training, security, etc.

What is workplace violence? It is anything that causes injury or death; acts that lead up to an event of such; damage or abuse - verbally or physically - and possibly with a 'weapon'. A weapon can be a gun or knife, or any object that could cause harm or damage.



Speaker, Ben Kenny

Can this happen to you? What are the statistics? This week, *USA Today* newspaper reported 18,000 aggravated assaults and 500,000 victims of violence, 20 of whom will be murdered. Homicide is the number one cause of death for female employees. The results are \$1.8 million related to workplace days lost. Domestic violence is connected to 175,000 days of work lost. Lawsuits associated with workplace violence range from \$250,000 to \$3 million. The highest award to date from such a lawsuit is \$5.49 million.

OSHA states that businesses are required to provide a safe environment. Many companies have a policy on workplace violence. Companies should support a zero tolerance to violence in their policies. Zero tolerance will prevent such incidents, protect employees and customers, and protect the company from lawsuits. A company must weigh the expenditure of implementing policy and procedures against the cost if an event did occur. Such an event could be extremely costly in lives, reputation, stocks, and lawsuits. The damage could be irreversible to a company.

What triggers an incident? When an employee or customer is affected by a stressful event, they be

come an emotionally-charged individual and this, combined with an insensitive, uncaring environment, is a recipe for disaster.

Mr. Kenny touched on five events that have occurred, three in the KC vicinity.

First, the Federal Building in Topeka, Kansas. There is a single individual that is upset by his future incarceration. He starts his day at home killing his animals, and then bringing homemade grenades to the federal building. He creates a diversion in the parking lot, and then makes his way into the building shooting the off-duty officer and holding hostages. He dies at the hand of one of his own weapons.

In mid-town Kansas City, a multi-tenant office building is held hostage by a disgruntled employee with a gun - a young man, highly-educated, and a high performer. Police officials find themselves having to wait him out.

At KCI in a parking garage, two employees die—one is killed and the second commits suicide. This incident stems from an overbearing personality, ongoing verbal abuse, and cultural differences. One finds himself asking: Why was this allowed to go on?

Empire of New York made headlines when two employees were reported shot, and the shooter killed himself. This event started with a relationship between a director and his subordinate, a breakup, and a new relationship between the woman and another male employee. We see how it ended.

Waco, Texas. We all read the headlines, we remember the news, the long standoff, and the large number of people killed.

Be ready for what can happen. From these events, we learn how important it is to be prepared. But how does anyone really prepare for such a thing? It starts with your company's policy on workplace violence. If your company does not have a policy in place, with a zero tolerance level, develop one.

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FOCUS FEATURE

DEVELOPING AND IMPLEMENTING A WORKPLACE VIOLENCE PREVENTION PROGRAM AND POLICY

The first priority in developing a workplace violence prevention policy is to establish a system for documenting violent incidents in the workplace. Such data are essential for assessing the nature and magnitude of workplace violence in a given workplace and quantifying risk. These data can be used to assess the need for action to reduce or mitigate the risks for workplace violence and implement a reasonable intervention strategy. An existing intervention strategy may be identified within an industry or in similar industries, or new and unique strategies may be needed to address the risks in a given workplace or setting. Implementation of the reporting system, a workplace violence prevention policy, and specific prevention strategies should be publicized company-wide, and appropriate training sessions should be scheduled. The demonstrated commitment of management is crucial to the success of the program. The success and appropriateness of intervention strategies can be monitored and adjusted with continued data collection.

A written workplace violence policy should clearly indicate a zero tolerance of violence at work, whether the violence originates inside or outside the workplace. Just as workplaces have developed mechanisms for reporting and dealing with sexual harassment, they must also develop threat assessment teams to which threats and violent incidents can be reported. These teams should include representatives from human resources, security, employee assistance, unions, workers, management, and perhaps legal and public relations departments. The charge to this team is to assess threats of violence (e.g., to determine how specific a threat is, whether the person threatening the worker has the means for carrying out the threat, etc.) and to determine what steps are necessary to prevent the threat from being carried out. This team should also be charged with periodic reviews of violent incidents to identify ways in which similar incidents can be prevented in the

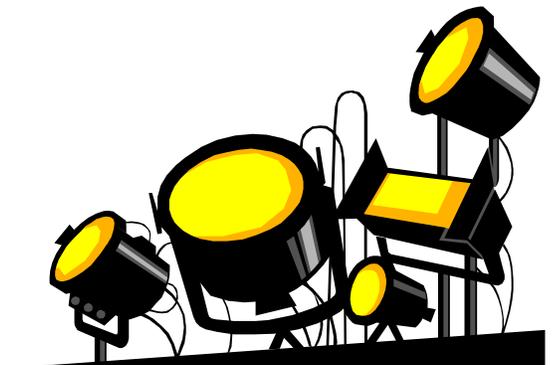
future. Note that when violence or the threat of violence occurs among coworkers, firing the perpetrator may or may not be the most appropriate way to reduce the risk for additional or future violence. The employer may want to retain some control over the perpetrator and require or provide counseling or other care, if appropriate. The violence prevention policy should explicitly state the consequences of making threats or committing acts of violence in the workplace.

A comprehensive workplace violence prevention policy and program should also include procedures and responsibilities to be taken in the event of a violent incident in the workplace. This policy should explicitly state how the response team is to be assembled and who is responsible for immediate care of the victim(s), re-establishing work areas and processes, and organizing and carrying out stress debriefing sessions with victims, their coworkers, and perhaps the families of victims and coworkers. Employee assistance programs, human resource professionals, and local mental health and emergency service personnel can offer assistance in developing these strategies.

Responding to an Immediate Threat of Workplace Violence

For a situation that poses an immediate threat of workplace violence, all legal, human resource, employee assistance, community mental health, and law enforcement resources should be used to develop a response. The risk of injury to all workers should be minimized. If a threat has been made that refers to particular times and places, or if the potential offender is knowledgeable about workplace procedures and time frames, patterns may need to be shifted. For example, a person who has leveled a threat against a worker may indicate, "I know where

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February Program Preview—Roundtable Program

By Alan Bram

A smorgasbord of programs awaits you Tuesday, February 15th, at this special roundtable being held at the Jewish Community Campus, 5801 West 115th St. in Overland Park at 11:30 a.m. The topics will be: “How to Choose a Record Center,” “Life Safety Issues and Firestopping,” and “New Horizons in HVAC: Managing the Delivered Performance.”

Ken Mickey, of Underground Vaults and Storage, Inc. will talk about when to consider a commercial records center, what to look for in a vendor, what you should expect to pay for, other services that might be available, and how the records industry is changing.

Ken Mickey has been in the Records Management field since 1988, when he joined Tab Products Company, where he sold filing equipment, including mobile storage units, filing systems, and document imaging. He did the same for Concepts for Business. He spent four years in document imaging before joining Underground Vaults & Storage, Inc. in March of 1999. In the six years since, UV&S has doubled its size in Kansas City. Ken advises his clients on how to maximize in-house filing systems capacity as well as how, what, and when to send off-site. UV&S does Vault Rotation of Electronic Media, as well as Paper & Microfilm/Fiche Record Storage.

The topic of Jim Noe’s presentation is “New Horizons in HVAC: Managing the Delivered Performance.” He will talk about assessment, evaluation and verification of the building performance, the importance of knowing the delivered performance of the HVAC system, the risks and rewards, and new and emerging technologies.

Jim Noe is founder and president of ePlus Environmental Solutions. Jim has served building owners and facility managers in the HVAC industry for over 24 years. He began his career by joining Carrier Corporation as a Service Sales Engineer in 1980. While there, he successfully introduced innovative predictive maintenance technologies into the service of chiller plants; this practice was adopted by Carrier nationwide at that time. Jim was recruited to join the Trane Company in 1991. He was awarded Account Executive of the Year and inducted into the prestigious EBS Elite Club with the Gold Award, which recognized outstanding performance in providing products and services to his clients in the existing building market.

Dennis Keffer of Hilti, Inc. will try to impart a deeper understanding of firestopping applications. He will present an introduction to firestopping, discuss current test methods, UL and ASTM Standards, typical applications, products, and much more.

Dennis is a professional engineer registered in the State of Kansas. Dennis speaks with business and design professionals throughout Kansas, Missouri, and Illinois to educate them on the technical aspects of current codes pertaining to Life Safety criteria, as well as other topics such as “Anchor Theory” and “Direct Fastening Theory”. All of Dennis’ presentations have been “approved” by the American Institute of Architects and most states to credit the attendee for one hour of continuing education.

Date: February 15, 2005
Time: 11:30 a.m.—1:00 p.m.
Place: Jewish Community Campus, 5801 W. 115th Street, Overland Park, KS
Cost: Online payment—\$15 members; \$20 non-members
 At the door—\$20 members; \$25 non-members
Parking: Free

INTERNATIONAL NEWS

IFMA'S *Benchmark IV Report* now available!

Packed full of the latest information and trends on facility management costs on a per-square-foot basis for a variety of industry and facility types, *Benchmarks IV* is full of the information you need to measure your organization against the best of the best in facility management. More than 400 facilities participated in this study, representing more than 390-million-square-feet of facility space. The report provides vital statistics on operating costs—housekeeping, maintenance and utilities—along with support costs, project costs, and health environment and safety costs. A follow up to the popular *Benchmarks III* and *Operations and Maintenance Benchmarks* reports, *Benchmarks IV* also contains staffing data for housekeeping and maintenance functions, as well as new areas such as disaster planning and FM IT. Don't miss out on this important facility report. Order *Benchmarks IV* today! IFMA members save \$60 off the regular cover price. For bulk orders, contact Shari Epstein at 1-713-623-4362, ext. 143, or shari.epstein@ifma.org.

MEMBERSHIP CAMPAIGN 2005

Recruit new members . . .

Help strengthen the IFMA community, earn recognition and rewards for your recruitment efforts, reap the benefits for yourself and your chapter.

And - get gifts and be registered to win prizes!!!

Log in to www.ifma.org and on the bar to the left, click IFMANet - Members Only. Then click on Membership Campaign 2005. Use the Online Nomination Form to submit names of prospective members, and let IFMA do the rest!

IFMA's Management Summit 2005

March 10-12
Orlando, FL

Focusing on cutting-edge management topics, including Sarbanes-Oxley, Balanced Scorecard, strategic thinking, managing during change, project management and finance. All education tracks examine leadership and management issues from a strategic and holistic viewpoint. You'll earn continuing education units or CFM maintenance points that add to your lifelong learning. Also, new this year, IFMA's Corporate Real Estate Council has contributed to the conference by providing executive-level tracks designed specifically for the development needs of the more experienced FM executive. Tracks will provide innovative solutions to the ever-changing real estate landscape, including latest CRE trends and shared services concepts to national economic and office market updates. Register online at www.ifma.org/management_summit, call or contact marla.wunderlich@ifma.org, or call 1-713-623-4362, ext. 1111.

Facts & Figures is an informational resource for IFMA's chapters, councils and ambassadors. It is made available each month on IFMANet to approximately 1,000 chapter and council leaders, the Board of Directors, past Chairs and IFMA Fellows. The content of the newsletter covers a variety of topics such as new publications available, upcoming events, IFMA-related deadlines, articles highlighting chapter and council best practices/achievements, etc.

The January issue of *Facts & Figures* is now available online and has a new look. Cut and past the following link into your web browser to access it:

http://www.ifma.org/ifmanet_eseries/tools/facts_figures/jan2005_ff.pdf

If you would like a copy of any featured articles please contact your chapter liaison.

If you are experiencing difficulties accessing the article by clicking on the links, you can go to IFMANet (www.ifma.org) and log on with your user name and password. Another option is to open your Web browser and either type or paste the link into the address field.

Good News



Congratulations . . . to

John Strharsky, CFM
Property Manager
Zimmer Real Estate Services

our Chapter's newest CFM!



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It is important to plan ahead, develop teams, review possible scenarios that could occur, and review where your company is susceptible. Many companies are benefiting from the hiring of retired or off-duty police officers that have been specially trained in these scenarios.

Here are a few items that appear minor, but in the incidents stated above, we find they were major items that caused confusion and problems because they were outdated or did not exist: An accurate set of floor plans located offsite, a notification-call system that informs multi-tenant facilities as to what is occurring and how they are to respond versus 'learning' of the incident from the television or incoming concerned callers, and a designated command center located close, but offsite.

Mr. Kenny shared with us a lot of information to think about. Now, is your company prepared?

Educational Opportunities

By Matt Knopke
Education Committee

The Education Committee will distribute a survey to the membership via email, designed to guide us in selecting the education seminars you are most interested in attending. Our goal, in this information age, is to provide you with more knowledge about your profession and enable you to advance in your professional careers in the FM industry. The future belongs to the learners.

Anytime you have suggestions or questions don't hesitate to ask; more than likely others have the same questions. Please feel free to email me at mattknopke@bmckc.com

Be on the lookout for the survey email coming soon!!!!!!



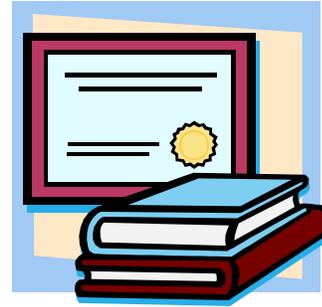
IFMA FM Edge Audio Seminar Series Presents . . .



Date: 2/24/05
Time: 11:45 - 1:30
Topic: Project Success: A Barrage of Lessons Learned
Speaker: Kurt Neubek, CFM, FAIA, LEED™
Senior Vice President
Director of Strategic Consulting
Page Southerland Page
Houston, TX

This presentation features lessons learned from thousands of projects including topics ranging from facilitating better meetings to extremely complex projects with multi-headed owners, enormous teams and impossible deadlines. Learn 15 fundamental, universal principles that the author has distilled from a career's worth of projects. These lessons will serve you well in planning and managing projects of every type.

For more information, go to:
http://www.ifma.org/profdev/fm_edge/



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you park and what time you get off work!" In such a case, it may be advisable to change or even stagger departure times and implement a buddy system or an escort by security guard for leaving the building and getting to parking areas. The threat should not be ignored in the hope that it will resolve itself or out of fear of triggering an outburst from the person who has lodged the threat. If someone poses a danger to himself or others, appropriate authorities should be notified and action should be taken.

Dealing with the Consequences of Workplace Violence

Much discussion has also centered around the role of stress in workplace violence. The most important thing to remember is that stress can be both a cause and an effect of workplace violence. That is, high levels of stress may lead to violence in the workplace, but a violent incident in the workplace will most certainly lead to stress, perhaps even to post-traumatic stress disorder. The data from the National Crime Victimization Survey [Bachman 1994] present compelling evidence (more than a million workdays lost as a result of workplace assaults each year) for the need to be aware of the impact of workplace violence. Employers should therefore be sensitive to the effects of workplace violence and provide an environment that promotes open communication; they should also have in place an established procedure for reporting and responding to violence. Appropriate referrals to employee assistance programs or other local mental health services may be appropriate for stress debriefing sessions after critical incidents.

Taken from The National Institute for Occupational Safety & Health website. To read the entire document, which includes risk factors and prevention strategies, go to www.cdc.gov/niosh/violcont.html

Quick Pix



Networking among members at the January meeting



Teresa Reicherter, Program Chair, introduces speaker



Chapter members and guests listen closely as the speaker, Ben Kenny, talks about workplace violence.



Kansas City Chapter
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR

(All dates and times are subject to change)

DATE SPONSOR	PROGRAM	LOCATION	TIME
Feb. 15 KC-IFMA	Roundtable Topics	Jewish Community Campus 5801 W. 115th Street Overland Park, KS	11:30 a.m.-1:00 p.m.
Feb. 24 FM Audio Seminar	FM Audio Seminar— Project Success: A Barrage of Lessons Learned	TBD	11:45 a.m.-1:30 p.m.
Mar. 2 KC-IFMA	New Member Luncheon (Contact Jim Wilkinson at 913-227-0729 ext. 23 or jim@imageflooring.com)	Pierpont's Union Station 30 West Pershing Road Kansas City, MO	11:30 a.m.-1:00 p.m.
Mar. 15 KC-IFMA	Tour of Garmin Industries	1200 E. 151st Street Olathe, KS	11:30 a.m.-1:00 p.m.
Mar. 22, 23 & 24 FM Audio Seminar	Special Edition Audio Seminar Series—One Hour Sessions	TBD	11:45 a.m.-1:00 p.m.
Apr. 19 KC-IFMA	TBD		
May 17 KC-IFMA	TBD		

***Answer to CFMs Know—
Do You:***

***B. Divide annual net operating
income by the desired rate of
return.***

**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.