

Newsletter

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The Newsletter for facility management professionals

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 **Herman Miller**

NCRI
NATIONAL CATASTROPHE RESTORATION, INC.

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

Mysterious IFMA Board

Six years ago I agreed to be co-chair of the education committee. A by-product of this decision was my first exposure to the KC-IFMA Board. Until then I had not given this group much thought. I knew they existed, but what did they really do besides put on a program each month. Since then I have attained a great appreciation for those who volunteer to give their time in this endeavor.

What does the Board do? At a high level the Board coordinates the activities of 35-40 committee members who support 270 chapter members with annual revenues in excess of \$40,000. This is accomplished through monthly Board meetings, many committee meetings and numerous individual meetings and telephone calls. The obvious outcomes of this work are the monthly programs, CE101 education programs, g holiday party and scholarship awards. These activities are accomplished not by a wave through the hard work of the chapter's various committee members and the Board.

The Board and Committee Chairs met on a January Saturday morning to determine our I believe it was a very productive session that we can build upon as we move through th are constantly looking for what our chapter members want from the chapter. So when yo your input, please give it some thought and give us an honest answer.

We hold regularly scheduled Board meetings the first Wednesday of each month over th These meetings are open to all members of the chapter. If you would like to attend and v Board at work, give me a call and we will schedule your attendance.

— Rick Bond, Ch

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The Best!

One of the Kansas City IFMA members, Barton Protective Services, Inc., has been selected *Magazine* as one of the **"100 Best Companies to Work for in America."**

Ralph Pusey, Vice President/General Manager of Barton's local office in Overland Park, "We are extremely proud of our employees and the honor of being selected for this presti

Barton is the only security company ever selected to the Fortune 100 Best Companies to America list.



Are you ready for the disaster that's going to happen TOMORROW?!

by Linda DeTienne

It's 3 a.m. and the dreaded call comes loudly and without warning. The voice on the other phone is in a panic and announces there has been a water pipe break at your facility. The basement is filled with water; vital documents are floating up the stairways; the meeting the CEO was to have his quarterly board meeting *today* is now looking more like the Red Sea facility manager. What do you do?

A professional facility manager or property owner does not question the possibility of a disaster. He asks, "What could happen, and when?" Whether it is a natural disaster such as severe weather or earthquakes, or the far more common man-made emergencies which include fire, smoke, chemical or oil spills, a well prepared manager/owner is ready to handle the type of problem. The impact of the following: a) Health and safety of employees and tenants; b) Interruption of business operations; c) Further damage to facility; d) Further damage to furniture and equipment; e) Public relations.

BEFORE THE DISASTER is the time to gather information that will be crucial in the event of an emergency and to ensure that all systems are functioning properly. It is vitally important to know the location of the employee and tenant population, as well as what equipment exists in your building and how to use it.

Communications – Current listings must be kept of staff and tenants. List home phone numbers, pager numbers, cellular numbers, etc. Establish a calling chain and priority list.

Inventories – Current listings of property and equipment, complete with identification and numbers. Still pictures and videotapes of property are a great addition.

Staff Responsibilities – Everyone should know ahead of time what they should do in the event of a disaster. (1) Identify a building evacuation director and team; (2) Specify who is responsible for turning off power, gas, water, etc; (3) Who is assigned to help disabled persons from the building; (4) Who is responsible for removing computer disks or critical PC information?; (5) Designate a spokesperson to handle the media; (6) Identify who will take the Emergency Procedures Manual and move to the designated point to coordinate the flow of people and information; (7) Who is certified in CPR and/or first aid; (8) Is any staff member fluent in a foreign language or sign language?

Staff and Tenant Information – As difficult as it may be, it is absolutely mandatory to have comprehensive information on staff and tenants. How many individuals are in each suite? Are any suites vacant? Are children in any location? Do you or any tenants store potentially combustible or flammable materials? Knowing the insurance carrier and agent for each tenant will allow you to effectively resolve claims on your property.

Building Systems – Information on the pertinent building systems should be stored in a safe. These include:

- Sprinkler system – the location of sprinkler heads, how they are activated, whether they are dry system, who services it, and where the shutoffs are.
- Utility shut offs – know where the gas, electric and water enters the building and where the valves are. Know how to shut each of them off in an emergency.
- Security system – know what activates the system, and whether it is tied directly to police departments or if it is separately monitored.
- Smoke evacuation system – know the location of fans and controls. Establish whether they are isolated individually or wired in a series.

- Emergency lighting/generator – know where these resources are located and how long once activated.

Blue Prints – Essential for the fire department in locating mechanical equipment, elevator roof accesses, stand pipe, shut-offs to water and utilities, and emergency generator.

Keys – Several sets of keys should be set aside for emergency use. When the fire chief, etc. arrive at the site, they need immediate access to the building and to all spaces within include master keys for the entire building, and recall keys for the elevators.

Service Contractors – Establish who you will need to contact and list those names and n information packet of your Emergency Procedures Manual. These would include: utility c plumber, electrician, elevator contractor, HVAC contractor, security firm, security guard s disaster restoration firm, etc.

Insurance Information – You will need your agent/broker name, business and home phone name of insurance carrier, policy number(s), policy coverage limits and deductibles.

Develop an Evacuation Plan – It is critical that exits are clearly marked and the staff be t locations. Establish a drill and practice it! Identify the

Gathering Point or Command Post – It is preferable that it be offsite, but close enough to your building. In any event, ensure you have protection from the elements and the ability communications.

Develop a Relocation Plan – For residential properties, have close at hand the phone nu Red Cross, Salvation Army, or other service agencies that help in the event of an emerg commercial properties, have the names and phone numbers of local real estate brokers well as the names and numbers of nearby buildings with vacant space.

The bottom line is, be prepared. Your mother always told you that an ounce of preventio pound of cure. Well, don't let your mother know, but she was right! Don't plan to be prep PREPARED!

Linda DeTienne is Vice President of Marketing and Business Development for NCRI – National Catastrophe Restoral of information for this article were taken from "A Guide to Emergency Planning," a publication which NCRI distributes information, questions, or a free copy of the Guide, please contact Linda at detienne@ncricat.com or (913) 663-4111

February Program Preview

The February IFMA program will cover facility audits. Facility audits was a topic uncover round table discussions. Auditing resources, communication, information and building sy facility managers with documentation that will help them evaluate the cost and efficiency practices.

Kelly Ryan, a Sprint consultant with Ryan Consulting, will present the What and Why of f

Dave Richard of Team QC will discuss a developmental process for auditing that will be

When:

Tuesday, February 15
11:30 a.m. to 1 p.m.

Where:

Sprint World Headquarters Campus

6180 Sprint Parkway - Room 1a619
Overland Park, KS 66251
Free parking in garage B. Maps are available upon request to Phil Gardner at (913) 315

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

RSVP:
Call 913-906-6000, ext. 1144 by Feb. 11.
Speak clearly and/or spell your name.

CONGRATULATIONS ...
to IFMA member Bill Corbett with Waddell & Reed on passing the CFM exam. Great job!

January Program Review

Tour of the Sylvester Powell Jr. Community Center

IFMA kicked off its January program with a breakfast tour of the Sylvester Powell Jr. Center located in Mission, Kan. Steven R. Corry, Recreation Director, presented a summary of the challenges he and his staff faced during the development and building process. This built full-service weight room, aquatic center, gymnasium, racquetball courts, walk/jog track, and meeting rooms, arts and crafts facilities and other amenities.

Although only operational for eight months, the Center has been in creation for nearly ten years. The City of Mission developed a Citizens Committee in 1990 to determine initial interest and building fund in 1991. Through 1995, approximately \$6 million was accumulated, making the city to fund the construction costs. The total costs, including specialized equipment, site improvements and furnishings estimated nearly \$8 million, (approximately \$160 per square

foot). This facility not only enhances the quality of life of its members, but it also provides an economic multiplier for the entire community as it promotes income for other area businesses. Des Moines architects, Hastings & Chivetta, the Center is approximately 50,000 square feet, in total with 10,000 square feet dedicated to the pool area. Current membership exceeds 4,000, including non-residents.

Steve Corry relocated to the area in early 1998 after serving as director for Boulder City Recreation in Nevada. Steve has approximately 20 years experience in managing aquatic health facilities, and recreation centers. He and his staff are continually challenged by high-tech equipment, effective sound systems, and issues with equipment currently in place. Steve is dedicated to maintaining this facility as one of the country's premier health facilities.

Quick Pix



**Members
enjoying the tour
at the Sylvester
Powell Jr.
Community
Center.**





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