

KC IFMA fosters a culture for the open exchange of wisdom, knowledge and experience, within the FM profession.



## President's Podium

### Head's Up

Have you ever lost part of your lawn sprinkler system before? As shocking and amazing as it sounds, it actually can be done and it's really not that difficult. You ask, "How can you do that?" Well, I will explain how this can occur. First, let me start by saying that our property only has irrigation on the north side or front lawn portion. This is a key element to understand as this story unfolds.

Once upon a time, about five years ago, we bulldozed three-fourths of our entire north lawn for a new building façade. Included in this change, we took out two circle driveways and put in a single drive entry. Step one in losing our irrigation system was that we took it away, or most of it anyway. The façade, new landscape, and irrigation were completed after almost nine months. The new irrigation control box was placed in the same location it was previously located. Since construction began in the early Spring, the irrigation system was not in operation for a year.

The following Spring, we did our annual sprinkler system start-up. This was the "first time" we discovered we had lost part of the irrigation system. The far northeast corner of the property no longer had irrigation. We contacted our general contractor, and resolved the issue. The northeast corner was not affected by the façade change. However, since three-fourths of the yard was affected, the general contractor had simply forgotten that corner. They had cut all the water lines leading to the northeast corner, and just installed the new irrigation system within the "construction portion" of the lawn. The contractor came in, tied back into the northeast section, and installed a second controller box to service that area. Repairs completed.

Year two, post construction, and we have a very wet summer that year. The need to use the irrigation system is minimal, and the lawn maintains a lush green appearance. No problems are noted during our winterization procedures.

We are now up to our third year since the façade change. I decided to change our lawn service contractor, and we re-hire one that we had used in the past. When they arrived to do the Spring start-up on the irrigation system, they went to the location where they had originally placed the control box, and checked it out. Since not all of our property is irrigated, and we had changed the front lawn area, they did not ask nor look for a second control box or question no irrigation on the northeast

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corner.

This third year, the weather proves to be hot and dry, and I investigate why the northeast corner of the lawn is starting to look distressed. On a visible inspection of the lawn area, I cannot locate any sprinkler heads. I go to the control box for this section and cannot activate the system. After two years of little to no use, the grass and mud had buried the heads. The next two days it pours rain. During this time, we are pulling out our prints and wiring diagrams for the system to try and determine where the malfunction is and exactly where the lines run to locate the heads. Apparently, Mother Nature decided that we required assistance. On the third day, when the rain stopped, we had a miniature Mount St. Helen erupting from this section of our lawn. The drought, then deluge, had shifted the ground around the main water line and it had ruptured. The big hole that it blew open exposed the lines and two broken wires. We were able to make the repairs, unbury all of the heads, and educate the lawn crew about the two separate control boxes. Happily, we have never lost the northeast corner since. Needless to say, that is the first area I check out each Spring!

Donna Koontz, President  
Kansas City IFMA Chapter



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## FOCUS FEATURE

### Hey, Keep It Down!

Behold, the original sound-control system: The sock. Unfortunately, applying this early technology to the usual source of the problem -- that is, the mouth of a colleague -- can be detrimental to office decorum. In this day of multi-tasking, the working world requires an open, consultative workplace as well as one that allows quiet, cognitive thinking. A workplace environment needs to support the activity contained. For example, stock and bond traders work in a culture of noise. Call center workers need openness and interaction with others nearby to help them learn how to deal with similar problems. And, a deadly quiet office will soon drive just about anyone batty.

So what kinds of sound annoy us? An irregular sound is the most annoying and the human voice is

the worst offender. But, in the interests of teamwork and collaboration, we want to tear down walls, not build more. So what's the answer?

### **Step One: The Plan**

Recognize that you can't have total privacy and total interaction in the same space at the same time. There's a place for everything and your plan should point them out:

- Separate noisy, distracting areas from quiet, concentrative work areas. Solution: put teams together.
- Realize that if people can see each other, they can hear each other - even if they are not facing each other. Solution: minimize direct sight lines.
- Provide transition areas where people can carry out tasks needed to support their teams. Solution: provide "privacy nooks" for concentrative work.

### **Step Two: Ceilings, Walls and Carpets**

Acoustical ceiling tiles and wall coverings are critical to open-plan workplaces because they minimize sound reflection. Carpet keeps down the pitter-patter of big feet and high-heels. Carpet also gives the office a professional ambiance of privacy and concentration that will keep voices low.

### **Step Three: Furniture**

Open-plan furniture, especially panels, should absorb and block unwanted sound. Panels should also be the right height to contain sound or allow people to speak over them. The minimum height is 135 cm (53 inches) -- 165 cm (65 inches) for normal privacy. After 190 cm (75 inches), there are diminishing sound-blocking returns.

### **Step Four: Sound-Masking Systems**

Often called "white" or "pink" sound, sound-masking systems introduce sound at the same frequencies as the rest of the office's hum of activity. Generally, you don't notice it. But in total silence, it sounds something like low-level air conditioning. This masking sound helps in open-plan offices where privacy is important and the ambient sound isn't otherwise enough to cover nearby speech.

### **Last Question**

Everyone respects the need for quiet concentration. The trick is knowing the collaboration vs. privacy needs of your employees with the environment. We all need to acknowledge that people don't just work one way anymore.

And, besides, we've come a long way from the sock.

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# FEBRUARY PREVIEW

## **The Healthy Office**

By Teresa Reichert  
Program Chairperson

On February 17th our program will be on 'The Healthy Office'. John Emert, of Scott Rice Office Works, will be our guest speaker. John is Director of Workplace Consulting. He is responsible for the marketing of Scott Rice products, services and knowledge in the Kansas City, Lawrence and Topeka market areas. John's background includes a psychology degree from Kansas State University. His experience includes over 24 years in sales and marketing. John's previous employment includes 17 years with Steelcase, the world's largest office furniture manufacturer.

The Healthy Office program began in July 1991, and since that time John has presented over 380 complete seminars. Seminar topics include Indoor Air Quality, Indoor Lighting, Repetitive Strain Injuries, Work Process, Workplace Performance, Community-Based Planning, Alternative Officing, Ergonomics, Office Seating, Adjustability, Flat Panel Monitors, Legislative Trends, The Human Component and Cost Containment for Facilities.

John will be presenting a brief overview of the latest standards and guidelines for office workers in regards to Indoor Air Quality, Indoor Lighting and Ergonomics. The standards shared today are from ASHRAE (Air), IESNA (Lighting) and BIFMA/ANSI (Ergonomics). Office environments that practice and embrace the current guidelines have proven to be more productive and energized than those offices that do not meet current guidelines. Workers compensation claims will also be minimized by "good faith" practices in the facility.

Please join us on February 17th at the Jewish Community Campus, West 115th Street in Overland Park. The meeting will be from 11:30 a.m.-1:00 p.m. Parking is free.

Watch for your E-vite to register for this program or call (913) 906-6000, ext. 1144. The cost is \$15 for members and \$20 for non-members, and includes lunch.

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# Good News!

**There are three Chapter members that have recently passed the CFM Exam. They are:**



*Barb Engler, CFM*



*Julie Robinson, CFM*



*David Wolk, CFM*

**Congratulations Barb, Julie, and David!!!**

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## **Chapter members to conduct a building audit for a United Way Agency**

And we need you. Yep! We need experts in HVAC, electrical and plumbing systems, information technology, floor covering, service contracting, housekeeping, interior finishes, landscaping, roofing, etc.



**Let's us know if you are interested, and we will get back to you with a date, time and location.**

**Call Alan Bram to volunteer (913) 327-8201 or [alanb@jewishkc.org](mailto:alanb@jewishkc.org).**

**Thanks for lending a hand.**



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# **International News**

### ***CFM Online Self-Assessment Test***

Have you ever wondered if you were ready to sit for the CFM exam? Or just wanted to see what it is like? IFMA's brand new CFM online Assessment Test allows you to do just that from your home or office. Just click on the pink and white icon on IFMA's home page and devote approximately one hour to assess your strengths and weaknesses.

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## ***New Councils Update***

IFMA welcomed the arrival of the 15th council to its family as the Board of Directors approved the establishment of the Airport Facilities Council at their December meeting at IFMA Headquarters in Houston. The new council, which came together during a meeting at World Workplace in Dallas, worked feverishly to meet requirements for approval of a charter. One goal of the new council is to conduct studies and surveys to fulfill the need for benchmarking.

IFMA also expects to see the Manufacturing Council take form in early 2004 as well. Check the IFMA.org website for more information.

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# January Program Review

## **LIFESAVING TECHNOLOGY - THE PAD**

By Alan Bram  
Program Committee

The Public Access Defibrillator was the topic of the January chapter program. Steve Isaacson, EMS Coordinator for Overland Park, opened the session by introducing the topic and his colleague, Jeff Johnson, Community Division Chief and Public Information Officer for Johnson County Med-Act.

Coronary Heart Disease is the single greatest cause of death in the United States. Over 500,000 people per year will die of CHD or related causes each year. Of these, sudden cardiac arrest claims 220,000 lives per year.



Jeff Johnson, speaker;  
Virgel Swanson, Community Education Officer;  
Steve Isaacson, speaker

The heart beats due to a regular electrical impulse that originates in the SA node and spreads throughout the heart muscle. If a part of that muscle is damaged due to heart disease, it is possible that the regular rhythm can be disturbed. The result can be an ineffectual quivering of the heart muscle called ventricular fibrillation. During ventricular fibrillation, no blood is circulating and death is only minutes away. Death is a certainty unless the ventricular fibrillation is converted to a normal heart rhythm by electric shock called

defibrillation.

**The chain of survival consists of four links:**

1. Early Access to Care - Call 911
2. Early Cardiopulmonary Resuscitation
3. Early Defibrillation - Delivering an Electric Shock
4. Early Advanced Life Support - By Paramedics on Way to Hospital

**Some signs and symptoms that one is having a heart attack include:**

- Discomfort in the center of the chest, that can feel like squeezing, pressure, pain
- Discomfort or pain in one or both arms, the neck, jaw or stomach
- Shortness of breath
- Irregular heart beat
- Other signs such as cold sweat, nausea, lightheadedness



**Some signs of cardiac arrest include:**

- No pulse
- No breathing
- Cyanotic
- Unresponsive

**When calling 911:**

- Give address and location where the victim is in the building
- Report the nature of the emergency
- Advise there is an AED on scene
- Answer all dispatcher's questions
- Do not hang up first

Ventricular fibrillation is a cause of cardiac arrest, and is only treatable by electric defibrillation. For every minute of arrest, the chance of survival decreases by 10%. This is why the Public Access Defibrillator is so important. It must be close to the victim when the heart arrests, and there must be a ready supply of trained users.

The Automatic External Defibrillator is very simple to use. It, in effect, talks you through the emergency and gives you instructions. Users should also be trained in cardiopulmonary resuscitation.

Persons interested in learning more and wanting to set up a PAD will find their local emergency medical services personnel ready to work with them. They will need physician oversight to ensure quality control.

There are a variety of AEDs on the market and they all work. It is recommended you ask the manufacturer's representative about how they work, what the warranties are, what the liability coverage is, and if a service contract is available. AEDs should be placed in areas so that the time from arrest to having the AED on site is no longer than three minutes.

Most heart attacks out of the home occur in arenas, sports stadiums, or on the golf course. The facility manager's duty is to provide a safe facility for the building occupants. AEDs have proven so successful at saving lives that having an AED on site is almost considered the standard duty of care today. One cannot say it is not present because it is too expensive. They cost anywhere from \$1,500 to \$3,000.

Greg Wolfe, a partner in the Shook Hardy and Bacon law firm discussed liability. There are Federal statutes that give immunity to AED users provided they have not willfully caused harm to an individual or acted in a reckless fashion. It also gives immunity to businesses that have them on site, provided they have trained responders present. Kansas has a Good Samaritan Law that gives similar protections to any well-intentioned person.



The elements of a good Public Access Defibrillation (PAD) program are:

- Training lay rescuers in CPR and AED use
- Physician involvement for quality control
- Integration with the emergency medical system
- Use and maintenance of the AED according to manufacturer's specifications

If you don't have an Automatic External Defibrillator at your building, you best find out more about them. Don't be accused of negligence because of a failure to act.

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<p style="text-align: center;"><b>Kansas City Chapter INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR</b> (All dates and times are subject to change)</p>			
2004 SPONSOR	PROGRAM	LOCATION	TIME
Feb. 17 KC-IFMA	<b>Healthy Office Seminar</b>	Jewish Community Campus West 115th St. Overland Park, KS 66211	11:30 am - 1:00 pm
Mar. 16 KC-IFMA	<b>Four Church of the Resurrection</b>	Church of the Resurrection 13720 Roe Ave. Leawood, KS 66224	11:30 am - 1:00 pm
Apr. 20 KC-IFMA	<b>Don't PESTer Us</b>	Sylvester Powell Community Center Mission, KS.	11:30 am - 1:00 pm
Apr. 27-29 KC-IFMA	<b>The Real Estate Game</b>	To be determined	8:30 am - 4:30 pm Each day
May 18 KC-IFMA	<b>Kansas Speedway</b>	Speedway 400 Speedway Blvd., Kansas City, KS	11:30 am - 1:00 pm
June KC-IFMA	<b>Golf Outing</b>	Painted Hills Golf Course 7101 Parallel Parkway Kansas City, KS 66112	1:00 pm - 7:00 pm
July 20 KC-IFMA	<b>So You want to Build a Building</b>	To be determined	11:30 am - 1:00 pm
Aug. 17 KC-IFMA	TBD Save the Date		
Sept. 21 KC-IFMA	TBD Save the Date		
Oct. 19 KC-IFMA	TBD Save the Date		
Nov. 16	TBD Save the Date		

KC-IFMA			
Dec. 21 KC-IFMA	<b>Holiday Party</b>	To be determined	Evening
<p>Registration is required for all events. To register for any IFMA activity, watch for meeting announcements via e-mail, in the Facilitator and/or consult the Chapter Website <a href="http://www.kcifma.com">www.kcifma.com</a>.</p> <p>The fee for regular monthly IFMA programs is \$15 for members and \$20 for non-members. Workshops and seminar fees vary somewhat as do programs offered by other professional organizations. Please consult the chapter newsletter and/or Website for details.</p> <p>* Sponsored by Partnership for Emergency Planning, RSVP to <a href="mailto:billc.latteman@yellowcorp.com">billc.latteman@yellowcorp.com</a> by January 8th.</p>			

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## CFM'S KNOW - DO YOU?

*Here's the CFM question for the month, and the matching answer can be found later in this newsletter.*

**You have just bid a landscape maintenance contract. The low bidder is unable to provide I-9 (right-to-work) forms for its foreign born laborers. What should you do?**

- A. Disqualify the bidder.
- B. Hire the low bidder if he can provide the forms within 90 days.
- C. Refer the problem to the legal department.
- D. Agree to hire the low bidder if he does not use employees without forms.

*Answer can be found after the "Quick Pix"*

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# Quick Pix



*John Harter, Chapter Treasurer, and Brittany Gamble, new Chapter Secretary*



*Steve Sweetin, Diane Bashor and Julie Robinson check in with John & Brittany at the sign-in desk*



*Steve Peters and Allyn Starr catch up before the meeting*



*Kris Coyan and Mark Sassenick enjoy their lunch*



*Members and guests network before the presentation starts*

*Answer to this month's CFM question:  
A. Disqualify the bidder.*

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