



Spring 2008

VOICE OF THE ROCKIES

Advancing and Supporting the Facility Management Profession

Denver Chapter of IFMA

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Editor's Box

Harry H. Hill, III, Editor
John Vaughn, Staff Writer
Tracey McDonough
John McDonough, Staff
Photographer

Notes from the President

Rick Gulick, The Floor Care Company

A few weeks ago, I had an epiphany. I realized being chapter president is fun; it's a blast! Before accepting the president's role, I had expected it to be time consuming; I had expected it to require some work and effort; I expected it to have a few political opportunities; but I certainly did not expect to have so much fun.

Our chapter has a motivated, engaged, and energetic leadership team. We have dozens of members who volunteer their time and energy toward the betterment of the chapter; and I'm having fun gathering everyone around a few initiatives that are vital to the success of the chapter. The board is aware of my "platform", but I've realized I have not shared my agenda with the entire membership. My "platform" consists of the following short message:

Our Product is PEOPLE

Ask any board member what our product is, and I'm sure the answer will be "People". As a chapter, we offer opportunities for members to get together, network, make friends, and strengthen the facilities management profession in Denver, Colorado.

Our metric is simple. If people show up, we're doing the right things. If no one shows up, we may as well dissolve the chapter. It's that simple! The chapter's People events include: Programs, Boulder Networking Group, Golf, Expo, and Education. All of these events simply require people to show up.

Programs

I'm pleased to let you know that people are showing up in record numbers. Our February meeting had over 100 people in attendance. I remember the old days when our usual meetings only had 30 or 40 members show up.



This year's Program Committee, headed by Gloria Geier, has put together an excellent line up of events, delivering a good mix of educational content as well as some fun social events. Check out our website for more details.

Our success has also created some challenges. We have outgrown Maggiano's downtown location and we have moved our meetings to their Tech Center location. We were concerned the new venue would result in lowered attendance but that concern has been unfounded. Having said that, we know the new location makes it more difficult for some members, especially those located toward Boulder and Longmont, to attend.

Gary Myre and Cathy Stamp are leading our Boulder Networking group. If you have thoughts on how this group can better serve your needs, please contact one of your committee chairs.

Golf

Our June golf tournament is quickly approaching. Now is the time for our vendor members to contact Al Lucas, Melissa Hollister, Cavin Hill, or Jeff Goldman and let them know how you and your company would like to participate.

Expo

Lynda Schroer, Melanie Smith, and several new members of the Expo Committee are working hard on this year's event. As you know, Dave Brady, CEO of IFMA, delivered last year's keynote address. What you don't know is how impressed Dave Brady was with the Denver chapter. Dave said our energy, dedication, and enthusiasm are apparent, and he wrote, "The show impressed me not only with the quality of the education being offered, but also with diversity of the educational content. The EXPO was a first class regional event."

If you want to exhibit in the Expo, or if you have thoughts on educational content, please contact a committee member.

Education

Our educational offerings consist of getting members together for classroom-based education. As a result, the participants not only increase their knowledge; they also make friends and get to know their peers. Byron Edwards and his new co-chair, John McDonough, have ramped up our educational offerings. As a result of our FMP education sessions we now have nine new FMP's, four who are half-way through their courses, and many more enrolled in our upcoming sessions.

Sign up today to begin your FMP journey! Check out our website for details.

Regarding CFM education, we've delayed our review sessions while International updated the testing process and finalized both educational intent and content for the study process. International now offers a train-the-trainer course for CFM's. Our chapter has decided to award scholarships for two CFM's who will become certified instructors.

Many details need to be worked out and we need to address many questions: Should we have an application process? How do we pick the recipients of scholarship money? How do the recipients "pay back" the chapter? What should we budget?

I'd like to suggest we create a CFM Committee to address these issues and help the chapter implement an education plan for our future CFM's. Duties would include working closely with our Education Committee



and our CFMs to develop appropriate policies for this effort. Only CFM's are eligible. If you want to help, send an email to Rick@FloorCareCo.com or give me a call on my cell, 720.366.3600.

Currency

In addition to some time and energy, chapter efforts cost money. Cathy Stamp, our Sponsorship Chair, has raised \$35,000! Thank you Cathy, and thanks to all of our sponsors who have generously contributed to the Denver Chapter of IFMA. As a result, we are fiscally solid, and this year we will be able to deposit funds in our savings account to cover future deficits as needed.

On another note, our other currency is nothing more than saying "Thank you". Once again, I thank every member who donates time and energy toward the chapter. Your efforts do make a difference. Have you thanked an IFMA member lately? If not, the next time you enjoy a chapter offering, please take a minute to say thanks to those responsible.

It's that simple! All we do is create opportunities for our members to get together, and more importantly, it's fun!

--Rick Gulick is this year's chapter president, an associate member of IFMA since 1992, and with his business partner and spouse, Sally Gulick, owns The Floor Care Company.

Editor's FM Chat

Harry H. Hill, III, Facility Superintendent, City and County of Denver

Since there is national attention the stage that is Denver for the upcoming Democratic National Convention I thought I would bring back something from the past. As we watch the evening news we sometimes wonder have I done enough to keep my facility, my place of business, my livelihood safe? As a Facility Manager I think have I done what is necessary to protect the assets of the company and to keep the company going should something happen. So reprinted from some time ago, "Staying in the Game. "

It has happened. The unthinkable, the unimaginable has taken place. Your facility, your business has been hit with fire, flood or some other disaster either natural or manmade. The infrastructure might be destroyed or unusable for the foreseeable future, so you are in effect, out of business. Sustaining a business without a place to do business could be impossible. Insurance may cover the cost of rebuilding or relocating, but what of your clients, your tenants, your employees. These are hard questions to ask in tough economic times. Planning ahead will make them a little easier to take in times of crisis.

In order to stay in the game if disaster does strike it is imperative that a plan be put into place. Planning for eventualities is not easy but it is much easier than rebuilding your business from the ground up. Having a comprehensive, simple and easily executable plan will make the transition from business as usual to continuing operations smoother.

Some basic ideas for developing a workable COOP Plan (Continuity of Operations) involve taking a long, hard look at the company itself. Answering questions about the company will lead to the development of a plan that is comprehensive and fits the company strategy. How long can the company survive without its infrastructure? How will the business be affected by the loss of one or two key functions or personnel? One these and similar questions are asked and answered they will be the base upon which the plan is built. Here are some other points to look at. These are in no way comprehensive or exhaustive in that each COOP plan is a custom built piece for each company and sometimes segments of company.



- Assign one point of contact to be in charge of the plan,
- Define the company's essential functions and essential personnel to perform those tasks,
- Acquire an alternate work location for essential personnel and ensure that it can be set up and staffed within the timeframe which the business can be down,
- Ensure the capability to notify and deploy essential personnel to alternate locations at all times,
- Ensure that necessary communications, IT equipment and systems are available to support the essential functions. This includes access to databases, applications and other vital records,
- Provide a training program to test, exercise and validate the plans that have been developed.

I have simplified this process to a great degree. I cannot emphasize enough the importance of this planning if your business to continue and thrive through any type of disaster.

Remember you don't get to the World Series or the Superbowl without some planning and lots of practice. So make your plan, practice and stay in the game.

There are sources of information to assist you in developing you plan; www.FEMA.GOV is a place to start.

This N' That

COMMUNITY SERVICE OPPORTUNITY

The Colorado Coalition for the Homeless will be opening a new facility in the next few months next door to their administrative offices on Champa St. as well as completing a remodel of their clinical offices.

The Coalition is in need to 10-15 small desks (60" x 30") in good condition. They could also use 20 to 25 three, four or five drawer lateral file cabinets.

If you have any of these items to donate please e-mail Stan Eilert at seilert@coloradocoalition.org and copy Nancy Fairchild at n.fairchild@comcast.net . Your support of the Colorado Coalition for the Homeless is much appreciated.

HELP WANTED!

Some of the Denver Chapter of IFMA committees are in need of your help:

Sponsorship – The Sponsorship Committee has just completed a very successful 2008 campaign and they are looking forward to increasing the number of sponsors in 2009. The committee needs someone who is good with marketing materials and working with documents, spreadsheets and Power Point presentations. Call Cathy Stamp at 303/618-2893 or e-mail her at cathy.stamp@kimball.com.

Awards of Excellence – The Denver Chapter of IFMA received IFMA International's Award of Excellence in Web Communication for 2006-2007. The Chapter's goal is to win the Chapter of the Year for 2007-2008! The committee needs your writing and organizational skills to complete the nomination packages for the five categories that will be entered this year. This is a short-term commitment for the month of May 2008. This is an exciting time for our chapter so be a part of us winning more awards! Call Myrnan Fronczak at 720-200-2422 or e-mail her at mfroncza@tcfbank.com.



2008 Membership Drive

Attention All Members

Would you like to win monthly **Visa Gift cards** along with the opportunity of winning the Grand Prize and at the same continue to grow our Denver chapter? We need your Help! Please read on.....

Announcing the 2008 Denver Chapter of IFMA Annual Membership Drive

For all Members: For each new **Professional** member you recruit up until the Holiday Party (Dec. 2008), you will be given a **\$25.00 Visa Gift Card**. We will announce gift card winners at each monthly meeting.

Your name will also be entered each time you recruit a new Professional member for the Grand Prize Drawing at the 2008 Holiday Party. The more you recruit the better chance you have to win the Grand Prize!!

Grand Prize has not yet been determined.

Rules:

Only new Professional Members (Facility Managers) will be counted.

It is your responsibility to make sure that the new member you recruit completes the application form including **Your Name** as the person who sponsored them with IFMA in order for you to get proper credit. Payment must be included with the application.

The Membership Committee will track and determine the winners each month for the Visa Gift Cards and will also track all membership applications submitted by December 2008 for the grand prize.

Now let's go out and grow our chapter!!!

Saving Vital Records Tracey McDonough, Belfor Property Restoration

Technologies now exist to restore most forms of vital records. A crucial factor determining restorability is an effective emergency response that stabilizes the items and keeps your restoration options open. Most vital documents deteriorate rapidly when wet or contaminated, and mitigation steps must be implemented immediately.

It is especially prudent to have a restoration contractor pre-appointed in your business continuity plan that has extensive experience restoring vital records of all types. In the heat of the battle, the decisions you'll need to make regarding disposition and restoration of records will come fast and furious. When the clock is ticking after a crisis, having a pre-loss vendor relationship and recovery strategy goes a long way.

That being said, the following mitigation steps are offered to help you through the immediate moments after an event where you may need to fend for yourself. Since 90% of all disasters inflict water damage from floods or fire suppression, that's what we'll focus on.



Different forms of media may require a slightly different response.

- Paper documents
- Books
- CDs and Optical Disks
- Magnetic Tapes
- Photographs
- Microfilm & Microfiche
- X-rays

Paper Documents

For all our technological advances, paper is still predominant in the business world. Wet books and documents should be frozen as soon as possible to forestall degradation. It is recommended that a freezer trailer and a frozen storage vendor be pre-approved in your business continuity plan, although your restoration contractor should also have resources for you.

Since water damaged materials can be frozen safely for an indefinite period of time, you've then bought yourself time to consider 1) what to restore versus discard and 2) the best restoration options for your situation.

There are various methods of restoring paper documents. Several factors will determine your best course of action.

Books

Books are more of a challenge than paper documents because of the binding and the potential for warping.

- 1) Books must be handled and packed very carefully.
- 2) Do not open or close wet books or remove wet book covers.
- 3) Books should be packed loosely, spine side down, in plastic milk crates or plastic bags placed in boxes.

Freeze-drying is the preferred method for restoring books.

Stabilizing In Place

Especially in cases where the quantity of books & documents is so great that pack-out may take days, the ambient conditions of the environment in which they're housed need to be brought under control quickly. When humidity and temperature levels are elevated, degradation of paper is rapidly accelerated.

Main factors in environmental stabilization:

- Humidity levels at 40% or less
- Temperature at or less than 70° F

Your restoration contractor will have temporary temperature and humidity control equipment available to achieve these conditions. The mechanical systems in the building may also be utilized if operational.



CDs and Optical Media

- 1) Scratches on optical media can cause data loss.
- 2) Wear gloves and handle with care.
- 3) As long as no physical damage has occurred, cleaning and data recovery can be relatively easy.

Magnetic Tapes, Microfilm, X-Rays and Photographs

- 1) If wet, place in plastic bags to keep from drying out and store in a refrigerator.
- 2) If allowed to dry, the coatings present on many types of film may cause layers to stick together and important information to be torn off.
- 3) If they cannot be dealt with in less than five days, tapes, microfilm, X-rays and photographs should be frozen. Long-term wet storage will cause additional damage.
- 4) Tapes are cleaned on special equipment that removes contaminants and re-tensions the tape.

Inventory Control

A proven inventory control system prevents document loss and enables any document to be located and retrieved in a timely manner. This is especially important for working documents (medical or court records) and in specialized recovery projects such as large quantities of X-Rays, where the X-ray jacket and accompanying notes are critical to identification. All must be effectively tracked together or important information will be lost.

Specialized Processes

Other types of damage to vital records such as fire damage, toxic chemicals, biological contaminants and mold can be restored. For fire damage, processes such as ionized air-washing and deodorization can be employed. Soot particulate must be removed, and trimming or re-processing may be required if permanent damage has occurred.

For bacteria and mold, Gamma and Electron Beam Radiation may be used to sterilize the documents if they can be transported to a laboratory. Other treatments may include manual cleaning in containment areas using down-draft tables to capture mold spores.

Damage Assessment

Today, so much is restorable that the question is no longer what can we save but what is worthwhile to save. It is only cost-effective to restore items that can't be replaced, reproduced or where originals are required by law. Your recovery expert can confirm restorability and help you set priorities.

Know Your Priorities

Prior to a disaster, you should at least have a rudimentary game plan for the order of recovery. I recall a hospital flood not long ago, where I supervised a team of 30 people packing out wet records from two floors under ground. These included medical records as well as several department records. Twice a day when I surfaced to meet with the hospital emergency teams, I would invariably be approached by several department heads who all assured me that their records were the most important to restore first. I always referred them to the Risk Manager as I was told to do who, unfortunately, didn't have a much better grasp of the priorities than they did! And the clock was ticking...

Be Prepared

Have a game plan for recovery. Know who to call for help and some steps you can take until they arrive, and you'll stand a good chance of saving the records vital to your organization.



Member Spotlight: Stanley Stevenson

This IFMA member spotlight focuses on Stanley Stevenson who is currently the chair of the ham radio committee and the co-chair of the St. Patrick's Day celebration committee. Stanley has a great history with IFMA and in the past has served as President for the Springfield chapter from 1954-1956. He joined IFMA in 1989 with the New York City Chapter.

Stanley's main motivation for being involved in IFMA is the professional development that the organization provides. He attends all of the luncheons and records them for his later listening pleasure. He manages the Kool-Aid plant in south Denver as well as the jungle gym located at his son's school playground. Stanley recognizes IFMA for providing the networking possibilities that created both of these exciting careers.

Stanley has visited all 7 continents and swam all 7 oceans. He has been married 4 times and is currently engaged. He has 2 small children that take up much of his free time along with his 10 cats.

Stanley's hobby's include model trains, parasailing, still life painting, and taking time to smell the flowers.

Member Spotlight: April Phool

This member Spotlight is on Ms. April Phool. April is currently a member in the Chapter and her past chapter exploit has been in dreaming once that she was chapter President. She says she hopes this counts.

Being a member of the Denver Chapter of IFMA she has gained the knowledge that she is in a profession that has a professional organization that she can be a part of. She says it is not like her stint in fast food, basket weaving or ski instructing. She also enjoys getting the afternoons off to attend those, as she says, gatherings.

April is the President and owner of Justfa Grins Consulting. She loves it because she works for whoever will pay her the most. Her job she says is done on her own terms, she works if she wants to and when she wants to. The question she asks is does anybody have any work they need done now?

She says one of the more interesting things she has done in her life was work with some Virginia "Farm boys" She says that afterwards they told her she helped build part of a new spy school she laughed but says, "those boys were a hoot to work with".

The best part of Colorado for her is the snow. She says it reminds her of the white and beaches she used to walk on years ago. It seems that not everyone feels this way I guess they just don't get it.

Right now her only family is mom and dad back on the homestead. Them and her two pet, Toots the barking tree frog and Chomp the toothless Caiman.

Other than work her only hobby right now is preparing for the 2008 Miss Universe Pageant. She says she has always wanted to go into space and what better way.



Educational Opportunities

Facility Management Professional (FMP) Program

As of February 13, 2008, the Denver Chapter of IFMA will have nine members that will be adding the Facility Management Professional (FMP) designation to their resumes and business cards. They are part of the original 15 participants that started the program in September, 2007. The other six participants will be completing the program in the coming months.

The FMP Program is a great way to add to your knowledge base about the industry for those involved in Facility Management as well as for those who support these professionals. The associate members who have achieved this designation have found the understanding gained about the challenges encountered by the FM's that they support has made their relationships stronger. The FMP classes also act as a stepping stone for those planning on attaining a CFM. The base of knowledge gained through taking the FMP gives some a leg up when it comes time to begin the Certified Facility Manager process.

The initial program has been a great success. The main benefit was that chapter was able to offer the course locally to its members. Denver is one of the only chapters that has taken the steps to bring these classes and instructors in to deliver these classes. This has resulted in reduced cost to the chapter members as well as eliminating travel cost for some attendees from the Rocky Mountain Chapter in Fort Collins. Participants in these "in person" classes also gain from the interaction and input from the others in the class. The knowledge exchange and the networking opportunities would be lost in an "on-line" format. The chapter was also able to award six scholarships to members whose company could not afford to pay for them to complete the program because of budgetary shortfalls. With the success of the program we are looking to expand participation by advertising through IFMA International. The minimum number of attendees required for each class is eight. This covers the cost and expenses of the instructor.

The Denver Chapter of IFMA wants to help you increase your knowledge and credentials in facility management. We will be offering a second round of the FMP competencies courses on the following dates:

April 16 & 17 **"Operations & Maintenance Competency Course"**

June 23 & 24 **"Leadership & Management Competency Course"**

July 22 – 25 **"Business of FM"**

August 19 & 20 **"Planning & Project Management Competency Course"**

So if you have any suggestions or comments, feel free to contact the Education Committee at education@ifmadenver.org.

Golf Tournament Volunteers Needed

Volunteers are needed to take photographs before, during and after the upcoming golf tournament. For more information contact Melissa Hollister at TCF Bank, 720-200-2420 or Jeff Goldman at Western Proscapes, 303-789-3934.



Calendar

The IFMA Denver Chapter meets every second Tuesday of each month. There are a couple of meetings this year that because of conflicting events prevented us to meet on the second Tuesday. Be sure to verify the dates when planning to attend.

Please note that we are moving the luncheon meetings to the Maggianos in DTC. The downtown location was becoming too crowded and the larger room was not available on the second Tuesday of the month. The DTC Maggianos has free parking and you can take Light Rail!

April 8, 2008	Mayor Hickenlooper Maggianos-DTC	11:30 am
May 13, 2008	Facility Tour	TBD
June 20, 2008	Golf Tournament	
July 2008	Rockies Game	TBD
August 12, 2008	Air Quality Maggianos-DTC	11:30 am
September 9, 2008	Workplace Planning Technologies Maggianos-DTC	11:30 am
October 14, 2008	Historic Hauntings in Denver Brown Palace Tour	11:30 am
November 12-13, 2008	AFEC Expo Denver Merchandise Mart	TBD
December, 2008	Holiday party	TBD



Chapter Awards

Outstanding contribution by a professional member	Byron Edwards
Outstanding contribution by an associate member	Cathy Stamp
Outstanding contribution by a new member	Suzan Thomas and Eric Patterson
Outstanding professional corporate participation	Dean Stanberry/ Trizetto
Outstanding associate corporate participation	Ken Dawson/ Source Office Products
Loyle Dolye Distinguished Member Award	Myrnan Fronczak
Facility Management Achievement Award	Kim Davidson

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Q+E Design Source	The Floor Care Company	Trautman & Shreve
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BELFOR Property Restoration		Box Studio
OfficeScapes	<u>Bronze</u>	XPEDX
OneSource/ABM	Arapahoe County	
Corporate Express	Universal Protection Service	
	Trizetto Group	
Total Sponsorship Dollars: \$37,000.00	2007 Sponsorship Dollars: \$17,500.00	
Less Golf Tournament Commitments: \$9,690.00	Less Golf Tournament Commitments: \$2,730.00	
Total 2008 Sponsorship Dollars: \$27,310.00	Total 2007 Sponsorship Dollars: \$14,770.00	



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Officers - 2008
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SPECIAL EVENTS

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