

VOICE
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ROCKIES

Denver Chapter of IFMA Newsletter

Newsletter

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Letter from the

President

IFMA

DEAN STANBERRY



Ain't No Cure for the Summertime Blues

By the time you read this, we should be well into the blissful lull of summer. Kids are out of school, family vacations are planned, and work is generally moving along at a languid pace. Well OK, maybe not for everybody...

Needless to say, the Denver Chapter of IFMA is not immune to the lure of summer. First up is our annual Golf Tournament, which will be held at the Fox Hollow Golf Course on Friday, June 23rd with a 7:30AM Shotgun Start.

Next up is the annual summer social. This year promises to be something special as we will be gathering at The Manor House in Ken Caryl Valley. Don't miss this very special evening on Friday, July 14th. Bring your spouse or a friend and spend some time getting better acquainted with your fellow chapter members in a casual atmosphere.

In August we will ease back into a more typical routine with a luncheon tentatively slated for Maggianos. This venue, and the food, received such rave reviews we just had to go back for seconds. The topic is slated to be a presentation by Xcel Energy on energy issues, so plan to come hear about save money on utility bills and new Xcel Programs

Summer is also a good time to consider freshening up your skills. Going to spend some time on the beach? Consider taking along a business book to pass the time. A personal recommendation is "Winning" by Jack Welch. Testimonials on the back come from none other than Warren Buffett, Bill Gates, Rudy Giuliani, and Tom

Brokaw. Winning describes the management wisdom that Welch built up through four and a half decades of work at GE, as he transformed the industrial giant from a sleepy "Old Economy" company with a market capitalization of \$4 billion to a dynamic new one worth nearly half a trillion dollars. Aside from being an easy read, I found it to be packed with practical tenets usable by anyone, at any level.

Dean Stanberry
President

BECOME AN AUTHOR!!

Have you thought that you could be a writer? Or maybe you have visualized that you can write one article! Now is your chance to try it out. The Voice of the Rockies is looking for articles that are of interest to the Facilities Management profession.

To give you a focus, we have designated some topics for each issue. However, you could write on another topic; just let us know. A case study is always interesting to read and if it is your project you are very knowledgeable and therefore can write about it.

- | | |
|-------------|---|
| Fall 2006 | Project Management Capital budgeting and planning Deferred Maintenance |
| Winter 2007 | Proactive Maintenance planning Purchasing strategy for maintenance |
| Spring 2007 | Call Center Planning Case Study for Call Center Installation |
| Fall 2007 | How Real Estate affects the Bottom Line Cost per Square Feet; how we can be effective planners |
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Management

Maneuvers

IFMA

PAT HARRIS, CFM, IFMA FELLOW

My entire working career I have been a type A personality clawing my way up the corporate ladder. It has been important that I do more, do better, do everything so that I can get a better job title, more recognition, and more money. Now as I approach the waning years of my career my attitude has changed. I am a little surprised about that!

After the merger between Anthem and WellPoint, there were several career opportunities that I was “clamoring” for. I wanted to be more far-reaching and to affect change for more employees. I would readily volunteer to take on projects (actually being the kind of employee that I admire.) I was still looking for opportunity to show what I could do.

However, things have changed. There are two factors which have led me to a different place in Facilities Management. First, my health has deteriorated and I don’t have the energy level I once had. If I focus on the job, then there is little left over at the end of the day to do the other things I love to do. Second, is that I see my position within WellPoint has changed.

Since I have been in management positions where I have had to cut staff or reassign facilities responsibility, I could see the hand writing on the wall. My position is no longer a director level, but policy here leaves the salary alone when your position changes. As an upper level manager, I would need to cut costs and of course, salaries and benefits are one big item. Anytime I could eliminate a position that could result in a big savings for the program I needed to do it. So my change of attitude can be directly attributed to the fact that I knew I was becoming dispensable.

Rather than the corporation laying me off, I have jumped the gun and offered to retire.

This has impacted the way I make decisions. I seem to be making decisions based on leaving a legacy behind rather than anticipating long terms results. As I said, I am surprised at this attitude change. I don’t believe I have “checked out” yet and still am doing the best job I can; it’s just that my thought process is different.

Just wait until you get ready to retire! You also may be surprised at your changes. And if you are already have that attitude and not at an age that you can retire, then you should be looking for another job or even a career change. I encourage you to do that. Call me. We can talk about options to make a BIG change.

Pat Harris, CFM, IFMA Fellow, is WellPoint’s Director of Facilities Administration for Colorado and Nevada. She can be reached at Anthem Blue Cross and Blue Shield, 700 Broadway, Denver, 303-831-2027 or pat.harris@anthem.com.

JOB NETWORK

There is a new job in Job Network for a Facilities manager in Denver with multiple state responsibilities. Also, there are several well seasoned Facilities Managers who are looking for positions!

Go to jobnetwork@ifmadenver.org Check it out!

WEBSITE IMPROVEMENTS

Visit the website and check out the new Resource Guide! www.ifmadenver.org

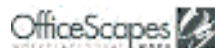
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We wish to thank all the 2006 Sponsors who have stepped forward to support the Denver Chapter of IFMA and the facility management community. Your generosity towards our chapter is greatly appreciated and will result in better education and activities for us all. Members, please think of these companies when you have a need for a product or service this year!

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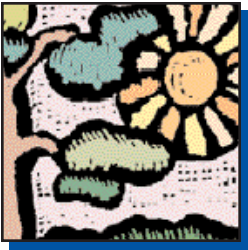
IFMA's World Workplace Conference & Expo is a direct link to the future of the built environment! As a member of the IFMA community, you'll find that this is your best opportunity to get connected to all that your Association has to offer.

Connect with peers from around the world, learn from the industry's foremost educators, and get your first look at 2007 products and services!

No other event combines IFMA's 25 years of research, education, forecasting and career development to bring

you the very best the FM profession has to offer. It's not too early to register now for both the conference and your hotel room to secure your place at the FM event of 2006!

For more information on all that IFMA's World Workplace has to offer, visit <http://www.worldworkplace.org>.



BUILDING SIGNAGE IS CHANGING

IFMA
MARY HOOD

Signs are now being driven by intelligent software. What, a sign that actually knows its audience? Displays that can tell you the best route for egress in an emergency? Interactive communication from a lobby display - is it a sign, a live person or both?

Digital signage presents new opportunities and challenges for the facility manager. These electronic systems can be a valuable communications tool, potentially generating revenue or saving lives; however, if done poorly they can become a very public failure. I am sure you have seen public displays that are dark or worse yet, displays with a blue screen flashing "no signal". The right system design and installation is only half of the equation for success. These systems require ongoing resources and a solid commitment to the development of fresh and current content in order to be successful.

Digital Signage is quickly replacing traditional printed signs within the corporate office environment. Advances in display and computer technology are rapidly making everything from advertising to tracking employee education easy and affordable. The possibilities for usage are seemingly endless. The options and choices are many, making the assessment and planning process crucial for any size project.

So what is possible today and how do these new technologies improve building management? Following are some examples of the technologies currently available in this burgeoning industry:

Displays - Plasma, LCD, DLP, LED, LCOS, LED-DLP
Software - bulletin board type messaging with rotating slides multi-format digital signage software of all flavors that can display pictures, video, text crawls, current weather or news feeds

Interactive building directories with or without other messaging windows

training programs with attendance verification and reporting targeted messaging – RF ID technology is being used to provide specific audience information to the display Integrated room scheduling via a link to Outlook or other scheduling software already in place

Hardware Accessories:
touch screen overlay or button station to facilitate viewer interaction directional speakers to isolate audio to the display area audio that automatically adjusts to the room's noise level proximity sensors to trigger video or audio clips just by approaching the display
Networked LAN or WAN based systems
Signs that allow cell phone call-in interaction – questions and answers
Public live BLOG sites with moderation – text messaging
Large format LCD signs can be used in windows or water falls. These can be visible for blocks yet are transparent to the building occupants given the open spaces between the light elements.

Digital life safety systems can be linked so as to take all public displays to a map of the building showing the exact location of the alarm and the most efficient exit route from that specific display location.

A videoconference link to a remote receptionist or other attendant

If you need to effectively direct, inform, educate or encourage the people within your facility then digital signage may be your answer. Do your homework when selecting a knowledgeable vendor partner. Product and software research is a continual and time intensive endeavor. You will need a partner who is vested in keeping up with the latest and greatest innovations. There is currently a lot of "smoke and mirrors" in this industry as everyone races to be first to market with the

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next big innovation. One size does not fit all, so beware of any vendor who suggests the perfect solution before knowing all of your needs. A qualified vendor will have a well defined assessment and planning process and will be able to demonstrate past successes.

Written by:

Mary Hood, RN, CTS

Mary is CEO of Digital Roads, Inc. a Wheat Ridge, Colorado based company since 1998.

Digital Roads is the only Gold Level Audio Visual Certified Solutions Provider (AVCSP) in Colorado. DRI specializes in complex audiovisual system design and installation with custom automated control programming. As a member of the USAV Group, DRI offers national service/support and installation services. Mary can be reached at (303) 422-4500 or maryhood@digitalroads.com.



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GOLF TOURNAMENT SUCCESSFUL!

IFMA

Thanks to all the sponsors and participants we were able to raise \$535 for the Denver Rescue Mission!!

Once again the IFMA Denver Golf Tournament was a resounding success! The tournament was held at Fox Hallow Golf Course on June 23, 2006. The weather was ideal and the participants enjoyed a great day of golfing. The wonderful event was organized and run by Phillip Cangilla and Lisa Brooks and their committee:

THANKS, LISA AND PHIL FOR A JOB WELL DONE!!!

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Second Prize: Tom Stockham
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Third Prize: Melissa Horvat
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10th Place: David Jioletter
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20th Place: Lisa Brooks
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30th Place: Justin Joos
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CONTEST HOLES

Men's Longest Drive Marc Gellman

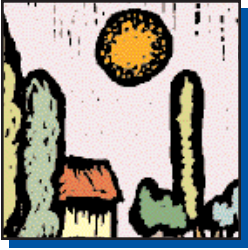
Men's Closest to the Pin Jeff Oneth

Women's Closest to the Pin Darlene Seeman

Women's Longest Drive Kathy Beck

Straightest Drive Darin Baker

Longest Putt Dan Bragassa



Workplace Efficiency and Adaptability:

IFMA

Lisa Brooks

A Fantasy?

Efficiency and adaptability. When it comes to using these terms to describe the workplace environment, can the two work hand-in-hand? Facility Managers have the responsibility to control costs, while the office workers want space and technology to suit their needs – and to change with their needs. That is where a designer and office planner can bring about the best of both worlds.

Technology has given employees more freedom than ever to break free from their cubicles and work in new ways. Over the years there have been many definitions floating around to describe the changing workplace environment. Michael Brill of BOSTI defined them this way: Radical Redesign (for office-based work) – research-driven design to support changing work ways, teaming, learning and to optimize work's location day to day. Hotelling – Running the office like a hotel. The office is still the base, but people who are often out share a set of reservable, non-dedicated spaces. A way to reduce space needs.

Work from Anywhere (office not the major base) – Work from home, at clients, at satellite work site; virtual work. Another way to reduce space requirements.

Since it was coined in the early '90's, the term alternative officing has come to represent a menu of on- and off-premise approaches to the work environment. Facilities, and real estate departments, have embraced these concepts as ways to improve the bottom line and given employees flexibility in the workplace. However, efficiency of the plan needs to go hand-in-hand with effectiveness and agility. Discovering how people work (or need to work) should guide the process that includes and engages the workers themselves. The strategy in developing alternative office environments should incorporate the organization's goals, how the work environment and work processes can support these goals, and what people need to be successful at those work

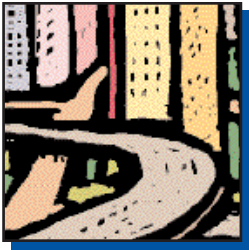
processes in the way of space, practices, and tools. When there is a clear picture of where, what, when and how, then developing a strategy for the kind of space that people need for their tasks can conserve both space and other assets. These strategies can fall into at least 2 categories: Space accommodating multiple users, and space accommodating multiple uses.

The most familiar example of multiple users is that of "hotelling" – where a number of workers can share a smaller number of offices or open work stations for brief periods in between outside work assignments. Call centers refer to this concept as split shifts. Another concept for better space allocation is to redistribute space from large individual areas to shared spaces like telephone booths, quiet rooms, project rooms, or open team spaces. This allows a group to move between the areas that supports their tasks.

An example of multiple uses might be a room designed initially as a conference room for a new project, then later converted into a work space for a half-dozen people in the project's development phase. Or a lab might expand into an adjacent project room during the testing phase of a project, and then convert back to a project room. Regardless of the system, the plan should be designed to flex as uses fluctuate. The "big idea" is to not only make sure the space is adaptable, but that the users of that space understand that capability and use it as their needs change.

More and more organizations are working to become "agile". They want to be more nimble, more responsive, and positioned to take quick advantage of the next big change, or manage the unforeseen. This can be accomplished by building in an appropriate level of flexibility and to be adaptable in the realm of thought and behavior.

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The Challenges of Cleaning Management

IFMA
JOHN VAUGHN

One of the most time consuming and inevitably frustrating parts of any Facility Managers job is managing cleaning. What is it about the cleaning industry that makes the accomplishment of very simple tasks a never-ending struggle?

There are a number of standard answers that are usually given to this question. Low self-esteem of those involved in cleaning, inefficient products, lack of standardized training, low wages resulting in recruitment and retention problems, and the prevalence of immigrant labor are probably mentioned most often.

But, in my opinion, these standard answers are often nothing more than superficial justifications for failing to make necessary improvements in the industry.

Take the issue of training for instance. Everyone would probably agree that the training given to new custodians is most often disorganized, ineffective, and is usually provided by a trainer who has had little or no professional training. Most new workers in the custodial field gain what little job knowledge they have by watching what others around them do, and by trial and error. Training is often based on the number and types of complaints received. If a floor is mopped with dirty water, leaving streaks and discoloration, this is usually addressed only after managers receive complaints. Cleaning workers are probably the only workers in an organization who never receive any positive feedback on job performance.

In many situations, custodial training has very little relationship to the actual cleaning situation in which a new custodian may find himself. If you were to ask five experienced cleaners the best way to strip and wax a floor, you would probably get five different answers. There are no universally accepted, independent, tested standards. The methods that work the best, the right chemicals, the proper equipment, is all nothing more than a matter of opinion. Many times these opinions and methods have

been handed down for many years and do not take into account changes in cleaning equipment, new more environmentally friendly chemicals, or manufacturer's recommendations on the proper cleaning of new floor or fabric surfaces. The industry often appears satisfied with the low levels of training and haphazard approach to purchasing supplies because it allows both contractors and building officials to justify low wages and substandard equipment. Nobody wants to spend money on quality cleaning, and so it becomes easier and easier to hire untrained workers using second-rate equipment, even though they may be damaging multimillion-dollar buildings through careless and improper procedures.

While it is generally admitted that people engaged in cleaning may have poor self-esteem and limited ambition, the other side of the coin is rarely discussed, which is that most people in an organization have a preconceived poor perception of those who actually do the cleaning. In reality, cleaning people are not considered an important or vital part of an organization. They are normally at the lowest end of any organizational chart, and this includes status, pay, recognition, and company involvement. Most of the people in an organization typically do not know the names of the cleaners who clean their workspaces, nor do they want to.

Such workers, when referred to all are called support staff, or the night crew, or building services, or simply the janitors. They are rarely called by name, often accused of anything that might come up missing, and forced to wear unflattering and characterless uniforms. How often do people make the statement, "why is there such turnover in the cleaning staff, they ought to be glad to have a job?" The implication being that certain individuals have a moral or social duty to clean up after the rest of us.

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The unfortunate reality is that those in the cleaning industry have become marginalized by society. Cleaners are often poorly educated and even more poorly trained, they are often immigrants or women, and the people they clean up for usually have no contact with them since they usually clean at night or after working hours.

With the current crisis in energy costs a logical solution would be to move whenever possible to more

daytime cleaning, thus avoiding lighting, security, and heating costs involved in nighttime cleaning. But if office workers had to face their cleaning staff, get to know them as distinct individuals, and learn a little bit more about who they really are, they could not so easily stereotype an entire workforce. It is much easier to criticize and marginalize an invisible workforce, and since the structure of nighttime cleaning results in a largely part-time work force with high turnover, they become easy targets of criticism. For many of those involved in the cleaning industry the only contact they have with company management is in the form of complaints.

Most facility managers have heard this helpful suggestion, "Why don't you hire better people to perform the cleaning." These helpful individuals seem to see the hard work, exposure to chemicals, low pay, poor working hours, inefficient products, and repetitious work as somehow glamorous and self-fulfilling.

Cleaning is an area where the new technologies have been an abysmal failure. A mop of today is no different than a mop in 1950. Brooms have not changed since the Middle Ages. It is an all too familiar sight to see a custodian vacuuming a littered copy room, full of paper punch dots, over and over for twenty minutes and the room looks no different after vacuuming than it did before. Vacuums are loud on noise and poor on performance.

This is every bit as frustrating for the cleaner as it is for the customer. Many cleaning and dusting chemicals seem to do a better job of applying a dirty film than they do of cleaning anything. And on top of this they are quite often hazardous to use and would take a highly trained chemist to decipher the mixing instructions.

Many of the problems in the cleaning industry are blamed on the abundant supply of cheap labor. The

cleaning industry has become so obsessed with price that quality and efficiency have been largely abandoned. The argument seems to be that there are an endless number of poor untrained immigrants waiting in line for cleaning jobs so why go to the trouble to train motivate and reward quality employees.

The cleaning industry quite often focuses on cutting costs rather than on enhancing quality. The result is that most cleaners are just passing through the industry while looking for better, more rewarding, jobs. Absenteeism, frequent job turnover, lack of expertise, and bad attitudes are the results of poverty wages. But the industry cannot be blamed for these problems when cleaning contracts are usually awarded solely on the basis of price with little or no concern about quality. The concerns about quality only manifest themselves after the contracts have been signed, and then in the form of constant complaints.

Quality control programs are highly desired, often spoken of, debated endlessly and rarely budgeted for. Unfortunately, this is as common in hospitals; nursing homes, public buildings, schools, and child care centers where cleaning and health are closely intertwined, as it is in a manufacturing plant. The problem cannot simply be that immigrant laborers have a different concept of clean than do middle class Americans, the problem is more likely that the cleaners have the same sense of what constitutes a decent wage as do middle class Americans and are delivering what they consider to be fair value.

It should be quite obvious that the problems in the cleaning industry cannot simply be solved by complaining about the poor quality of cleaning.

Not surprisingly, like many of us involved in Facilities Maintenance, I do have a few suggestions on improving the situation. First, it would be easier to retain good people, and pay them a better wage if they could do more than simply clean. Good employees need to be involved in an organization in many ways. All of their skills need to be utilized. A one-dimensional cleaner will not find job satisfaction. These employees need to be made responsible for more than cleaning. Everyone it seems nowadays is doing some multi-tasking, except for the janitors. Light maintenance, room setups, changing light bulbs,

delivering supplies, committee involvement, decision making responsibilities with regard to equipment, involvement in safety planning, job task variability, and some control and choice in scheduling tasks can help to produce a more well rounded and useful employee.

When one takes the time to talk to and get to know the members of the cleaning crew it often is the case that many of the cleaning workers know as well as anyone that they do not produce a satisfactory result. They know that because of poor equipment, lack of time, and lack of cooperation from other staff that the place they are cleaning is not as clean as they know it could be. Most cleaners get a real sense of satisfaction from knowing that something is really thoroughly clean.

However, the ability to get areas thoroughly clean depends on more than just a custodian's desire. If sufficient time is not allotted for the completion of tasks, and if there is never any recognition or reward for producing a good product, how can cleaners find job satisfaction or self-esteem? If the daytime staff who never see the cleaners throw their paper trash on the floor, clean the mud from their shoes in a urinal, dump coffee grounds down a sink, and then demand an unreasonable standard of cleanliness from people who often do not earn a living wage, then the situation makes good cleaning impossible. When the custodial staff is forced to work undesirable hours, which often results in difficult traveling conditions, asked to perform complicated ambiguous tasks with poorly maintained equipment, and are continually subjected to a lack of respect for their job performance from the public in general and co-workers in particular, and to make things even worse they continually have no trust placed in them, especially where they might have access to sensitive areas. All of these things add up to efficient cleaning becoming a scarce commodity.

Who is responsible for fixing the problems in the cleaning industry? Fortunately there is enough blame to go around so that it is not necessary to do a lot of finger pointing. Facilities Managers have the responsibility to demand and expect higher standards from the cleaning industry as well as from in-house cleaning personnel. Standards must be objective, easily understood and enforceable. Cleaning must be removed from the realm

of opinion and evaluated objectively using agreed upon techniques of measurement. The ridiculously low level of professionalism must be addressed and corrected.

Training must be thorough, systematic, and applicable to real life working conditions. Upper management must make the financial commitment to quality cleaning. This can be done now as a matter of practical effective management, or it may have to be done later when a sick building, air quality, or other health concerns force the issue.

The industry cannot expect an abundant, low priced labor force forever. When the supply of cheap labor dries up the focus must be on quality and not exclusively on price. This will require the training and retention of good managers and the financial commitment to keep good managers in the industry. This perhaps is one of the hardest problems the cleaning industry must face.

Traditionally the people who are attracted to the cleaning professions are undereducated, untrained, and often unmotivated. These people do not make the transition to management in most cases. Professionally trained managers are likely to entirely avoid the cleaning industry because of low pay and preconceived poor perceptions, and they typically would have had no hands-on experience anyway.

Some blame must also be placed on cleaning industry workers. Much of the public perception of cleaners comes from the fact that they cut corners, are undependable, and produce sloppy work. Poor cleaners do not belong in the business and need to be weeded out. It is too easy to justify poor performance by referring to low pay.

The cleaning industry is presently under pressure to reform many of its current practices. Unions have begun organizing janitorial workers in many areas. Many local and national government agencies have begun pushing for Green Buildings, and have emphasized the possible risks associated with rapidly spreading infectious disease. Security concerns have forced changes in hiring practices and the debate over immigration may cause the industry to make additional changes.

Member

Spotlight



**John
McDonough**

This issue's Member Spotlight is John McDonough. His past involvement with the Chapter has been on the golf committee and currently he is a Ghost Writer for the news letter as well as a contributing photographer.

John is employed with Turner Morris Commercial Roof Systems. Through IFMA he has learned more about the profession of Facility Management and is learning more with each encounter. This allows him to get exposure for his company and present them to the FM's he meets who just happen to have buildings with roofs. In these interactions as well as the continual meeting with clients and prospective clients John's job is never dull. With roof survey's and educating the marketplace John is always in motion and a lot of it out of doors where he likes to be.

Throughout his life John has had the opportunity to have a wide variety of adventures and experience. One of his great adventures was visiting the house in Ireland where his grandfather was born. In a first time meeting with a third cousin John learned the stories of his rebellious ancestors. This he says has helped Tracey understand him a bit better.

Having been in 40 of these United States, John and Tracey have chosen Colorado, with its abundance of amazing places, incredible views and expansive landscapes, to call home.

John and Tracey have been married for 16 years and are still newlyweds - yep that's true! They share their space with two cats. Additionally, they enjoy the great spaces that Colorado has to offer. With the great weather that we have they are able to ride their motorcycles in the mountains, mountain bike, ski, camp, hike, fish, take photos, write and spend time with friends.

John thinks, as well as a few of us, that more "paper" members should get more involved and see what they have been missing.

THIS 'N' THAT

Congratulations to Carolyn Visalli!

On May 6th, Carolyn Visalli graduated Cum Laude from Colorado State University (Pueblo) with a Bachelor of Science degree in Facilities Management and Technology Studies and a minor in Business Administration. Carolyn was the President of the Facilities Student group while there and has already become very involved in IFMA Denver since she has relocated here. You may have seen her smiling face at the registration table this year! In her current role as Facilities Contractor with Verio, Carolyn is off to a promising FM career, and we look forward to her continued enthusiasm and involvement with IFMA Denver.

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One way to create flexibility is to create a universal environment – one that will support almost any use. Or an area can be designed to include features of changeability, allowing things to be redeployed for other uses. Churn programs have worked from one concept: Move people, not architecture or furniture. However, trying to fit all employees into the same environment instead of having the environment fit the needs of the employees may provide some cost savings, but rarely do the employees adapt well. This is where designing the physical environment to be both universal and changeable provides a win-win solution.

There are several ideas to consider in approaching this concept:

Develop a system of rules that apply to a corporate level, a business unit level, and an individual or team level. Consider standardizing on a menu of space types, but not on the way they can be assembled in order to create environments for different departments or teams. Determine the specifics of each space type and strike a balance between those things that are common to all employees or job functions, and those that are unique to a particular job function or employee.

Designing an office environment is not arbitrary and should enable a client to translate their image, requirements, goals, and values into physical form, and successfully interpret their uniqueness. Through the process, the client becomes conscious of the internal processes and experiences a form of organizational learning. If addressed correctly, successful workplace improvements go beyond cost reductions. They provide an opportunity to align the goals and aspirations of the organization with the work environment of its staff, and support that staff's ability to make their best contribution to the organization and to themselves. These initiatives can use the assets of the organization wisely and position the organization to take the best advantage of predictable and unpredictable events in the future.

Lisa Brooks contributed this article. She has been associated with IFMA since 1989, involved with the contract interiors industry since 1984, and currently working with Citron WorkSpace. She can be reached at 303-808-3322, or e-mail to

THIS 'N' THAT CONTINUED...

Take another Look ...

Check out the changes on the Denver Chapter of IFMA's web-site www.ifmadenver.org! We have several improvements coming that we hope will be a resource for you. Save the website as a favorite and use it to stay in tune with the chapter's activities and other information you'll need to know as a FM. Check out the improved Resource Directory feature. You can browse by category or alphabetically to find products or services provided by our Associate members and then click to send an e-mail message to them. Also, we are trying to upgrade the registrations for meetings and events to make it more convenient. Check the Update for new features.

World Workplace 2006

World Workplace is going to be in San Diego October 8th – 10th. The deadline for early registration is August 4th. Since it is so convenient to Denver (and the airlines have some deals) this is a good year to go. Go to www.worldworkplace.org for information and to register. And plan on attending the banquet with the Denver chapter members; we have a great time and we hope to win a couple of awards this year!!

New EXPO partner

Hope you remember that our EXPO this year is with AFEC (Advanced Facilities Management and Engineering Conference) on November 8th and 9th. If you are interested in purchasing booth space to show your expertise, go to www.expomasters.com and click on AFEC to get all the information. We have already qualified many outstanding educational seminars so put these two days on your calendar! The chapter's monthly luncheon for November will take place at the conference and IFMA will provide the Keynote Address for the conference.

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But as Facility Managers, we play a key role in any proposed or necessary changes to the cleaning industry. We must make our expectations known and enforce a level of quality cleaning that insures the occupants of our buildings a clean, safe, and sanitary workplace.

John Vaughn is a Facilities Maintenance Supervisor in the Planning and Construction Division for the City of Lakewood. He has been involved with IFMA for several years and a frequent contributor to Voice of the Rockies.

John can be reached at johvau@lakewood.org.



Programs

IFMA

LUNCHEON 11:30 AM, AUGUST 8TH, 2006

Xcel Presents: "How to Read Your Energy Bill using "actual" Xcel Energy bills. "How Can You Save Money on Energy", and a brief overview of our Energy Conservation Incentive & Rebate Program. Presentation by Jim Annesser/Xcel Account Manager

TOUR 3:00 PM, SEPTEMBER 12TH, 2006

Nestled at the base of the Rocky Mountains, just south of Boulder, Colorado, is the National Wind Technology Center; a world-class wind energy research facility operated by the U.S. Department of Energy's National Renewable Energy Laboratory. The Center's location is ideal for research and development testing of wind turbines. Jim Bosch/NREL will be our host.

TOUR 5:00 P.M., OCTOBER 17TH, 2006

Denver Newspaper: New Facility

KEYNOTE LUNCHEON 11:30 AM, NOVEMBER 8, 2006

In conjunction with AFEC, the keynote luncheon will feature a presentation on FastTracks.

HOLIDAY PARTY 5:00 PM DECEMBER 12TH, 2006

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