

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



## President's Podium

### Critters

I had the opportunity in October to attend our new member lunch, and our table had some wildlife stories to share. I am constantly amazed at the amount of wildlife I have had to deal with while managing a building on the edge of the Plaza. We have a water feature that babbles along parallel to our front entry steps. One day, Momma duck decided the water on our property was obviously cleaner than across the street in Brush Creek and moved her six ducklings in. The day she finally decided to relocate to Brush Creek was truly a "traffic stopper". She waddled across our front lawn and right onto Volker Boulevard, then down into the creek with all the ducklings lined up behind her. Another time there was a morning when one of my staff was emptying the small ashtray/trashcan in front of our conference center. She reached in to pull out the trash liner only to have a possum stick his head up into her face. Let me tell you that will wake you up at 7:00 a.m. I have had to deal with squirrels, birds, yellow jackets, wild dogs, and lots of bats.

The first time I had to deal with a bat was two years ago in October. My early morning started off with one of my guys sticking his head in my office and saying, "Did you know that there is a bat in the cross walk?" Since it was close to Halloween, I blew this off to more of the huge amounts of harassment I receive daily. Shortly thereafter, another one of my guys asked me the same thing. I replied to him that I thought they were just all hysterically funny and ignored him. The third guy into my office is one of my plumbing contractors and he asked me the same thing. I took him seriously. Sure enough, there was a bat walking around on the ground in the crosswalk outside my window. The plumber told me he would help me catch the bat. We found a five-gallon bucket with a lid and went outside. While my fearless maintenance staff was at the end of the building, yards away, peeking around the corner watching us, Joe and I approached the bat. It opened his mouth, showed his teeth and made a screeching noise at us. He also spread his wings, but did not fly off. There was definitely something wrong with the bat. The plan was to get the bucket over the bat. My job was to get the lid under the bucket and flip it over, secure the lid and give him air holes. Ok, there was some screaming involved on my part, but I completed my task. Animal Control was contacted and removed the bat from the property.

On yet another occasion, I got a call at 11:30 p.m. from security. The guard informs me that we have a bat flying up and down the corridor, and that one of our cleaning staff had barricade himself into an

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office. We had to catch the bat and then spend almost an hour convincing the employee that the bat was gone.

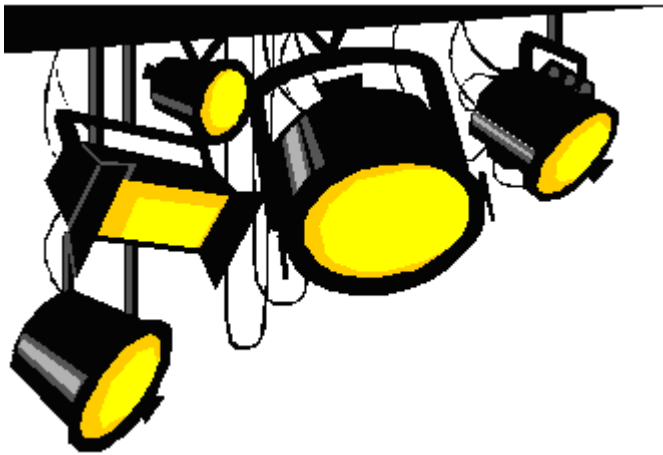
My most recent call was just a few weeks ago at 8:30 in the morning telling me that there was a bat roosting on the ceiling outside the conference room door.

If it is not your co-workers driving you batty, the bats will.

Donna Koontz, President  
Kansas City IFMA Chapter



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## FOCUS FEATURE

### A PARASITE ... A CHALLENGE

By Alan Bram, CFM, FMA  
Jewish Community Campus

"Hi Alan. Hey, what are you going to do about the Crypto thing?"

"What am I going to do about the 'What'?"

"You know, Cryptosporidium, the thing that made everyone sick in Lawrence. They're catching it from the pool water."

What a way to start my Monday morning. I am now responsible for swimming pools that may contain a communicable disease. This is another challenge for the Facility Manager. Questions that immediately come to mind are:

- Is this really something I need to know about?
- What is Cryptosporidium?

- What is fecal contamination?
- How common is it?
- How do you catch it and what are the symptoms?
- How do you prevent it?
- How do you kill it?
- What is our real liability?
- What do we tell our various publics?
- Where can I get some help?

Facility Managers are supposed experts on everything. Well, I don't want to burst your bubble, but that isn't true. Only a fool would profess that much knowledge. We are process-oriented. That is, present us with a situation and we will devise a way to deal with it. That's what I had to do.

The first step was to gather information. I sought out newspaper articles about the problem in Lawrence, Kansas. I contacted the Sanitarian Department at the Overland Park Division of Health and Environment and was sent resource information from the Kansas Department of Health and Environment and from the Center for Disease Control. I called the company that services our pools and asked what their experience has been regarding *Cryptosporidium* in pools in our area and what pool operators do about fecal contamination.

I found out:

- *Cryptosporidium* is a chlorine-resistant parasite that causes mild to moderate diarrhea for about two weeks in healthy adults. It may be more severe in older adults or immunosuppressed individuals.
- It would take 9,600 hours of contact in a pool with one part per million of chlorine to kill it. Pools routinely have 1-3 ppm of chlorine.
- It is a very rare disease.
- It can also be removed from water by filtering, or killed by exposure to ultra-violet light.
- I could expect our membership to be concerned and expect that we have taken appropriate action to ensure their safety.

I felt it essential that I deal directly with the issue of fecal contamination of our pools as part of our normal risk management program. We want to prevent illness, avoid liability, and avoid negative publicity that could affect membership.

I felt the best approach would be to assemble experts and those directly involved so that a common solution, supported by all, could be achieved. An Ad Hoc Advisory Committee was established and serving on it were:

- Internist
- Pediatrician
- Infectious Disease Specialist

- Director of Overland Park Division of Health and Environment
- Sanitarian for Overland Park Division of Health and Environment
- Director of Sports and Fitness
- Aquatics Director
- Associate Executive Director

A meeting of this select group was held.

The specialist in infectious diseases explained that it is extremely rare for one to become ill from the Cryptosporidium parasite. In healthy individuals, the disease manifests itself as mild to moderate diarrhea for 10-12 days. Symptoms can be more severe in persons whose immune systems are suppressed. There is no standard treatment for the disease.

The doctor presented a research report that indicated that, in 293 formed stool samples taken from various pools, there were no Cryptosporidium parasites found. To quote an article from the Centers for Disease Control and Prevention, *Prevalence of Parasites in Fecal Material from Chlorinated Swimming Pools - United States, 1999*.

"The low incidence of Cryptosporidium in formed fecal accidents in this study indicates that regulators can adopt less stringent disinfection guidelines by disinfecting pool water as if it contained the moderately resistant parasite Giardia."

According to the doctors and staff from the Division of Environmental Health for Overland Park, and reports from the Kansas Department of Health and Environment, the greatest risk of disease is fecal contamination due to diarrhea.

"Diarrhea" is defined as three watery stools within a 24-hour period.

We established a policy as follows:

#### For Firm Stool Contamination

- Immediately remove swimmers from water.
- Use skimmer net to remove firm stools.
- Broadcast two pounds of Calcium Hypochlorite throughout area of contamination. If area is large, more than two pounds may be needed.
- Keep swimmers out of pool for 30 minutes.
- Take chlorine and pH readings and, if within normal parameters, allow swimmers back in pool.

#### Contamination by Diarrhea

- Immediately remove swimmers and close pool for at least 8 hours.
- Add Calcium Hypochlorite to raise chlorine level to 20 parts per million.
- Check pool every couple hours to be sure chlorine level remains at 20 ppm.
- After 8 hours, measure chlorine level and then add sodium thiosulfate to bring it down to normal parameters (1ppm-3ppm).
- After 8 hours and chlorine and pH are within normal parameters, the pool can be

reopened.

Our Fecal Contamination Policy was written up and distributed to all the members of the Board of Directors of the Jewish Community Campus. This was done to inform them that we have been proactive and are prepared for a fecal accident in our pools.

### Summary

Fecal Contamination is not in itself a pleasant topic to deal with. However, this article was written to illustrate how a Facility Manager approaches an issue. We were confronted with a disease, gathered information, formed a group of experts and involved individuals to assess the actual risk, established a policy to follow, and disseminated the policy to those with a need to know.

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## DECEMBER PROGRAM PREVIEW

### **Annual Holiday Party**

Come join your fellow chapter members to enjoy food, beverages and fellowship. Our Annual Holiday Party will be held on Tuesday, December 16 at the Scott Rice Office Works Showroom located at 14720 W. 105th Street (105th and Lackman Road) in Lenexa. The evening starts around 5:00 p.m. and should last until 7:30 p.m. Around 6:00 p.m., there will be a short program to announce this year's scholarship winners, distribute awards and recognize our amazing volunteers, and install next year's Chapter Officers. We will also be raffling off some great prizes and other IFMA cool stuff!

Admission: One unwrapped gift or toy for Toys for Tots; otherwise \$20.00 will get you in the door.

We encourage all of you to attend and celebrate the holidays with your friends and colleagues!



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## *With Sympathy*

Donald R. Haag, a long-time Chapter member, passed away on Tuesday, November 21, 2003 at Providence Medical Center after fighting a three-year battle against idiopathic pulmonary fibrosis. In addition to being involved in the Chapter, he was very involved in his community. He was elected to the Leavenworth Public School Board four times, sat on the Leavenworth Community Development Advisory Board, was treasurer of the Leavenworth Chapter of the Association of the U.S. Army, belonged to the Fraternal Order of the Eagles, the Knights of Columbus, and participated in many other organizations. He was named to "Who's Who in the Midwest" for a number of years.

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## Chapter News

***Best Wishes for a  
safe passage,  
Robert!***



Robert Rives, with Teena Shouse, after passing his CFM Exam

Robert Rives, CFM, Director of Facilities for Community of Christ Church, has been called to active duty and will be working directly for Uncle Sam for the next year. SSG Rives is part of the HHS-129 Field Artillery unit located in Richmond, Missouri. The unit is going to Fort Leonard Wood, Missouri for training, and then will be deployed to an unknown final destination in support of Operation Enduring Freedom. Robert serves on our Executive Committee and heads up the Facility Audit Committee. He will be missed! Robert wants to pass on his thanks and appreciation to all his IFMA friends.

Robert, our prayers are with you for safe passage during this next year, and we look forward to the time when we can welcome you back home!

Sam Davidson is finally the proud papa to two girls, Catherine and Nicole. As some of you may know, Sam and his family have been



*Congrats!*

in the process of adopting two girls from Guatemala for more than a year. The girls' mother, Maria Amanda, is dying of cancer and one of her final responsibilities was to find a good home for her daughters. It was a tough day when Maria Amanda said a final good-bye to her girls and returned home - a day that will stay with the Davidsons for years to come. Catherine and Nicole are adjusting to life in a different country with a new family that is glad to welcome them into their home and lives.

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## **EDUCATION EQUATES TO PROFESSIONAL DEVELOPMENT**

By Linda DeTienne, CFM, NCRI,  
Vice President, Education

With an eye on education, our Chapter Board has made the commitment to devote the resources available (time, talent, financial, et. al.) to assist in the professional development of our members through various platforms of educational opportunity.

In February, we hosted the national IFMA course in People, Places and Processes - Planning and Managing a FM Department. In September, we hosted a day-long seminar on Building for Sustainability. In October, twenty-four professionals participated in a two-day CFM Exam Review Course. This month we held Finance and Accounting Basics for Non-Bean Counters. So far for next year, we know we will be bringing in another IFMA national course on The Real Estate Game: Managing Real Estate Plans (planned for April 27-29, 2004). And there will be more!

We were very pleased with the number who participated in the CFM Exam Review Course. Teena Shouse, General Manager of Employee Services for Sprint, was the instructor and shared teachings

throughout the two-day class about the core competencies of IFMA. In an effort to encourage the participants to take the CFM Exam following the course, our local chapter has offered a \$100 rebate of the exam fee. In addition, the KC Chapter is being used as a pilot program from the national IFMA Certification Division, to offer an additional \$50 discount from national if the participants in this course are to sign up for and sit for the exam prior to January 31, 2004. That reduces the normal \$400 exam fee to just \$250 - too good of an offer to pass up, I would say! We look forward to announcing more CFMs in the chapter in the upcoming months!

The November course in Finance and Accounting Basics for Non-Bean Counters was presented by Wm. R. (Bill) Kay of W. Kay & Associates, affiliated with Rockhurst University. In plain English, Bill relayed the basics of balance sheets, income statements and cash flow analysis. Participants were able to apply what they learned in true-to-life exercises such as comparing the financial information of two companies and determining which one was the better one to purchase.

Our thanks to our hard-working Education Committee, chaired by Galen Swanigan. Other participants are Brittany Gamble, Alan Bram, Susan Cain, Steve Greife, Robert Rives, Bob Weeks, and Linda DeTienne.

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## *November Meeting Review*

### **ANGER IN THE WORKPLACE**

By Greg Gladfelter  
Gladfelter Engineering Group

Dealing with "Anger in the Workplace" was a slight deviation from our original topic of Working With Difficult People, but was very thought provoking and enlightening. Let's face it, difficult people do make us angry, and identifying then controlling our anger and the situation can create a win for us.



*Speaker, Wayne McKamie*

Wayne McKamie, of Focus Seminars, told us how to recognize our boiling point and identify the outside influences that cause our inner temperature to rise.

First, Wayne explained what he meant by a boiling point and how important it is to identify that point. We need to relate our level of anger and frustration on a scale similar to a thermometer and know what temperature is the blow up going to happen. That temperature is what we need to be aware of. Each of us goes to work every day bringing our outside problems with us. It's human nature and none of us will be perfect at keeping workplace problems and outside problems separated. Wayne explained that we do have the choice to decide how much power we give to those outside influences.

Wayne had us look at some of the names we give anger.

Anxious	Worthless	Hostile
Depressed	Mean/Evil	Revengeful
Bitchy	Bitter	Rebellious
Paranoid	Victimized	Sarcastic
Resentful	Frustrated	Destructive

We then took a look at the 5 general areas of anger:

- Our anger at others
- Other's anger at us
- Our anger at self
- Residual anger from past
- Abstract anger

After identifying the general areas of anger, the five steps for diffusing anger:

- Make peace with your past
- Know your boiling point or buttons
- Know the truth about you
- Change your energy
- Do things daily that bring joy to life



Debbie Williams and Alan Bram determine who's in control

Wayne included clips from two movies, "Office Space" and "Anger Management", which gave us a comical look at situations we deal with everyday, but cause us stress and anger.

So back to the workplace we went to try our new techniques to reduce anger. We are then easier to deal with and can create a healthier environment for us and others.

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DATE SPONSOR	PROGRAM	LOCATION	TIME	COST MEMBERS	COST NON MEMBER
Dec. 16 KC-IFMA	Holiday Party	Scott Rice Office Works 14720 West 105th St. Lenexa, KS 66215	5:00 pm - 7:00 pm	No charge	No charge
2004 SPONSOR	PROGRAM	LOCATION	TIME	COST MEMBERS	COST NON MEMBER
Jan. 15 PEP	Disaster Recovery* Partnership for Emergency Planning	To be announced	8:00 am - 10:00 am	No charge	No charge
Jan. 20	Lifesaving AED, FA, CPR	Overland Park Fire	11:30 am -	\$15	\$20

KC-IFMA		Training Academy 12401 Hemlock Overland Park, KS 66213	1:00 pm		
Feb. 17 KC-IFMA	<b>Healthy Office Seminar</b>	To be determined	11:30 am - 1:00 pm	\$15	\$20
Mar. 16 KC-IFMA	<b>Tour Church of the Resurrection</b>	Church of the Resurrection 13720 Roe Ave. Leawood, KS 66224	11:30 am - 1:00 pm	\$15	\$20
Apr. 20 KC-IFMA	<b>Critters, Pests and Others</b>	To be determined	11:30 am - 1:00 pm	\$15	\$20
Apr. 27-29 KC-IFMA	<b>The Real Estate Game</b>	To be determined	8:30 am - 4:30 pm	\$300 By April 10 \$325 After April 10	\$350 By April 10 \$375 After April 10
May 18 KC-IFMA	TBD Save the Date				
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	TBD Save the Date				
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 KC-IFMA	TBD Save the Date				
Dec. 21 KC-IFMA	<b>Holiday Party</b>	To be determined	Evening		

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## *Did you know...*

On the KCIFMA website, the Chapter has developed a Resource Area to provide guidelines for a variety of facility management issues, including a Crisis Management Manual that covers Bomb Threats, Power Failure and a Tornado. If you have a resource you would like to share with the Chapter, please e-mail the document to Sheryl Wolfe, Chapter Administrator at [wolfekcifma@earthlink.net](mailto:wolfekcifma@earthlink.net).

A recent addition is "How to Maximize your Thermography Budget." One of the challenges facing facility managers is providing a reasonable level of maintenance for their electrical distribution system. Funds to do it are in short supply today. Experienced managers know that a regular program of infrared thermographic inspections is an economical tool to find hidden problems before they cause an outage. For more on this topic, checkout the KCIFMA website, under [Resources](#).

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Calling all Chapter CFMs.  
If your name is not on  
this list give me a call,  
Alan Bram, 913 327-8201



Adams, Dennis  
Anthius, Joe  
Bashor, Diane  
Beilharz, Becky  
Bell, John C.  
Bleich, Michael  
Bond, Rick  
Bram, Alan  
Carl, Christie  
Cook, James  
Cooper, Dick  
Corbett, Bill  
Davidson, Sam

DeTienne, Linda  
Gaebler, Dave  
Griffin, Rick  
Haag, Donald  
Hackney, James  
Harter, John  
Hays, Kelly Kreisel  
Horn, John  
Klein, Betty  
Lovin, Roberta  
Martin, Derace  
McDaniel, Kimberly  
Melin, Carl

Morrissey, Kim  
Mosby, Sue  
Mosiman, Paul  
Ohms, Stephen  
Rives, Robert  
Ryan, Deborah  
Sheahon, Glenna  
Shouse, Teena  
Swanigan, Galen  
Tinnell, Jack  
Werts, Randee  
Wieczkowski, Peter



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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.*

**What is the most important reason to have a minimum width in corridors?**

- A. To conform to fire codes.
- B. To facilitate access to disabled occupants.
- C. To provide clearance for furniture and equipment moves.
- D. To separate stairs, restrooms, etc. from common space.

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

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## Quick Pix



*Members listen as Jackie Coleman, Program Chair, tells about future meetings.*



*Members prepare for Wayne's control exercise.*



*Greg Gladfelter, Program Committee, requesting that all cell phones be turned off - Thanks!*

*Answer to this month's CFM question:*

A. To conform to fire codes.

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