

# IFMA-Boston Receives Chapter of the Year Award at World Workplace 2001!

By Scott S. Tibbo

Unfortunately, as a result of the tragic events of September 11th, a significant number of IFMA members from the Northeast area chapters were unable to attend this year's World Workplace held recently in Kansas City, MO. However, overall attendance at the conference was not severely diminished and the event was still a huge success! The festivities started Saturday evening with a party held at Arrowhead Stadium – home of the Kansas City Chiefs – to raise funds for the IFMA Foundation. On Sunday, the conference was officially kicked off with a very emotional and inspirational speech made by Stuart Varney, co-anchor of CNN's Moneyline News Hour. This was followed later in the day with a huge celebration held at the newly renovated Union Station, where all in attendance paused to sing the national anthem.

On Monday morning, Amanda Gore, one of Australia's most popular professional speakers presented (in a very humorous fashion) effective methods to counter stress, feel happier, and improve performance. This was followed by two solid days of educational programs focused on all eight of IFMA's core competency areas. Additionally, there was an excellent Expo that featured over 200 exhibitors ranging from technology software providers, FM related manufacturers, consultants and service providers.

And, as is customary, the conference ended with the Awards of Excellence dinner banquet on Tuesday evening. However, this

year, as you all know by now, the Boston Chapter was presented with the Chapter of the Year award! I wish I could convey to you in words how exciting this moment was for Boston. So many people have volunteered so much time over the past few years to build the Boston chapter to where it is at this point. This is a mark of distinction that every member of the Boston chapter should be proud of. In fact, at this year's Holiday Gala, scheduled for December 4th, we will take a moment to celebrate this success. Please plan on attending this special event. Also, World Workplace 2002 will be held in Toronto, ON Canada from October 6-8th. Please mark your calendars now and plan on attending next year's conference.



Scott Tibbo (far left) and friends at World Workplace in Kansas City.



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# The Facilitator

News from the Boston Chapter of IFMA  
The International Facility Management Association

## Terrorism Preparedness

by Laura Wohlford

On September 10th, most facilities managers would have listed their biggest security concerns as workplace violence and theft. On September 11th, the devastating attacks on the World Trade Center and the Pentagon eclipsed these issues. Suddenly, possibilities of suicide bombers, and biological and chemical weapons of mass destruction became real.

The general consensus is that nothing can stop a fanatical attacker willing to lose his/her life to carryout a mission of terror. But, are there ways to mitigate the loss of life and property once an emergency has occurred? How does a company recover from an emergency? Although emergency management information will come out of these recent events, what can be done in the meantime?

Every office and/or building should have an emergency response and recovery plan to guide employees during a variety of incidents and to provide quick recovery of the business.

Common themes in developing emergency plans include:

- Determining specialized skills of the staff that can be helpful in an emergency (medical or first aid skills, ability to speak foreign languages, etc.).
- Designating a location to meet after an evacuation and preparing to account for all employees. (This can aid the first responders to determine appropriate rescue operations.)
- Communicating with outside agencies (Fire and Police Departments, Local Emergency Management Agency, etc) while developing the plan.
- Reviewing insurance coverage, and having the insurance carrier review emergency and recovery plans.
- Maintaining support documents off-site (as-built plans, employee rosters with contact information, etc.).
- Encouraging a "clean desk" policy – making files easier to retrieve if located in a standard location.

- Making contingency plans in case the building cannot be occupied (or even entered) after the event (temporary location, work from home, data access, etc.)
- Ensuring employees have access to counseling after the event.
- Knowing how to handle the media.

Many Boston chapter members are reevaluating their disaster plans in light of this new reality, though they were reluctant to provide specifics about those planned changes. In some cases, corporate security offices are directing changes, whereas other chapter members stated that they are working with their building management to devise a coordinated response. Most of the changes made thus far address building access.

The Federal Emergency Management Agency's (FEMA) has a useful manual for emergency planning and recovery: Emergency Management Guide for Business & Industry. This manual covers: analysis of capabilities and hazards, determining vulnerability to hazards, components of a plan and implementation. FEMA's web site is www.fema.gov and its local office number is 617-223-9540.

*Every office and/or building should have an emergency response and recovery plan...*



IFM-Boston President, Scott Tibbo, (back to camera and balding from responsibility) gets down to work with the new IFMA Board of Directors.

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been relatively inactive in chapter activities. He appreciates the dedication to the profession that IFMA represents and believes that he owes much of his success today as a result of joining the IFMA community.

Bill, we are glad your "long and winding road" has led you to IFMA!

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### Anthrax, Bioterrorism, and Mail-Handling Practices

This timely article has been posted to our Web site (www.ifmaboston.org) by Environmental Health & Engineering, Inc. This article includes tips on identifying suspicious packages, i.e. missing or incomplete return address, unusual weight, oddly shaped, stains, or odors. How to handle suspicious mail: isolate and cover, clear the area, notify your supervisor immediately.

Download the complete article @ www.ifmaboston.org.

**Reserve the Date!**

*IFMA Holiday Gala to benefit the Children with AIDS Program*

*When: December 4<sup>th</sup> at 6 PM*

*Where: Maggiano's Little Italy in Park Square, Boston*

### New IFMA-Boston VP of Education Position Created

by Frank Murphy

At the October 3rd meeting of the IFMA-Boston Executive Board a proposal to create the new position of VP of Education was approved. President Scott Tibbo believes this position will help IFMA-Boston's long-term plan to stress professional education and IFMA National's Certified Facility Manager (CFM) Program. Reporting to this new VP will be the chairs of CFM Certification, CFM Programs, and Student Liaison.

IFMA-Boston President, Scott Tibbo, has nominated John Gioioso of Fresenius Medical Care for this newly created position. John holds a CFM certification and also is qualified by IFMA to teach in the National IFMA CFM program. John believes CFM has played an important role in his career advancement and the advancement of the Facility Management profession as a whole.

You will find a voting ballot for the VP of Education position enclosed with this newsletter. Of course, you can vote for whom you may by a "write in" vote. But please vote!





## Scenes from “Myths of the Workplace” program on September 26, 2001



Glen Meade/Glen Meade Design, Steve Merhtens/Corporate Interiors, Cheryl Anderson/Kimball International



David Stone/Sasaki Associates, Marie Fitzgerald/Symmes Maini & McKee, Norma Gwin/Nutter, McClenmen & Fish



Marc Margulies/Margulies & Associates, Bruce Forbes/Archibus



Paul Smith, author of Facility Engineering & Management Handbook

## HEALTH IN THE WORKPLACE

### Holiday Blues, Mood, and Food

By Seema Pandya

The Problem:

The holiday season is just around the corner. Although, it's a great time for celebration and joy, many find this time to be stressful and a time for potential unwanted weight gain. An American may gain an average of 7lbs of body fat from November to January. Clients and co-workers bring in baskets of sweets and goodies. Office parties and celebrations become centered around large amounts of food and alcohol consumption. How can you stay healthy through this season?

The Solution:

- Keep these simple tips in mind for the season coming up.
- Drink plenty of water before parties to avoid arriving hungry and overeating.
- In a buffet situation, use the salad plate, instead of the dinner plate
- Eat slowly so you plate stays full longer, and you won't be pressured for seconds.
- Avoid excess breads and pastas before the main meal
- Your plate should be ½ vegetables, ¼ protein food, and ¼ starchy food
- Watch alcohol consumption: 12 oz. of beer is 150 calories, 5 oz. glass of wine is 90 calories, these calories at up and end up on your belly!
- Make sure you get your 30 minutes of moderate exercise, three times a week
- During long, sit down dinners, put your fork down after every bite. Chew slowly.
- Eat a salad or fruit before you go to parties so you're not famished.
- Appetizers tend to have more fat content than the main meal, so save your appetite.

Remember, avoid excuses like, "I'll start my exercise or my diet after the holidays". The holiday season spans a quarter of the year and it is a large chunk of time to put off being healthy.

Pace yourself, especially if you have multiple engagements to attend in a short time.

Take advantage of some great winter fat burners like cross country skiing, snowshoeing, and ice skating.

Have a Healthy and Happy Holiday Season!

Seema Pandya is the executive director of Catharsis Corporation. She is a licensed physical therapist specializing in orthopedic injuries.



By Frank Murphy

The Beatles sang, "That long and winding road that leads to your door." In the case of Facility Managers they could have sung, "That long and winding road that leads to Facility Management." For who in the Facility Management field has not taken a long and circuitous journey to find it. Bill Hart is no exception!

Bill started innocently enough with a degree in Electrical Engineering from the Milwaukee School of Engineering. His first job as a Senior Field Sales Engineer with the Square D Company lasted 8 years. Bill says, "Not a day goes by where I do not use the electrical distribution knowledge I acquired from Square D in my current job." Today, Bill is a Senior Project Manager for Fidelity Investments in Computer Facilities Management. Understanding and employing Information Technology has driven their success. Currently, Bill designs, builds, and maintains company data centers. These centers must be secure, redundant and highly reliable. Needless to say Bill is on call 24/7. Hardly a day goes by that he does not receive a page regarding situations at one of his sites requiring a response from Bill. He says it is not uncommon to get a page at 3 AM and get on the phone for a situation assessment, conference call.

Bill had an interesting story to tell about his time as Manager of Electrical Services with NBC studios in New York. On a warm Saturday evening in October of 1987, prior to the airing of "Saturday Night Live," the Con Edison utility experienced a major substation fire, shutting down most of the power to the NBC Studios at Rockefeller Center where NBC is located. Fortunately, as part of NBC's emergency preparedness program, Bill had just finished designing and outfitting two mobile generator trucks. These vehicles were brought to 49th Street within hours and temporary power restored in the Studio Building in time for "Live from New York, its Saturday Night!!!" He was then asked to move into the MIS Dept. to direct their Corporate Date Center Operations at a remote site in Briarcliff Manor, NY. Here is where his specialty began to develop. Data Center Facility Operations, along with large office building management have brought his experiences full-circle.

Bill has been a member of IFMA New York and Boston since 1989, and holds his CFM. Balancing his work, family and community service projects and has not left much time in his active schedule so he has

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## NEW MEMBERS

- Chad Badiuk, **Talisman Energy, Inc.**; Skip Bates, **MBNA America**;  
Ernest Capozzi, **Teknion, LLC**; Kevin Daley, **Ace World Wide Moving & Storage**; Kevin Debasitis, **Fluor Daniel, Inc.**; Anna M. Demare, **Bentley Mills, Inc.**; James E. Desaulniers, **Pioneer Investments**; Seth D. Felson, **Office Works, Inc.**; Trevor G. Fox, **Sodexho Management Services**; Bonnie Hafer, **Dartmouth College**; Joseph A. Holmes, **Intel Corporation**; Kevin Kelley, **America Cable Systems**; Aaron B.Landeryou, **Alkermes, Inc.**; Glenn Mead, **Glenn Mead Design**; Erica Olandt, **Dimella Shaffer Associates**; Dakota M.Raine, **Comverse Network Systems**; Kari Robohm, **InterNAP Network Services**; Paul Romano, **Comverse Network Systems**; Kailash Viswanathan, **RES Engineering Inc.**; Thomas M. Waldron, **Lees Carpet**; Lyle G. Woodworth, **Mintz, Levin, Cohn, Ferris, Glovesky & Popeo, PC**

### CAP House Update

Paul Ferraro, President of Business Interiors Floorcovering of Woburn, MA has agreed to donate new carpeting and the labor to install the carpet at CAP House. Thank you, Paul.

### The Facilitator

The Facilitator is the newsletter of IFMA Boston and published quarterly.

Frank Murphy/Gloucester Builders Inc., Editor  
Laura Wohlford/Facility Management Consultant, Assistant Editor  
Seema Pandya/Catharsis Corporation, Health Editor

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## EXECUTIVE COMMITTEE

### Officers

**President**, Scott Tibbo, Director of Real Estate Consulting, Expense Management Solutions, Inc.

**President-elect**, Michael Kearns, Director of Design and Construction, Liberty Mutual Group

**Vice President/Activities**, Claudia A. DiCesare, District Account Manager, Kimball Office Group

**Vice President/Information**, Karie Morrison-Logan, Project Manager, Design Management Corporation

**Treasurer**, Jennifer Foley, Design Project Manager, Liberty Mutual Group

**Past President/Sponsorships**, James P. Downey CFM, Stride Rite

### Committee Chairs

**Local Awards**, Connie Mugno, Director of Client Development, Shawmut Design & Construction

**National Awards**, Judylynn Monaco and Kristin Hill AIA, Design Management Corporation

**CFM Certification**, Suzanne Kennedy CFM, Wentworth Institute of Technology

**CFM Programs**, John Gioioso CFM, Corporate Facility Manager, Fresenius Medical Care

**Community Projects**, Samantha Herrle, Symmes, Maini & McKee Associates

**Membership**, John J. McCaffrey, Gustabo Preston Company

**Newsletter**, Frank Murphy MBA, VP of Marketing, Gloucester Builders Inc.

**Programs**, Lori Stewart, VP, Fox Relocation Management

**Public Relations**, Cynthia Rambaldo

**Special Events**, Alicia L. Dernier, Facility Manager, Akamai Technologies with Judylynn Monaco as Strategic Advisor

**Golf Tournament**, Kristin Hedderman, Director of Marketing, Payton Construction

**Industry Council Liaison**, Edward O'Rourke, Account Manager, Environmental Health & Engineering, Inc.

**Student Liaison**, Lori Stewart Coletti, VP, Fox Relocation Management

I would again like to thank the members of the Boston Chapter of IFMA for allowing me the opportunity to serve as your Chapter President this coming year. I am very enthusiastic about the new challenges and opportunities that are facing the IFMA organization and the Facilities Management profession as a whole.

In establishing our primary goals for this coming year, we will emphasize:

- Developing a better understanding of the needs and expectations of our local members
- Expand the technical FM educational programs we offer locally
- Developing a set of long-range strategic goals that support the mega-issues identified by IFMA Headquarters.

This fall, you will all be asked to participate in an electronic survey issued by IFMA Boston – please take a few minutes to complete the survey. In order for us to better meet the needs of the membership, we need everyone's input to this survey.

I strongly encourage you to dedicate a small portion of your time this coming year to participate actively in the Boston Chapter:

- Attend the new program series, get involved, and take full advantage of the opportunities to expand your technical knowledge
- Develop new professional relationships
- Increase your visibility and credibility within the Facilities Management field.

I am looking forward to the progress we can make together over the next year. Please feel free to contact me directly if you have questions, comments, or have ideas as to how the IFMA organization can better meet your specific needs.

Scott S. Tibbo



CFM MEMBER PROFILE