

The Facilitator

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

2001 Holiday Gala

By Alicia Dernier and Frank Murphy

On Tuesday December 4th, 2001 IFMA-Boston hosted its annual Holiday Gala, a benefit for the Children's Aids Program (CAP) of Boston Medical Center. This year's event took place at Maggiano's Little Italy in Boston's Park Square. Over 300 people attended this event. The food was fabulous, the company stimulating. Some people even went home with an early Christmas gift courtesy of the IFMA holiday raffle!

IFMA-Boston has a long history of support for the CAP House. CAP has been our designated charity since Steven Perry of Perry/Radford Architects established the relationship in 1992. (See sidebar article by Martha Vibbert, Executive Director of CAP).

This year CAP's wish list was different than in the past. CAP would like to establish a Literacy Program at Imani Village for their school age children. To do so CAP will need state of the art computers linked to Boston Medical Center. In this way CAP will benefit from the support of Boston Medical Center's IT department. This program



Layla Nas, CAP House; Alicia Dernier, Gala Chairperson; Martha Vibbert, Executive Director of CAP House



Martha Vibbert, Executive Director of CAP House with Steven Perry of Perry & Radford Architects

will also require additional staff. Alicia Dernier, Chairperson of the Holiday Gala, is proud to announce that this year's Gala raised \$11,000 for CAP. This is our largest single donation ever!

IFMA invites all its members to visit and experience the CAP House. Call Martha Vibbert @ 617.534.2050 to arrange a tour. Until you visit you have no idea what good work they do and how much our donations help CAP. Your organization/business can help in many ways i.e.; donate furniture collecting dust in a warehouse, provide business services to CAP, or donate office or craft supplies to CAP. Please contact Scott Tibbo, President of IFMA Boston (email: tibbo@expensemanagement.com) with your ideas and donations.

Alicia Dernier of Akamai Technologies would like to thank her committee for their hard work. A special thanks goes out to Patty Kelliher of Payton Construction for her fabulous and quick design of the Gala invitation. Thanks to Monica Moreira and Mary Harris of Marguiles & Associates for all the hours they spent making the unique sponsorship signage.

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Lessons Learned From September 11th

By Laura Wohlford

Fidelity Investments

Moments after the first plane struck the World Trade Center (WTC), executives of Fidelity Investments implemented plans to insure the safety of the 953 Fidelity employees working at 200 Liberty Street, located diagonally across from the area now called "ground zero".

Within 16 minutes after the plane struck the second building at WTC, a fully staffed Fidelity Emergency Operations Center began to implement contingency plans for the four impacted business units. Evacuation plans for the Liberty Street building required immediate modification. The evacuation plan called for employees to report to the plaza area at the WTC. As that location was now the most dangerous place to be, Fidelity employees resorted to contacting each other via two-way pagers and cell phones. Staff would contact each other and management to report who was missing and who was safe. Ultimately, all were accounted for prior to the building being damaged when the WTC towers collapsed.

As the safety of the employees was ascertained, the Emergency Operations Center began to locate contingency office space. Working with all Fidelity business units, including international partners, space for the newly displaced employees was secured in New Jersey, Massachusetts and New Hampshire. Although the NYC employees were asked not to come to work on September 12th, employees arrived at the contingency locations in droves. According to Norm Malo, president of National Financial Services, "People wanted a sense of normalcy. They wanted to be with their Fidelity family for a sense of continuity." Perhaps Guy Patton, president of Fidelity Investments Tax Exempt Services said it best, "Somehow, the most difficult times tend to bring out the best in people."

Morgan Stanley

Morgan Stanley had 3,500 employees located throughout Two WTC as well as Five WTC. They also have other offices located throughout Manhattan. Using CAFM technology, facilities management personnel provided information to senior management about contingency space within Morgan Stanley's own real estate holdings by the afternoon of September 11th.

The facilities management staff had the foresight to overlay the CAFM software, when originally installed, with IT software. Tracking phone and network jack information reveals assigned and unassigned locations. By taking advantage of automatic updates from the IT software, the CAFM software is kept current. The CAFM software provided vacancy reports and floor plans that could be quickly coupled with workstation configurations; thus displaced departments could be relocated to comparably functional quarters.

Morgan Stanley maintained a mirror image of the CAFM database offsite, which enabled them to access the data immediately. And the immediacy of the data enabled facilities management staff to quickly relocate displaced personnel.

Information for this article was provided by Robin Hulkower from The Fidelity Exchange and Jerry Laiserin, FAIA.

Message from Martha Vibbert, Ph.D., Executive Director of CAP

Thank you to everyone at IFMA for the gift of \$11,000 this year! It was the highlight of the season to receive the check from Scott Tibbo and Alicia Dernier on December 20th during the children's holiday performance here at the Children's AIDS Program. We were so happy that IFMA chose

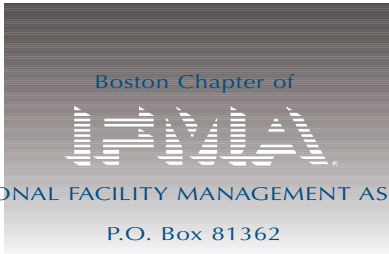


this special event to present us with your check, and the children and families were especially touched by this real-life example of the spirit of giving.

This year your generous donations will be used to support our new Literacy Program for older children who are living with HIV/AIDS. Many of these children face special learning challenges. Our goal is to offer them state-of-the-art tutoring and computer resources during CAP afterschool to encourage academic success. Once again, IFMA is leading the way by enabling us to purchase new computers, new educational software and other staff resources so that we can launch this much-needed project.

From the beginning, IFMA has been our partner in new initiatives, and because of IFMA's steadfast support, CAP has been able to grow and evolve as the AIDS epidemic has changed. Now, more children with HIV/AIDS survive into their school age and adolescent years, and more youth than ever are in need of afterschool and summer programs to help them cope with the long-term realities of the virus. There are new challenges on the horizon. Our next dream is to add on to our facility with the construction of a recreational/performance space to serve more children. Since IFMA has been a central part of all of CAP's dreams, we include it here as a goal for the coming years and as a catalyst for the incredible creativity and collaborative energy of IFMA. We welcome your ideas.

Thank you again from all of us at CAP. Best wishes for a happy and healthy New Year to each one of you and your families. Please give me a call (617.534.2050, x23) when you are in the Mattapan area. We would love to show you how your caring makes a positive difference everyday at CAP.



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IFMA Boston partners with Boston University on new FM Program

Members of the Boston Chapter of IFMA have been working with the administration at Boston University's Center for Professional Education on the creation of a new Facility Management certificate program scheduled to launch September 2002. John Gioioso, a Certified Facility Manager and IFMA Boston's Vice President of Education has accepted the position of Program Manager, responsible for the development and management of this program for Boston University. The Center is currently seeking facility management professionals to teach specific FM courses within its new program. If you are interested in teaching a course or a seminar, please contact Edie Black at Boston University (617) 358-2271.

Upcoming Events

- February 27: "Managing Your Career & Positioning Yourself for Success"
 - March 21: Membership Breakfast
 - March 27: "Democratization of the Workplace"
 - May 1: "Running with the Big Dogs"
- See www.ifmaboston.org for details

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

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

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

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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

The Facilitator

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Laura Wohlford/Facility Management Consultant, Assistant Editor
Seema Pandya/Catharsis Corporation, Health Editor

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IFMA Newsletter

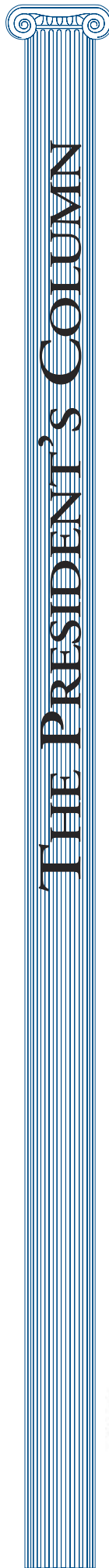
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Electronic submittals can be sent to Frank Murphy:

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First, let me start by again congratulating the Boston Chapter on receiving IFMA's "Chapter of the Year" award. For a global organization consisting of more than 130 chapters worldwide, this is in fact a great accomplishment.

For those members who volunteered their time and talent to assemble the award submission, a big "thank you" is deserved. For those members who are responsible for designing the programs and leading the different initiatives that contributed to our success, thank you as well.

Although I am very proud of this recent award and I agree that the Boston Chapter currently provides a wide offering of programs and membership opportunities, I believe that there are still more benefits that we can provide to our membership. For example, we have recently developed a new VP position on the board dedicated to the topic of FM education and professional training. I'd like to congratulate John Gioioso of Fresenius Medical Care on his election to this post! From this new initiative we will be offering additional educational programs and seminars dealing with FM trends, hot topics, and benchmarking as well as providing more support to ongoing CFM certification maintenance requirements. Additionally, there will be a much stronger focus on providing support to the FM student population and working with local colleges and institutions. A great example of this is the work that IFMA Boston is currently doing with Boston University in the development of their new Facility Management certificate program.

Our focus on understanding and meeting the needs of our chapter members continues to be a major priority. We have recently completed a member survey and are in the process of analyzing the results. Our objective is to incorporate the results of this survey into our planning process as we design future programs and service offerings.

Again, I am very much 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.

Respectfully,

Scott S. Tibbo
President

2001 Holiday Gala

continued from page 1

Thank you to the Gala sponsors. The following companies underwrote the cost of this event making it possible for IFMA-Boston to donate the proceeds to CAP. Please remember these sponsors by utilizing their services and products.

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*Judylynn Monaco and
Scott Tibbo celebrate IFMA
Boston's "Chapter of the
Year" award.*



This used to be Glenn Morris.

HEALTH IN THE WORKPLACE

Terrorism – Dealing with Stress

By Seema Pandya

Without a doubt, the events of September 11th have created confusion and stress at home and at work. The fact that so many of the victims of this tragedy were at work during this time, places concerns for facility managers and the employees of any company.



We can reduce our stress by affecting our physical well being, our mental well-being, and by our environment.

Regarding Physical Well-being:

- Exercise 3 times a week. Increased blood flow and increase in adrenaline reduces stress physiologically.
- Avoid caffeine. Try to not consume more than one 8 oz. cup of coffee per day.
- Watch your alcohol intake. You may notice an increase in alcohol intake; try to keep recreational drinking below 5 drinks per week.
- Watch your eating habits. If you are eating due to stress, try to identify these times and change your task.
- Spend more time doing things you enjoy. Plan a weekend trip.

Regarding Mental Well-being:

- Allow yourself time to adjust.
- Don't deny feeling of grief or anger
- Talk about new fears that you may have with a friend, co-worker, or family member; i.e. fear of flying, or being in a tall building
- If you have an EAP (employee assistance program), learn more about the program and how it can help you.

Regarding Environment:

- Find out how you can help, i.e. volunteer your time, donate clothes, or give blood.
- Request seminars and workshops from your EAP on stress reduction.
- Contact your health insurance provider for seminars on stress reduction.

Most importantly, keep communication open. Try to balance each day as it comes. Lean on your friends and family during this time.

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

IFMA

Events

November 28, 2001 – Program at Pearson Education



*Bruce Forbes, ARCHIBUS; Michael Kearns, Liberty Mutual;
Sean Murphy, CRESA Partners*



George Psilakis, Fidelity; Marc Margulies, Margulies & Associates



*Kathy Creed, Office Furniture Solutions; Jane Stillbuck,
Milliken; Program Director Kate Thibeault, Pearson Education*



Kathy Simpson, Design Engineering

October 18, 2001 – New Member Breakfast hosted by Environmental Health & Engineering



*Glen DeArmand, Tufis Associated Health Plan; Jeanne Kopacz,
Bryer Architects*



*Dan Ziegler, Roseanne Zingales of Workplace Management
Solutions; Kevin Daly, Ace Movers; Erica Olandt, Dimella Shaffer
Architects*