



# the kNACk

Winter 2003/04

## NEW MEMBERS - WELCOME!



Milli Murray  
 Hugh F. Warren  
 Louis M. Hamel  
 Jonathan Matt  
 Kenneth M. Bryan  
 Stephani L. Carter  
 John Anderson

Head, Office Equip. & Supplies Service  
 Associate Director, Trades & Transportation  
 Supervisor, Facility Services  
 Manager, Facility Services  
 Supervisor, Facility Operations  
 Interior Design Technologist  
 Property Manager

Alberta Corporate Service Centre  
 University of Alberta  
 Epcor Utilities, Inc.  
 Epcor Utilities, Inc.  
 Epcor Utilities, Inc.  
 Interscape Interior Design LTD  
 Edmonton Economic Development Research Park

## MEMBERS on the MOVE & in the NEWS



Steve Rees, CFM  
 Andy McCreedy, CFM

Featured in ITV (Global) news item on SARS in April 2003  
 Our Chapter's first IFMA Fellow

Lynne MacGillivray, CFM  
 Paul Birtwistle

Welcome Back  
 UK Member Looking to relocate to Canada

University of Alberta  
 see Page 8 for more info

## THANK YOU!!! to our SPONSORS

Proud GOLD Sponsor...



11522 - 168 Street  
 Ph: 930-6916

'BRONZE'

Take a look at our Bronze Sponsors on page 7

## IT'S HERE !!! IFMA NAC is ONLINE !!



### OUR NEW WEBSITE HAS ARRIVED

After a lot of hard work last year by our Website Advisory Committee spearheaded by Jim Robson we were pleased to unveil IFMA NAC's new website in April

**Logon to:** [www.ifma-nac.org](http://www.ifma-nac.org)

- For the latest on upcoming Program Events
- Information and resources on Education, Membership and Sponsorship opportunities.
- Links to other Facility Related Sites
- News on Facility Management and members
- And much more.....

The Chapter was pleased to have had Herb Dietrich with Sakura Communications assist with the design and development of our website. Herb provided the technical expertise and guidance and got our website up and running.

**THANKS HERB** - we couldn't have done it without you!!

Let us know what you think.....we welcome any suggestions or contributions.

Contact Vicki Hackl, Chapter Administrator, [vici@telusplanet.net](mailto:vici@telusplanet.net)

# NAC NEWS

## 2003-2004 BOARD OF DIRECTORS

|                      |   |                |
|----------------------|---|----------------|
| Johanna Wienert, CFM | - | President      |
| Tim McCoy, CFM       | - | Past President |
| John McLaughlin, CFM | - | Vice President |
| Ron Muir, CFM        | - | Treasurer      |
| Stephani Carter      | - | Secretary      |
| Joanne Haugen        | - | Membership     |
| Steve Rees, CFM      | - | Education      |
| Vacant               | - | Communications |
| Veronica Wake        | - | Sponsorship    |
| Andy McCready, CFM   | - | Programs       |
| Vicki Hackl          | - | Administrator  |

### **Did you know? One of the most effective ways to reach your market for FM products or services....**

is to become involved with your local IFMA Chapter. Many opportunities exist for our Associate members to meet and develop relationships with the key decision makers in their organizations. Volunteering to assist with Chapter activities, whether on a specific project or as a member of the Board, brings you into a network of Facility professionals from the local area, who are always willing to share knowledge, insight and information. We strive to recognize our volunteers for their contributions at our monthly Events, in the Newsletter and on our Website. Raise your profile in the IFMA-NAC Community..... Get Involved today!!

For more information on our Board Activities, or how you can help please Contact:  
Tim McCoy our Nominating Committee Chairman at 496-6552

**WANTED: IFMA Event Photographer** Bring your digital Camera to snap some pictures at our Events

## PROGRAMS

## 2003 -2004 CALENDAR



'WCB Millard Centre Tour  
'Disaster Recovery - Lessons from the Trench'  
'Christmas Social - Wines of the World'  
'Strategic Planning - Nunavut Case Study'  
'Project Management'  
'Carpet - Choosing Managing, Recycling'  
'CBC Downtown Relocation Tour'  
TBA  
AGM

4:30 pm, September 17<sup>th</sup>, 2003  
4:30 pm, November 19<sup>th</sup>, 2003  
4:30 pm December 10<sup>th</sup>, 2003  
lunch January 21<sup>st</sup>, 2004  
lunch February 18<sup>th</sup>, 2004  
lunch March 17<sup>th</sup>, 2004  
lunch April 21<sup>st</sup>, 2004  
lunch May 19<sup>th</sup>, 2004  
supper June 16<sup>th</sup>, 2004

### OTHER IFMA EVENTS TO LOOK FORWARD TO:

JUNE 2004

IFMA NAC Annual General Meeting

Contact: Andy McCready, Chapter Program Director at 414-1450 or [mccready@globalserve.net](mailto:mccready@globalserve.net) for information or ideas for upcoming Events. All dates to be confirmed please contact Vicki Hackl at 455-1187 or [vici@telusplanet.net](mailto:vici@telusplanet.net)

## IFMA PRESS RELEASE

### IFMA BESTOWS FELLOWSHIP ON CANADIAN ANDREW MCCREADY



**The International Facility Management Association (IFMA) has named Andrew McCready, CFM, ACP, an IFMA Fellow.**

The Fellowship program was established to create an elite core of respected industry leaders in facility management. Being named an IFMA Fellow is the highest honor that the Association can bestow on a member. McCready received the title Tuesday, Oct. 21 during the Awards of Excellence dinner at IFMA's World Workplace Conference and Expo in Dallas, Texas, USA.

McCready, president of McCready Consultants Ltd. in Edmonton, Alberta, Canada, is the only Canadian to receive this honor in 2003. He is one of only seven Canadians recognized as a Fellow by IFMA, which has a membership base of approximately 17,300.

McCready has been widely published on the topics of municipal land development, public schools, correctional facilities and hospitals. He has taught courses on facility planning, municipal land development, FM fundamentals and asset management.

McCready has been an active member and leader in the Northern Alberta Chapter of IFMA, having served as chair of the founding committee, vice president and president, as well as northwest regional vice president on IFMA's international board of directors. He has served on the IFMA bylaws team, as well as on the IFMA Foundation nominating committee and the Awards of Excellence judging panel. IFMA bestowed the designation of IFMA Fellow upon Andrew McCready, CFM, ACP, because of his outstanding achievements.

IFMA is the Houston, Texas-based professional association for facility management with approximately 17,300 members in 126 chapters and 55 countries. The organization offers networking opportunities through its regional chapters and councils structure, provides certification and educational programs, conducts research, spots trends and assists facility managers in developing skills and strategies to manage the human, structural and real estate assets of an organization. For more information about IFMA, visit the Association's Web site at [www.ifma.org](http://www.ifma.org).

Amy Blanchett  
Public Relations Specialist, Communications Dept.  
International Facility Management Association

# **CONGRATULATIONS ANDY !!!**

**From all your colleagues and friends**

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## IFMA SURVEY

### IFMA SURVEY RANKS TOP 10 OFFICE COMPLAINTS... AND SOME THAT SCORE HIGH ON THE LAUGH METER

Some like the office hot and some like it cold. In a workplace of 100 employees or more, you can't please everyone, although facility management professionals certainly try. For the third time, the International Facility Management Association (IFMA) has surveyed its members to determine the top 10 office complaints and, once again, disagreements about office temperature rank at the top of the list.

"It's too cold" and "It's too hot" ranked one and two respectively, followed by, in order: (3) poor janitorial service; (4) not enough conference rooms; (5) not enough storage/filing space in workstation; (6) poor indoor air quality; (7) no privacy in workstation/office; (8) inadequate parking; (9) computer problems; and (10) noise level/too noisy.

When the same survey was conducted in 1991, "too hot" ranked first and "too cold" ranked second, while in 1997, these two complaints reversed positions on the list. All of the other complaints have surfaced on previous surveys in different positions, but this year's survey marks the first time the noise-level complaint has made the top 10.

The 2003 Corporate Facility Monitor survey, sent to 2,400 IFMA members in early May, yielded a 14.2 percent response rate. The largest percentage of respondents (86 percent) manage facilities where more than 100 employees work.

#### Office complaints

The most common complaint facility professionals report hearing from upper management is the cost of facility operations. Lack of space, the cleanliness and image of the facility, and the time required to complete construction and renovation projects were also cited. A few respondents indicated that upper management can be more demanding than the general workforce by insisting "you need to fix my problem immediately," no matter how trivial the matter might be.

Along with complaints about standard workplace issues, a humorous list of write-ins emerged.

"The facility professional is the front-line recipient of all kinds of hilarious reports from employees—everything from wild animals running amok to complaints about the color and height of the carpet, disappearing lunches and co-workers' annoying habits," David Brady, IFMA's president and CEO, said. "Considering that their jobs are fraught with the challenge of juggling increasing demands, dwindling budgets and the responsibility for beefing up security to keep facilities safe, it's a good thing they have these moments of comic relief."

#### Too much time on their hands

The ludicrous nature of complaints from employees shows just how trying a facility manager's job can be. Anyone who thinks his or her own job is demanding should have to walk in a facility manager's shoes for a day and respond to comments like these:

- "I don't like the color of the extension cord."
- "The bathrooms are boring."
- "People are stuck in the revolving door."
- "The arms on my task chair are giving me breast cancer."
- "The air in the building smells like bacon."
- "Come get the mushrooms out of my carpet."
- "Too much natural light."
- "The elevators make my computer screen wave and I get seasick."
- "My workstation isn't located in a place that's going to get me a promotion!"

Also, there were these reports:

- "An executive couldn't find the beer in his refrigerator."
- "The green color of the carpet was making an employee ill and that person threatened to hire an exorcist to remove the evil spirits."
- "Someone complained that the off-gassing from the potpourri at the reception desk was killing tropical fish in the wellness center one floor below."
- "A person complained his brain was being bombarded by electrons from the overhead fluorescent lights."
- "The vending machine ran out of Cheetos, and the person who reported it suggested I should ensure that this does not happen."
- "An employee did not want to move his complete Star Wars action figure set in order for housekeeping to clean his office."
- "An employee's tie was caught in the deposit tray of the on-site ATM machine."

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### **And would you like that served on a silver platter?**

No matter what kind of workplace they manage, facility professionals are the “go-to” people for Mission Impossible requests:

- “One of our tenants wanted us to cease construction on a multi-million-dollar facility since the pile-driving for the foundation was resulting in his desk shaking.”
- “An employee complained that access to our campus from the highway was too inconvenient for him, and wasn’t there something we could do to have a new interstate exit created?”
- “Someone complained about colds and flu going around and wanted us to wipe down every faucet handle and doorknob about eight times a day with a bleach solution. They didn’t suggest where the money was going to come from to pay the janitors to do this.”
- “Please stop the planes from flying overhead and casting shadows on my computer screen.”

### **Egos gone wild**

Facility managers also have to respond to the whims of those who measure their clout in inches or square feet. Size and location really do matter, especially with regard to the amount of office space one has or the size of one’s desk:

- “An associate was promoted to a senior management position. His office was six square feet smaller than the one occupied by someone who reported to him. He wanted us to move a wall.”
- “One executive complained that his desk was one inch shorter than that of a new vice president who had just been hired. The desks had to be swapped before the new VP started in order to keep the existing VP happy.”
- “The dean wanted to move the entire administrative area to a higher level in the building for a better view.”
- “A judge felt that we should have sensors around our courthouse that could tell when she was getting close to the underground parking. Then, she wanted the sensors to trigger the elevators to come down so that she could get out of her car and onto the elevator without having to wait.”

### **Sounds like a job for the Crocodile Hunter**

Hey, it’s a jungle out there! Unpredictable visits from the wild kingdom seem to be a source of many complaints and unusual requests in the workplace as facility managers report having to wrestle with everything from snakes and squirrels in the lobby to cows and bears in the parking lot. Among the more interesting “fur and feather” reports are these:

- “Can you remove the skunk that is walking down the hallway of the vice president’s office area?”
- “Baby ducklings are having trouble climbing out of the on-site lakes.”
- “Can you help me catch my cat in the underground parking? It must have been under the hood of my car on my trip in to work.”
- “The rat was so big that the trap didn’t kill it, and it was running around bleeding everywhere.”
- “The mother-in-law of one of our employees purchased and released several geese on our grounds without our knowledge or consent. They were a nuisance and we had them removed. Shortly after their ‘disappearance,’ the lady called me and asked where her geese were, and she wanted them back. I politely informed her that she should not have brought them onto our grounds without asking first, that they attack our residents and employees and were messy. She was very unhappy, but was unable to recover the geese.

### **Bathroom humor**

A common cause of complaints is the restroom facility. Along with comments about the softness and ply of the bathroom tissue—as well as complaints about which side of the stall it hangs from—are these gems:

- “The women’s restroom floor has too much shine and it reflects up into the neighboring stall like a mirror. Can the janitors dull it down?”
- “The soap in the men’s room is not viscous enough.”
- “An employee didn’t like the smell of the hand soap and elevated the request to senior management. Needless to say, the soap selection was changed.”
- “Someone left dirty underwear on the restroom floor. Could you have them removed?”
- “A man preparing for a sex change wanted to use the women’s restroom.”
- “A picture of Osama Bin Laden with a bulls’ eye on it was hung over a urinal. It offended another employee.”

Obviously, facility managers hear it all and see it all in the course of their day.

Sixty-eight percent of respondents reported receiving an average of one to 20 complaints/requests per week, while 10 percent reported receiving anywhere from 50 to several hundred, but most strive for good customer service by responding quickly. Seventy-six percent of respondents said the average turnaround time for an answer or solution is one day.

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## urban encounters

Edmonton's interior design community came together once again to view the latest product offerings of more than 50 suppliers. IFMA-NAC was pleased to participate along with a number of our associate members. We had a number of inquiries about IFMA and expect to see some show attendees at our future Events. Thanks to Vicki Hackl for help in organizing and setup, and to Tim McCoy, Joanne Haugen, Andy McCready and John McLaughlin for manning our Booth.  
Johanna Wienert, CFM

### **OUR THANKS & APPRECIATION to the INTERIOR DESIGNERS of ALBERTA**

**On behalf of the Board and the membership, I wish to thank the Interior Designers of Alberta for once again providing IFMA-NAC with a Booth at their "URBAN ENCOUNTERS" Tabletop Trade Show.**

**Many of our members work closely with the interior design community and this spirit of co-operation and support is admired and appreciated.**

**Hats off to the IDA Show planning committee for their time and effort in putting together a great opportunity for designers, vendors and facility professionals.**

## SPONSORSHIP

### DOOR PRIZES

#### DECEMBER EVENT

Courtesy of:

**Winner:**

Courtesy of:

**Winner:**

#### NOVEMBER EVENT

Courtesy of:

**Winner:**

Black Fleece Shirt

**Stantec Consulting Ltd**

Steve Rees – Caritas Health Group

Gift Certificates from Ceili's Restaurant

**Ceili's Restaurant**

Joanne Haugen – Allwest Commerical Furnishings

Fleece Car Blanket

**Global Furniture**

Jane Miska - Alberta Research Council

**Contact: Veronica Wake, Chapter Sponsorship Director** at 427-7321 or [veronica.wake@gov.ab.ca](mailto:veronica.wake@gov.ab.ca) if you have any questions regarding sponsorship opportunities or wish to donate a Door Prize for one of our Events.

## SPONSORSHIP PROGRAM 2003

IFMA greatly appreciates those who have sponsored our Chapter in past years and welcome this year's Sponsors.

### 'BRONZE' Sponsors

#### Allwest Commercial Furnishings

14325 - 112 Avenue

452-8212

The logo for Allwest Commercial Furnishings, featuring the word "Allwest" in a stylized, orange, cursive font.

#### Canterbury Coffee Corporation

4308 - 93 Avenue

468-6363



#### Servicemaster Commercial Cleaning Services

32 Sioux Road

417-9123



#### Speedfast Color Press Inc.

10924 - 119 Street

452-6860



Speedfast Color Press Inc.

## EDUCATION

## Certified Facility Manager (CFM) Study Group



IFMA-NAC may possibly be the only Chapter which continues to provide CFM Study sessions at no cost to their Chapter members. This commitment to affordable education and professional development opportunities for our members is instrumental in maintaining one of the highest proportions of CFM's in any Chapter. A vast majority of participants in past Study Groups who have written the comprehensive CFM Exam have passed.



Due to the high proportion of members already certified The Education Committee will be organizing Certified Facility Manager Review Courses according to demand.

In the past the Course has consisted of a group of 6-10 participants studying and learning the 8 (soon to be 9) core competencies together. With the assistance of one or two facilitators, the sessions are held at a mutually agreeable location and time over a period of 8-10 weeks. Historically, each session had presentations by the participants on two of the eight Competency Areas such as such FM Finance, Real Estate, Operation and Maintenance, Project Planning etc. which are the basis of the exam. This format could be modified to suit the wishes of the participants.

The Study Group also reviews and discusses sample exam questions, is advised on how to approach the exam, and given encouragement and support through the experience of members who have completed the process of CFM certification.

**January 7<sup>th</sup> is the next Study Group** at the University of Alberta General Services Building, 4<sup>th</sup> Floor at 5:00pm. The objective of this initial meeting is to set a schedule, assign competencies to participants, and review the format. Please RSVP to Steve Rees via email at [srees@cha.ab.ca](mailto:srees@cha.ab.ca)

**Contact: Steve Rees, CFM, Chapter Education Director** at 930- 5838 or [srees@cha.ab.ca](mailto:srees@cha.ab.ca) for more information on the CFM Exam, or joining the Study Group.

## MEMBERSHIP

### UK IFMA Member seeking Facility Management position in Canada

Paul Birtwistle, member of IFMA and BIFMA in the UK, is planning to relocate to Canada and has requested our assistance in securing a position suitable to his extensive FM experience.

Anyone seeking to fill a position or who can advise Mr. Birtwistle of potential employers may contact him at:

9 BRIDGEWATER COURT  
LITTLE GADDESSEN  
HERTFORDSHIRE  
HP4 1PX  
Tel: 01442 842835  
Mob: 07771 506819  
E-mail: [paul.birtwistle@btopenworld.com](mailto:paul.birtwistle@btopenworld.com)

Please contact Johanna Wienert ( [jwienert@compusmart.ab.ca](mailto:jwienert@compusmart.ab.ca) ) if you wish a copy of his resume.