

INFORMATION

PRESIDENT'S CORNER

To date, 2010 for IFMA West Michigan has been exciting to say the least! The year has been filled with numerous interesting programs, a perfect venue for our annual awards dinner at the art museum, many volunteer opportunities, and the welcoming of new board members!

You have elected 2 new members to your board – not only are they new board members, they are also new members to our chapter! Eric Calcaterra of Comcast is your new VP of Programs and Zach McIntosh of Spectrum Health as your VP of Membership. We look forward to the new fresh ideas that they will bring to the board and to the chapter!

I would also like to take this opportunity to thank Jim Corby and Marilyn Gould who have dedicated so much of their time and talents as board members for the last several years. They were instrumental in the growth and expansion of our chapter and helping to shape it into the award winning chapter it is today. Thank you both for your service!

Speaking of service, I would like to ask each of you to consider getting more involved in our chapter. We have opportunities on committees (our new board members would love the help on their committees I am sure!), with the golf outing (don't forget to sign up to golf!) and from time to time, we volunteer in the community. It's a great way to get connected with other members, and the more volunteers we have, the stronger our chapter becomes. If you are interested in joining a committee, you can contact me or any of our board members to find out the options.

I look forward to seeing you at the chapter meetings to come!



Kathy Cain

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UPCOMING MEETINGS

October 2010

Tour of the Energy Center @ Butterworth

When: October 20th 3-4:30

Where: Butterworth Hospital

Overview: Since 1948 Dean Boiler, Inc. has been the standard of excellence in the boiler room market. They have been providing sales and service of commercial and industrial boilers and boiler room equipment throughout Michigan. Our sales and service area covers 56 Lower Peninsula and 4 Upper Peninsula counties. Their offices are located in Grand Rapids, Bay City, and Traverse City and provide 24/7 technical service, sales, parts, and support. Presentation & tour of the Energy Center by Bob Robinson Spectrum Health FSS
Location address: Butterworth Hospital 100 Michigan Street Grand Rapids MI 49506

November 2010

TBD

When: TBD

Where: TBD

Overview: TBD

December 2010

Annual Toys for Tots Luncheon

When: December

Where: McFadden's (58 Ionia SW Grand Rapids MI)

Overview: Join us for our annual Toys For Tots luncheon. Cost for the event is one toy valued at \$10 or more. All of the toys

collected will be turned over to the Toys for Tots organization of Grand Rapids.

IFMA West Michigan Chapter Mission

The West Michigan Chapter of the International Facility Management Association (IFMA) is a professional organization that promotes the advancement of the facilities management profession at the local level by providing opportunities for education and creating an environment that encourages its members to share knowledge and experiences.

MEMBERS' CORNER

IFMA Member Highlight

Eric A. Calcaterra (eric_calcaterra@cable.comcast.com)

Facilities Manager
Comcast

Eric is a graduate of the Ferris State University Facilities Management program. He joined Comcast in 2008 and currently oversees 52 locations, 200,000 sf, and 500 employees throughout West Michigan.

Eric worked previously at Ford Motor Company as Facilities Planner and Project Manager. He was responsible for the strategic planning and project management for over 6.5 million sf of office, crash facilities, design studios, prototype garages, test tracks and testing labs which included 15,000 seats, 11,000 employees and over 4,500 moves annually

In the past Eric was a judge for NeoCon and a board member of the IFMA Chicago chapter. He is now on the IFMA West Michigan board as VP of Programs.



Janet Barnes
Worksquared

Barbara Goodspeed
Steelcase Inc.

Jeffrey A. Molnar
Four Winds Casino Resort

Mitchell Bart
CSM Services

Cheryl Buckley
Corrigan Moving Systems

Eric Calcaterra
Comcast

Jennifer Patton
Weather Shield Roofing Systems

Erik Beckstom
Nichols

Mark Crabtree
Control Logic of MI

Lindsay M. Fonger

Daniel Kinsey
Student

Mel DeVries
River City Flooring

Ivan Ivanov
Century A&E

Ronald Quakkelaar
Dykhous Construction

Stephen Wojton
Quality Air Inc.

Mark Grooters
KONE Inc.

Daniel Wolf
Dewar Sloan

Zach McIntosh
Spectrum Health

Bret Mackey
Colliers International Property Management

Dollar for Chapter Charity

We have a Dollar for Chapter Charity contribution and here's how it works: during our membership meetings and other IFMA sponsored events, our members can be fined \$1 for an incident. The incidents range from ringing cell phones, answering your cell phone during our meetings and arriving to a meeting late. All money is matched by the chapter and goes to Habitat for Humanity. We are keeping it light-hearted and it is a positive way for us all to contribute to great causes on an ongoing basis.

MONTHLY MEETING OVERVIEW

January

The 5S Program-- A Lean Driver for Improvements in all Facilities

Renae Hesselink, Nichols VP of Sustainability, presented how Nichols took their teams through the "Journey of 5S". The 5S Lean Program, developed by Toyota, was introduced years ago, but has continuing value in helping facilities of all types to get cleaned up, organized and standardized. This simple lean program, whose many benefits include reductions in wasted man hours and materials, has improved safety and efficiency and improved work environment for many facilities.

WHY 5S? Enhance workflow, quality of work and productivity

When you are organized, you can easily identify problems in order to respond quickly = time savings!

Effectively use time, space and human effort to accomplish goal/task

Clutter impedes workflow so get organized!

How does 5S benefit facility managers? Valuable square footage is taken up by lateral files that have old files in them. Go through your facility and open lateral file drawers...you may come across drawers that are empty or filled with holiday decorations! Specific examples that pertain to facilities:

- Standardizing products across all location or departments – helps with organization, training and supply costs.
- Organizing storage areas – we know that when things are organized it is easier to find things and saves time from having to search for things – a home for everything and everything in its place
- Inventory on hand – analyze how much is being stocked and look at it in terms of how much is being used, lead times from suppliers, storage space and if there are no advantages in price with purchasing large quantities – order just in time. Most suppliers would rather have a steady stream of orders being placed to help with their inventory planning purposes. Balancing this with order size because it costs to issue orders for both the user and the supplier. Work with the supplier to identify the most economical ordering patterns for both.

Organizations can make it fun and competitive by department or individuals the following ways:

First team to hand in 100% of their 5S forms = \$50 gift card for the team

Second team to hand in 100% of their 5S forms = Jeans day

Other awards: Oldest file (must be dated)

Most unusual item found (hopefully it 's not food)

For more information, please feel free to contact Renae @ Renae.Hesselink@enichols.com

MONTHLY MEETING OVERVIEW CONTINUED...

February

Organizational Culture and the Built Environment Improvements

Haworth and Interphase Inc. presented Organizational Culture and the Built Environment & tour of their new building. This topic emphasizes the importance of aligning the workspace with organizational culture—whether the culture is valued or if a culture change is desired. We looked at the Organizational Culture Assessment Instrument and its typology of hierarchies, clans, adhocracies, & market cultures. The Cameron/Quinn Competing values matrix were discussed in-depth by presenter Brian Scott - Haworth Workplace Communications Strategist tour of the new building.

Network 180 is a non-profit organization that assists area residents with drug & alcohol abuse and mental illness issues and helps to redirect their lives.

March

Annual Awards Banquet

The 2010 banquet was held at the amazing Grand Rapids Art Museum. If you have not been to the GRAM, you are missing out!

The event was filled with mingling among chapter members and spouses, chapter award announcements, the presentation of the Kathy Pruden Memorial Student Scholarship award winner, as well as a formal thank you to our chapter sponsors who support us annually.

Several students from Ferris State University Facility Management curriculum had submitted their application to our chapter for the IFMA West Michigan scholarship. The requirement is that each student must complete the large packet by the deadline and then a committee comprised of IFMA West Michigan Chapter board members reviews each packet and selects the most qualified candidate. The recipient receives the award and a check in the amount of \$1,500 at the banquet.



The recipients of the evening were...

- Student Scholarship Award – Christine Kunde, Ferris State University
- Member of the Year – Dave Kuiper, Herman Miller
- Associate Member of the Year – Tom Manikowski, Haworth
- Eveready Award – Todd Staskiewicz, Parkway Electric

Click here <http://www.youtube.com/watch?v=XwdnFneGTx4> to see a video of the event.

The banquet was a great time and we are looking forward to the 2011 annual banquet.



MONTHLY MEETING OVERVIEW CONTINUED...

April

North Kent Water and Sewer Plant

The NKSA was founded in December 1997, incorporated by the City of Rockford, Plainfield Charter Township, and the Townships of Alpine, Cannon, and Courtland, each located in Northern Kent County, Michigan.

The primary purpose of the NKSA was to acquire, own, improve and repair the area's existing sanitary sewer collection and transportation system. Over time, the purpose expanded to include the construction and operation of a brand new state-of-the-art wastewater treatment facility, now known as the PARCC Side Wastewater Treatment Plant.

May

Amerashield Systems

The Amerashield System protects surfaces from a host of "nasties". This system contains a molecule that is shaped like a microscopic "road spike". This molecule uses a covalent bond to adhere to a surface. The spikes then stick out and impale any molecules that come into contact with the surface.

Picture a balloon trying to navigate through a rose bush (molecule). The spike punctures the cell wall of the balloon resulting in a physical kill. The molecule is USDA approved for food bearing surfaces. Emits no VOC's, is non-toxic, is not a carcinogen and is not a poison. The Amerashield System is effective against H1N1, MRSA, Staph, Strep, Black Mold, E-coli, Salmonella, Mildew, etc.

June

Sustainability of our Exterior Environment

The meeting was hosted at Integrated Architecture. IA principal, Mike Corby, gave a quick overview of IA and the unique design of the office building.

Following this introductory presentation, Dirk Bakhuyzen from PROCARE Landscape Management Inc. spoke on how sustainability can tie into 3 major areas of our exterior environment; landscape design build, landscape management and snow removal practices. Some of the ideas and practices are common sense that needs implementation or enforcement within a company or community. I found this presentation to be helpful and put some cost savings ideas in place that same week because of it.

For more information about the presentation and how PROCARE Landscape Management can help you with your outdoor sustainability, contact Dirk directly at dbakhuyzen@procarelandscape.com

MONTHLY MEETING OVERVIEW CONTINUED...

July

Annual White Caps Game

A little rainy but still a great outing. This year IFMA bought tickets for a section at the ball park...and it was a GREAT section! Right behind home plate to see all the action. Even though the game was rained out in the bottom of the 4th inning it was still a wonderful night to get together with fellow members! See you next year!

August

Annual Jim Hickey Golf Classic

Yet again we had perfect weather AND a record number of golfers...99 to be exact. The total amount raised from the outing was \$7,000 and we could not have done it without you! This year we changed it up to have lots of hole sponsors and opportunities for people to win prizes and it was a hit!

Thank you to our Platinum, Gold, and Silver sponsors. Your generous monetary donations, outing signage sponsorships, and silent auction items made the event a success. Thank you to our 2010 title sponsor Haworth/Interphase. We couldn't have done it without their generosity and support.

Visit our chapter website "Events" section for all of the golf outing photos and video!: www.ifma-wm.org



INSIDE IFMA

Wayne's World - Technology (*#@%@)

Written by Wayne D. Veneklasen, Ph.D., CFM (Lifetime member)

I thought about being a facility manager for almost 30 years and the 1.2 million square feet of office space I managed all without a Blackberry that played music, took videos, pictures and communicated with Facebook and Twitter.

I signed up under duress for Twitter and Facebook, so my three kids, their spouses and 13 grandkids could communicate with me in the modern way. I figured I could handle something as simple as Twitter with only 140 characters of space. That was before one of my grandkids hooked me up for Tweeter, Tweetree, Twhirl, Twitterfon, Tweetie and Twittererific Tweetdeck, Twitpix and something that sends every message to my cell phone and every other program within the texting world. My phone was beeping every three minutes with the details of everything except the bowel movements of the entire next generation.

I am not ready to live like this. I keep my cell phone in the garage in my golf bag.

The kids bought me a GPS for my last birthday because they say I get lost every now and then going over to the grocery store or library. I keep that in a box under my tool bench with the Blue tooth [it's red] phone I am supposed to use when I drive. I wore it once and was standing in line at Barnes and Noble talking to my wife as everyone in the nearest 50 yards was glaring at me. Seems I have to take my hearing aid out to use it and I got a little loud.

I mean the GPS looked pretty smart on my dash board, but the lady inside was the most annoying, rudest person I had run into in a long time. Every 10 minutes, she would sarcastically say, "Re-calc-ul-ating" You would think that she could be nicer. It was like she could barely tolerate me. She would let go with a deep sigh and then tell me to make a U-turn at the next light. Then when I would make a right turn instead, it was not good. When I get really lost now, I call my wife and tell her the name of the cross streets and while she is starting to develop the same tone as Gypsy, the GPS lady, at least she loves me.

To be perfectly frank, I am still trying to learn how to use the cordless phones in our house. We have had them for 4 years, but I still haven't figured out how I can lose three phones all at once and have to run around digging under chair cushions and checking bathrooms and the dirty laundry baskets when the phone rings.

The world is just getting too complex for me. They even mess me up every time I go to the grocery store. You would think they could settle on something themselves but this sudden "Paper or Plastic?" every time I check out just knocks me for a loop. I bought some of those cloth reusable bags to avoid looking confused but I never remember to take them in with me.

INSIDE IFMA CONTINUED...

IFMA National Highlight

Editor's note: IFMA National Highlight is a new feature for the West Michigan chapter. These articles are from IFMA chapters around the country about their surroundings, case studies or line of business in their corner of the world.

IFMA and Sustainability - A Voyage of Discovery in Phoenix

Ted Ritter - LEED® AP, Vice President – Greater Phoenix Chapter of IFMA

Tom Pritscher - LEED® AP, Vice President – Greater Phoenix Chapter of IFMA

Facing a down economy, shrinking budgets and significant pressures to outperform the year's commitments, how do you find time for sustainability? Let's face it, if there is no payback within the current year, it's unlikely that you can get capital or modify your operating budget to make any kind of significant difference towards a Green Program, right? Wrong!

In a recessionary environment there's more than one way to cut costs and leverage those savings to support other initiatives. In addition to pure cost savings a little bit of planning and adjustment of current policies can yield results with little or no additional expense.

Our approach, beginning in August of 2008 was to establish a Facility Managers' Green Peer Group (FMGPG) to foster open information exchange and provide a forum for sharing best practices. The subject of Sustainability is on everyone's mind in the realm of Facilities Management. The LEED standards (Leadership in Energy and Environmental Design) are broad and complex and it is apparent, other than a very select, that no one understands all of it.

Peer Groups are the very best way to learn from the experience of others. In a peer group there are no competitors, you really have a chance to learn the "Best Practices" from other facility managers in a comfortable environment. Research has shown that most peer groups seem to flounder for lack of drive and supervision.

The secret to success is twofold: The right companies must be matched and the peer groups must be facilitated

The initial goal of the Peer Group was to educate the members on the five major categories of LEED as it related to the Existing Building Operations and Maintenance structure or EBOM.

We established a year long program that was based on the following formula:

General Discussion & Checklist Review + Facility Examples & Benchmarking + Site Visits
= A Solid Foundation of Understanding

So, what's the bottom line on the benefits of the PEER Group?

1. Approaching sustainability concepts with minimal or no impact to your FM resources and budget
2. Marketing your FM organization through sustainability involvement
3. Taking advantage of LEED benefits without certifying your site
4. Decoding the myths and fears of LEED
5. Strengthen your FM position by demonstrating sustainability initiatives
6. Demonstrate the hidden value of your FM organization by introducing and achieving sustainable initiative.
7. Educating your staff, customers and stakeholders as well as yourself on sustainability and the workplace

At the end of the day, even in a down economy: "Do Something!" You can make a difference even with little or no budget in the current year.

If you would like more information on the above write up and/or case studies that were performed by this group, please contact Ted Ritter at ted.ritter@verdecom.net

FOCUS

Spectrum Single-Stream Recycling

Written by Zach McIntosh of Spectrum Health

On September 14th 2009 a single-stream recycling program was implemented at Butterworth Hospital. This program began in Blodgett Hospital on July 1st 2009, in United Memorial Hospital on May 1st 2009, and at West Pavilion, South Pavilion, the Business Service Center, and CTIS in August of 2008. With this program all products that are non-confidential, non-contaminated, and recyclable can be placed in the same container. All sorting is done off-site by our vendor, saving both the valuable time of our employees and space in our facilities. Examples of recyclable items include: plastics, metal, glass, newspaper, magazines, cardboard, paper, shrink wrap, Styrofoam packaging and blue sterile wrap.

To date, Spectrum Health has had a 20% Recycle Rate with 410,000 lbs per year diverted from landfills, and has seen \$13,000 savings per year in waste removal.

Battery—Recycled 25,000 pounds in 2009

Light Bulb - Recycled 30 pounds in 2009

Electronics - Recycled 35 pounds in 2009

Regulated Medical Waste Reduction

Reusable sharps containers - Before implementing the re-usable sharps container program, all sharps containers were single use and disposed of as regulated medical waste. Re-usable sharps containers are re-used up to 500 times and are FDA approved. The sharps containers are emptied and cleaned by our regulated medical waste vendor. In 2009, Spectrum Health diverted 55 tons of sharps containers from landfills and saved \$22,000 in waste disposal costs.

Single-Use Medical Device Reprocessing

Reprocessing and remanufacturing single-use devices (SUDs) reduces medical waste and cuts in half supply costs in targeted medical device categories. In 2009, remanufacturing and reprocessing helped Spectrum Health reduce medical waste by 5,951 pounds and save over \$394,350 in device supply costs.

Food waste Composting

Compostable materials are organic materials that can easily biodegrade, returning valuable nutrients to the soil. Typical compostable materials found at Blodgett Hospital include food waste (fruit, vegetables, dairy, grains, meat, egg shells, pastas), coffee materials (grounds, filters, tea bags), and paper products (napkins, hot sleeves, paper cups, food containers). Based on the results of the waste audit performed at Blodgett Hospital and the subsequent cost analysis, Blodgett Hospital is projected to reduce their overall solid waste stream by 8%, divert 60 tons of waste from landfills, and save \$8,000 annually.

Pharmaceutical Waste Management

The discovery of a variety of pharmaceuticals in surface, ground, and drinking waters around the country is raising concerns about the potentially adverse environmental consequences of these contaminants. All Spectrum Health Hospitals have implemented a pharmaceutical waste management program that ensures proper disposal of all pharmaceuticals.



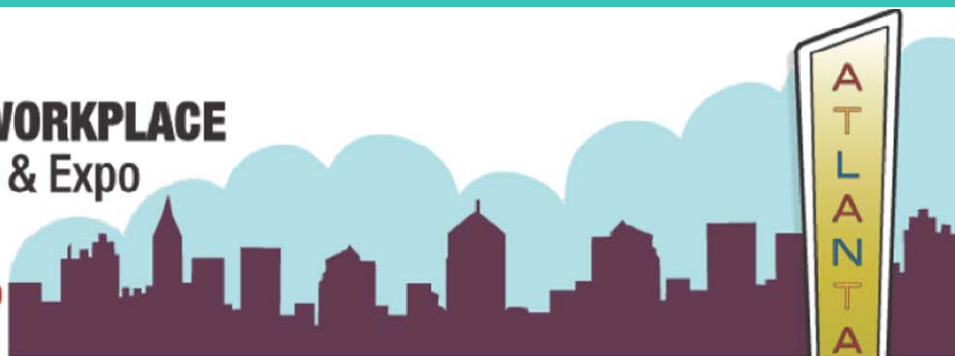
FOCUS CONTINUED...

World Workplace



IFMA's WORLD WORKPLACE 2010 Conference & Expo

Georgia World Congress Center | Oct. 27-29, 2010



About IFMA's World Workplace

IFMA's World Workplace Conference & Expo is hosted by the [International Facility Management Association](http://www.ifma.org), the largest, strongest and most well-connected global association for facility management professionals.

IFMA is the recognized authority on facility management. As the association's signature event, World Workplace is backed by 30 years of IFMA knowledge, experience and a commitment to quality.

IFMA's World Workplace welcomes professionals representing all aspects of the work environment—facility management, real estate, I.T., H.R., engineering, architecture, design, security and other related industries.

If you play a role in assessing, planning, designing, implementing and supporting workplace programs that directly impact the bottom line, then you have a lot to gain from a three-day investment in World Workplace.

[Why attend? Click here for help getting your boss on board!](#)

For more information on World Workplace click [here](#).



FOCUS CONTINUED...

IFMA Fall Symposium



Mark your calendar for IFMA's annual fall educational event! Held in Atlanta, Ga., the week prior to [IFMA's World Workplace Conference & Expo](#), the Fall Symposium is an ideal opportunity to get a head start on learning and networking before the biggest FM event of the year!

Are you pursuing IFMA's [Facility Management Professional](#) (FMP®) designation? Are you on the road to certification, preparing to take the [Certified Facility Manager](#)® (CFM®) Exam? How confident are you that you and your team have the most up-to-date information on industry trends and best practices?

Whether you are pursuing a credentialing program, looking to enrich the education of your team members or you simply want to raise your level of expertise, IFMA's Fall Symposium courses add depth to your knowledge and offer Continuing Education Units to apply toward professional designations. Select the courses that best meet your learning needs and career objectives.

For more information on World Workplace click [here](#).

EDUCATION SPOTLIGHT

Online FM Courses

[The Business of FM](#) - Required FMP Course
\$209.95 per part (5 parts total) - \$259.95 for nonmembers

[Operations and Maintenance](#) - Required FMP Course
\$135.95 per part (5 parts total) - \$185.95 for nonmembers

[Human and Environmental Factors](#)
\$135.95 per part (4 parts total) - \$185.95 for nonmembers

[Communication](#)
\$135.95 per part (4 parts total) - \$185.95 for nonmembers

[Technology](#)
\$135.95 per part (4 parts total) - \$185.95 for nonmembers

[Real Estate](#)
\$135.95 per part (4 parts total) - \$185.95 for nonmembers

Choose from several online classes including those listed to the left. IFMA online has it all for today's facility manager!



CROSS-NETWORKING

Green Drinks!

Green Drinks! Every month, people who work in the environmental field meet up at informal sessions known as Green Drinks. They have a lively mixture of people from NGOs, academia, government and business.

It's a great way of catching up with people you know and making new contacts. Everyone invites someone else along, so there's always a different crowd, making Green Drinks an organic, self-organizing network. These events are very simple and unstructured, and many people have found employment, made friends, developed new ideas, done deals, and had moments of serendipity.

To see if there is a Green Drinks group in your area, [click here!](#)



CAREER

IFMA's Online Career Center offers you a convenient way to search for jobs or employees for free. It targets FMs and FM opportunities for job seekers, as well as employers and recruiters. You can:

- View the newest/freshest jobs available for professionals seeking employment.
- Create a Job Alert and new jobs that match your search will be emailed to you.
- Post your anonymous resume for free and let employers submit opportunities to you.
- Create a Job Seeker account. Your Job Seeker account will let you store job openings.
- View the resumes, and only pay for the ones that interest you.
- Reach the most qualified candidates by posting your opening with our Online Career Center.

Check out the online career center at http://jobnet.ifma.org/home/index.cfm?site_id=208

ABOUT THE EDITOR

Emily Burns is the manager of Facility Planning and Services at Priority Health in Grand Rapids, Michigan. She oversees space and capacity planning, vendor services, employee moves, the Facility Liaisons Program, and Safety At Work for the six Priority Health sites, as well as overseeing the Distribution Services Center. Emily has been with Priority Health for 6 years and is a 1997 graduate of Indiana Wesleyan University.

Emily is on the IFMA West Michigan executive board of directors as vice president of Public Relations. She lives in Grand Rapids and enjoys spending time with her family and friends, hanging out with her rescue dogs and traveling.

Do you have comments, questions or suggestions regarding the IFMA newsletter? Please contact Emily at emily.burns@priorityhealth.com



CHAPTER SPONSORS

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Gold



Silver



Bronze

