



IFMA News

a publication of the Richmond Chapter of the International Facility Management Association

April 2014 Issue

THE PRESIDENT'S MESSAGE...

Celebrating Our 29th Year



Safety

Safety affects each one of us every single day of our lives and much longer articles could be written than the one I have written here. At Dominion, where I work safety is the first listed of four company core values and rightly so. In an electric utility with electrical workers coming in contact with energized circuits daily, improper or incorrect work habits could result in severe injury or even death. However all workers at Dominion are constantly being told and reminded of ways to work and be safe, whether at work or at home.

This is true for you too and there are real incentives for you to work and act safely all the time. Dominion's CEO made the claim several years ago that our company's earnings were tied to our safety performance. At first I was a little skeptical of this claim, yet the last several years have proven him right. The first incentive most people think of is that they can return home safely each day if they practice safe work habits. Another would be the lower insurance rates your company will pay when your company is OSHA and certainly incident free. Also it is a confidence builder when you work around others who you know will not skip corners nor endanger you or themselves in the performance of their work.

OSHA requires all workers everywhere to perform a pre-job briefing and the importance of this activity cannot be stressed enough. If you don't manage or perform construction work, there is still every reason to pay attention to safety and give or require pre-job briefings. In essence the pre-job briefing is a discussion of the work to be done that day and what measures are being taken to prevent an accident or injury. Let's take a drywall installation job for instance. The workers would be asked about proper lifting techniques when lifting the sheets of drywall to prevent them from twisting their backs. They would be checked for wearing proper gloves when using a utility knife to cut the drywall and reminded to not run the knife towards but away from themselves. For installing the drywall on studs, they would be required to use a GFCI or ground fault circuit interrupter which would cut off the circuit for various unsafe reasons. The list could go on, but the point isn't to make the pre-job briefing long or tedious, but simply review the work at hand and what could go wrong.....then plan measures to prevent that.

This same process can be used for all work. Interior plant workers could review the chemicals they use on plants, dis-

M E E T I N G

April 2014 Membership Meeting

Date: Tuesday, April 8, 2014
Time: 5:30 pm
Place: Dominion Resources–Innsbrook
Program: Workplace Security
Cost: Members \$10 Non-Members \$25
RSVP: By Thursday April 3, 2014

Next Board Meeting:

Date: Tuesday, May 6, 2014
Time: 4:30 p.m.
Place: Markel Bldg. 4600 Cox Road

Next Membership Meeting:

Date: Tuesday, May 13, 2014
Time: 5:30 p.m.

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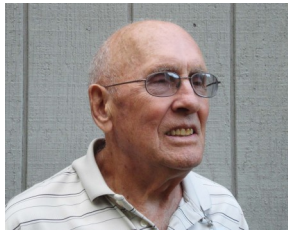
Jane Waring, FMP
jwaring@markelcorp.com

Golf Tournament

Tim Hume, CFM
timh@hermitagecountryclub.com

AROUND THE CHAPTER

by Bud Vye, Retired CFM



Excellent turnout at the Robins Center meeting, and once again a big THANK YOU to **JMJ's JOHN MASSAD** for stepping up with his sponsorship to make it possible for us to meet there as the U of R kept laying on additional charges beyond what we had budgeted. As he was describing MJJ's involvement in the project, **Andrew Lang** got a few chuckles as he recounted how he had "brought a number of stool samples over here to be inspected by the committee before they eventually selected the ones we were sitting on."

Great to see **Carolyn Burruss** at a meeting for the first time in a long while. She goes back a ways with the Chapter, to her days at Reynolds Metals. Sounds like she's now the primary Interior Designer on the staff at U of R.

And to see **Mark Friedrich**, back from the ski trip in Montana with **Jim Mallon**. Haven't been fully de-briefed, but looks like they both made it back without needing any orthopedic work.

Not so great to read in the Sports section that Bonitz Flooring's **Jack Podlesh's** son, Adam, had been cut by the Chicago Bears as the NFL enters their Free Agency period. With the league's "hard" salary cap (you can't just exceed it, and pay a penalty like Major League Baseball teams) many of the players we have seen getting cut are due to the fact that they are making too much money, rather than to their poor performance. What this has resulted in is a few stars making very big money, while the rest of the roster is populated by players making the minimum (the same situation being true in the NBA). In any case, despite having 7 successful seasons of experience, and a respectable but not outstanding record in 2013, Adam is now a free agent, and we'll keep our eyes out to see where he lands.

And very sad to spot the Obituary of **Dr. Susan Hardwicke**, who died recently at the age of 61. Susan attended a number of our meetings back in the early '90's, speaking to us on Total Quality Management at the June '93 meeting. She later made a name for herself when she founded EDUTEST, an on-line educational testing firm, which she later sold to a larger company, and served on a number of boards. Hadn't realized that she had been battling breast cancer for some time, and devoting much of her time to working with other breast cancer patients and survivors.

On a much more pleasant note, I always enjoy the **March Madness** party that **Bob DeLille** throws at **Creative** on the first day of the NCAA Men's basketball tournament. As always, a first class affair, and a good chance to see some people I don't run into regularly. In chatting with **Terry Burns**, I had a question answered I had made in an earlier column regarding who other than Ranny & I might still be around who attended the Chapter's very first tour that I hosted at Best Products HQ back in '84, when she mentioned that she still remembers that one.

A new twist this year with the appearance of the **Cheerleading group** who demonstrated a number of their lifts, balances, and catches. Particularly impressive of which were some throws of some very small and light girls, which the bigger cheerleaders were able to get WAY up in the air where they did

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MEMBERSHIP CORNER

By Julie Mutchler, Membership Committee Chair

Welcome to our newest member !

William Manson

Sales
DMA Floors
P O Box 7893
Richmond, VA 23231
Email: bmanson@dmafloors.com

On behalf of the Chapter Board, "Thank You" to the following for renewing/rejoining this month.

Sara Cowherd

President
FM Solutions
1011 East Main Street Ste 1210
Richmond, VA 23219
Email: sarac@fmsolutions-us.com

Chris Hood

CBRE
270 Littletown Quarter
Williamsburg, VA 23185
Email: chris.hood@cbre.com

Jared B. Howe

Supervisor Facilities
Dominion Virginia Power
707 East Main St
Richmond, VA 23219
Email: jared.b.howe@dom.com

CAREER RESOURCES

By Carla Strothers-Durr

For the listing of jobs in our area and nationally,
please refer to www.ifmarichmond.org/professional-development/career-resources.aspx

**Visit our Local Chapter Web Site
www.ifmarichmond.org**

Put it in your Favorites Folder right now

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some diving-like twists and turns before coming back down. If we hadn't asked them who the group was, you could have told me they were from the Circus and I would have believed you. I was pleased to learn after the party that **our host's Michigan State Spartans** had won their game and are moving on to the round of 32. Thanks again, Bob, for a very nice annual event!

Noted that **Baskervill** has been selected as the prototype architect for **Marriott's new AC Hotels brand**, the first of which is scheduled to open in the U.S. late this year. A collaboration between Marriott and Spanish AC Hotels, the brand is "meant to appeal to millennials in an urban environment" and will be designed to "strike a balance of form and function with a nod to sleek European sensibility." I think we'll have to get Karen Noel & Don Tate to explain to us what all that means, as soon as the firm is at liberty to do so.

Capital One has a ceremonial "plugging in" of two giant cables held by CEO Richard Fairbank & Governor Terry McAuliffe (instead of the usual ribbon cutting) at their new 242,000 sq. ft., \$150 million **Data Center** in the Meadowville Tech Park. Building was completed last fall, and about 50 people already work there, but this officially opened it. Since we met down there in October of '07 at the **Northrop Grumman VITA** facility and heard **Faith McClintic** of the Chesterfield Economic Development Dept. lay out their ambitious plans for the Meadowville Park, most of them have come to pass. The interchange off of I-295 was completed, then the million square foot Amazon fulfillment center, and now this facility.

And The **Science Museum** unveils their newly renovated \$2.25 million Dome, bigger than the previous screen, and with a new, high definition projection system. Looks like I'm going to have to take my grandsons down there to see an IMAX movie and check it out.

Venture Richmond finally gets City Planning Commission approval for the **amphitheater for the Folk Festival**, after slightly scaling down their original proposal to remove some objections. Now work will proceed post haste to get it ready for October's festival. Between that project and the major expansion at the War Memorial, we should shortly be seeing a lot of action down there at the north end of the Lee Bridge.

And **VCU** announces plans for their **new basketball practice facility** in a location I wasn't expecting, north of Broad St. in the 1300 block of W. Marshall St. Also has a new price tag, up from the earlier announced \$14.5 million to \$25 million, with major contributions coming in from Health Diagnostics Labs (\$4 million), MeadWestvaco (\$3 million), and Lumber Liquidators (\$1 million). Unlike the Amphitheater project, sounds like VCU is being welcomed into the Carver neighborhood by the local civic association.

Other plans being announced include **Colonial Shooting Academy** (where we met in July of '12) for a second location down in Virginia Beach; **Rockett's Landing** (where things have really been rolling since we met there in July of '09) for up to 82 more townhouses which are listed in the upper \$270's for two bedroom, 2.5 bath units with two car garages, and, pending final approval, a 156 unit apartment complex; **Tarrant's Cafe**, for a 2nd location at 11129 Three Chopt in the space formerly occupied by Grandpa Eddie's Alabama Ribs & BBQ; and a new owner takes over long time, down town favorite breakfast and lunch place, **Perly's**, with plans to freshen it up and reopen it before long.

Proving the old adage that any successful enterprise will attract imitators, Patient First's success with their five urgent care centers in the area has caught the attention of the heavyweights, as **Bon Secours** opens a **Good Health Express** in 6500 sq.ft. of leased space on Brook Rd. near Virginia Center Commons, with Odell handling the design work and Woolfolk as GC. Going in a different direction, **HCA** opens their 10,000 sq.ft. **Center for Emotional Growth** on the 5th floor of Henrico Doctors Parham, with 24 beds, offering in-patient behavioral-health treatment. Their \$2 million project had Stengel-Hill from Knoxville, Tenn. as architect and locally based Taylor & Parrish as GC. Patient First responds by stating they have no plans for further units in this area, being busy right now putting new units in Eastern Pa. & South Jersey as I reported previously.

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Don't seem to be able to write one of these columns without mentioning a **Craft Brewery**, as they are cropping up faster than I can get around to check them out. This time its **Ardent** getting ready to open on West Leigh St. in May, joining **Isley**, which opened in October, both in the Scott's Addition area, where redevelopment is booming, thanks in part to Historic Tax Credits. Sounds like we will have to get a meeting planned back at Moseley Architects (where we haven't been since April of '09) and follow it with a "brewery walk" to try out the two new ones.

Seems like the Spider types (except perhaps their soccer fans) are sorry to see the very popular **Ed Ayers** announce that he will be **stepping down as UR's president** in June of NEXT year. No real connection to UR personally, but as a history buff, I hope he stays in this area, since he is a real Civil War scholar, and a very interesting speaker.

Hadn't realized that **Dominion CEO Thomas Farrell** had been writing and producing a movie in his spare time. Though he is a Wahoo, the story is about the VMI cadets who marched up from school to fight at the Battle of New Market. Its titled "Field of Lost Shoes", and filming was done in Richmond and Powhatan last year, finishing in July. World premiere will be at the Carpenter Center on April 13th, by invitation only.

As our elected officials keep talking about JOBS, JOBS, & JOBS I always seem to have some layoffs to report each month. This time its 500 to 550 worldwide, including 125 here in Richmond, at **MeadWestvaco**, where we met in August of '10, shortly after they had opened their beautiful downtown building. Also laying off is the **General Dynamics IT call center** down in Chester, but their 344 workers are seasonals who were signing up people for health care coverage under the Affordable Care Act and everyone knew the open enrollment period would be ending on 3/31. And **Union First Market Bank** letting go 80 as previously announced when they acquired Charlottesville based Stellar One Bank back in September and announced plans to close Stellar One's ops center in Christiansburg and consolidate it with theirs in Ruther Glen.

In the other direction, **CarMax** continues to grow, as their store count is up to 131 in 64 markets, with 10 to 15 planned for each of the next two years. As a result, they are hiring 1200 new employees nationwide, including 40 at Corporate HQ in West Creek (where we met in Feb. of '06, and they have about 900 working) and 10 at the Richmond area stores.

If any of you are **Steve Bassett** fans, like I am, you'll want to read his just published book "Sing Loud" which is available from his website, stevebassettmusic.com I thought it was fascinating, and an easy read, and highly recommend it.

In closing, a couple of mysteries. Where in the world is the **Malaysian airliner**? I didn't think it was possible in this high tech age for a plane like that to completely disappear without a trace, as Amelia Earheart did in a much smaller plane years ago.

And, what in the world were they thinking at **GM**, as it appears that they knew about the ignition switch problem for TEN YEARS, without doing anything about it? That's worse than how AH Robins handled the Dalkon Shield, and I can see the attorneys moving in like sharks, looking for an easy payday.

NOMINATING COMMITTEE REPORT

By Tom Wood, Immediate Past President

Nominations may be made from the floor prior to the vote at our May Membership meeting.

Officers:

President	Connie Hom
Vice President	Harvey Jones
Secretary	Steve Pancham
Treasurer	Bernadette Coleman
Immediate Past President	Jim Mallon

Committee Chairs:

Membership	Julie Mutchler & Cameron Bridges
Programs	Karen Frebert
Sponsorship	Jennifer Nichols
Public Relations	Bud Vye
Web site/Social Media	Paxton Whitmore
Newsletter	Ranny Robertson
Professional Development	Maureen Roskoski
Hospitality	Elizabeth McKinney
Golf Tournament	Tim Hume

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cuss knives or scissors that they use for trimming, review proper ladder usage for tall plants or small trees. Furniture installers should use gloves, discuss lifting techniques, go over electrical safety for the electrical whips and talk about installation of fasteners. These pre-job briefs to be successful need buy-in by the workers and in fact full participation. Whomever is giving the briefing at some point should ask if all work activities have been covered and ask if there are any examples from their past or recent experience to share.

Driving safety is something that you hear about when you have driver training as a 15 or 16 year old, but as we all know it is something that is critical every time you operate a car. From mechanical items such as checking the fluids, tire pressure, and seat belt operation, to operator issues such as adjusting the seat and mirrors if they aren't correct, to cleaning windshields from snow or frost, to checking your blind spot by turning your head, there are myriad things to think about prior to and during operation of a vehicle. Usage of cell phones whether texting or simply receiving a call and driving while talking and listening makes us think about the possible dangers while using this high speed machine. You might think it an insult if your company had a mandatory refresher session where each employee drove with his/her boss and was graded on the many proper aspects of driving. Dominion did this a couple of years ago and initially I had the feeling that this wasn't really necessary. However it turned out to be a good review for everyone and also made everyone know it was important to their employer to have them drive safely. This refresher also would help them when driving not at work.

Because work gloves have become a big issue at work, I have started using them more at home for things like carrying fire wood, using wrenches on things and even when using a hammer. And guess what? I don't get splinters in my hands nor bruises, scrapes and bumps like I have for years when not using them. Seems like such a simple thing, but it did take buy-in on my part. Once I got over the macho part of "who needs silly gloves", I became the beneficiary of less banged up hands while working on home projects. Try thinking about potential hazards before your next at work or home project. You might be surprised at some pitfalls you will be prepared for.

Facility Fusion



Recharge your career in 2014: Attend Facility Fusion

You've heard of World Work Place, but have you heard or even been to IFMA's Facility Fusion? Fusion is a smaller scale version of World Work Place that brings you not only access to many FM-related services and products, but opportunities for continued education and networking with other FM's from around the world. This year's event will be held right in our back yard at the Gaylord National Resort & Convention Center. We hope to see many of you in attendance.

Are you prepared to meet your 2014 career objectives? [IFMA Facility Fusion](#)* will help you get there. Experience a fusion of cutting-edge FM education and best practices that will lead to *real* results. [Register now & save up to US\\$200!](#)

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Conference website: <http://facilityfusion.ifma.org/dc/>



SAVE THE DATE

IFMA TO SPONSOR REBUILDING TOGETHER – RICHMOND HOUSE

SATURDAY, APRIL 26, 2014

Volunteers needed for this one day “blitz” held on Saturday, April 26, 2014, serving the community of Church Hill. The house that we will be working on this year is located at 1234 North 37th Street.

Barbe has volunteered to be the House Captain again this year and will Chair this project. She is looking for volunteers to help on “project day”. Here is a list of some of the items we will be working on:

- Install front railing and grab bars at storm/screen door
- New front door
- Repairs to shed
- Repairs to front and rear soffit
- Repair brick on side door
- Repair railings on side porch
- Repair toilet flange in bathroom/repair leaking tub fixtures/install new exhaust vent fan
- Repair flooring at water heater in kitchen
- Yard work

If you are interested in helping out, please contact Barbe at 651-6885 or ifmarichva@gmail.com. There will be plenty of opportunities for skilled and non-skilled volunteers to help out that day. It is a great opportunity to give back to our community.

Thanks for your support!

IFMA Vendor Database

Looking for help on a particular problem or issue?

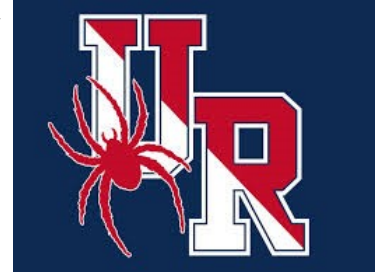
One of our member vendors may have just the solution you’re looking for. Be sure to check them out and use their services if applicable.

Go to www.IFMARichmond.org, Community, Vendor Database and click on the link supplied.

MARCH MEETING REPORT

by Bud Vye, Retired CFM

After more than two solid months of winter, a beautiful day with a high of 83 saw a nice turnout of 73 find their way to the U of R's **Robins Center** on March 11. Very quiet in the area, with plentiful nearby parking. Across the road and into the main entrance on the lower level where **Barbe Shaffer** and **Bernadette Coleman** were handling registration. Then down a narrow hallway to the left with some very impressive graphics on the walls. Another left turn, and there was the elevator. Up to 4, which they call the Terrace level. A right turn (thankfully, Barbe had spotted IFMA signs at every turn). Down a short hallway, and there we were at the **Spider Club** terrace. Issued a drink ticket by Program Co-Chair **Karen Frebert** which we took over to exchange for a poker chip with which we were to pay for our choice of refreshment. Then over to a nice selection of hors d'oeuvres offered by the school's catering service.



Properly provisioned, a lengthy session of networking ensued in a space perfectly set up for that activity, with the illuminated basketball court beneath us. Some very nice circular tables, with some fancy stools around them (all provided by **JMJ**) gave everyone a place to set their plates and glasses while conversing (which has not always been the case in some places we have met). Both tables and stools had very heavy bases (so much so that I thought they were permanently affixed to the floor) but I was assured that they were moveable, just bottom heavy so they could not readily be tipped over.



Eventually, President **Jim Mallon** convened the meeting, recognizing several new members and first time attendees. He then called upon **Karen Frebert**, who recognized our sponsors for the evening, **JMJ**, represented by **John Massad** and **Andrew Lang**, and **Barton Malow**, represented by **Zach Isbell** and **Mike Van Sickel**. John (a U of R grad, who stepped up to sponsor when we learned that the substantial additional charges involved in having the meeting at this venue were breaking our budget) told us that **JMJ** had provided all the furniture in the terraces (tables by Furniture Lab, stools by Grand Rapids Chairs and OFS, & lounge chairs by National) while Zach stated that **Barton Malow** had been the GC on the project.



Karen went on to announce the slate of upcoming meetings, starting with the special meeting on March 26, at Creative, which is taking the form of a light breakfast compliments of **Trolley House Refreshments**, followed by a Town Meeting on the state of IFMA, and our IFMA mem-

berships, chaired by **James Whittaker**, who is currently the First Vice Chair of IFMA. April 8th will feature a program on Security and what to do should you be faced with a situation involving an "active shooter" in one of your buildings. May 13th will be at Luck Stone, while our Summer Social will again be at The Diamond, but on June 3rd (the first Tuesday) since the Squirrels will be on the road on our normal meeting date.



Announcements concluded, Karen introduced our hosts for the evening, the school's architect, **Andrew McBride**, who has spoken to the Chapter several times in the past, most recently in October of '10, when we were at the Weinstein Center & Robins Stadium, and **Chuck Rogers**, the school's Director of Design & Construction, who came aboard last February in time to get fully involved with this project. Andrew went first, explaining that the \$17 million project had been in the planning stages for several years, with the objective of updating the 1972 vintage arena, to make it more fan friendly and liven up the atmosphere, as well as making improvements to a number of the other

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facilities in the building. To reach these objectives, the project was designed to reduce the seating capacity from around 9,000 to 7,000 (in order to have fewer empty seats for most games); install seating on the lower level closer to the court; refurbish all of the remaining seats; install new state of the art video boards and lighting system; add the four entertainment terraces in the corners of the oval (one of which we were meeting in), and to generally liven up the game day atmosphere in the building.

With these objectives agreed upon, and plans developed, **Barton Malow** was awarded the contract as GC, and the project got moving right after the 2013 graduation exercises were finished, with the non - negotiable completion date of November 8 staring everyone in the face. (As Andrew stated, in response to a question, "There was no Plan B") All of the seat cushions were removed and sent out to sub- contractors Irwin & American Seating for new cushions and fabric in a dark blue color scheme throughout. Seating was removed in the upper reaches of the four corners, to lower the seating capacity and make way for the four entertainment terraces.

Chuck joined the team about this time, which took a lot of pressure off of Andrew, and enabled him to breathe a little. Concrete demolition to accommodate the entertainment terraces proved to be a difficult and time consuming task, so a second sub-contractor was brought in mid-project, who used a different approach than the first one and enabled the schedule to be met. In order to liven up the atmosphere, and make the place louder, the overhead acoustic tile ceiling was painted, another difficult task, requiring lots of scaffolding. In due time, with basketball practices and other activities going on as construction was underway, the November 8 deadline was met with very little to spare. The terraces were not completed until early January, and one of the four, as we saw later on the tour, is being used as a staging area for some punchlist work being done on the wood paneling system. As the presentation wrapped up, Andrew gave Jana Woodson, the Assistant AD in charge of Marketing and Fan Development, the go ahead on his walkie talkie to run a short video on the Message Boards, which amplified some of his presentation plus showing us the Boards in action.

The presentation concluded, we broke into two groups, one with Chuck going clockwise, and one with Andrew going counter, to tour around the Terrace level and visit the other terraces. Going with Andrew, we noted a lot of mill work in progress in the first terrace (which will be available for group rentals). The second terrace is also intended for group rentals, while the third includes the President's box, in addition to space for his guests and other Spider VIPs. Very nice carpeting by Interface in all of the terraces, and a catering kitchen over near the President's box, were noted.

Our circuit around the Terrace level completed, we went down the steps in the stands to the court. Brightly lit (though not at full illumination) by the court's new, state of the art Musco LED lighting system, which has "instant on" capability so it can be turned off and then on during introductions, and other special ceremonies, without the delay of having to cool down and then strike back up, as is the case with metal halide.

That wrapped up the meeting, and with Thanks to **Andrew McBride & Chuck Rogers** for hosting and showing us around; to **Barton Malow's Zach Isbell & Mike Van Sickel** for their firm's sponsorship, and for coming along on the tour to answer questions; and to **John Massad for JMJ's** sponsorship which made the meeting possible, we exited the building and headed for our cars.





The Richmond Chapter of the International Facility Management Association

Richmond Chapter Monthly Meeting April 8, 2014

Ever wonder whether your company had the right security measures in place in case of a workplace violence event? Workplace violence is violence or the threat of violence against your workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths. Workplace violence can strike anywhere.

Please join us for this panel discussion with Dominion Resources' Manager of Corporate Security and a Henrico County Police Captain and a Patrol Supervisor. This is a great opportunity to hear about strategies your company should have in place, how to implement them in case of an emergency, and how to be more aware.

Thanks to our 2014 Annual Sponsors

PLATINUM



GOLD



SILVER



Where:

**Dominion Resources–
Innsbrook Facility**

**5000 Dominion Boulevard
Glen Allen, VA 23060**

Parking: Lot

Time:

**5:30-6:30 pm Networking/Social
6:30-7:30 pm Panel Discussions
7:30 pm Questions**

Presenters:

Vic Slade – Manager of Corporate Security, Dominion

John Coover – Captain, County of Henrico, Division of Police

Joe Burton – Patrol Supervisor, County of Henrico, Division of Police

RSVP by:

**Thursday, April 3, 2014
Simply e-mail Barbe Shaffer at ifmarichva@gmail.com
or register on our website at www.ifmarichmond.org
and pay by PAYPAL or credit card**

COST:

**Members: \$10.00
Non-Members: \$25
Registrations are required. An additional \$5 will be charged at registration if you have not registered prior to the event.**

Credit card payments accepted at the door.

Be sure to include your guests name and company

No Shows will be billed

April Meeting

Dominion Resources–Innsbrook Facility

**5000 Dominion Boulevard
Glen Allen, VA 23060**

**Tuesday, April 8th
5:30 PM**

www.ifmarichmond.org