



E X C H A N G E

NEWSLETTER OF THE INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION - MINNEAPOLIS / SAINT PAUL CHAPTER

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OCT. CHAPTER MEETING

The Dayton's Project – A Must See

About the Program:

Reserve October 6th for a stimulating program and tour of the *soon to be opened Dayton's Project*. This unique IFMA MSP event is your occasion to learn from the project's developer, designer, builder, and property manager in a panel discussion. Each panelist will share their perspective on the project's vision, process, results, and lessons learned.

[More on page 3](#)

UPCOMING EVENTS:



October Chapter Meeting
October 6, 2021



Advocacy Day
September 29, 2021



World Workplace
October 26-28, 2021

PRESIDENT'S LETTER



Author: Jon Heaton, Bartlett Tree Experts

This year I've been paying more attention to personal well-being. I've read many books and found that while typical self-care advice is important, the way we get fulfillment has much more to do with what we give than what we get. Too much focus has been put on happiness through making life easier, doing less, and having more comfort and luxury. In fact, deep fulfillment comes from investing hard work into meaningful things. In particular, from investing in small communities that share goals and values and where the members are expected to contribute.

Human beings evolved in small communities where they relied on the group for survival and a basic quality of life, and where their own responsibility to contribute was critical. This combination of responsibility and belonging provided more than just basic safety. It provided a deep sense of meaning and fulfillment. In modern society we are missing much of what comes from being part of these small communities as it can be easy to seem like an insignificant part of an imperceptibly large group. I think we are missing many opportunities to find these small communities to be a

part of and contribute our hard work to. Our IFMA MSP chapter is one of these opportunities.

Of course, this benefit only comes if we are all willing to invest in the community. For small communities to function, it's members must have a responsibility to contribute in a meaningful way. Fortunately, our chapter has a variety of opportunities to get involved, meet each other, and learn and grow together. We also have dedicated volunteers who seek personal and professional growth. This coming fall and winter we'll be posting a number of opportunities to connect with the chapter both digitally and in-person. You'll be sure to be able to find ways that can fit with your schedule and other commitments. I invite you to invest in our community to help make it better than ever. Come to an event, get to know your fellow members, and find ways to contribute. Our community will be as good as we all decide to make it together.



Jon Heaton
Bartlett Tree Experts



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OCT. CHAPTER MEETING

THE DAYTON'S PROJECT – A MUST SEE

Author: Carey Brendalen, Alliance



Date:

Wednesday, October 6

Time:

2:45 – 6:00pm

Agenda:

2:45 – 3:15pm Registration & Networking
3:15 – 3:30pm Chapter Announcements
3:30 – 4:30pm Program / Questions
4:30 – 5:00pm Tours
5:00 – 6:00pm Networking (*Winter Lounge & Summer Terrace*)

Cost:

IFMA Members: \$20
Non-Members: \$40
Students: Free

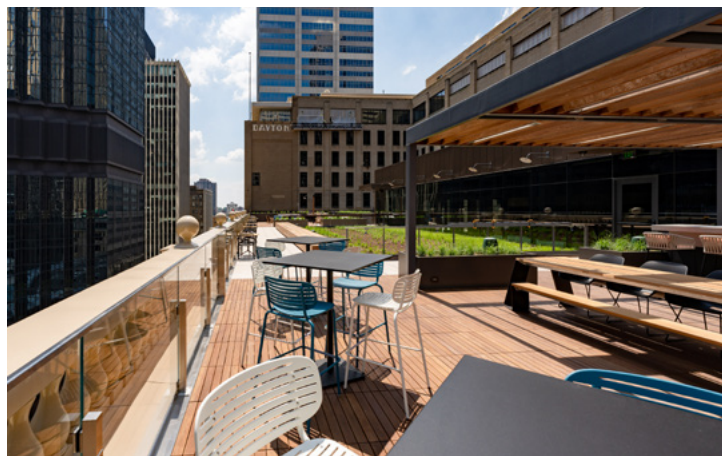
Register:

[Click here](#) to register!

Be one of the first to experience the completely reimaged 1902 Dayton's building, a one-of-a-kind office, retail, and entertainment space in Minnesota. The transformation of this 12-story, 1,200,000 square foot landmark building is inspirational in its scope, location, and detail.

Entering from 8th street, you will be welcomed by a beautiful mix of visual history and the future of downtown. After hearing from our panelist, you will have an opportunity to join a guided tour beginning in the generous lobby, with views below to the food hall and up to the skyway level. On floors 5 and 6 you will tour modern, ready-to-move-in office suites ranging from 5,500 SF – 30,500 SF that take advantage of generous views and daylight.

Our tour will culminate on the amenity rich 7th floor. Here, a thoughtful variety of spaces have been created for exclusively for the office tenants to accommodate activities that range from heads down work, to resetting in well-equipped gym, to finishing the day meeting with several colleague to share an idea. Before heading home, plan to linger in the beautifully appointed lounge or on the breathtaking roof terrace with your friends and colleagues.



Panel:

- Mike Beer, *Gardner Builders*, General Contractor
- Steve Bierenger, *Gensler*, Architect
- Don Kohlenberger, *Hightower Initiatives*, Developer
- Hans Okerstrom, *Transwestern*, Director of Property Management

Core Competencies:

This program will address aspects of the following IFMA Core Competencies: Leadership & Strategy, Real Estate & Property Management, Project Management, and Environmental Stewardship & Sustainability.

Entrance: You will be welcomed to the program at the Dayton's 8th Avenue entrance.

Parking: Parking is available at the Park & Shop Parking Garage at listed rates. Parking fees are not included in your event registration.

COVID-19 Safety: Masks will be required indoors, masks on the Summer Terrace will be optional.



ADVOCACY DAY

September 29, 2021



A note from IFMA HQ about Advocacy Day:

In the US, where the pandemic has drastically changed the way that governments work, the level of activity and impact on the built environment continues to grow. In this time of increased activity, it is now more important than ever that elected officials and related stakeholder groups understand the role and impact of the Facility Managers and continue to utilize IFMA as trusted source of industry-based information and best practices.



Why You Should Watch

- Stay informed on the latest policies and laws affecting FM
- Learn how Congress creates and implements laws
- Be part of the unified voice of FM supporting the profession
- Get tools for successful advocacy and engagement
- Hear directly from members of Congress and key staff
- Understand the importance of chapter based advocacy and outreach

For more information on how to get involved and register for advocacy day, [click here](#).

WORLD WORKPLACE 2021



There's still time to register! Join facility management professionals from all over the country in sunny Florida for a weekend of networking, education, and incredible speakers. There is also a virtual option available for any members that are unable to travel.

As the original all-encompassing learning and networking event on facilities and how to manage them, World Workplace remains the gold standard in facility management (FM) education, knowledge exchange, career development and professional network building.

IFMA's World Workplace has been leading groundbreaking discussions and discoveries related to FM and the built environment for 40 years. Hosted by the International Facility Management Association (IFMA), World Workplace facilitates idea sharing and best-practice exchange between all professionals who support the built environment.

Held in a different U.S. city annually with event programming focused on the latest topics of interest and concern to FM, World Workplace offers a new experience each year. There's program value for FM and related workplace professionals at every level of their careers and across all types of facilities.



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- Learn to leverage data analytics to cut costs, build quality and manage your building's life cycle.
- Learn to integrate ever-changing technology for better facility control.
- Prepare for critical situations through improved planning and awareness.
- Achieve sustainability goals for the good of the business, the people and the planet.
- Improve your talents in communication, analysis, strategy and negotiation.
- Optimize your business skills and develop your position as a leader.

DETAILS:

Dates: October 26-28, 2021

Location: Kissimmee, Florida

Information & Registration: [Click here!](#)

NOV. CHAPTER MEETING HIGHLIGHT



Looking ahead to November, IFMA MSP is excited to return to the U of M campus and host a lunch-hour program at McNamara Alumni Center. As we return to in-person events, and many of us return to in-person office environments, **we look forward to discussing the topic of the Post Pandemic Facility Manager.** We will hear from a panel of professionals that have seen a significant change in their job description, and how they have managed those changes.

Our Programs Committee is finalizing details, and membership will be notified when registration is open. Stay tuned!



INTRODUCING... FaciliTopics!

From your Academic Outreach Committee




The IFMA faciliathon team has created FaciliTopics, a new video series highlighting the Facility Management profession for students, teachers, and trade schools. As many of us know, the pipeline of younger generations of facility managers is crucial to the success of our industry. This is a great resource to send to any new co-workers or interns within your organization!

The team will continue to build on the collection. Be sure to bookmark this site to see more videos as they get published. Thanks to all involved in Faciliathon for creating this resource!

To learn more about Faciliathon and to get involved, [click here](#).

To view the recent FaciliTopic videos, [click here](#).



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IFMA MSP BUDDY PROGRAM



From your Membership Committee

IFMA MSP's Buddy Program is back! Now that many of us have begun to safely gather in small group settings in-person, we're excited to bring back our Buddy Program, which connects new members with our dedicated volunteers who can be a great resource and connection in the industry.

Are you a longtime member who would like to join the Buddy Program and help a new member? Contact [Dan Perry](#) to be added to the list!

FACILITY MARKETPLACE REVAMP



Coming November 2021! As an IFMA MSP member, you have access to the services and products our Associate members can offer through their organizations through our Facility Marketplace. In order to better streamline the process, we are currently revamping this service. Check your email in early November when we debut the new and improved IFMA MSP Facility Marketplace! Your one-stop-shop to find members who can help you succeed as your offices bring back staff.

To find out more about the facility marketplace, [click here!](#)

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AUGUST DEEP DIVE RECAP



IFMA MSP held our latest Deep Dive panel discussion in August, welcoming three leaders in the return-to-office campaigns large corporations have begun working on, particularly in using the **Unassigned Workplace Strategy**. It was a great discussion where we dove into the following questions:

- What has worked well with unassigned space?
- What didn't work well unassigned space?
- What are the biggest fears of moving to unassigned space?
- What are your critical success factors?
- What are you looking to change post pandemic?

Special thank you to our three speakers for joining us and IFMA MSP volunteer, Rhonda Small, for moderating!

As an IFMA MSP member benefit, you can view the recording of this call and the full presentation slide deck on our Past Programs [page here](#).



Kari Smith
Workplace Strategist
RSP Architects



Robyn Kaiser
Senior Director, Workplace Strategy
UnitedHealth Group



Marcia Droege
Director, Real Estate & Facilities
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ANNUAL GOLF TOURNAMENT RECAP

Celebrating Facilities Outside with Style

From Your Special Events Committee



The Annual IFMA MSP Golf Tournament was a great success mixed with stunning July weather! With over 140 attendees made up of sponsors, members, and Facility Management professionals, the tournament was a great day of networking and community.

Whether it was partaking in the raffle to support our chapter's initiative to send a student to World Workplace, or hosting a fun game at your sponsored hole – it's clear that our members know how to turn out for a great day on the course. Thanks to all participants for your support of IFMA MSP!

Special thanks to our Special Events Committee for all their planning, and to Legends Golf Course for being a wonderful host for our crew.



To view the full album of golf photos, [click here!](#)

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ServiceMaster Recovery Management (IFMA MSP Platinum Sponsor)



INSPEC ADA Guidelines & Requirements

Between February 13-17, 2021 a winter storm referred to as Winter Storm Uri brought snow and frigid temperatures to a large portion of the central United States reaching as far south as Texas. Caused by a polar vortex, an area of low pressure which typically keeps cold air in the Arctic, temperatures plummeted, and major power systems began to fail. This combination resulted in mass damage to commercial properties across Oklahoma, Texas, and other areas of the south and central United States.

In Texas, power generation failed to meet the increased demand due to several factors. In the week leading up to the storm, sustained wind speeds and mild temperatures filled more than 50 percent of Texas power reserves. However, as wind speeds slowed and temperatures began to decline, ice accumulation on the turbine blades made power production severely compromised or even impossible. Electricity generation suffered once again as gas fired power plants were unable to obtain the required supplies needed and therefore were not able to keep up with the spiking demand. As a result, nearly 11 million people lost power for extended periods of time including commercial properties and businesses.

Several of the properties damaged by the winter storm belonged to an SRM senior living client. In total, the client had eight communities which sustained serious damage from frozen and burst pipes, sprinkler system bursts or other winter related property damage. The eight communities accounted for over 750,000 square feet of senior living, nursing care, and elderly resident space. The situation was further complicated by several factors; one was the nation was still dealing with the COVID-19 Pandemic so special precautions needed to be followed. Second, was the unreliability of power due to the failing power generation. Lastly, these facilities were occupied by residents who experience a range of physical and mental challenges such as memory retention. These individuals needed to not only maintain their residence, but also their daily schedule and routine. Often when someone with memory loss or dementia encounters a different routine they struggle to adapt. SRM wanted to ensure the client their residents would be able to live in the facility and continue their normal routine as closely as possible.

ServiceMaster Recovery Management had been in contact with the client and the facility managers prior to the temperatures dropping once forecasts showed an elevated risk of property damage. SRM then worked with the client's management team, facility managers and building maintenance teams to begin planning their response and restoration in case the need arose. SRM also guided the facilities through the preparation process and offered support services and equipment such as emergency power if the facility required.

At this time, SRM initiated their pre-disaster protocol. One aspect of the protocol includes sending daily Advanced Weather Alerts to client-defined stakeholders within their organization. These daily alerts, which were sent via email and the proprietary SRM Mobile App, provided daily weather forecasts showing expected temperatures in relation to client locations. In addition, this communication allowed the client to not only best prepare their facilities, but SRM was also able to work with the client to discuss possible outcomes, anticipate their recovery needs and mobilize resources even before any properties were damaged.

As temperatures dropped, buildings began experiencing damage from frozen / burst pipes and sprinkler system failures throughout their facilities. In total, the eight facilities experienced over 200 burst pipes causing extensive damage to resident units and common areas. Over 100 resident units were damaged.

ServiceMaster Recovery Management was positioned to help immediately as communities became damaged. SRM moved quickly to move any residents whose unit had been damaged making sure to do so in the most respectful and considerate way possible. Accommodations were also made to help the residents adapt to their temporary unit until restoration was complete. This involved keeping the temporary unit as close to the original location as possible, outfitting the temporary unit in a similar manner and many other accommodations to ensure residents were as comfortable as possible.

SPONSOR SPOTLIGHT

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Relocating residents was sometimes challenging due to the high occupancy rate of the communities. SRM went to great lengths to plan, prepare and manage the relocations in the least disruptive way possible. Coordinated shifts of crews were used to minimize noise and disruption while providing the fastest recovery possible.

In addition to resident units, many common areas were damaged which were vital to the operations of the communities. These areas included dining halls, housekeeping areas, administrative offices, and activity areas. SRM wanted the communities to be able to maintain near seamless operations, so careful planning and implementation was conducted to allow almost no interruption across all eight communities. Residents were able to continue their daily routines largely unaffected. The client was extremely impressed by the coordination and pleased their residents were able to continue their quality of life.

During restoration every effort was made to continue the minimally invasive process for residents. This often resulted in SRM managing smaller crews throughout longer hours to allow for less noise at any given time as well as coordinating around resident schedules such as having crews work in the resident areas while they were in the dining hall eating lunch and vice versa. SRM also ran multiple crews overnight in areas away from the resident units which allowed for a speedy restoration with minimal disruption.

ServiceMaster Recovery Management engineered and executed the most effective restoration and reconstruction plan possible which involved the use of the latest moisture mapping equipment and software, strategic placement of airmovers and dehumidifiers to limit noise while maximizing drying impact, negative air units vented outdoors and many other aspects. Having the required equipment staged in advance and being able to call on the extensive reach-back capabilities of the SRM network allowed restoration on all eight communities to be completed faster than original timelines.

In the end, the client facilities were restored to pre-loss condition sooner than expected, residents experienced minimal disruption, and all residents were allowed to stay within their home community as no residents required relocation outside of their home community. The client was impressed by not only the expertise, equipment and skill SRM provided, but also the level of care and consideration given to their residents.

An advertisement for SRM Commercial Property Restoration. The top part shows a modern building at night with the SRM logo in the upper right. Below the image is a black banner with the text "COMMERCIAL PROPERTY RESTORATION" in white. Underneath are three icons: water droplets labeled "WATER", a flame labeled "FIRE", and a cluster of bubbles labeled "MOLD". Below these icons is the text "24/7/365 Emergency Services". At the bottom of the banner, on a yellow background, are the phone number "844-631-7740" and the website "SRMCat.com".

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Texas Winter Storm (Uri) Senior Living Case Study

As you may have heard already, there have been a rash of lawsuits in this area related to certain features at a site not complying with current ADA (Americans with Disabilities Act) requirements. These non-conforming items tend to usually be related to: not enough ADA parking stalls, improper striping or signage for these ADA stalls, and the slope of the ADA parking stalls and/or curb ramps or sidewalks along the accessible route to the building being too steep. In addition, many people are not aware that Minnesota (and other states) have some ADA requirements that go above and beyond the federal ADA guidelines. While there are a plethora of potential ADA issues at any site, below are some quick items related to Minnesota's ADA guidelines for your information:

- Disability parking stalls each need to be 8 feet wide, and the adjacent access aisle also needs to be 8 feet wide.
- A standard disability parking sign is required for each stall, and the access aisles now need a "No Parking – Access Aisle" sign or (if the sign would create a physical obstacle to people using the curb ramp or sidewalk) the "No Parking – Access Aisle" language can be painted on the parking lot in front of the aisle.
- The slope of a disability parking stall, and the adjacent access aisle, cannot exceed 2% in any direction.
- The number of required disability parking stalls for a site is determined by looking at each parking facility (such as a parking lot) individually – you do not add up all of the parking stalls for the entire site and then use the table to determine the number of required disability parking stalls. Once the proper number is determined, they should be placed closest to the accessible entrance(s) or route(s) to the building – you do not need to put disability parking stalls in every parking lot.
- The maximum slope of a curb ramp is 8.33%, or 1 in 12. Given most curbs are 6 inches tall, that means the curb ramp would need to be at least 6 feet deep to meet this slope requirement.

- The side slope of an accessible route to a building is 2%, and the maximum slope along the direction of travel for an accessible walk is 5%.
- If you haven't done so already, you should consider having a qualified firm perform an ADA audit of your properties. Compared the cost of a potential lawsuit, they are relatively inexpensive and having one done will either make you aware of specific ADA issues at the site that should be corrected or give you peace of mind that the site meets all current requirements as-is.

If you would like an assessment of your paved areas, or for more information, please contact:

Jason Popovich, Business Development / Marketing

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Take this quick quiz to see how much you know (or don't know) about Americans with Disabilities Act requirements:

1. What is different with a "Van Accessible" disability parking stall versus a regular disability parking stall?
 - A) The parking stall is wider
 - B) The adjacent access aisle is wider
 - C) They have at least 96 inches of vertical clearance
2. What is the maximum allowable slope in any direction for a disability parking stall?
 - A) 1%
 - B) 2%
 - C) 5%
3. Do disability parking stalls need to have the wheelchair symbol painted on the pavement?
 - A) Yes
 - B) No
4. What is the minimum width of an accessible route?
 - A) 3 feet
 - B) 4 feet
 - C) 5 feet
5. How high does a disability parking sign need to be installed?
 - A) 42 to 48 inches to the bottom of the sign
 - B) 52 to 58 inches to the bottom of the sign
 - C) 60 to 66 inches to the bottom of the sign



Answers: 1=C, 2=B, 3=B, 4=A, 5=C

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