IFMA™ Minneapolis/St. Paul Chapter
International Facility Management Association

Winter 2021

E X C H A N G E

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

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JAN. CHAPTER TOUR

Mall of America "Underground" Tour

About the Program:

Did you know that on any given day the Mall of America is one of Minnesota's largest "Cities" and somehow it is always a comfortable 70 degrees which happens to be the perfect weather for over 30,000 live plants and trees? Join us on January 19 for a full presentation and tour - registration is open!

More on page 3

IMPORTANT REMINDERS:

January Chapter Meeting
January 19, 2022

We look forward to seeing you all in 2022! Be on the lookout for save the dates and upcoming program invites!

Become a Sponsor Today!
More details on Page 3

PRESIDENT'S LETTER

Author: Jon Heaton, Bartlett Tree Experts

As we come to the close of 2021 I'd like to take a moment to appreciate our chapter sponsors. Our sponsors provide a significant portion of our operating budget. The quality of our programs, events, and services to our members would not be possible without this financial support. In addition to this help, our sponsors invest their time and energy into making this a vibrant community and to providing excellent services to our members.

One of our challenging responsibilities as managers is selecting good business partners to provide services and products to our organization. Selecting on price alone is a sure path to failure and there are so many options that it's very difficult to filter which ones will provide the best solution. We can use our sponsor list to quickly find partners to work with that are knowledgeable, experienced, and that are invested in building long-term relationships with members of our community.

I've had several opportunities to save time and get great service by turning to our sponsor list for my facility, and it's been easy to justify costs to my leadership knowing that I'll have great service and a relationship with a trusted partner that I'll be able to rely on to do things right. As you review the needs for your facility next year, please look to our sponsors as a great option.

I'd also like to invite you to join us at one of our upcoming, in-person meetings. We will continue to offer virtual options to meet a variety of needs and schedules, but I think we can all agree that there is no substitute for meeting face-to-face to forge the relationships that make our community so valuable. As we look ahead to 2022, we are excited for in-person opportunities like the upcoming Mall of America "Underground" Tour to bring our community back together. This will be both an interesting and fun event and is a great way to kick off a new year. Stay tuned for some great programming and tours to be announced soon. Whether it's in-person or online, we hope you'll join us in welcoming our new members to these upcoming events. Have a wonderful holiday, and I look forward to a fantastic 2022 with IFMA MSP.

Jon Heaton
Bartlett Tree Experts

Board Members

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Jon Heaton

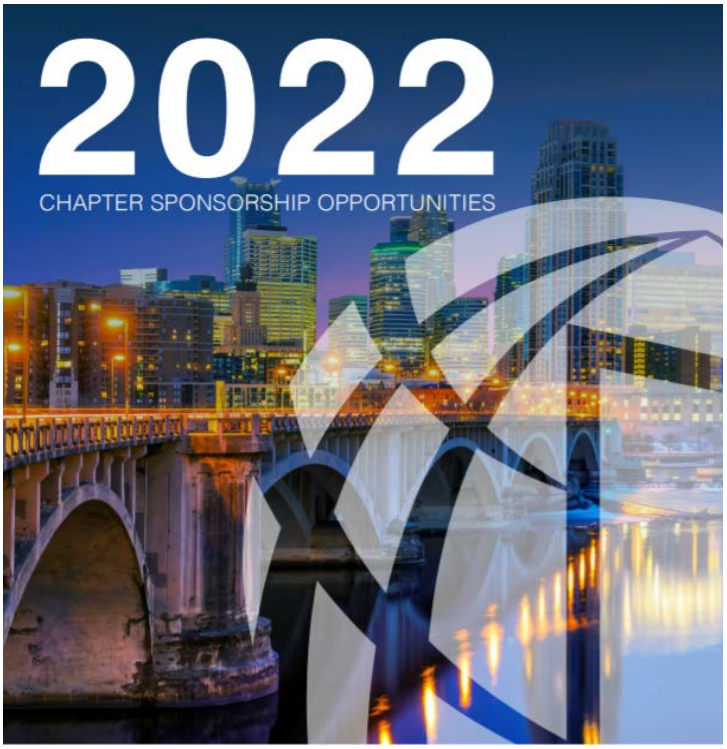
VICE PRESIDENT
Trenna Ross, CFM

TREASURER
John Viktora-Croke, CFM

SECRETARY
Mark Chauvin

IMMEDIATE PAST PRESIDENT
Laura Magnuson, CFM

2022 Chapter Sponsorship Campaign



The many efforts of the IFMA MSP chapter would not be possible without the contribution from our sponsor. The funds raised through sponsorship allow us to maintain a strong chapter and to have robust efforts for outreach.

We have 3 levels of sponsorship available and are here to help you find the best fit for increasing awareness of your brand and services and to help you connect with chapter members who need the solutions you provide. Our long time sponsors of the chapter can vouch for the benefits that come from consistently having their brand and messaging delivered across the chapters events and communication.

As a reminder, **returning sponsors receive a 10% discount** on this year's sponsorship, even if changing levels. This is a great opportunity to save if you want to increase your level of outreach to the chapter. The platinum level maximizes the opportunities to reach members directly including an email to all chapter members and having a mailing list provided to you to send a letter or other mail to members. Take a look at the benefits provided and reach out if we can help answer questions.

Thank you for your support of the IFMA MSP Chapter!

NEXT STEPS:

- **To view the full 2022 Sponsorship Brochure, click here!**
- **To sign up for sponsorship, click here!**

JANUARY CHAPTER TOUR

MALL OF AMERICA "UNDERGROUND TOUR"

Date:
Wednesday, January 19

Time:
2:45 – 6:00pm

Agenda:

3:00 – 3:30pm	Networking / Chapter Announcements
3:30 – 4:00pm	Panel Discussion
4:00 – 5:30pm	Tour

Cost:

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

Register:
Click here to register!

Did you know that on any given day the Mall of America is one of Minnesota's largest "Cities" and somehow it is always a comfortable 70 degrees which happens to be the perfect weather for over 30,000 live plants and trees? VP of Operations, Tom Rabiola and Maintenance Manager, John Schouveller will lead a short panel discussion including a brief history of the MOA, some fun facts, upcoming changes and projects and maybe even some interesting points of view from a Facility Manager perspective. Following the discussion, we will go on a 90 minute "Underground" tour of the Mall of America to understand how it really functions and why you never really see the cleaning crews but somehow it is always clean. And what about those skylights over Nickelodeon Universe . . . how important are they to the MOA. Join us to find out this and more!

Panel:

- Tom Rabiola, VP of Operations
- John Schouveller, Maintenance Manager

More Event Details:

Where:
Mall of America
60 E Broadway
Bloomington, MN 55425

Registration will be set up at the The Lounge at MOA, Level 2 North

Parking: Parking is free at the Mall of America, and there is a parking lot across the street on Lindau Avenue from the North entrance into the mall. Please click here to view the full parking map.

COVID-19 Safety: We ask that all attendees please bring a face cover / mask.

IFMA ENGAGE -MSP Channel

IFMA created an IFMA Engage Forum just for our IFMA MSP members. Engage is IFMA's communication platform for members to connect and share thoughts, ideas and ask questions. This is a members only forum giving us a safe environment to connect with our peers and business partners in the FM industry. We encourage you to participate and get involved with sharing your ideas and best practices.

Click here to see what our members have been talking about.

And if you want to change the number of emails you get, **click here** for instructions on how to update your email settings so you are getting the information you need to stay connected at a pace that works for you.

IFMA™ Engage
International Facility Management Association

DAYTON'S PROJECT TOUR RECAP

For one of our first events back in-person, we couldn't have picked a better location to see then the Dayton's Project in downtown Minneapolis. Our members and guests were able to hear about the challenges and triumphs from the team that has created this dynamic workspace amidst the pandemic and many companies seeking new office space outside of downtown. This hasn't seemed to slow the Dayton's team down, as they prepare to welcome tenants and the public in the coming months. The goals they have for this building are exciting to think about, and it certainly brought energy to the continued conversation of how facility managers will handle the 'back to work' dynamics in 2022 and beyond.

Many thanks to the Dayton's team for hosting IFMA MSP and showing us the space. Additional thanks to our panel:

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

NOV. CHAPTER MEETING RECAP

In November, IFMA MSP was thrilled to welcome back Vik Bagnia and introduce our chapter to Eva Kovac, who discussed emplopyee retention despite uncertain times with our attendees. Many of us have either returned to in-person office environments or been prepped on how teams will do so. This has added many layers to our growing job descriptions. This presentation offers insight into what other countries and large companies are putting in place to keep their employees safe, but also strategize productivity. There is a significant change to FMs' job descriptions after the past few years, and this presentation highlighted how organizations can take care of their employees with new perspectives.

To view the presentation, **click here** to view our Past Programs page.

MSP IFMA Scholarship Annual Report

From your Academic Outreach Committee

IFMA MSP is proud to support students at the University of Minnesota with our annual scholarship, which provides support to one student each term that is involved in the Construction Management / Facility Management track. As these are active students we are unable to share their information, but we wanted to share their gratitude with the chapter:

"I feel so honored to have been chosen and assure you the award will be put to great use. I appreciate and value my education and I can't thank you enough for easing the cost for me."

"I chose to pursue construction management with the track to facilities management in hopes of achieving an opportunity for myself to enjoy what I would be doing for many years. This scholarship award provides me with the financial assistance and motivation to help me taking action towards my own person, academic, and career goals."

"Thank you for enabling me to reach my fullest personal and professional potential in the construction industry with your generous scholarship."

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!

NEW FACILITY MARKETPLACE

The new Facility Marketplace is LIVE!

Are you a professional seeking services in your company or a client's space? IFMA MSP Associates are the best in their fields and one of the benefits of our membership is being able to directly seek services from our peers. Be sure to check out the Facility Marketplace when seeking products or services for your needs.

To find out more about the facility marketplace, click here!

WORLD WORKPLACE WATCH PARTY

As many of us could not travel to IFMA's World Workplace this year, we were grateful that IFMA HQ gave us the opportunity to host a viewing party for local members to network and congregate while watching a few educational seminars and sessions. Thanks to all who attended!

Special thanks for our event sponsors who hosted and provided meal options to our attendees.

Sisters of St. Joseph of Carondelet
St. Paul Province

RSP

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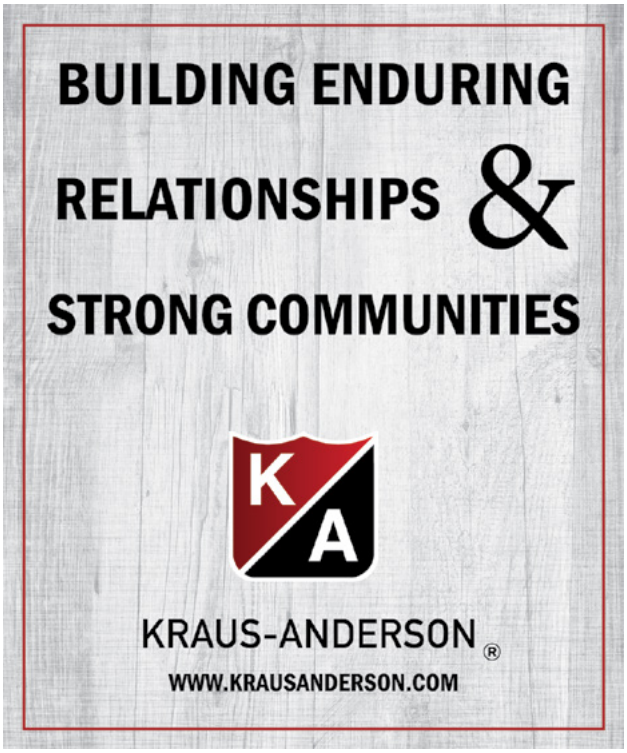
SAVE THE DATE for 2022!
Join your fellow MSP members in Music City next September. For details, click here.

IFMA WORLD WORKPLACE
SEPTEMBER 28-30, 2022
MUSIC CITY CENTER | NASHVILLE, TENNESSEE, USA



RECOGNITION

MEMBER ANNIVERSARIES

10 YEARS

Karen Appelbaum
Northwest Area Foundation

5 YEARS

Carey Brendalen
Alliiance

Dianne Pikula
Gillette Childrens Specialty Healtcare

1 YEAR

Eric Demo
iSpace Environments

Kristin Duerr
The Retrofit Companies, Inc.

Kevin C. Karow

Tim Kraft
Wilson Wolf

Jim Langevin
Brooklyn Center Community Schools

Lisa Linell
McDowall Company

Becky Miller
Post Consumer Brands

Mario H. Rangel
Hub Building Maintenance, Inc.

David Schuett
Hennepin County

Shannon Seifert
Cushman & Wakefield

NEW MEMBERS

Richard Carroll
Top All Roofing

Alecia Chandler
EBuiness Strategies, LLC

Brian Comiskey

Randy Danielson
SMSC Gaming Enterprise

Joe Duchene
Energent

Noah Eastman
SMSC Gaming Enterprise

Justin Hedberg
Cushman & Wakefield

Jason Hughes
SMSC Gaming Enterprise

Mark Jeffson
SMSC Gaming Enterprise

Kari Krick
SMSC Gaming Enterprise

Mari Mills

Paul Robischon
SMSC Gaming Enterprise

Tim Ross
My Trusted Carpet Cleaners

Mark Sanford
Boston Scientific

Sandra J. Schadegg
Harvard Maintenance, Inc.

Marcus Young
Guthrie Theatre

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