The Future of Data in FM

By Tchuissi MBU NYAMSI, SODEXO

The pandemic will completely change the way companies are operating. The Facility Management (FM) industry is no exception. Its leadership teams would have to adopt new strategies so as to protect their clients, their frontline staff as well as their remote teams. This implies reconsidering the way we used to operate by implementing technological innovations and embracing change.

First, facility managers should strongly consider smart building such as Internet of Things (IoT). These technological innovations could optimize the use of data to enhance workplace management systems and to help facilities management better understand the changing needs of building occupants. We now need real-time occupancy data and alerts to make rapid adjustments. As an example, during the execution of preventive maintenance work orders the IoT enabled workplace management systems can direct facility managers to prioritize the cleaning of rooms where a meeting just ended or a desk where an employee just tested positive for COVID-19.

In order to respect the social distance between building occupants as well as the limitations of the number of occupants given the gathering size, physical space inventory data will be valuable for tracking and identifying areas where employees are most likely to gather such as meeting rooms or cafeterias. By reviewing room utilization history as well as by deploying occupancy sensors, facility managers would have more accurate information that will enable them to comply with the new social distance guidance and act accordingly if not respected.

Now that remote work is the new reality, supervisors will need to monitor space utilization to better manage their office spaces and their capital planning strategy. If one floor is now empty, for example, it might be wiser for the facility manager to cancel the rent. Occupancy sensors and visual floorplans will give us invaluable insights to make better real estate portfolio decisions in real-time.

A high rate of absenteeism may also mean that some employees got tested positive for COVID-19.
From the President

Two years ago, I embarked on this journey of leading a group of talented and highly motivated individuals whose goal was to provide our CCIFMA Community with the best membership experience possible. We’ve worked together to try new things and find new partnerships, while still keeping with who we are as an organization at its core. It has been quite the experience and we certainly did not anticipate having to close out a fiscal year, while planning for a new one, in the middle of a pandemic. But in true FM form, we have adapted. We have managed to stay connected while continuing to deliver opportunities to learn and network in a virtual world. And what a shift it has been! I mean, who would have thought we would be doing Scavenger Hunts on a Zoom call as a way to connect? Such an innovative and fun way for our members to come together. I am so very proud of our Membership Committee for putting this together for World FM Day!

But we’re not stopping there! We’ll also be offering for the first time in our Chapter’s history the ability to attend the Facility Management Professional (FMP) classes virtually. IFMA Fellow, Alana Dunoff, adjunct Professor at Temple University and highly esteemed member of the IFMA Community, will be leading the courses. I hope you take advantage of this rare opportunity.

As the world continues to gain a better understanding of this Pandemic and how to safely return to work, we will continue to offer opportunities to connect in a virtual manner. Our popular FM Roundtables will continue, with Associate Roundtables added to provide a different experience for our members. Unfortunately, we’ve had to cancel our Annual Golf Outing. It was a decision that was not made lightly, but we knew it was the right decision for the safety of our volunteers and our members. Don’t put your clubs away and keep practicing because we’re hoping to bring it back in 2021, bigger and better!

This being my last message as your President, I wanted to take the time to thank our Committee Chairs who comprise our Board. They continue to amaze me with their outside the box thinking and their drive to bring amazing content to our members. Thank you to Dorothy Scholnick and Steven Early, who work alongside their committee members to bring you this newsletter and many of the communications you see coming out from the Chapter. This past year, they added a blog element to the website, which I look forward to seeing grow. To Kim Culp and Celeste McLane who head our Professional Development Team. They’ve had to readjust the way they deliver content to the Chapter and they’ve done a bang-up job with the help of our amazing Administrative Team at ACG. To Connie Miller and Holly Olson who have rallied our membership team and produced some great opportunities for people to learn about our Chapter. I mean, who can forget our wonderful Spy Museum Event? To Beth Borowski and Kim Dize who have not only spearheaded the re-design of our Partnership Program, but have done so again in the midst of this Pandemic to ensure our Partners still receive benefits that will enhance their experience with our Chapter. Thank you to Lisa Layman and Janet Davis who, together with the Special Events Team, organized fun and engaging events like our Chili Cook-Off alongside Kelly Whitfield and the Community Service Team. Each event is not only a networking opportunity for our members, but also provides opportunities to give back to the community.

I would also like to thank the members of our Executive Board. Our Treasurer Lee Mayer, who even though he retired, has continued to give back to our FM community by helping us keep focused and fiscally responsible (the little voice in all of our heads). To Kelly Kidwell and Matt Buchanan, our VPs providing the perspective of our Associate and Facility Manager Members, respectively. To Kelly Johnson, our President-Elect, who has provided great insight towards our strategy; I look forward to seeing her take over the reins. And to Darlene Frantz, our Past President, thank you for your counsel and your wisdom. Last, but not least, our amazing Administrative Team (ACG) led by Carolyn and Crystal. They’ve helped us stay relevant in these times and helped us navigate through this world of Zoom meetings like champs.

I don’t know what the future holds right now, but I can say we are in this together and we will continue to be a resource to our community. Take advantage of the opportunities to engage with others and build a stronger CCIFMA community. You’ll find very quickly that this will become like your second family. I say this over and over again, you only get out of this community what you put into it. So, consider joining a committee, writing an article or blog post, maybe offer an idea for a program (or participate in one), volunteer to judge Facilithon (which currently is being done virtually). Just because we can’t be out there, don’t think we can’t find opportunities to connect and enrich our membership experience. The possibilities are endless. Trust that we will get through this together.

Thank you for all that you’ve given me. It has been an experience I will cherish forever.

Best,

Mayra Portalatin, SFP
President Capital Chapter of IFMA 2019-2020
Capital Chapter Announces New Leadership

Congratulations to the Capital Chapter’s incoming Executive Committee and Board of Directors!

We are pleased to announce the following 2020 - 2021 officers:

Executive Committee:

- Kelly Johnson, CFM, President
- Matt Buchanan, CFM, President-Elect
- Lee Mayer, CFM, Treasurer
- Celeste McLane, Vice President
- Holly Olson, Vice President
- Mayra Portalatin, SFP, Past President

Board of Directors:

- Pam O’Reilly, FMP
  Communications Committee Co-Chair
- Mari Davis
  Communications Committee Co-Chair
- Kim Culp
  Professional Development Co-Chair
- Bradley Padavick
  Professional Development Co-Chair
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  Community Service Chair
- Laura Ware
  Membership Committee Co-Chair
- Dawn Mueller, CFM
  Membership Committee Co-Chair
- Cash Graner
  Special Events Committee Co-Chair
- Janet Davis
  Special Events Committee Co-Chair
- Kim Dize
  Sponsorship Committee Co-Chair
- Beth Borowski, CFM, SFP
  Sponsorship Committee Co-Chair

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The Future of Data in FM  

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and they must quarantine themselves. The occupancy sensors, network logins, meeting room reservations, meeting requests, and badge swipes can enable facility managers to know the employees who had contact with the individual over the prior 14 days. Facility managers would also have the ability to temporarily disable building access for people who test positive. By checking temperatures at the entrance of the building, or by having connected thermometers for each employee with data directly transmitted to a nurse’s station for continuous monitoring, facility managers will be able to check any variations of temperatures.

Working from home and social distancing will be the new normal and leaders will need to find a way to keep their remote workforce and their frontline staff engaged. More than ever, facility leaders will have to embrace change and get familiarized with agile ways of working and change management processes. Both the remote and the frontline employees will need to work in a safe environment and feel empowered and heard.

A dedicated crisis team should be created to smooth out the communication and the sharing of best practices across all the areas of an organization. The safety of the frontline staff should be the first priority, given that a building would still need cleaning and maintenance services. The crisis team should provide the frontline staff with specific training to ensure they deliver clean and hygienic workplace environments. Standard operating procedures might be different from what the employees were used to, and they should be fully implemented to effectively operate on sites. As an example, regular handwashing should become a habit among employees, contractors and customers.

Shifting a majority of the workforce to a remote workspace may be a challenge for organizations and some employees may feel left out. The crisis team should propose online training sessions to help the employees with software such as Microsoft Teams, Zoom, or employee work scheduling software.

Forty percent of facility managers are expected to retire in the next eight years and some of them might be reluctant to change the way they work after 30 years of operating in a different format. Emotional intelligence is necessary to understand them and help them through this transition.

Last but not the least, some employees may need emotional support as they go through this pandemic. Some might deal with the loss of a loved one, kids staying at home and completing online courses for more than six months or a significant other who lost his or her job. Helping employees cope with the psychological impact of this pandemic will reduce burnout and bring some peace of mind during this dire time.

The COVID-19 outbreak will totally change the way we used to manage and operate facilities. Facility leaders will have to make data-driven decisions by collecting and delivering information that is accurate, complete, timely and actionable. They will also have to empower and support their remote workforce and their frontline staff so they feel engaged and motivated to deliver quality work despite this difficult time. This unexpected pandemic will pave the way to a new workplace environment where data will play a paramount role for leaders in any organization.

References:
Crisis Management for Facility Managers
How to Empower Your Frontline Staff During the COVID-19 Crisis
be doing in the short-term as the facility reopens; and Phase 3 is the Long-Term Strategy for the Future, which is to be addressed once the building is fully operational. The purpose of this book is to try to give Facility Managers (FMs) an overall understanding of how they should be thinking about reopening. No one book can provide all the answers, but this asks the questions an FM will need to know to make their own decisions about facility safety and occupancy post-COVID.

There are several overarching themes this book raises. The first is strategy, without which any reopening plan will most likely fail. The second is the facility, which has heretofore been treated as overhead, needs to be considered with the same weight as a new program or company initiative, especially when it comes time to budget for safety. Third, safety needs to be the single most important factor in making decisions regarding the return to the workplace, and finally, one of the most important aspects of a successful return to facilities strategy is the communication plan between FMs, leadership, and employees.

Because this pandemic is such a multi-faceted problem, there isn’t just one safety measure an FM can take to ensure a successful facility repopulation—there are many. The most important thing an FM can do (and needs to start doing right now) is to develop a strategy. A one-size-fits-all checklist isn’t enough; each company is different, and each facility is unique and requires a customized approach. Some facilities may have specialized spaces such as gyms, daycares, and cafeterias, each of which will need special consideration. Some of these spaces may not be able to open along with the rest of the facility and these decisions need to be made by FMs in tandem with company leadership and effectively communicated to employees. The strategy will be the basis upon which the budget is built.

In terms of budgeting, there needs to be a change in the way we think about the facility itself. Many countries considering reopening are monitoring statistics surrounding the percentage of the population that has been tested, how much of the population has contracted COVID-19, availability of testing kits, PPE, and hospital beds, and progress on a vaccine. The one thing that has not been discussed or evaluated by most countries’ leaders is the readiness of our facilities to safely house workers, customers, visitors, and suppliers. For years, the facility has been relegated to second or third in priority behind company progress—as long as the building stayed within the budget and didn’t interfere in how the company did business, it was given minimal thought. In this new post-COVID age, the facility needs to be considered alongside those factors. The building where we house our employees is a living, breathing entity where the safety of an organization begins and ends and as such, needs to be a primary focus of planning and budgeting. Part of doing business is making trade-offs. If there’s not enough in the budget to roll out two new programs in the next fiscal year, the decision is made to only implement one. The facility needs to be considered in those same conversations, and it is possible that a potential new (non-facilities-related) program or a new product or service may have to be sacrificed in order to focus more heavily on building safety.

The company watchword must be safety, according to Kimmel. It is the first thing the FM and the organization should consider when deciding when and how to return to the facility. He feels the best way to save lives is to enforce social distancing, but there are many other measures covered in his book including: installing sensors to prevent touching of common surfaces; procuring additional communication equipment to facilitate remote work and meetings; increasing cleaning frequency and scope; even implementing applications that monitor traffic in the office space to better control social distancing. Many of these actions are costly, and when asked about the expense, Kimmel emphasized that very basically, we’re talking about saving lives, and we need to ask ourselves, “What is the cost of a human life?” There will definitely be added expenses inherent in the return to the facility, but as a company the options are limited. If an organization is conscientious about the safety of their employees, they can either spend the money to provide safe facilities or find another way to get the work done. Remote work, for example, has proven incredibly effective during the pandemic, and although working from home also carries its own expenses, it is potentially costlier in terms of money, time, and reputation to lose valuable employees. With that said, there are solutions that are not extremely expensive that FMs can do now to prepare for repopulation, like more frequent filter replacement, HVAC maintenance, low-to-no-cost furniture changes to create physical separation between employees, and developing the strategy that will act as the foundation of the re-occupancy plan. Once the strategy is developed, a budget can be prepared using the ideas in the eBook starting with the big-ticket items and then prioritizing the rest. Many of the easiest (and least costly) safety measures that can be taken (social distancing, mask wearing, hand washing, and staying home when sick) are in the hands of each employee. We know from the flu season every year there are always those individuals who feel they must come to work even when they’re sick, in spite of the risk to the rest of the population.

This leads to the last factor in a successful return to the facility: the Communication Plan. Communication within the facilities group, and between FMs, leadership, and the rest of the organization is crucial to a successful repopulation plan. These communications need to be frequent—one a week is ideal—to demonstrate leadership, confidence, and knowledge. These messages create a feeling of safety among employees and will stem some of the anxiety inherent in the return to the workplace. In addition to communications about facility maintenance and safety measures, leadership needs to be conscientious of messages they’re sending to employees regarding sick leave and remote work. Many employees often feel that if they don’t come to work, even when sick, they will risk losing their jobs or may miss out on an opportunity or a promotion. Employers need to ensure in their communications to address the importance of taking sick leave. Some organizations are implementing additional sick-leave options for those who are symptomatic, and the Department of Labor has also rolled out the Families First Coronavirus Response Act to address sick leave. Those policies need to be disseminated frequently and effectively so employees have a thorough understanding of their options, as well as their obligation to protect their co-workers.

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Virtual FMP Course

Interested in earning your Facility Management Professional (FMP) Credential? CCIFMA is pleased to offer an opportunity to participate in a 10-week virtual course! IFMA Fellow, Alana Dunoff, adjunct Professor at Temple University, and highly esteemed member of the IFMA Community, will be leading the courses.

The FMP Credential Program is made up of the four (4) core FM topics deemed critical by employers:

1. IFMA’s Leadership & Strategy Course
2. IFMA’s Finance & Business Course
3. IFMA’s Project Management Course
4. IFMA’s Operations & Maintenance Course

The sessions will begin in July and conclude in October. The cost for IFMA members is $2300 and $2500 for non-members. More information will be available soon. Check the website for updates.

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Capital Chapter of IFMA Goes Virtual

Soon after the country began shutting down due to the pandemic, the chapter took to the web in an effort to educate its members, while helping the community stay connected. The series of virtual events began on March 26th with a webinar entitled, "Linkedin Essentials – Develop an Engaging Profile While Demonstrating Expertise," which attracted more than 30 chapter members. Since then the chapter has been busy with the continued virtual event series with weekly FM Roundtables and Happy Hours, a New Member Orientation, an Associate Member Roundtable and several educational programs including:

April 23: **Going Paperless - Simplifying the Process for Digitization**

May 21: **A NEW View of Ergonomics with Work from Home Considerations**

June 9: **Leesman Index Work from Home (WFH) Study Findings**

June 17: **The Calm Person in the Boat**

Thank you to our sponsors, leadership, and members for sharing their expertise as webinar presenters and hosts. If you are interested in hosting a webinar, or have a topic/speaker suggestion let us know!
Please provide a brief overview of your career path.

My career started during and immediately after graduating from George Mason University as a Government / International Politics major. I worked for Aramark as part of their warehouse management team for almost two years before I was introduced to JK Moving Services by a friend in 2013. There I spent five years in customer service, performing everything from truck driver, crew supervisor, and project manager / dock master. I was eventually contacted by a JLL Facility Manager on the AARP account in 2017 and became a facilities coordinator. Once joining JLL, I was assigned to their AARP account for the first two years, and then moved on to their Leidos Account.

Tell me about your company.

JLL is a leading professional services firm that specializes in real estate and investment management. JLL shapes real estate using the most advanced technology to create opportunities, spaces and sustainable real estate solutions for clients, their people and their communities. JLL is a Fortune 500 company with an annual revenue of $18.0 billion, operations in over 80 countries and a current global workforce of more than 93,000. My division provides soft services to my client to contract with direct service providers, i.e. cabling, plumbing and engineering coordination to solve their facility needs.

How did you become familiar with IFMA?

I initially became interested in pursuing an FMP / CFM certification while at AARP. A friend and business contact from my time with JK Moving Services introduced me to IFMA as an organization that provided those educational opportunities. I continue to pursue those accreditations and have attended numerous IFMA educational events.

What interested you in becoming a member?

I liked the mix of professionals at IFMA. I see opportunities to access different vendors that can provide numerous support services in my endeavors of supporting the Leidos client base. I was also drawn to IFMA for

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the educational opportunities provided by the organization. I have taken advantage of the many contacts and business relationships that IFMA members can provide.

**How do you expect the Capital Chapter to benefit your career?**

I hope to gain more business contacts with fellow members and find alternative solutions and service providers for my client’s challenges. I also will seek the opportunities for peer input and review to get differing viewpoints on comparative issues that I regularly face in my chosen career path.

**Some of your favorites….**

**Movies:** The original six Star Wars movies.

**Food:** Italian, especially pastas like lasagna.

**Restaurant:** Travina Italian Kitchen.

**Vacation Spot:** Cayman Islands for now, and possibly to Mongolia and Bali in the future.

**Weekend Activities:** Motorcycle trips with friends and relaxing.

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**Get Linked into the Pulse of the Capital Chapter!**

This is your invitation to get more involved with the Capital Chapter of IFMA through our LinkedIn Group! LinkedIn is a great tool to connect with those in the FM industry; stay informed on current events and industry news; and share your knowledge. Visit [www.linkedin.com](http://www.linkedin.com) to create an account, then search for the group IFMA-Capital Chapter and follow the prompt to request to join.

**Note:** This group is only open to Capital Chapter members. If you’re not a member, navigate to the chapter [website](http://www.fmstudios.com) and click the JOIN link at the top of the screen. We’ll see you online!

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**Note:** This group is only open to Capital Chapter members. If you’re not a member, navigate to the chapter [website](http://www.fmstudios.com) and click the JOIN link at the top of the screen. We’ll see you online!
Get the Most from Your Membership with CFM, FMP and SFP Designations

A key benefit of IFMA membership is maintaining professional growth through the facility management professional program which offers three designations: Certified Facility Manager (CFM), Facility Management Professional (FMP) and the Sustainability Facility Professional (SFP).

The CFM credential sets the industry standard for continuing the knowledge and abilities of practicing facility managers.

You can also earn the Facility Management Professional (FMP) designation, a knowledge-based credential demonstrating a proven comprehension of the basics of facility management. The FMP designation can be completed in approximately 12 months, and FMP candidates may customize their training to build the specific knowledge they need to meet individual goals.

IFMA’s SFP is an assessment-based certificate program delivering a specialty credential in sustainability. By earning your SFP credential, you will develop and gain recognition for your expertise in sustainable FM practices while impacting your organization’s economic, environmental and social bottom lines.
IFMA Foundation Pandemic Manual
Planning and Responding to a Global Crisis for Facility Professionals

“This guide will help building professionals get back on track as companies need to know that you can’t just open the doors without proper preparedness.” – Author Dr. Steven B. Goldman

The IFMA Foundation’s new “Pandemic Manual: Planning and Responding to a Global Health Crisis for Facility Management Professionals” is a survival guide for companies re-opening their facilities and resuming operations amid the COVID-19 pandemic.

In 2006, the IFMA Foundation published a Pandemic Manual to assist facility professionals in planning for and responding to pandemic influenza threats. Enlisting the expertise of author, Dr. Steven B. Goldman, senior lecturer of crisis courses at the Massachusetts Institute of Technology (MIT), the foundation updated the original manual to help FMs specifically address the COVID-19 pandemic.

Sponsored by ABM, IFMA, Planon, Global Workplace Analytics, CEES, the San Fernando Chapter of IFMA, and the Health Care, Hospitality and Public Sector Facilities Councils of IFMA, the more than 100-page manual is free to download here and includes:

- COVID-19 case studies
- Pandemic response checklists
- Facility measures for influenza control and mitigation
- Working from home
- Getting back to business
- Next-time preparedness

Eric Teicholz Sustainability Scholarship
Interested in Attaining IFMA’s Sustainability Facility Professional Certification?

Through the generosity of IFMA Fellow, Eric Teicholz, the IFMA Foundation is offering scholarship opportunities to individuals interested in earning their Sustainability Facility Professional (SFP) certification in 2020. Find out more about the eligibility criteria and download the application here.

Application deadline is June 30, 2020 at 11:59 pm CST.

Building Blocks for Leveraging Technological Innovation

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The Technology Partner can be a provider of technology, a consultant, or an in-house resource of the owner, designer, builder or Facility Manager. The important thing to remember is they should exist and play a critical role in the design and operation of the facility. In the best-case scenarios, the Technology Partner is an advocate for the Facility Manager during the construction process.

Okay, we’ve designated a Technology Partner for our facility, now what? What are the building blocks required to leverage technology down the road? It all starts with an Integrated Technology Network Backbone. Buildings require several technology systems to make them function. For example, most every building will have an HVAC controls system, a lighting control system, a security system, a fire alarm system. Some buildings will come with advanced elevator systems or smart-enabled irrigation systems. We can leverage those systems and the data they generate to provide innovative solutions to future problems.

If the Facility Manager wishes to gain efficiencies by remotely accessing his building’s DDC and lighting system through the same platform to streamline troubleshooting and program changes, the systems must be connected. If the Facility Manager would like the access control system to automatically drive after hours usage of HVAC equipment (instead of him/her manually configuring requests from the occupants), the systems need to be connected. The number of scenarios where connected technology makes the Facility Manager more efficient and more productive are only bound by our imaginations and our budgets. The most important thing is that the connected technology adds value; the pre-requisite for that is design.

There are a lot of technologies in the market today geared at making our buildings smarter. What we as construction professionals and Facility Managers need to be cognizant of is not to buy technology for technology’s sake. We must remain diligent driving the value of the technology we implement. Does it make the building more efficient? Does it make maintaining and operating the building more streamlined? Does it provide a better experience for our tenants/clients? The goals of the facility must remain at the forefront of our technology buying decisions.

In summary, a good Technology Partner can go a long way in consulting with ownership and operations. They are crucial in understanding the functionality and feasibility of technologies being explored. They should be technical enough to understand the soft costs behind integrations yet connected enough to the business goals of the client to ensure the tech is valuable to the end user. If owners and Facility Managers are looking for a good practice to start incorporating integrated tech into their workplace, they should look no further than the connected network. The more devices that are connected to a network, the broader the possibilities. Facility Managers don’t want to miss an opportunity to take advantage of future technology innovations because of outdated infrastructure.

Technology is a hot topic that isn’t going anywhere anytime soon. The information in the space grows exponentially every day. If we are to be smart users of smart technology, we must carefully plan our approach and implement solutions that always keep our business goals in mind.

If you are interested in learning more, feel free to reach out to Christopher Smith at christopher.e.smith@siemens.com.
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A Facility Manager’s Guide to Reopening and Occupying Buildings Safely

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Many have discussed what the post-COVID facility will look like and we know there will certainly be fewer people occupying a space that was previously highly densified. Does this mean the shift will be permanent? Will this dramatically change the way we occupy our facilities from now on? According to Kimmel, there will be a definite paradigm shift, but there’s still a lot we can’t predict. More people will work from home for at least part of the week, leading to more of a hoteling atmosphere. The nature of meetings will change. We won’t have 20 people meeting face-to-face in a conference room any longer, at least for the foreseeable future. He predicts that designers and space planners will be extremely busy incorporating more flexible furniture solutions that will provide immediate solutions, but he stresses these also need to stand the test of time—what he calls “structured flexibility.” Space plans, like the Perkins+Will “Six Feet Office” is an excellent example of social distancing, but will we need to maintain this measure for the long term, or will this blow over in a year? Will we ever again see the high-density open office that has so long been a hallmark of modern space planning? Once we gain control over the virus, will we need to maintain social distancing? Kimmel says it’s too early to tell. We don’t know how long it will take to develop a vaccine, and how much longer it may take to get the entire population vaccinated. Organizations will need to decide who comes back and when, and what tasks can be done from home vs. what needs to be done in the office. Remote workers will need to have an accurate ergonomic arrangement, and offices will need to be appropriately updated to provide a safe work environment. There are so many unknowns at this point, but what we do know now is that social distancing works, so this must be a hallmark of any space plan for the near future. As more research is done and we have a greater understanding of the virus, the guidelines may change.

We all need to remember this is a dangerous virus, and we should treat it with the healthy respect it deserves. As of May 28th, according to CDC statistics, there have been 1.74 million cases of COVID-19 in the United States, and over 100,000 deaths. FMs and company leadership can set a good example relative to how they treat the safety of their employees, but each individual needs to take responsibility for their behavior. Social distancing, wearing a mask, and frequent handwashing are measures that are not just about keeping you safe, but keeping others safe—those members of our society who are elderly or otherwise at risk. Some safety measures may be costly, and although some may impact the economy even more than the measures already taken, one can’t

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compare this to the cost on a human life—it’s just not worth it, according to Kimmel.

**Reopening Quick Takeaways:**

- FMs need to start now on a strategy for reopening. Phase 1 of the book is critical for a successful return to the workplace.
- Safety needs to be the primary focus.
- The state of the facility needs to be prioritized before reopening.
- Implement changes to HVAC, filter replacement schedules, cleaning, and inspect the plumbing.
- When cleaning, stick to proven, traditional cleaning methods. Not enough research has been done on UV Technology and ULV Atomizers, and never use foggers to disinfect your space. *Don’t look for shortcuts; most don’t work and they even can make things worse by giving people a false sense of security.*
- Consider remote work as an option to limit onsite staff.
- Social distancing, handwashing, and masks are inexpensive and effective ways to limit the transmission of the virus, although these are not as effective as physical barriers.
- Elevators are the most dangerous spaces in a building for virus transmission—not the restrooms, which are a close second.
- If your office shares a building with other tenants, make sure you know how the air into your space is ducted, supplied and returned. Beware of common spaces and work with your landlord to ensure these are sanitized frequently. Know the rules followed by other tenants—these will guide you as to where to be more careful.
- Communicate!
- Take this virus seriously and give it the respect it deserves—it will save lives.

The eBook is free and available [online here](#).

**NOTES:** Information taken from “A Facility Manager’s Guide to Reopening and Occupying Buildings Safely: What Needs to be Done Now, Short-Term, and Long-Term,” by Peter Kimmel, AIA, IFMA Fellow, published May 2020; and from an interview with Mr. Kimmel on 5/27/2020.

**Author Biography:**

Peter Kimmel, AIA, IFMA Fellow, a former facilities manager, is Publisher of FMLink, the information-based online magazine for facilities managers. He is also a Principal of FM BENCHMARKING, the online benchmarking service for facilities managers. Prior to founding FMLink in 1995, Peter was president of his own FM consulting firm for more than 10 years, focusing on helping FMs automate their facility operations and develop strategic facility plans. Before that, he managed facilities in the Federal government and in the private sector for over 10 years, including the development of federal policies and programs. Peter speaks at a variety of conferences and his writings have been published in most FM magazines. He is a five-time winner of the IFMA Distinguished Author Award and he is particularly proud of his 2014 eBook on benchmarking, which was commissioned by the IFMA Foundation. He was the founding President of IFMA’s Capital Chapter. IFMA has honored Peter with its award for Distinguished Service, and in 1997 he was named an IFMA Fellow. Peter is a registered architect and holds a Master of Architecture degree from the University of California.
Looking for a Job? Looking for a great candidate to fill a vacancy? Visit the Capital Chapter's Career Center and access jobs and candidates in the metro-DC area. The most recent job postings are listed below:

**Title:** Operations Manager  
**Company:** Neighborhood Restaurant Group (The Roost)  
**Location:** Arlington, VA  
**Posted:** June 15, 2020

This Summer, NRG will launch The Roost, a carefully curated, multi-concept, food and beverage destination in Southeast DC. Years in the making, we are looking for a talented Head of Operations to lead the complex management of this dynamic business. This position requires strong organizational and interpersonal skills. Competitive candidates will have extensive experience and proven success in leadership roles at establishments with compelling food and beverage programs. They will be expert in managing costs, hiring and coaching employees, and providing excellent service. We are seeking a hospitality expert who embodies the ownership mentality and exudes an infectious sense of hospitality.

**Title:** Operations Manager  
**Company:** General Dynamics Information Technology  
**Location:** Arlington, VA  
**Posted:** June 15, 2020

GDIT is seeking an Operations Manager to help support our JSP ETM contract at the Pentagon in Arlington, VA. The candidate is responsible for providing input and influencing key decisions relating to all aspects of managing JNOSC and Service Restoral operations. This position is responsible for the day to day management overseeing the operation and maintenance of hardware, software, networks, systems security, data integrity, VoIP, and monitoring systems. Candidate is also responsible for the Event Management and Incident Management Processes.

**Title:** Operations Manager  
**Company:** Office Depot  
**Location:** Chesapeake, VA  
**Posted:** June 9, 2020

At Office Depot and Office Max, every leader is responsible for growing total sales and services within the location. The Operations Manager is responsible for freight and logistics activities within the store including inventory preparation and execution. This person will partner with the General Manager and Services Sales Manager to provide guidance to Merchandising Stock Associates by facilitating training, providing positive and constructive feedback, and the appropriate level of coaching required. In partnership with the management team, s/he will also maintain loss prevention compliance, store visual and merchandising standards. This position is accountable for the store's controllable profit and identifies and implements actions to reduce waste and inefficiencies. The essential functions of this position may require you to consent to periodic comprehensive background checks conducted by a third-party.
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We simplify the delivery of spaces where you want to work.
Capital Chapter Upcoming Events...

July 14: Improving Indoor Air Quality to Reduce COVID-19 Exposure

July – Aug: FM Workshop Series (4 weeks)

July – Oct: Virtual FMP Course Series (10 weeks)

Sept. 14: Annual Golf Outing (CANCELLED)
  International Country Club

Sept. 30-Oct. 2: IFMA’s World Workplace
  McCormick Center, Chicago, IL

For more information, or to register, visit the Capital Chapter website or call 703-691-IFMA.