

Capital News

A Publication of the Capital Chapter of IFMA • Spring 2022



Creating the Buzz Around Coffee

Brian Blunt, CFM, FMP, MSFM

As the pandemic moves to an endemic state, we are seeing a push from [local governments](#) and [executives to return to office](#). Just like the adjustments we made to set up staff to successfully work from home, we now are tasked with the change management process as staff return to offices. After two years of work from home, we are finding that many staff have forgotten the basics of the office. Staff hired during the pandemic have little to no insight into the building they will call "work." Revisiting your facilities play-book to understand what and how to communicate effectively is key to selling your office services and bringing back happy staff.



that was green lit, or the new digital lockers that will be available.

Just remember to not go rogue. We (Facility Managers) have built strong relationships over the last two years as we've worked cross functionally in "COVID task forces." These relationships are extremely important in getting buy-in from executives, HR, Communications, and others. We went home together,

and we can come back together too! To keep people from being inundated with one off emails, work together to create a communications schedule, so you can build hype around the office.

Knowing your communications channels and when to use them is a great

way to keep the buzz going. If you have a company chat platform like Slack or GChat, there is an opportunity to start highlighting office services in bite size content. A photo of a full snack cabinet or a cold brew keg can start positive internal conversations between staff. You can ask a question to get the conversation rolling. A simple query such as, "Who loves chex mix?" or "Who likes office yoga?" along with a well-placed photo can get people excited about what they missed in the space. After years of working from a distance, we need to meet people

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A Day in the Return to Office Life

By Brian Blunt, CFM, FMP, MSFM

We asked CCIFMA members where their pain points were on staff reentering the office. This created an interesting picture of the "day in the life" of a person returning to the office, and where we need to spend extra effort communicating.

Before They Enter the Office:

One member pointed out, with so many staff hired in the last two years, there are a great number of people who have NEVER known their new office. The personal aspects of onboarding have not happened for many during the pandemic, so many people have yet to be familiarized with the basic functions of the office. It may be more pertinent to offer new hire orientations as an option on a semi-regular basis. Some other items encountered include desk reservation software, parking policies, and badging requirements. These are great focus areas for retraining in preparation for the front desk getting inundated with questions.

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Sincerely,

Math

Matt Buchanan, CFM, FMP, SFP
President, Capital Chapter of IFMA 2021-2022



TECHNOLOGY CORNER

Hybrid This, Touchless That: Return to the Office



Tony Zuniga, CFM, SFP

Our last few months have been a race to prepare for the return to office. Countless nights of research, programming, and planning have all gone into preparing for this moment. We also know that much of this is going to be a learning curve for our returning staff. Many of them will be surprised by the visual difference of their space. Comfy chairs, new lighting, and reduced clutter keep the space easier to clean and disinfect. The touchless motto is prominent, and this is going to reflect in the way facilities interact with returning staff. I am sure you are already thinking of hand sanitizing stations and automated systems, but what about services that require person-to-person interaction?

The mailroom was one service that can be contactless. Smart lockers create the ability for staff to come in at their leisure and pick up their packages. This can also be beneficial to other departments for delivery of equipment (i.e. laptops) or even sensitive documents. There are even lockers for suitcases for the fresh road warriors! Gone are the days of the mailroom person dropping off your package from a cart. No more running to the mailroom before closing time to get that project document. Staff can put items into the locker and receive a code, then share that code with the person who needs to receive the items. The receiver can come to the office when their time permits, enter the code, and the locker opens. No

more juggling schedules or hiding checks under keyboards. Now an option for secure drop boxes is available to everyone.

With the many models available in the market (see below for non-exhaustive list), there are many things to consider, such as lead time and reopening dates. These lockers are manufactured to

the specifications of the building, so make sure you know your programming. The software requirements (firewalls) require that IT become involved early on in the process. Accessibility to the lockers is key, so location of the lockers should be considered as not all models are weather resistant. Suddenly the choices of said lockers become not as easy



as plug-n-play. It is all about creating and elevating the workspace experience, so don't feel overwhelmed. The new hybrid worker comes in for a few hours to work, and leaves for home after lunch. Or maybe they opt to work in the patios, also created to promote outdoor seating and additional meeting space.

As an FM, this is our time to really impact the future workspace experience. While some of these experiences may attempt to revert back to pre-pandemic normal, most will not. Humans are creatures of habit, and we are here to ensure the good habits stick and reflect in their new hybrid spaces. The more we can do to offer enhanced experiences and WOW our staff, the happier our staff will be when returning.

<https://nosinc.com/>

<https://spacesaverinteriors.com/>

<https://go.bellhowell.net/bopis/retail/retail-smart-locker-solutions>

<https://www.pitneybowes.com/us/shipping-and-mailing/parcels-and-packages/smart-parcel-lockers.html>

<https://www.packageconcierge.com/>

<https://www.meridiankiosks.com/solutions/automated-smart-locker-system/>

<https://smiota.com/package-lockers/>

<https://bradfordsystems.com/smart-lockers/>

<https://www.locktec.com/en/>



Annual Meeting and Happy Hour

July 19, 2022 | 5:00 – 7:00 PM

American Institutes for Research (Rooftop Deck),
1400 Crystal Drive, Arlington, VA 22202

Join the Capital Chapter as we celebrate our members, Partners and volunteers at the 2022 Annual Meeting. Meet us at the AIR Rooftop Deck in Arlington, VA where we will welcome our newly-elected Chapter Officers in their official swearing in and will listen to what the chapter accomplished in 2021-2022. Then be sure to join in the fun as members network, eat, drink and enjoy the beautiful setting.

Members: FREE; **Non-Members:** \$30

[Click here](#) for more information and to register.

FM Tour and Project Review: National Association of Broadcaster's New Headquarters

National Association of Broadcasters, 1 M Street SE, Washington, DC 20003

Members of the Capital Chapter are invited to the National Association of Broadcaster's (NAB) headquarters to explore their recent building project in Southeast Washington, DC. Sharon Kinsman and Dianna Babb Coleman will present NAB's project from start to finish including:

- The Vision
- Who, What, Where, When, How?
- Challenges
- Plans, Renderings, and Photos
- Lessons Learned
- Pandemic Pivot

Members Only:
FREE

Following the presentation, the group will tour the facility and participate in a Q&A session.

[Click here](#) for more information and to register.



**NATIONAL ASSOCIATION
OF BROADCASTERS**

TOUR

July 28, 2022

4:00 PM - 7:00 PM



Journey to Mission Accomplished

Capital Chapter of IFMA Night Out at Nationals Park

August 16, 2022 | 5:30 – 9:30 PM

Nationals Park, 1500 South Capitol Street, SE, Washington, DC 20003

Join your fellow Capital Chapter of IFMA members on August 16th for a night out at Nationals Park as the Nats as they take on the Chicago Cubs. We will be meeting up at 5:30pm at the Terrace Bar to kick off the night before game starts at 7:05pm. See you there!

Members Only: \$25

[Click here](#) for more information and to register.



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IFMA WORLD WORKPLACE

September 28 - 30, 2022
Nashville Music City Center, Nashville, TN

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.

Click here for more information and to register.

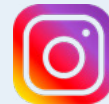
Follow Us On Social Media

One of the easiest ways to stay up to date with the Capital Chapter is to follow us on our social media channels. Chapter events, news, as well as a fun look into the profession, our region, and partners will be posted there. While many of us are still working from a distance, this is a great time to get more plugged in. We hope to see you online!

Note: The LinkedIn group is only open to members.



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Capital Chapter Gives Back to the Community



It was a glorious spring morning for the CCIFMA Spring Watershed Clean-Up event on Saturday, May 21st at the National Park Service's Oxon Cove Park in Oxon Hill, MD. The Chapter, in conjunction with WUSA9, mustered over 30 volunteers to comb the Potomac River waterfront collecting all sorts of trash and debris from the water along the shoreline. WUSA9 was concurrently supporting four other environmental clean-up events in the DMV on the same morning.

The day started especially early for one CCIFMA member, Rich Fanelli, who was interviewed by the news station as part of their Saturday morning news program. Rich discussed the organization's mission, purpose, and role in promoting a sustainable environment by conducting this annual event, among other activities. Before the start of the event chapter members, volunteers and others were registered and fueled up with donated coffee, water, and fresh donuts. A National Park Service ranger provided the welcome orientation to the NPS site followed by a NPS Volunteer Coordinator who gave all the volunteers guidance on what local flora and fauna to look for as well as distributing clean-up supplies. WUSA9 graciously added a donation of \$1000 to the National Park Service at Oxon Cove Park to help support their efforts to maintain the parks for all to enjoy. They also provided "swag" bags filled with bottled water and energy snacks for all participants.

All clean-up volunteers seemed to be well satisfied with the results of the morning's activities. The day's events finished just before noon with a total "haul" of 41 trash bags, a bright orange emergency life ring, and an old tire among other interesting "trash treasures." Everyone left hot and tired, but with the satisfaction of a job well done and of having participated in a worthwhile activity in helping clean-up a little portion of our local environment and in helping a local "hidden treasure" of a national park look even better for all to enjoy.



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To learn more contact:
Janet Davis: jdavis3@steelcase.com
Laurie Baron: lbaron@dancker.com

Capital Chapter Enjoys a Great Day on the Links

On Monday, May 23rd participants enjoyed a sold-out golf outing at 1757 Golf Club in Ashburn, VA. Many of our sponsors greeted golfers at the various holes around the course, and players had the opportunity to compete in several contests including longest drive, closest to the pin, and the putting contest. We ended the day celebrating the top players and contest winners, along with some other fun prizes.

Thank you to the Special Events Team for organizing a great event, and to the players, volunteers and sponsors that made the day a success.

**We are proud to have collected over
\$2,000.00 in support of Faciliton!**

Congratulations to Our Winners!

1st Place Team

Matt Galvin
Danny Harbison
Joe Alvarez
Mark Simpson

2nd Place Team

Sam Gurowitz
Kenny Woodruff
Chris Andrews
Jack McKean

3rd Place Team

Jeb Byrne
Will Byrne
Joe Marvin
Preston Gray

Specialty Hole Winners

Men's Longest Drive:

Zach Soderstrum

Women's Longest Drive:

Dawn Klassen

Putting Contest:

Kevin Roy



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New Member Spotlight

Kimberly Walker

Workplace Specialist, 2U, Inc.

What are your general job responsibilities or areas of expertise?

- Ensure employee satisfaction with the delivery of facility management services, assist in design and management of strategic project development, and implementation of annual strategic planning.
- Maximize utilization of supplies and inventory, preferred vendors/contractors.
- Source local services and goods needed to perform day-to-day operations through 3rd party suppliers.
- Support management of 2U East Coast locations.
- Develop and manage Emergency Response Procedures.
- Oversee the location operations of internal and external events.

Tell me about your company.

2U is an educational technology company that contracts with colleges and universities to build, deliver, and support online education programs.

How did you become familiar with CCIFMA?

My manager shared a webinar hosted by CCIFMA and I learned so much that I became more interested in networking and pursuing other career growth opportunities they offer.

What interested you in becoming a member?

Working through the pandemic demonstrated the importance of maintaining a safe and healthy workplace for everyone, and by joining CCIFMA I was able to absorb more information and gather more resources to help further my ability to contribute to such an environment.

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

Learning more about the various aspects of the profession to help me grow personally and professionally. Building a network of resources and sharing my experience and talent.

Some of your favorites....

Movie: Evan Almighty

Food: I love all food, but no beef or pork for me please

Hobby: Anything that allows me to create and think outside the box

Vacation Spot: Orlando, Florida

Restaurant: Outback Steakhouse

Weekend Activities: Video editing and creating content



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Call For Volunteers!

The chapter is looking for motivated members to volunteer on one of our many teams. Your help is needed to continue the growth and success of the largest IFMA chapter in the world. The best way to maximize your membership and further develop your facilities career is to get involved in your chapter.

[Click here](#) for more information and [contact us](#) to get started today!



How to Get the Most Out of Your Membership

GET INVOLVED!

The more you put into it the more you will get out. Make time to attend a program, networking event, or roundtable discussion. With virtual events try to keep your camera on during introductions.

Network and join a committee.

What does that mean, you say? CCIFMA programming, events, education, and membership is driven by its members. Joining a committee gives you a voice amongst your peers. You also meet monthly with your committee giving you the chance to grow relationships within the organization. Click [here](#) to learn more.

What Can You Get Out of It?

GROW AS A PROFESSIONAL

- Educational programs
- Mentors/buddies
- Access to industry leaders to help you grow

NETWORK WITH YOUR PEERS

- Build new personal relationships/friendships
- Build FM/client network
- CCIFMA Emerging professionals
- Employment and advancement opportunities

LOCAL EXPERTS AND RESOURCES

- Immediate feedback
- [LinkedIn group](#)

LEADERSHIP OPPORTUNITIES

- Team Leaders
- Board of Directors
- Executive Committee

IFMA CREDENTIALS

- [Facility Management Professional \(FMP\)](#)
- [Certified Facility Manager \(CFM\)](#)
- [Sustainability Facility Professional \(SFP\)](#)

IFMA EDUCATIONAL OPPORTUNITIES

- Professional development
- Continuing education and degreed programs
- Chapter educational programs

INDUSTRY SPECIFIC COUNCILS

- Stay up to date with best practices

COMMUNITY SERVICE

- Bringing the skills provided by the FM community to those in need

CAPITAL CHAPTER OF IFMA EVENTS

- Annual Meeting
- Golf Outing
- FM Roundtables
- Facility Tours
- River Clean Up
- Happy Hours
- Holiday Party
- And More...

CONFERENCE OPPORTUNITIES

- [IFMA World Workplace](#)
- [Facility Fusion](#)



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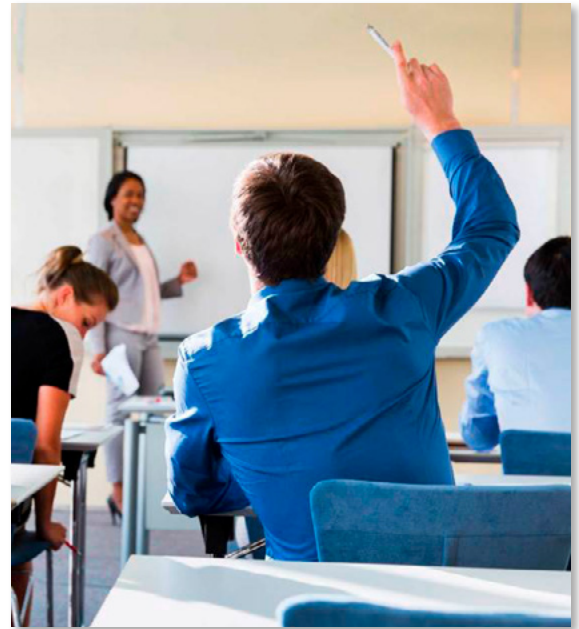
The International Facility Management Association's (IFMA) Facility Management Professional (FMP) credential is an assessment-based program aligned with IFMA's global task analysis. It is designed to ensure that those receiving the FMP credential demonstrate a proven comprehension of the foundations of facility management in the following subject areas:

- **Operations and Maintenance**
- **Project Management**
- **Finance and Business**
- **Leadership and Strategy**

This program is included in the Mason Talent Exchange with limited scholarships available for eligible students.

Enroll now to reserve your seat!

Questions? Interested in bringing this program to a group at your organization? Contact Corinne Jordan at hjordan3@gmu.edu or 703 993 8256.



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.

Welcome New Members

Tamara Achi	• Spacesaver Interiors
Alyssa Aiken	• Bloomsburrie
Aaron Amey	• DARPA
Marcus Baker	• Federal Protective Service
Tameka Barbour	•
Heather Batson	• Federal Protective Service
James Berry	• CrowdComfort
Michael Byrne	•
Alicia Campbell	• National Science Foundation
Lisa Carter	• Danker
Eric Cloud	• Federal Protective Service
John Crawford	• Olympia Moving & Storage
James Cressman	• Department of State
David Dallaire	• Washington Episcopal School
Dianna Duckett-Washington	• Educare
Anthony Escamilla	• Brookfield Properties
Kevin Goode	• DC Bar
Steven Gourley	• Alston & Bird, LLP
Alvaro Guerra	• Gates Hudson
Enrique Guzman	• Ridgeline International, Inc.
Constance Harshman	• HITT Contracting
George Howard	• Mission Square Retirement
D'Juan Johnson	• My Guys Moving
Kirk Kightlinger	• Deltek
Nate Lamb	• Fortis Warranty
Drina Lancaster	• The Rockefeller Foundation
Armando Lopez	• FBCglenarden
George Men	• Cushman & Wakefield
Melanie Moline	• PATH Foundation
Joseph Montie	•
Maurice Morrow	• DC BAR
Susan Perry	• DC Bar
Michael Presgraves	• Department of Defense
John Quinn	• Q5 Enterprises, LLC
Glenn Richardson	• Markon Solutions
Matthew Robertson	• Buckman
Ehsan Setork	• Events DC
Brenda Smallwood	• Catholic Charities of the Archdiocese of Washington
Jeff Smitley	• ATCS
Liz Szabo	• Kaiser Health News
Jesse Terry	• FINRA
Jeff Thorner	• Sumner Furniture and Design
Kimberly Walker	• 2U INC
Kelly Whitfield	• Meridian Imaging/Konica Minolta
Dennis Windley	• YONA Sytems Group
Mike Zudic	• Astra Contracting

Capital Chapter's Career Center

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: First Watch Restaurants
Location: Chesterfield, VA
Posted: June 11, 2022

As an Operations Manager at First Watch, you'll: Provide management coverage and direct supervision of operations in an individual restaurant; supervise food handling procedures and operational processes; exercise basic shift-to-shift financial control to meet restaurant sales, revenue and profitability goals; ensure company standards in product and restaurant specifications and more.

Title: Operations Manager
Company: Traffic Management
Location: Staunton, VA
Posted: June 2, 2022

Traffic Management, Inc. is the largest privately-owned minority business based in the United States. As an Operations Manager, you will have a direct support role to the Branch/Regional Manager and many of the functions of that position. The Operations Manager should serve as a day-to-day backup for the Branch/Regional Manager in an operational capacity.

Title: Airport Operations Manager
Company: Hertz
Location: Norfolk, VA
Posted: June 1, 2022

The Airport Operations Manager directs the process and activities of frontline employees, including but not limited to CSAs, CXAs, Flex Reps, VSAs, or other non-exempt employees, and may assist the Senior Operations Manager in overseeing a brand or department of an airport location to ensure maximum performance through superior operational leadership, strong communication and maximum efficiency.

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Haworth/PriceModern	Office Movers Express (OMX)
iOffice + SpacelQ	Siemens
Miller's Supplies at Work	

SILVER

Bearfoot Ventures	Palm Facility Services
CORT	Peris Construction
Harvey Cleary Builders	Securis
My Guys Office Movers	Spacesaver Interiors
OneVoice Communications	Tarkett

BRONZE

1 Rivet	Meridian
Eagle Mat & Flooring Products	NOS, Inc.
Facility Engineering Associates, P.C.	Rentacrate Enterprises LLC

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Capital Chapter Upcoming Events...

- July 19: **Annual Meeting and Happy Hour**
AIR Rooftop Deck, Arlington, VA
- July 28: **FM Tour and Project Review: NAB's New Headquarters**
National Association of Broadcasters, Washington, DC
- Aug. 16: **Capital Chapter of IFMA Night Out at Nationals Park**
Nationals Park, Washington, DC
- Sept. 28 - 30: **IFMA's World Workplace**
Nashville Music City Center, Nashville, TN

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

