



SRAPPA

Inc.

Southeastern Regional Association of Physical Plant Administrators

Volume 13, Issue 2 Newsletter Summer 2006

Contents

*SRAPPA President Discusses
Campus Recovery with
Colin Powell*
page 2

*Bill Elvey Saying Farewell
to SRAPPA Board*
page 3

On Networking by Jim Hellums
page 3

Women in Facilities
page 4

Pandemic Flu Planning
page 5

*News from FLAPPA
News from WVAPPA*
page 6

*News from
Northern Kentucky University*
page 7

*SRAPPA Member Wins
Rex Dillow Award*
page 7

*Building Supervisor Program
at West Virginia University*
page 8

Employee Recognition

When it comes to employee recognition, Duke University, host of the 2006 SRAPPA Conference this October, does an outstanding job. This is most apparent in "Shoptalk," newsletter of the Facilities Management Department at Duke. The May 26 issue included pictures from the retirement reception for 22-year employee Curtis Riley; pictures from the semiannual golf tournament for employees, friends, family, and vendors; details of the Employee Recognition Luncheon for the 3rd quarter of 2006; a contest to match pictures of employees with pictures of their pets; a welcome to new employees; and announcements of employee marriages, birthdays, and anniversaries.

In April of this year, West Virginia University Facilities and Services hosted a lunch to celebrate the completion of the Mountainlair (Student Union) Plaza renovation project. WVU Printing Services designed and produced a poster incorporating four photographs of the completed project and the names of everyone involved. Besides project officers and administrators who were on campus, the contractor, architect, and landscape architect of the project traveled to Morgantown and attended the lunch, which was held in the Mountainlair, and received copies of the poster.

In June, WVU's Vice President for Administration and Finance Narvel Weese held a lunch in the private dining room of a local restaurant to recognize the accomplishments of the project officers on the major capital projects recently completed and currently underway. Also invited were key members of the Planning and Budget Division, Telecommunications, Business Office, Athletics, and Procurement, all key members of the capital projects process.

Following President Bush's visit to West Virginia University on July 4, 2005, your Vice President for Communications designed a poster celebrating the event. The names of over 120 employees who prepared for the President's visit were used to produce individual posters, with the employee's name and signed by Joe Fisher, Associate Vice President for Facilities and Services, for each employee. These were given out at a reception held in the "Touchdown Terrace" dining area of the WVU Stadium.

Register for SRAPPA 2006 at <http://www.srappa2006.duke.edu/srappa2006/>

**SRAPPA President
Expounds on Campus Recovery
with former Secretary of State Colin Powell
(Report by Marion Bracy)**



Former Secretary of State Colin Powell was in New Orleans recently for an appearance at the National D-day Museum and requested a special tour to see the Xavier University of Louisiana campus and learn how we reopened our doors less than five months after Hurricane Katrina's widespread wind and flood damage. Secretary Powell is shown shaking hands and congratulating Marion B. Bracy, Director of Facility Planning and Management at Xavier and President of SRAPPA, as President of Xavier University Dr. Norman Francis (center) makes the introduction.

One of the most disappointing things that we shared with Secretary Powell was the reimbursement process dealing with FEMA. To date, Xavier has spent nearly \$40 million to restore the campus and has received approximately \$10 million in reimbursements made by insurance companies and a mere \$150,000 in reimbursements made by FEMA. Despite many reports given by news agencies about funds being allocated by Congress and others, one would think that the people and institutions in New Orleans area are receiving the help that we so desperately need to get back to some form of normalcy, but it is not so. Disgrace is a mild interpretation of the way the system has treated citizens all along the Gulf Coast (Louisiana, Mississippi and parts of Alabama). Since early September, we have been in direct contact with FEMA representatives and are still faced with constant personnel changes, frequent rule changes, and inconsistent regulation interpretation by FEMA officials. The only thing that is consistent is uncertainty.

We told Secretary Powell that at some point we look forward to working through our issues with FEMA and the insurance companies. There have been experts that estimate five years before we receive reimbursement from the government agency, while others have been more optimistic and suggest three to four years. The problem that we face is that Katrina is not going to be the last major disaster to happen in the United States. Some years ago Florida institutions suffered a devastating hurricane season, and they are still awaiting government and insurance reimbursement. The past hurricane season has taken a toll on New Orleans institutions like Xavier, Tulane, Dillard, and SUNO, but who knows where the next storm season or disaster will occur? If our government, FEMA, and insurance companies do not respond more quickly when disasters such as hurricanes, tornadoes, fires, earthquakes, chemical spills, terror attacks, etc. happen in a major city, it is very likely some institutions of higher education may not survive. If the governing agencies which are set up to protect in case of emergencies and the companies that we pay for peace of mind in the event of disaster don't provide the services they were designed to in times of need, where do we turn?



Dr. Francis explains photos of the devastation taken by Marion Bracy during the hurricane, immediately after returning to campus, and during the reconstruction period.

Register for SRAPPA 2006 at <http://www.srappa2006.duke.edu/srappa2006/>

Farewell to the SRAPPA Board
from Bill Elvey, APPA Senior Representative

This will be my last newsletter article as a member of the SRAPPA Board of Directors. This is because I have fulfilled my seven year commitment to SRAPPA. I hope that during this time that I have demonstrated the type of leadership that the members expected when they bestowed the honor of allowing me to serve on the SRAPPA Board. During this time I have learned a lot about what it means to become part of a really fine organization that is dedicated to its mission of serving the Educational Facilities professional. In addition, I have made many new acquaintances and established friendships that will last the rest of my life, and for that I am truly grateful. In addition, I have come to gain a better understanding of the importance of diversity and inclusiveness to an organization such as ours, and I have tried to share this understanding with others who are also in a position to actually do something about it. Finally, while I am not sure what the future may hold for me professionally, please be sure to stay in touch, and I certainly hope that our paths may cross again soon.

...and thank you, Bill, for your service, wisdom, and friendship!

On Networking
by Jim Hellums, President-Elect

In the late 70's when I was fresh out of graduate school and had just begun working as manager for HVAC at The University of Memphis, my Director recommended the APPA meetings as an excellent way to network with my peers. He informed me that the educational sessions were very useful, but the most important aspect of the conferences was networking with other professionals who were facing the same situations and issues that I was facing.

As a young engineer, I thought I knew it all (little did I realize how much I had to learn). I could see absolutely no value in wasting money attending a conference just to socialize with other people around the country. I soon learned what a valuable piece of advice my Director had given me. Each of us faces a myriad of maintenance issues on a daily basis. Many times the advice we get from manufacturers or sales representatives turns out to be a sales pitch. Over the years, I have been able to pick up the phone or make a visit and ask how others are handling similar concerns; it has proven very beneficial in my 30-year career. By knowing how other schools are addressing similar situations, often times we can avoid our own pitfalls and therefore save time, limit disruptions, and above all save money. I have come to fully realize that networking was and probably remains the greatest benefit a facilities professional can receive from any of the APPA organizations.

The APPA organizational format is well suited to meet almost all of your personnel educational needs. The national level is a great organization for upper facilities management. The regional chapters (of which we believe SRAPPA is the best) are geared to both upper and middle management. Finally, many states (and we're especially proud of TNAPPA in Tennessee), can provide educational opportunities and networking for all levels of facilities management organizations. For many years the University of Memphis has been able to send 15 to 20 employees to the TNAPPA Annual meeting, ranging from building services personnel, to engineering crafts personnel, to our management team. It is not uncommon for Middle Tennessee State University (with their centralized location) to send as many as 50 of their personnel to at least a portion of the meeting. While the educational sessions are well prepared and well attended, the greatest benefit for all attendees is the meeting and networking with other individuals working to maintain their campuses.

I urge you to make plans to attend SRAPPA in the fall. Duke University has been hard at work for several years preparing an excellent conference, and we look forward to seeing you there and networking with you. You have a lot to offer, and we want to benefit from your attendance.

See you at Duke, October 14 -17, 2006.

Jim Hellums
President-Elect

Register for SRAPPA 2006 at <http://www.srappa2006.duke.edu/srappa2006/>

WOMEN IN FACILITIES

By Kate Van Sant

When the University of Memphis began preparing for the SRAPPA 2005 Conference, they asked me to lead a seminar on "Women in Facilities." I knew it was a great idea, but I was very concerned about my ability to do it well. Fortunately many enthusiastic people attended, including Lander Medlin, Executive Vice President of APPA, and the result was an enlightening and useful discussion of the many issues concerning women who are successful, or are beginning on the path of success, in our traditionally male field. Several men also attended the seminar and thereby showed their commitment to improving communication and opportunities.

Since then a number of you have shared your ideas with me about how we can help each other:

- prepare resumes
- write job descriptions
- juggle personal and professional lives
- find applicable training
- obtain useful publications
- identify web resources.



Since my assignment in SRAPPA is to improve and facilitate communications, I've created a webpage for Women in Facilities within the SRAPPA website at <http://www.srappa.org/WIF.htm> and also an email group devoted to exchanging information, experiences, and advice. Please email me at Kate.VanSant@mail.wvu.edu if you would like to be added to the listserv.

The subject of Women in Facilities is a logical extension of SRAPPA's commitment to diversity and service to the membership. But perhaps more than any other program in the organization, it's a team effort in that all our paths in the field have been different, all of us have experiences that have taught us something that we can share and use to teach others.

The following are seven books, each of which costs less than \$20, that I've acquired from Amazon.com and am in the process of reviewing. If you are familiar with any of these, please let me know if they've been useful to you!

How to Say It for Women: Communicating with Confidence and Power Using the Language of Success, by Mindell

The Difference "Difference" Makes: Women and Leadership, ed. by Rhode

Seven Secrets of Successful Women: Success Strategies of the Woman Who Have Made It--and How You Can Follow Their Lead, by Brooks and Brooks

Be Your Own Mentor: Strategies from Top Women on the Secrets of Success
by Wellington and Spence

Closing the Leadership Gap: Why Women Can and Must Help Run the World, by Wilson

Women and the Leadership Q: Revealing the Four Paths to Influence and Power, by Zichy

5 Leadership Essentials for Women: Developing Your Ability to Make Things Happen, ed. by Clark

Register for SRAPPA 2006 at <http://www.srappa2006.duke.edu/srappa2006/>

Pandemic Flu Planning

West Virginia University recently held a planning session on handling pandemics. Prior to the session, all participants were provided a copy of *The Great Influenza: The Story of the Deadliest Pandemic in History*, by John M. Barry. For those of us who think that developments in modern medicine would easily prevent another such pandemic, this book is an eye-opener.

Hosted by WVU President David C. Hardesty, Jr., featured experts were Deputy Secretary Joe Thornton, West Virginia Department of Military Affairs and Public Safety; Dr. Catherine Slemp, Executive Director, Division of Threat Preparedness and Acting State Health Officer, Bureau for Public Health, West Virginia Department of Health and Human Resources; and Dr. Robert D'Alessandri, Vice President for Health Sciences at WVU.

Those in attendance were divided into eleven working groups:

- On-Campus Students
- Off-Campus Students
- Food Service
- International Students, Scholars, and Study
- Employees
- Operations-Facilities
- Operations-Business
- Academics
- Communication
- Public Safety
- Farms/Extension

Each group was then asked to list the top ten things that needed to be done proactively in its area, the top ten actions that should be taken by the group upon notification of a pandemic period in another area of the U.S., and the top ten things to be accomplished upon notification of clusters of pandemic cases in the state and a resulting quarantine order. Each group was also asked to list needed supplies and experts available within West Virginia University and in areas outside WVU. Each group then presented its findings and entertained questions. This was followed by expert commentary on the issues raised.

This workshop was just a beginning. West Virginia University has also created an incident command organizational chart, assigned lead people and several back-ups to the roles, designated a pandemic coordinator (our vice president of health sciences), and are working on the task lists for various stages of the pandemic response--proactive steps to be taken now, steps to be taken in the event of clusters of human to human transmission, and steps that would be taken in the event of a pandemic crisis.

Information and planning resulting from this effort, and particularly the connections made with experts and other administrators involved in this planning, will be invaluable when influenza or any other disease brings a pandemic threat to our community.

Some important websites to assist in planning for possible pandemic influenza:

<http://www.pandemicflu.gov/>

Official U.S. Government site

<http://www.cdc.gov/germstopper/work.htm>

CDC site on Stopping the Spread of Germs at Work

http://www.who.int/csr/disease/avian_influenza/en/

World Health Organization site on Avian Influenza

<http://www.cshema.org/resource/pandemic0306.htm>

Campus Safety, Health, and Environmental Management Association site with Pandemic Influenza Resources for Higher Education

<http://www.hbr.org>

Harvard Business Review site. Lower right corner has Reprint ordering link. Reprint #F0605A is highly recommended.

Register for SRAPPA 2006 at <http://www.srappa2006.duke.edu/srappa2006/>



NEWS FROM FLAPPA



More than 200 Physical Plant, Facilities Management, and related industry participants attended the second annual FLAPPA conference, meeting and networking with their peers from 15 Florida institutions of higher learning. Common challenges and paths to success were overheard in many conversations!

The University of Florida Physical Plant Division (PPD) hosted the 2006 FLAPPA conference. PPD Director David O'Brien and the PPD staff members provided extensive support throughout the conference, including set-up and logistics, ongoing information to attendees, and outstanding Gator hospitality! Vice President Ed Poppell, of UF's Division of Finance and Administration, agreed to be the kick-off speaker for the event, and personally invited other members of the SUS Council of Administrative and Financial Affairs to join him in a round table discussion of issues impacting facilities programs at Florida colleges. Because of Mr. Poppell's interest in providing information to FLAPPA members, Board of Governors staffers Patty McEntire and Ken Ogletree also agreed to participate in the conference's opening session. Business Services, a division of Finance and Administration at UF, also helped by donating Florida Gator logo conference folders for each of the conference attendees.

Perhaps the most interesting agreement spawned in support of the conference was struck by Physical Plant and the Harn Museum of Art at UF. The Harn is developing a courtyard and needs landscaping assistance. In exchange for the donation of camellias and an agreement by PPD's Grounds Department to plant and care for the flowers, FLAPPA was able to hold their opening night reception at the Harn. The entire museum was opened after hours for the FLAPPA attendees to enjoy.

Next year's FLAPPA Educational Conference will be held at Palm Beach Atlantic University in West Palm Beach, Florida, March 7-9, 2007. FLAPPA's web site is <http://www.flappa.org/>



NEWS FROM WVAPPA



The WVAPPA Spring Conference was held April 9-11 at Stonewall Jackson State Park, West Virginia. A new Constitution and By-Laws were approved for the organization. Joe Fisher, Immediate Past President of SRAPPA, was chosen as President-Elect of APPA; and Kate Van Sant, Vice President for Communications of SRAPPA, was elected to assume the Vice Presidency for Communications in WVAPPA. Check out WVAPPA's new logo and web site at <http://www.wvu.edu/%7Ewvappa/>



**Stonewall Jackson State Park
West Virginia**

WVAPPA 2006 Spring Board Meeting



Register for SRAPPA 2006 at <http://www.srappa2006.duke.edu/srappa2006/>

***News from Northern Kentucky University
Host of SRAPPA 2007
by Larry Blake, 2nd Vice President***

Northern Kentucky University is fortunate to have received funding for several new facilities to meet the needs of its rapidly growing enrollment. Construction is now beginning on our 9,000 seat regional special events center to be known as the Bank of Kentucky Center. We broke ground in late April on a new 144,000 square foot Student Union facility which is scheduled for completion in the summer of 2008. We are starting design for a new 725 car parking garage to compliment the Bank of Kentucky Center and a \$23 million information technology center. The NKU Foundation is developing a land parcel that will bring a hotel, office buildings and restaurant space to a site adjacent to the Bank of Kentucky Center.

On May 19, 2006 the campus received a visit from President Bush and our U.S. congressional and senate representatives. The President spoke to a full house and a very boisterous crowd in Regents Hall (our basketball facility) for approximately 45 minutes. He then proceeded to a fund raising dinner a few miles from the campus. This was a truly historic and exciting event for the University. The last sitting President to visit the NKU campus was Gerald Ford. As can be expected some demonstrators appeared on campus in connection with the visit. However, the event was a very successful one and occurred without incident. Should anyone need counsel in hosting the President on your Campus, it's simple: **"Take Vacation!"**



*President Bush
speaks at
Northern
Kentucky
University*

The SRAPPA Conference Committee is continuing to plan for the 2007 conference to be held in Northern Kentucky and hosted by NKU. We hope to be able to provide some detail including planned activities for the winter newsletter.

Enjoy the summer!

SRAPPA Member wins Rex Dillow Award

SRAPPA is proud to recognize Roger E. Rowe, Special Projects Manager at the University of West Florida, who has just won the APPA 2006 Rex Dillow Award for the Outstanding Article published in *Facilities Manager*. His winning article was entitled "After-Action Review: A Process for Improvement."

Congratulations Roger!

Register for SRAPPA 2006 at <http://www.srappa2006.duke.edu/srappa2006/>

The Building Supervisor Program at West Virginia University

*by Kate Van Sant, SRAPPA Vice President for Communications
and West Virginia University Coordinator of the Building Supervisor Program*

The Building Supervisor Program at West Virginia University has been in existence for many years, but the events of 9/11/2001 gave added importance to the activities of these dedicated members of the University community in preparing for and handling emergency situations on campus.

The designation of Building Supervisor is completely voluntary, and employees of all types—faculty, staff, and administrators—serve in this capacity. There are customarily two supervisors per building, a primary and a secondary, but in some cases where a building's function is divided among a number of departments, there can be three or four supervisors. The program is coordinated in the office of the Associate Vice President for Facilities and Services. Although one might think that it would be difficult to persuade employees to take on this added responsibility with no financial remuneration, in the wake of 9/11/2001 the response and enthusiasm of the University community to participate in and cooperate with the program has been phenomenal.

The main functions of building supervisors are:

- To create and chair a safety committee for the building.
The safety committee should include representatives of the various administrative entities and physical areas of the building. Ideally, safety issues, repair needs, maintenance requests, and work orders should flow from the safety committee members representing their areas to the building supervisor.
- To establish and implement evacuation plans.
- To conduct evacuation drills at least annually.
- To oversee the posting of building evacuation drawings.
- To monitor key/access control systems in the building for accuracy/security.
- To conduct building housekeeping inspections.
- To coordinate health and safety training for the building occupants.

At West Virginia University, work requests are received by the building supervisor, who then enters the request in an online system designed by Justin Hinerman, a computer professional in Facilities Information Systems at WVU. A work order number is automatically generated, enabling the building supervisor to track progress on work orders in the building through a website.

Also on the building supervisors' website is an indication of the current Homeland Security advisory level and a link to the Department of Homeland Security where these levels are explained. Procedures are established in the office of the program coordinator to communicate with the building supervisors in the event that the advisory level goes to orange or red and to advise of precautions to take upon the advice of Public Safety. A list of buildings and their supervisors can also be found at this website, although information such as home and cell numbers are restricted to the list provided to Public Safety and other appropriate offices. In addition, the following three web pages contain useful information for the supervisors:

Fire, bomb threat, evacuation information
Template for Building Emergency Evacuation Plan
Bomb Threat Checklist for Incoming Calls
Bomb Threat Management Procedures
Example of a Call-Down List for a Specific Building
(fire alarm may trigger some explosive devices)

(article continued on page 9)

Register for SRAPPA 2006 at <http://www.srappa2006.duke.edu/srappa2006/>

Web resources

Dept. of Homeland Security
American Red Cross Disaster Guide
OSHA Incident Command System
CDC, Bioterrorism and Preparedness
Mail Handling Instructions

University contacts

Counseling
Law Enforcement
Environmental Emergencies
Legal Issues
News and Information
Social Justice

Much of this information is also in the Building Supervisor's Manual, a 3-ring binder that allows information and handouts from meetings and additional sources to be added. Routine contact is maintained via email, and supervisor questions are referred to the numerous experts on campus and in the local community. A general meeting of all building supervisors is held in October, with special meetings during the year if more information needs to go out. .

This year's meetings have featured presentations and question/answer sessions on the following topics:

- The Importance of the Building Supervisor Program
- Asbestos Awareness
- Information on Electronic Locks and the "Mountaineer" Card
- Using the On-line Service Desk to Place Work Orders
- Public Safety Information
- Updates on Transportation, Parking
- Evacuation/Rescue of Disabled Persons in Emergency
- Bomb Threat Procedure
- Enhancement to the On-line Service Desk

With the enthusiasm of our building supervisor group and the participation of so many outstanding members of the university and the local communities, we expect to continue improving this program to serve and safeguard our students, employees, and facilities.

**Register
for
SRAPPA 2006
hosted by
Duke University,
October 14-17!**



***Congratulations
to Duke University
for the
beautiful picture
of the new
Nasher Art Museum
in the April 28
Chronicle of
Higher Education!***