

INSIDE THIS ISSUE

PRESIDENT'S LETTER	1
MAKEOVER MADNESS	2
MAKEOVER MADNESS CONT...	3
IFMA CHAIRMAN SPEAKS OUT ON LEADERSHIP	4
CHECKING ON COMPLAINTS OF OFFICE TEMPERATURE	5
FREE SATELLITE BROADCAST	6
FREE SATELLITE BROAD- CAST CONT...	7
MONTHLY PROGRAM MEETINGS IN REVIEW	8
IFMA INSIDER	9
SPRING RENEWAL	10

MARK YOUR CALENDARS



Program meetings for the Wichita Chapter of IFMA are typically held the first Thursday of each month.

PRESIDENT'S CORNER



PREPARATION IS KEY!

Most of us didn't plan to be a facility manager when we grew up. (Some of us haven't grown up yet, so don't have to worry about it!) But the fact is, when we took on our FM positions, we very quickly learned that there is substantially more to being a facility manager than what we may have first thought.

How were we to know that we would be expected to be security experts, environmental specialists, space planners, move coordinators, lighting experts, furniture brokers, human resource generalists, HVAC managers, operations directors, water extractors, fire suppression system designers, mold remediators, plumbers, flooring professionals, risk managers, continuity planners, disaster recovery specialists, lease agents, contract negotiators, budget directors, project managers, site development specialists, zoning experts, mechanical engineers, CAD programmers, interior decorators, building owners, landlords, asphalt contractors, snow removal specialists, landscape artists, art curators, signage experts, janitors, counselors, social event coordinators, code compliance officers, quality assessment directors, tour guides, pest control managers, roofing specialists, and on, and on, and on. We could not have known what challenges would befall us as we took on the simple position of Facility Manager. And the challenges and "opportunities" will continue each and every day as we develop within our positions.

So how can we be better prepared to carry out our responsibilities? By arming ourselves with every possible resource at our disposal. By networking with professionals who have handled the very same "opportunities" and more. By educating ourselves with courses, classes, seminars and workshops. By developing our experience platform through professional development and certification. All of this is available, locally and/or nationally, with the professional organization of IFMA.

If you do not already belong, I encourage you to consider it. If you are already a member, I encourage you to take full advantage of the opportunities before you. Attend the meetings, participate in the tours, be part of the audio seminars, sign up for the educational sessions as they are offered, become involved in the committee and board structure. You will gain invaluable information and form lasting relationships with the individuals who will quickly become your most valuable resource tool. The tremendous potential for beneficial return to you is an absolute guarantee!

Linda DeTienne, CFM, CFMJ
President, Wichita Chapter of IFMA

Makeover Madness

Consider the impact on indoor air quality when giving buildings new life
by Bruce M. Small, P.Eng.

One of the most satisfying aspects to urban redevelopment projects is watching historic commercial or industrial buildings given new life as retail, office or residential space. There are inherent pitfalls, however, involved when converting buildings for a new application, particularly if attention isn't paid to creating a healthy and comfortable indoor environment for the occupants. For instance:

- If part of the building remains occupied during the renovation, work can create dust, fumes and indoor air quality problems.
- If a building once used for an activity such as cheese making or flower cultivation is converted for an industrial activity, it could lack adequate ventilation.
- Energy efficiency, indoor air quality and occupant comfort will be compromised if the renovated building doesn't control airflow across the building envelope. This is particularly important if air conditioning is to be introduced during the makeover.
- If they aren't properly sized, air conditioning and mechanical systems in a renovated building will not operate at optimal efficiency and can result in moisture problems.

Simply put, the renovated building must account for a new layout, new function, new systems and new dynamics such as occupant behavior. If a makeover is done right, a healthy mold-free building can be the result, with every prospect of an extended building lifetime.

Building efficiency and health are closely linked, so they can and should be tackled together. Here are four key points to consider for your building makeover strategy:

Consider air quality during renovation

If part of the building will remain occupied during work, plan for sealing off the renovation area and making ventilation modifications to the demolition and construction areas to ensure dust and fumes are exhausted directly outdoors rather than re-circulated into the building. Check and correct other factors, such as the location of air intakes, especially those placed near areas that can adversely affect air quality (i.e. loading docks, garbage compactors, exhaust vents). Also, choose building materials, equipment, furniture, processes, etc. that minimize emissions of volatile organic compounds (VOCs).

See the Environmental Protection Agency's searchable Database of Environmental Information for Products and Services at <http://yosemite1.epa.gov/oppt/eppstand2.nsf/Pages/Search.html?Open>.

Control airflow for energy efficiency, comfort

The renovated building should incorporate a continuous air barrier to control airflow across the building envelope and limit penetration of fumes and other pollutants into occupied spaces. Air leakage is responsible for 30 to 40 percent of a building's heat loss or gain and is the drive mechanism for 90 percent of the condensation related moisture problems in buildings.

Creating a continuous air barrier on all six sides of a building was once labor and material-intensive, especially around floor assemblies, outside corners and multi-faceted roof assemblies. Typical fibrous insulation systems, such as fiberglass and cellulose, provide some insulation value but do not stop airflow across an assembly. High-performance foam products, such as The Icynene Insulation System® are now available and deliver effective R-value ratings while greatly simplifying air-sealing procedures.

Ventilate right

Buildings need ventilation to remove stale air and excess moisture produced during normal activities, to dilute unavoidable indoor pollutants, to filter outdoor pollutants and to exhaust emissions from places such as mechanical rooms or garages. If the renovated space is likely to produce odors, fumes, dust, or moisture it will need special ventilation fans and air-tight partitions to keep them away from the occupants.

Adjust the ventilation airflow rate for the needs of each area of the building. This per-person airflow can vary from a low of 15-CFM (cubic feet per minute) for lobbies and reception areas to 60-CFM for smoking lounges. Typical office space requires 20-CFM per person.

Right-size HVAC equipment

Balance the HVAC system for the needs of the new layout and make sure it's properly sized for the building envelope. If HVAC equipment isn't properly sized it can create uncomfortable conditions, increased maintenance costs and indoor air problems related to humidity and condensation.

For example, if an air conditioning system is oversized, it can lead to what's known as "short cycling" when the system shuts on and then shuts off too quickly spending less time operating at peak efficiency. This can lead to humidity not being fully removed during cooling season, causing increased condensation and even mold growth.

Invest in better indoor air

An increasing number of studies are quantifying the health and economic benefits of minimizing energy use and waste and maximizing the quality of indoor air in new or renovated buildings (see *The Costs and Financial Benefits of Green Buildings - A Report to California's Sustainable Building Task Force* – October 2003).

Making a healthy indoor environment a goal of any building renovation will demonstrate that owners, designers and contractors are as committed to building efficiency and sustainability as they are to creating a highly functional structure.

Helpful resources:

- See Public Works and Government Services Canada information at - www.pwgsc.gc.ca/rps/aes/content/iaq_pub_newreno-e.html#4
- Building Momentum – National Trends and Prospects for High Performance Green Buildings – US Green Building Council (February 2003) - www.usgbc.org/Docs/Resources/043003_hpgb_whitepaper.pdf
- For more information on ventilation standards see www.ashrae.org

Author profile:

Bruce M. Small, P.Eng. is the Director of the *Envirodesic*® Certification Program, which seeks building designs and products that achieve maximum indoor air quality, minimum environmental impact, and building sustainability. He is an internationally known building scientist who speaks regularly about ways to design healthy buildings that will not go moldy. He can be reached at brucesmall@envirodesic.com or <http://www.envirodesic.com>.

[Reprinted with permission from Indoor Air Currents, www.baq1.com]

Funny, I don't remember being absent minded...

Now that I'm 'older' (but refuse to grow up), here's what I've discovered:

1. I started out with nothing, and I still have most of it.
2. My wild oats have turned into prunes and All Bran.
3. I finally got my head together; now my body is falling apart.
4. All reports are in; life is now officially unfair.
5. If all is not lost, where is it?
6. It is easier to get older than it is to get wiser.
7. Funny, I don't remember being absent minded...
8. Some days you're the dog; some days you're the hydrant.
9. I wish the buck stopped here; I sure could use a few...
10. Kids in the back seat cause accidents.
11. Accidents in the back seat cause kids.
12. Funny, I don't remember being absent minded...
13. It's hard to make a comeback when you haven't been anywhere.
14. The only time the world beats a path to your door is when you're in the bathroom.
15. If God wanted me to touch my toes, he would have put them on my knees.
16. When I'm finally holding all the cards, why does everyone decide to play chess?
17. Funny, I don't remember being absent minded...
18. It's not hard to meet expenses... they're everywhere.
19. The only difference between a rut and a grave is the depth.
20. These days, I spend a lot of time thinking about the hereafter... I go somewhere to get something and then wonder what I'm here after.
21. Funny, I don't remember being absent minded...

God grant me the senility to forget the people I never liked anyway, the good fortune to run into the ones I do, and the eyesight to tell the difference.

Humor Corner

Wise Sayings

- I live in my own little world. It's OK. They know me here.
- If flying is so safe, why do they call the airport the "Terminal?"
- I don't approve of political jokes. I've seen too many of them get elected.
- I love being married. It's so great to find that one special person you want to annoy the rest of your life.
- How come we choose just two people to run for president and 50 for Miss America?

Employee Appraisal Reports

- Since my last report, he has reached rock bottom and has started to dig.
- When she opens her mouth, it seems that this is only to change whichever foot was previously in there.
- This associate is depriving a village somewhere of an idiot.

IFMA'S CHAIRMAN SPEAKS OUT ON LEADERSHIP

Generating new leaders: The latest IFMA survey, Profiles 2003, gives us an interesting picture of who the average IFMA member is:

"Forty seven years old, 25 years of full-time work experience with 14 of those directly involved in facility management."

Since the last Profiles demographic survey was released in 1998, the average age has inched up from 45 to 47. A full 80 percent of this year's survey respondents are over 40, compared to 72 percent in 1998. This indicates that the majority of our members fall into the demographic category of aging Baby Boomers.

Well, this is no surprise. All of us are a day older today than we were yesterday, and while we're often called upon to accomplish the impossible, no one I know has figured out how to turn back time. Most of us have been in the industry quite awhile now, and that's actually something to celebrate. Wisdom and experience are just as valuable as youthful energy and enthusiasm, but in a volunteer organization like IFMA, it's also important to balance the scale.

In looking at our volunteer leaders in chapters and councils, we see a reflection of this demographic profile. Many of our officers and committee chairs stepped up to the plate years ago and have remained active on the local level or in vertical industry and special interest groups. They've earned the right to be called leaders because they've put in a lot of volunteer time and learned how to run things well. We need and appreciate those people, but we also need to have others line up to step into their shoes.

Many chapters and councils already have implemented succession plans that leave the door of IFMA leadership opportunity wide open. They have identified the need to provide important, but less time-consuming tasks to new members. Through these tasks, potential leaders can be identified and moved into positions of greater responsibility.

Several of you have been IFMA members for many years, but have been reluctant to take up leadership roles, perhaps due to a lack of time or a lack of confidence. Early in your career, you may not have visualized yourself as a leader. However, IFMA was there to support you and offer direction when you needed it to build your skills and become successful in your job. Chances are, you had the opportunity to learn from one of the pioneers of the industry who spoke at chapter and council events or World Workplace conferences. Now, it's payback time, and your ideas and experience are just as valuable to others as theirs were to you.

Being a good leader is just an extension of skills you've already honed as a facility manager: problem-solving, motivating people, communications, among others. There are many opportunities to "dip your toe" into the IFMA leadership pool. You can tailor the commitment to your interests and availability, but we need you now.

Sheila M. Sheridan, CFM, CFMJ, CPM
IFMA Chairman

Happy Birthday Wichita Chapter of IFMA

In December of 2003, the Wichita Chapter of IFMA turned 15 years old, celebrating one and one-half decades of serving as the non-profit organization of choice for the facility management professionals in our community.



At our March meeting we had the opportunity to officially celebrate this birthday by having a birthday cake for our members to enjoy. Three of the original charter members remain as active members today:



Paul McKenzie, CFM
Retired Boeing



Kathy Fairbanks
Heartspring



Stuart Hamilton
Herman Miller

Our heartfelt thanks go to those individuals who had the vision to join together and organize the Wichita Chapter of IFMA!

Checking on Complaints of Office Temperature

by Jody Dunlop

One employee constantly complains about your office being too hot, while another argues that it is too cold. How do you figure out which one, if either, is right? By performing an evaluation, review and analysis.

A checklist that can be used in this process is featured in an article in the January issue of ASHRAE Journal, published by the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE).

"Start the review by evaluating an occupant's complaint to understand and validate the problem," author Glenn Friedman, P.E., principal, Taylor Engineering, Alameda, Calif., said. "Then review the HVAC equipment performance for proper operation followed by a system design analysis."

"Friedman notes that in a recent survey conducted by the International Facility Management Association, temperatures that are too cold and too hot ranked as No. 1 and No. 2 on a list of top 10 office complaints. That doesn't mean however, that the complaints are indicating that a problem exists."

"It is worth validating the complaint to evaluate whether it is an HVAC issue or a management issue," he said. "The 2001 ASHRAE Handbook, Fundamentals, points out that for typical comfort conditions, 5 percent of occupants will be dissatisfied. Research reported in ASHRAE Transactions finds that complaints occur even with perfect temperature control. If individual occupant control is not justified, do not expect every occupant to be satisfied with the same conditions."

Problems related to temperature complaints can be caused by a variety of factors, according to Friedman. These include too little or too much capacity, too little control, lack of zoning, varying space usage, varying solar load, changes in occupancy, changes to the space envelope, drafts and diffuser performance or too little ventilation.

The steps to investigating a hot/cold complaint are:

- Define and validate the complaint.
- Check the HVAC system equipment operation.
- Calculate the building space loads and verify that there is sufficient capacity.
- Review zoning conflicts.
- Test the zone for good and stable temperature control.
- Review draft problems.
- Measure the humidity level to verify it is below the ASHRAE Standard 55, Thermal Environmental Conditions for Human Occupancy, upper dew point limit of 62.2°F.
- Sometimes more rigorous and costly measures are necessary, including:
- Compare the load variation characteristics of the different spaces in each zone.
- Analyze the air diffusion performance index or measure the omni-directional drafts.

The article, **Too Hot, Too Cold: Diagnosing Occupant Complaints**, can be purchased via the online bookstore at [ASHRAE's web site](#). The cost is \$8. The article is available for free to ASHRAE members.

ASHRAE, founded in 1894, is an international organization of 55,000 persons. Its sole objective is to advance through research, standards writing, publishing and continuing education the arts and sciences of heating, ventilation, air conditioning and refrigeration to serve the evolving needs of the public.

Reprinted with permission from *Indoor Air Currents*, www.baq1.com.

Efficiency Expert?

Henry Ford once enlisted an efficiency expert to examine the operation of his company. While his report was generally favorable, the man did express reservations about a particular employee.

"It's that man down the corridor," he explained. "Every time I go by his office he's just sitting there with his feet on his desk. He's wasting your money." "That man," Ford replied, "once had an idea that saved us millions of dollars. At the time, I believe his feet were planted right where they are now."

The men who try to do something and fail are infinitely better than those who try nothing and succeed..

Lloyd Jones

Free Satellite Broadcast - April 14: Bioterrorism Health Expert to Speak at ASHRAE Broadcast

ATLANTA - The former director of a federal government office created to protect the public from acts of bioterrorism and other health emergencies will serve as keynote speaker for the American Society of Heating, Refrigerating and Air-Conditioning Engineers' (ASHRAE) satellite broadcast.

Homeland Security for Buildings, which will address key issues related to building protection from chemical, biological and radiological attacks, will take place at noon (U.S. Eastern Daylight Time) Wednesday, April 14, 2004. It is hosted by the ASHRAE Presidential Ad Hoc Committee on Homeland Security and is funded through a grant from the Alfred P. Sloan Foundation in New York.

Donald Henderson, M.D., will focus on the risks of biological agents being used as biological weapons.

"There are six Class-A agents, which are defined as those possessing characteristics that, if dispersed, could result in illnesses and death of sufficient magnitude as to threaten the integrity of civil government," Henderson said. "Only through aerosol release could any of them achieve that potential. Thus, the question of air filtration in buildings assumes an especially important role. To date, this has received little attention either at federal or local level."

From November 2001 through April 2003, Henderson served as director of the Office of Public Health Emergency Preparedness and, later, as principal science adviser, in the Office of Secretary of the Department of Health and Human Services. The Office of Public Health Preparedness was created to coordinate national response to public health emergencies.

Henderson is professor of public health and medicine at the University of Pittsburgh and resident Fellow of the Center for Biosecurity of the University of Pittsburgh Medical Center. He is dean emeritus of the Johns Hopkins School of Public Health and a founding director of the Hopkins Center for Civilian Biodefense Strategies. He directed the World Health Organization's global smallpox eradication campaign from 1966-77.

"We must be made aware of the threats to the well-being of the people who occupy our buildings," Lawrence Spielvogel, P.E., chair of the presidential committee, said. "There is little responsible guidance available to describe the magnitude and extent of those risks, so that we can take appropriate action. Dr. Henderson brings a comprehensive and experienced view of the potential threats from people bent on inflicting harm."

Some 80 sites have registered to host the broadcast, including the Government Education and Training Network (GETN), a consortium of 21 federal and military networks operating on the same satellite broadcast.

GETN has the potential to broadcast the program to 1,500 sites viewed by employees of Department of Defense and civilian federal government agencies, such as the U.S. Air Force, the U.S. Army, the Federal Aviation Agency, the U.S. Coast Guard and the Environmental Protection Agency.

Those interested are encouraged to view the broadcast by visiting downlink sites. Participants at these sites will be able to ask questions of presenters using a call-in or fax-in number or by email.

Register as a site host, to access the location of sites or view a flyer containing complete details about the broadcast, visit the "homeland security resources" link under shortcuts at ASHRAE.org.

ASHRAE is providing the broadcast at no cost to downlink sites as a public service.

DVDs of the broadcast will be available for purchase from ASHRAE following the broadcast. For more information, the contact listed is Jodi Dunlop, 404-636-8400.

ASHRAE, founded in 1894, is an international organization of 55,000 persons. Its sole objective is to advance through research, standards writing, publishing and continuing education the arts and sciences of heating, ventilation, air conditioning and refrigeration to serve the evolving needs of the public.

Free Satellite Broadcast cont...

The locations closest to the Wichita area are listed below. If interested in attending, you must contact the site location and make reservations directly with them.

KANSAS

ASHRAE Kansas City Chapter

The Trane Company
8014 Flint
Lenexa, KS 66214
Donna Hill
913-307-8632
dlhill@trane.com

Room capacity 60-90. Open to public. Site located at Trane Office, Lenexa, KS. This location is charging \$10 per attendee.

MISSOURI

Lottery & Education Telecommunication Services

P.O. Box 480
Jefferson City, MO 65102
Julie Boeckmann
573-751-2721
877-628-1678 toll free
Julie.Boeckmann@dese.mo.gov

OKLAHOMA

ASHRAE Central Oklahoma Chapter

Oklahoma State University – Oklahoma City
900 Portland Avenue
Oklahoma City, OK
Ken Jorgenson
405-364-9926
kjorg@swbell.net

Room capacity 27. Open to public. Site located in LRC Building

ASHRAE Northeastern Oklahoma Chapter

10405 G. East 55th Place South
Tulsa, OK 74147
Darren Stephens
918-622-4822
darren.stephens@carrier.utc.com

Room capacity 75. Open to Public. Site located at Tulsa Community College.

Murray State College

One Murray Campus
Tishomingo, OK 73460
Hallie Black
580-371-2371 ext. 221
hblack@mscok.edu

Room capacity 30. Open to public. Advance registration required – campus security. Site located at Murray State College Nursing Allied Health Conference Room

Oklahoma State University

Engineering Extension
512 Engineering North
Stillwater, OK 74078
C.J. Behrenbrinker
405-744-5714
cath@okstate.edu

Room capacity 25. Open to public.

FEBRUARY PROGRAM

For our monthly program meeting in February we were given the opportunity to tour the newly renovated Charles Koch Arena at Wichita State University. Following lunch, Steve Morehouse, Director of Events/Operations for WSU – ICAA, gave us an overview of the multimillion dollar project which was just completed in October 2003.

The \$25 million dollar renovation has resulted in one of the most state-of-the-art sports facilities in the country. The new Robbins wood floor playing surface is centered among the 10,400 chair back seats in the arena and rests beneath one of the largest scoreboards in any conference. The scoreboard has added many features to the enjoyment of the games, including video capabilities and replay features.

The facility also houses the Academic Learning Center, locker rooms, administrative offices, meeting rooms, a 5,500 sq. ft. sports medicine complex, a 1,500 sq. ft. auxiliary training room, and a 14,400 sq. ft. multi-purpose center.



Charles Koch Arena



MARCH PROGRAM

Our March meeting provided us with an overview of the carpet industry. We had two guest speakers who discussed the technical attributes of carpet backings, fiber types, dyes, and fiber densities. We also listened to an overview of how to maintain carpet and what types of carpet worked well in different applications.

Joe Dineen from Kansas City, a mill rep with J&J Carpet discussed the applications of broadloom carpet in new space and tenant improvement areas. Joe filled us in with improvements made in the backing, solution dyed products, face weights and adhesives. Dan Sparks from Oklahoma City, a mill rep with Milliken discussed how to use modular carpet to change out carpet in existing space with systems furniture. Using the furniture lift method can save downtime and money by not having to tear down and rebuild the furniture.

They both fielded questions from the audience about carpet care and the attributes of each concept. Our attendee's came away with a much better understanding of how to approach their next carpet installation.



Dan Spark & Joe Dineen

Effects of hotel mold can be costly

The Wall Street Journal reported March 3 that at least 15 major U.S. hotels are undertaking mold-related cleanup and renovations—but quietly. Dan Lentz, a partner in the investigations and dispute advisory area of Ernst & Young LLP says a definitive count is unlikely because mold problems at a property can lead to litigation. “It would not be imprudent for owners to let the news get out,” he said.

The article also says that mold remediation can sometimes exceed half of a hotel’s initial construction cost—not including injury claims filed by guests and employees.

“Virtually any building is a potential candidate for mold problems, whether they’re commercial, residential or hospitality-related,” Lentz said. “The risk of litigation is higher for properties where there are residents or tenants that are there with regularity.”

IFMA INSIDER 03/05/04

Respect for bosses might include covering errors

Would you cover for a supervisor’s error? Would your own staff cover for you? A survey conducted last fall by Ajilon Finance of New Jersey shows that 51 percent of men would cover for a mistake made by a boss, while only 40 percent of women would do so. The survey also says that, while eight out of 10 American workers respect their bosses, 32 percent also feel they could do a better job.

Among the traits of a good boss that respondents deemed important:

Leading by example	26%
Strong ethics or morals	19%
Knowledge of the business	17%
Fairness	14%
Overall intelligence and competence	13%
Recognition of employees	10%

IFMA INSIDER 03/05/04

Elevators “captivate” with onscreen ads and news

Chances are good you’ve seen one: the flat-screen TV installed in the elevator of one of 450 U.S. buildings that displays 10-second ads, along with news briefs from CNN, *The Wall Street Journal*, *The New York Times* and The Weather Channel. Brainchild Mike DiFranza launched the Captivate Network in 1997 and now has contracts with major real estate and elevator companies to install it in 650 more buildings.

In six daily one-minute trips, riders soak up 24 hours of elevator ads annually, making the network an attractive buy for advertisers like American Express and General Motors, who may pay up to \$125,000 a month to reach that captive audience.

Captivate’s Web site (www.captivatetnetwork.com) cites an independent survey: 97 percent of tenants report it creates a positive impression of both the building and the building owner.

FROM IFMA INSIDER 04/02/04

Forecast bright for workers with soft skills

If you’re in a job that can be broken down into repetitive steps that vary little from one workday to the next, you’re in the most danger of being replaced by a software program or a lower-paid worker outside of the U.S. borders, according to an article in the March 22 issue of *BusinessWeek* magazine. Even in the once-hot field of information technology, job-seekers are finding that tech skills, such as programming, are not enough.

Soft skills like flexibility, creativity, people skills and a commitment to lifelong learning are the keys to secure jobs that will pay well in the future, the article says, citing economic research from Harvard University and the Massachusetts Institute of Technology. Complex positions that are hard to reduce to a formula will multiply, which is good news for educators, managers, artists, designers, consultants, software engineers—and yes, facility management professionals, too.

FROM IFMA INSIDER 04/02/04

Caller ID systems for e-mail in the works

Sick of e-mail spammers pretending to be someone they’re not? So are Microsoft, Yahoo! and America Online. Each company is working toward developing systems that work like Caller ID to stop e-mail address spoofers from masquerading as others to get your attention.

Microsoft’s version requires Internet service providers to submit lists of unique numeric addresses for their mail servers, which can be checked against a database on the receiving end. AOL’s Sender Policy Framework (SPF) checks a different part of the message. Yahoo’s authenticating system, DomainKeys, uses encryption to digitally sign messages, but if the sender or message content is altered, the signature is rejected.

FROM IFMA INSIDER 03/16/04

SPRING RENEWAL

A big, fancy name for the first day of spring is Vernal Equinox. It's a name that says quite a bit about what is happening in our world right now.

An equinox means that the earth is aligned so that the sun is directly over the equator. This means that we will have exactly twelve hours of day and twelve of night on March 21st. It also means that the days will start to get a little longer, helping us to feel newly energized and ready to embark on all kinds of "spring cleaning". As we move from days where darkness predominates, to those of light, we are getting rid of negative energies and renewing things.

In many cultures of the world, spring is seen as a symbolic "rebirth" of life. The rituals of spring celebrate the flora and fauna that are personifications of the cycle of life, embodying a time of "growth in everything".

Since spring is a time of emergence and awakening, it is wonderful to begin something new and be adventurous! When everything is fresh and new, it's a great time of life to spend hours watching the clouds or losing yourself in the beauty of a single blade of grass. Take a child for a nature walk and you'll see life through eyes that have not yet had a chance to be covered with the cynical blinders that make many miss the tiny beauties of life.

By taking time to "stop and smell the roses", we enlighten our spirits and are better able to see the world and ourselves from an open, intuitive point of view.

Here is wishing each and every one of you a joyous and productive "spring cleaning".



WICHITA CHAPTER of IFMA BOARD MEMBERS

Linda DeTienne, *President/Newsletter*
NCRI-National Catastrophe Restoration, Inc.
316-636-5700
detienne@ncricat.com

Kay Rayburn, *Vice President*
Royal Caribbean Cruise Lines
316-554-5525
krayburn@rccl.com

Ed Wirth, *Past President*
Emprise Bank
316-383-8512
ewirth@emprisebank.com

Paul McKenzie, *Treasurer*
Retired Boeing
316-788-3189
Pfprmcck@aol.com

Pat Belt, *Secretary*
Cox Communications
316-262-4270, ext-302
pat.belt@cox.com

Gary Fink, *Membership Chair*
Scott Rice, Inc.
316-269-2700
gink@scott-rice.com

Julie Hedrick, *Education Chair*
USD 259
316-973-2008
jhedr686@aol.com

Stuart Hamilton, *Program Chair/Golf Tournament*
Herman Miller, Inc.
620-327-3161
stuart_Hamilton@hermanmiller.com

Troy Hunt, *Public Relations Chairperson*

Tim Bishop, *Librarian*
Total Installation Management Specialists
316-267-0584
tbishop@millicare.net

Bev Carpenter, *Chapter Administrator*
316-943-5748
bev_carpenter@yahoo.com