

Spring 2002 Edition • Editor, Lee Forest
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F.R P

News

Spring 2002

at Bowdoin College...

BY BOWDOIN FACILITIES TEAM

Bowdoin College is abuzz with activity, getting ready to host the Spring 2002 NNECERAPPA Conference on Thursday and Friday, March 21st and 22nd. The theme - Facilities: The Backbone of A College - emphasizes the important role that facilities employees play and the strengths they bring to our campuses.

A special feature, a Franklin Covey workshop focusing on leadership development entitled "Four Roles of Leadership", will be offered for facilities supervisors. The 4-part Covey program will be limited to 25 people. Participants are encouraged to attend all four sessions.

Topics covered in the two-day conference include universal waste management, sustainable landscape management, energy savings, and deconstruction recycling. Participants will have an opportunity to tour and inspect recent renovations to Searles Science Building, Pickard and Wish Theaters, and three former fraternity houses.

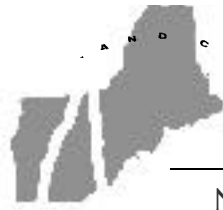
In an effort to increase the focus on our business partners, there will be a separate track that allows for two thirty-minute sessions each in the areas of Landscaping, Housekeeping, and

Security/Emergency Preparedness. We expect 46 vendors will be represented in Morrell Gym on Thursday morning.

The conference will include luncheons on both days and a banquet and entertainment on Thursday evening. Spouses and guests are welcome. Get ready for what we know will be great conference!

Bowdoin College is located in Brunswick, Maine approximately 1 hour north of Portland off I-95 (use Exit 22 from the south and Exit 24 from the north). More explicit directions and information about accommodations will appear in the registration packet to be mailed on February 4th.

visit our website at: <http://www.erappa.org/nne/>



BASIC TOOLS: Renewed and Revised

BY BRIAN WORMWOOD, UNIVERSITY OF CENTRAL FLORIDA & DON BRISELDEN, PHILLIPS EXETER ACADEMY

Jreetings from the University of Central Florida! I am finishing my sixth month here at the University and it has been a great experience so far! I do miss the folks (but not the winter weather) in the Northern New England Chapter and the opportunities I had to work with my friends and colleagues over the past seven years. I encourage you to get involved, you never know where the paths might lead you!

One of the lasting benefits of the chapter for me has been APPA's Basic Tools for Facility Supervisors program that I was fortunate to be able to use at the University of New England and now with great success at UCF. My first group of 12 UCF supervisors completed the program in early January 2002 and the second group of 14 supervisors will begin the program in February with a completion in mid March. I have followed the same format that Don Briselden uses at Phillips Exeter and "It Worked Great!" The program is still one of the best tools I have found for improving supervisory effectiveness and there are supervisors now at the University of Central Florida who are starting to use the same supervisory language and share the same supervisory vision!

The supervisors at Phillips Exeter Academy have just completed the course led by Don Briselden, Bob Kief and Anita Bailey. The fact that the Basic Tools course has been used at UNE,

UCF and Phillips Exeter Academy is a good lead in to an update about the progress being made in revising the course.

As a result of the interest in improving and applying the course at UNE, UCF and Phillips Exeter Academy, along with the interest of a nucleus of others also using or interested in adapting the course, APPA has sponsored a working committee to review Basic Tools and develop a revised course. The working group met during APPA's July annual meeting in Montreal and provided a set of recommendations that APPA has endorsed. This group led by Wally Glasscock of Glasscock Development and Training, Richmond, Va., consists also of Michelle Estep (American University), Carol Trexler (Rutgers University and ERAPPA rep.), Pep Hazlett (University of Nevada Las Vegas) and Nancy Yeroshefsky (University of Maryland), along with Brian (University of Central Florida) and Don Briselden (Phillips Exeter Academy).

A follow on work session was held at APPA's office in September, which resulted in the development of a renewed course consisting of the following eight modules:

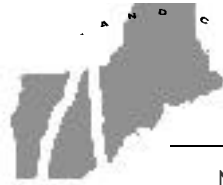
- Module 1: What is Supervision
- Module 2: Administrative/ Internal Processes
- Module 3: Communication
- Module 4: Establishing & Maintaining Effective

Relationships

- Module 5: Customer Service Triangle
- Module 6: Human Performance Improvement
- Module 7: Leadership
- Module 8: Synthesis – Putting it All Together

The committee met again in January in Tampa to continue the progress; and good progress was made. The key tasks for accomplishment are to prepare a demonstration package for APPA review, develop the media by which Basic Tools can be brought to the membership, and prepare a means of holding train-the-trainer seminars. The multi media course is scheduled for completion in the summer of 2003. The course concept and format (participant and instructor manuals as well as CD's) will allow it to be presented at ERAPPA annual meetings, special seminars, and by individual institutions.

We will keep you posted of our progress in future newsletters. We know by experience that the present Basic Tools course is effective and if asked we say: "It works great!". We are quite optimistic that a year from now we will all respond; "It works even better". n



Something For Nothing - It's Not Impossible!

BY ANITA BAILEY, CHAIR, CHAPTER EDUCATION
COMMITTEE

Who says there is no such thing as a free ride? I, myself, along with many of you, have taken advantage of the scholarship opportunities that are available both through our Northern New England Chapter, as well as through the ERAPPA organization. Scholarships are available to cover the tuition and/or attendance at a number of educational offerings. Here's a summary:

NNECERAPPA:

The Northern New England Chapter awards up to twelve scholarships a year (to four applicants from each of our states of Maine, New Hampshire and Vermont) to the APPA Institute and other APPA, ERAPPA and Northern New England Chapter educational programs. You can obtain a scholarship application through a number of avenues:

Download a scholarship application from the chapter website: www.erappa.org/nne Simply print it, fill it out, have your Supervisor and your Institutional Representative (usually your Facilities Director) give you an endorsement and mail it, fax it, or e-mail it to Frank Mazzola, our Chapter President.

A scholarship application can also be found in the NNEC Membership Directory.

You can request a scholarship application from any chapter board member.

The chapter board meets twice a year, at the Spring and Fall Chapter Meetings. They award chapter scholarships both when they meet, and through correspondence among the members between meetings. You can reach our Chapter President, Frank Mazzola, to request a scholarship form or ask questions:

Frank Mazzola E-mail: fmazzola@keene.edu
Keene State College
229 Main St.
Keene, NH 03435
PHONE (603) 358-2242 FAX (603) 358-2456

ERAPPA

The Eastern Region of the APPA organization, of which our chapter is a member, also awards scholarships:

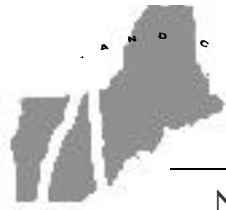
APPA Institute for Facilities Management: ERAPPA awards six scholarships, four of which are funded through ERAPPA and the remaining two supported by APPA. ERAPPA also subsidizes all six scholarships by covering travel expenses up to \$500.

APPALeadership Academy: ERAPPA awards one scholarship to cover the full cost of tuition and also covers travel expenses up to \$500.

Applications can be completed online at www.erappa.org (click on "education" then "scholarships"), or by filling out the mail in form. When requesting a form or to ask questions, contact Bob Carter, the Junior ERAPPA Representative:

Robert J. Carter E-mail: Robert.carter@dal.ca
Dalhousie University
1236 Henry St.
Halifax, Nova Scotia Canada B3H 3J5
PHONE (902) 494-1052 FAX (902) 494-1645

So why delay taking part in a facilities educational opportunity, when the fee may be only an application away!



Universal Accessibility At Phillips Exeter Academy

BY: ANITA BAILEY, PHILLIPS EXETER
ACADEMY
ABAILEY@EXETER.EDU

*I*f you have ever found your mobility limited, through use of a wheelchair, crutches, pushing a baby carriage, or even struggling to carry an unwieldy package, you may have found ramps, powered door operators, level surfaces, and other such features to be a welcome sight. If you have ever visited a major attraction such as Disneyworld or Seaworld, and seen an almost seamless use of almost all of the facilities by all individuals, you will understand the concept behind Universal Access. Phillips Exeter Academy is not there yet, nor do we expect most schools are. (A recent poll of many of our sister schools supports that most are at a similar stage as we are.) But we have set Universal Access as a goal to aim for, wherever possible. We want to not only meet the code requirements of the Americans With Disabilities Act; we want to go beyond.

We understand that hand in hand with the physical aspect of our campus, we must also plant the seeds for cultural change. Awareness

and acceptance of people from all walks of life has been the thought behind the phrase "youth from every quarter" that we have used to describe our student population. Yet we recognize that this diverse group has little representation from the disabled population. Faculty and staff share a similar description. With the support of our trustees, we are starting to look beyond fulfilling the minimum requirements under the law. We are just beginning to define the steps that we will need to take, which include future review of all of our design documents to see where we can further address accessibility. I have long felt that networking is an important part of belonging to an organization such as NNECERAP-PA. I welcome any feedback that you might share regarding this topic.

Through the creative work of one of our faculty members, we have developed a "UA" sign symbol, which we have begun to display side by side with the traditional wheelchair symbol.



Since people in wheelchairs represent only about 20% of the actual disabled population, the ADA symbol actually sends a confusing signal about what it means to be disabled. Keep an eye open- when you see this sign, which we hope will gain more widespread use, you will know about the spirit of Universal Access.ⁿ

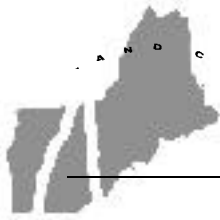
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College facilities department, March 21 and 22. It is fundamentally important that the chapter membership support our chapter meetings. You can provide that support by attending and encouraging attendance by those in your departments. Frankly speaking, the membership attendance at the Dartmouth College meeting was unusually low. At times it felt like the majority of attendees were Dartmouth people and business partners.

Understandably, few people can attend all of the meetings. However, the geographic rotation of the annual and regional meetings provides a periodic attendance opportunity for many. Hopefully, the chapter meetings will provide another distinct and valuable opportunity to a wider base of people that is convenient and affordable.

Overall, the four meeting opportunities (International, Regional, and two Chapter meetings) each year provide something for everyone over time. The mix of meetings provide real value opportunities to our members

Please keep the collective value of APPA's meetings in mind when discussing membership. With your continued membership interests and assistance we will see an increase in membership in 2002, as well as improved attendance at the chapter meetings. Thanks for your help! ⁿ



MEMBERSHIP PERSPECTIVES:

BY DON BRISELDEN, PHILLIPS EXETER ACADEMY,
CHAPTER MEMBERSHIP COMMITTEE

Looking for Value?

this is a revision to an article that appeared in the last issue. Because it is important to emphasize the value of the APPA resources, especially our chapter meetings, I am providing this overview once again. APPA membership is at a new high and growing. There are many reasons for this success that go beyond the hard work of convincing members to continue the association or to join in the first place. Fundamentally, our present and future members need to sense value in joining or sustaining membership. One clear aspect of this value resides in the quality meetings that APPA provides, through

the annual, regional and chapter meetings.

Three recent examples make that point. Last summer's annual meeting in Montreal provided an excellent education program. The meeting was well organized, had an impressive layout of business partners and was held in a thoroughly enjoyable location. Last fall's regional meeting held at Hershey, Pennsylvania, was excellent and followed upon the 2000 regional meeting in Burlington, hosted by our chapter. The Burlington meeting was rated as one of the best—perhaps the best—regional meeting. Certainly, in all three settings,

the membership received high value for their attendance.

Let me widen the perspective. This year's regional meeting, to be held in St. John's, Newfoundland, September 28 through October 2, will also be an excellent experience of high value. Closer to home, we can reflect on the well run chapter meeting that John Gratiot and Dartmouth College hosted last fall.

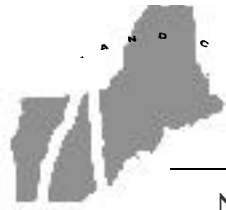
Our spring meeting is coming up. Please mark your calendars and plan on attending the spring meeting hosted by Bill Gardiner and the Bowdoin
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Taking the time ...

for personal growth!!!

BY FRANK MAZZOLA,
CHAPTER PRESIDENT

For Lee Forest. He sits in his office at the University of Southern Maine, anxiously awaiting my last minute contribution to our chapter's newsletter. To Lee's credit this is not an unreasonable demand. For Lee conscientiously advises me a month before my article is due, then reminds me about a week before. He then courteously sends me an e-mail 2 days before the deadline, before calling me on the phone 2 days AFTER it is due demanding my article, with a veiled threat that should I not heed his call to duty, he will insert a picture of me doing the polka at ERAPPA 2001 in Hershey, PA in my column space. Needless to say; I am inspired to respond to threats such as these!

Now, in all my life, I was never a work-to-the-deadline kind of person. I prided myself while in College by preparing early for exams and assignments, and shunning those late night "all-nighters" that college students are so fond of.

These skills came in handy earlier in my career when I held construction project management duties.

So what happened?

Well, at the risk of my boss reading this paragraph, and being lead to believe by the author (me!) that I am not performing nearly as well as he thinks, the fact is, in the past few years my responsibilities at work have changed, while my work habits and skills, largely have not.

So what is the point of this very public disclosure?

My point is that many of you who will read this article have received your registration materials for the next Chapter meeting at Bowdoin College on March 21 and 22. You are probably thinking to yourselves, "I should go; but being away from the campus for the better part of three days will only cause me to be even more behind in my work. I just can't afford it."

That, my friends and colleagues, is a decision that is wrought with miscon-

ception and shortsightedness! I urge each of you to think differently about leaving your work behind for a few days. Think of attending a chapter meeting as an opportunity to better distinguish just which problem is the biggest priority on your desk "right now"! Embrace the opportunity to better communicate with the staff you work with and delegate to. Take

the time to re-ignite what it is about your occupation that you love.

The team at Bowdoin College have assembled a world class educational program. Quite possibly this event is your best and most affordable professional development

opportunity of the year. The Bowdoin campus is one the most beautiful in the country. There is so much to gain by attending. So much to miss by staying behind. I hope to see all of you there! n

Quite possibly this event is your best and most affordable professional development opportunity of the year!