



# The Messenger

The Monthly Newsletter of the Minnesota Association  
Committed to Promoting Excellence in the  
Operation and Care of Educational Facilities

March 2019

## May State Meeting ~ Tuesday May 14, 2019 ~ Location: US BANK STADIUM

This will be an amazing meeting. Along with special guest speaker, Gregg Johnson from Landmark Development we will be doing a complete tour of the stadium This is one you won't want to miss!

Schedule: 8:30 AM Registration  
9:00 AM Tours  
10:30 AM Break  
10:45 AM Lobbyist, Sam Walseth  
11:00 AM Keynote Speaker, Gregg Johnson  
Noon Lunch

- Go to the MASMS website to sign up ([www.masms.org](http://www.masms.org)). Select meeting registration.
- If you need hotels rooms, the closest hotel (and it's on the skywalk system) is the Radisson Red Downtown Minneapolis (609 3rd Street South, Minneapolis MN).

Your ninety-minute guided adventure through U.S. Bank Stadium will give you behind-the-scenes access to the home of the Minnesota Vikings. Discover the inner workings of U.S. Bank Stadium including premium clubs and suites, the Thomson Reuters Press Level, stadium art collection, team locker room, stadium floor and so much more.

Tour Guides are knowledgeable and well-versed on building architecture, Vikings history and sustainability features of U.S. Bank Stadium.

This is paid for as part of your MASMS membership. If you bring a non-member, we ask that you contact the MASMS office to pay for their tour and meal.

### CALL FOR EDUCATIONAL PRESENTATIONS/SESSION SPEAKERS FOR MASMS 2019 FALL CONFERENCE

MASMS (Minnesota Education Facility Management Professionals) is soliciting presentations and session speakers for the 2019 MASMS Conference. The dates of the conference are Thursday October 3<sup>rd</sup> and Friday October 4<sup>th</sup>, 2019, at the St. Cloud MN Holiday Inn & Suites. If you submit and are selected to present you could be scheduled for either of the two days. **Submittals are due by March 15, 2019.**

**Please note that based on feedback from our members we are looking for more sessions that would relate to non-administrative positions. Hands-on workshops would be welcome.** As in the past years, we ask that presentations be product and vendor neutral, and that the endorsements of certain products or vendors be avoided.

#### Instructions:

- Presentations should be 50 minutes in length (including answer/question)
- Prepare a 100-word descriptor of the course
- Expect approximately 25-40 people in each session
- Provide a short professional bio of the presenter
- Email this to [ruth@masms.org](mailto:ruth@masms.org)

We are requesting your assistance in delivering great educational sessions at the conference!

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*A Message from the Board*



**Kain Smith, State Secretary**

You ever wonder what it would be like to be a salesperson. I'll be honest my family would starve if I was a salesperson. It takes a unique type of person to be in sales.

Before I got involved in Buildings & Grounds I'd avoid salespeople like the plague. You all know what I'm talking about before the no hassle pricing when you were shopping for cars you'd drive through the lots and tell your family get out and look quick and if you see someone walking towards you run back into the car and keep driving. Back then I thought talking to a salesperson was painful. I look back 6 -7 years ago when I first started my Directors position and I can remember telling myself I'm too busy, I have no time to meet with every vendor that comes knocking on my door.

As time went on and I would talk to more and more vendors I started to realize how wrong I was to avoid them. I put myself in their shoes and asked myself if I were a salesperson what would I want. My answer 10 - 15 minutes of your time so I can do my job and possibly make your job easier. Over time I've made a lot of good friends that are vendors. Some I do business with others are just fun to talk with. All of them are willing to help me out whenever I need it no matter what the emergency all because I realized just how important vendors are to my career and I gave them 10 -15 minutes of my time so they could do their job.

I had someone tell me once "You don't know till you know" that saying is so obvious it's stupid but yet so many people need to hear it. You won't know what a vendor has to offer till you give them a chance to tell you. We have plenty of opportunities coming up for you to start building relationships with new vendors. I challenge everyone to meet 1 -2 new vendors at the upcoming MASMS events:

- State Meeting – May 14<sup>th</sup>
- Custodial Days – Metro (June 12<sup>th</sup> & 13<sup>th</sup>), Northern/NW/West (June 13<sup>th</sup>), South (June 20<sup>th</sup>)

You may find a vendor that can make your life easier or better yet a friend that can bail you out of an emergency down the road when you need it most. My hats off to all our vendors for offering your services when needed and succeeding in a field I never could.

Take care and may this dang snow end soon! Kain Smith

## WELCOME EDUCATIONAL MEMBERS

- Eric Holum, Grand Forks Public Schools
- Pat Bushy, Grand Forks Public Schools
- Fran Hinnenkamp, Melorse Schools
- Brian Tehaar, ROCORI Schools

## WELCOME BUSINESS MEMBERS

- Tom Fabian, Construction Specialties
- Doug Erickson, SEMA Equipment
- Val Peterson, Wold Architects & Engineers
- Sean Kelly, Wold Architects & Engineers
- Douglas Kahl, Wold Architects & Engineers
- Sammi Cmokrak, Interface
- Wayne Buechler, U.S. Radon Solutions
- Beth Curington, PublicSchool Works
- Andy Goke, Apadana Solar Technologies
- Nate Kopetka, Patcraft
- Lisa Linell, McDowall Company
- Brian Murrell, The Garland Company

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## HEALTH & SAFETY Section



The MASMS Health & Safety Committee supplies information for this section each month. If you have a specific topic you would like to see covered, just let the MASMS office know.

### Occupational Health and Safety Trends to Watch in 2019

It is well into 2019, and as you turn your attention to the next 12 months, now is the time to consider the trends that are shaping the world of occupational health and safety.

**Trend #1: Prevention, Not Detection** Until recently, much of occupational health and safety has been focused on detecting unsafe conditions and the assumption that the majority of workplace accidents are attributable to unsafe behaviors. As such, for at least the last decade and a half, the statistics regarding workplace injuries have gone largely unchanged. Companies spend more time mitigating risks after an accident has occurred or been detected than preventing them. The field is changing, though. Occupational health and safety experts are recommending a shift away from reward and recognition programs (that focus on finding risks) to a more prevention-based approach (that puts more emphasis on education, training and identifying issues before someone gets hurt).



**Trend #2: Acknowledging Workplace Substance Abuse and Mental Health** The prevalence of mental illness and substance abuse in the workplace is a chief concern for many occupational safety experts. The U.S. Department of Justice estimates that about half of all workplace accidents are at least in part attributable to drug abuse, and 11 percent of all workplace fatalities involve alcohol. Given the severity of these issues, and their effects—on safety, absenteeism, productivity and company morale—more companies are implementing programs to provide support and treatment for struggling workers.

**Trend #3: More Safety Professionals** Recognizing the importance of workplace safety, more companies are hiring safety professionals. From safety directors who are responsible for overseeing entire occupational health and safety programs to safety coordinators who develop and lead safety training, there are more opportunities for those with an advanced degree in occupational safety and health than ever before. Many of these jobs are lucrative, too, with median salaries ranging from \$50,000-\$72,000 per year.

**Trend #4: Smart PPE** We have everything from smart lights to smart cars now, so it only makes sense that smart personal protective equipment (PPE) is starting to hit the market. Developers are working on safety gear that includes sensors designed to monitor the wearer's blood oxygen levels, vital signs, blood alcohol level, sweat level, and other factors, with an eye toward monitoring the employee's health. Keeping track of a worker's fatigue and alertness levels, for instance, can help managers determine who needs a break and when. Although there are some privacy concerns about this PPE technology and how the data collected may be used by employers, from a safety standpoint, monitoring the unseen factors that can lead to an accident has the potential to significantly reduce the number of workplace accidents.

**Trend #5: New OSHA Rules** OSHA has changed its record-keeping rules for businesses beginning in 2019. Going forward, businesses in high-risk industries with 250 or more employees must submit their 2018 injury tracking data via form 300 A by March 2, 2019. In addition, OSHA is considering an additional rule change that will require some businesses to submit additional paperwork related to workplace injuries, namely forms 300 and 301. The final rule is expected to be published in June, so in the meantime, businesses should prepare to submit form 300A by the March deadline.

**Trend #6: Increased Retraining of Workers** In the past, many organizations have treated safety training as a “one and done” task, requiring employees to only complete a safety seminar or class when they are first hired; however, research shows that employees benefit from ongoing safety training and regular updates to their knowledge. More companies are now implementing annual safety retraining programs designed to refresh

employee safety skills, as well as provide ongoing safety training on specific topics. Much of this ongoing learning is being provided in the form of “micro-learning,” which allows employees to complete a short training session using any device. Training might involve developing skills in identifying and preventing accidents, the proper use of PPE and how to report a safety violation. By continuously training employees in safety fundamentals, it ensures front-of-mind awareness and reduces the number of incidents.

With all of the changes in attitudes and approaches toward occupational safety, as well as the abundance of new jobs expected within the coming years, 2019 is the ideal time to begin working on an advanced degree in occupational safety and health. To learn more about how Columbia Southern University can help you move forward in this fast-growing field, visit [ColumbiaSouthern.edu/Safety](http://ColumbiaSouthern.edu/Safety).

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**KAREN VIRNIG**  
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# Vendor Corner

Mike Remington, Inspec  
MASMS Vendor Representative



## Overcoming Adversity – Never Give Up!

My father started working when he was only eight years old, setting pins in a bowling alley, after his father left town and never came back and money was in short supply for his family.

Let's face it, sometimes life throws you a curve ball and you just need to hang in there, work hard, do the best you can, and persevere. I came across a story about Colonel Sanders of Kentucky Fried Chicken fame recently and it is a good example of this:

Harland Sanders was born in 1890, and his father passed away when he was only 5 years old. His mother then had to work to support the family while Sanders had to stay home and take care of his siblings and as a result he got pretty good at cooking by the time he was only 7 years old. He started working for a local farmer at the age of 10 and dropped out of school in 7<sup>th</sup> grade and left his home partially due to a difficult relationship with his step-father after his mother remarried. At the age of 14 he got a job painting carriages, then moved to Indiana to work as a farmhand, then at 16 he falsified his age to enlist in the Army and worked as a teamster in Cuba.

He got married and had three children, with one son dying at an early age. He got a job with the railroad but got fired and then his wife left him and took the kids to her live with her parents. He started practice law, lost that job and went back to the railroad, then started to work in life insurance but eventually was fired from that job too. At the age of 30 he started a very successful ferry boat company and used his profits from that to establish a company that made lamps but that venture soon failed. He went back to Kentucky to work as a salesman but soon lost that job too.

In 1930 he was offered a rent-free gas station by Shell Oil Company and he began to serve chicken and other meals. His popularity slowly increased and soon his gas station and its food became famous throughout the region. In 1952 he franchised "Kentucky Fried Chicken", his "secret recipe" was reportedly rejected 1,009 times before anyone accepted it, and he became quite successful. However, due to a downturn in business he found himself broke at the age of 65, but later again built up the company and after a deal his net worth was estimated at \$3.5 million.

All of us have, and/or will, face adversity many times during our lives and we need to try to do the best we can at the time, continue working hard, and try to persevere!

Thanks, Mike

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## SCHOLARSHIP INFORMATION

1. STUDENT SCHOLARSHIPS
2. MEMBER CONTINUING EDUCATION SCHOLARSHIPS

### Two types of scholarships:

1. The MASMS Scholarship Committee is accepting essays from sons and daughters of all dues-paying and life members of MASMS who are high school seniors graduating in 2019 or are currently a post-secondary student attending a post secondary school in the United States.

Complete the application and essay.

2. The MASMS Scholarship Committee is accepting applications from school members who are interested in pursuing further education in the field of Building and Grounds.

Complete the application form and write a short essay according to the following criteria: ( Max 2 pages ). Tell us the class you are interested in, why you are interested in taking it, and how it would improve your skills in this profession. Tell us how long you have been with MASMS, What activities you have attended and been involved in, and if you have served on any committees. What activities/groups you are involved in outside the organization, in the community, etc.. List if you have served in the Armed Forces.

The MASMS Tom Robinson Memorial Scholarship program is in memory of a long time employee with the Hopkins School District in the field of maintenance. He was instrumental in writing software for the State Department of Energy, and served on multiple MASMS committees for many years.

### HOW TO APPLY

**This year, all applications and essays will be submitted electronically using the form below. If you have any questions, please email Scott Clemente at: [scott@servpro10278.com](mailto:scott@servpro10278.com). You will receive an email confirmation once you submit your application.** Complete the application form below and submit your essay by April 1, 2019. (You may also go to [www.masms.org](http://www.masms.org) and select “2019 Student Scholarship” to submit your information.) **Awards will be announced by letter in early May 2018.**

### Link:

[MASMS Tom Robinson Memorial Scholarship Application Form](#)



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## Four Tips For Hiring and Keeping Great People

If you have ever suffered through a bad hire, two decisions were made. First, not hiring the right person. Secondly, hiring the wrong person. To make sure that doesn't happen again, create a system, provide exceptional training, invest in employee retention, reward and recognize staff.

**Create a System:** There is a system for hiring the best people. Here are some ideas. Be sure to review equal employment opportunity guidelines. You want to be sure you have reviewed employment laws so you don't ask illegal or inappropriate questions. Your organization's reputation is on the line. Advertise in a way that provides a reasonable opportunity for everyone to be aware of the job opening.

To get a sense of the professional and personal qualities of the interviewee, take some time to really review application forms, resumes', and letters of recommendation. Consider an objective test that measures relevant bona fide occupational qualifications that has been validated by the equal employment opportunity commission.

When you meet face-to-face, try to give the impression that the interview is your day's top priority. Here are the ideal qualities of an interviewer: warm, thoughtful, sensitive, good listeners, empathetic, and show interest. So, greet the applicant by name and provide an orientation: there will be questions from you, information about position and organization, and questions from them. Inform them how long the interview will take.

During the interview be sure to include a competency component that reflects key skill and knowledge requirements. Be sure to include some sort of behavior-based activity during the interview similar to behavior on the job. Include some questions about critical incidents or hypothetical situations to inquire about how they would handle such work situations. This will assure you that they "can do" the job, "will do" the job, and "fit" the organization. Ask open-ended questions to get the conversation started and move to more specific questions, like a funnel. Be sure to have an interview guide so you ask the same questions in the same order to everyone. Now sell your organization, its reputation, and advancement opportunities.

Continued on Page 7



### Building Envelope Consultants and Civil Engineers

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### Four Tips For Hiring and Keeping Great People (Continued from page 6)

Clarify the next steps in your selection process and end the interview with a feeling of goodwill. As you can see, there is more to it than just fogging-up a mirror.

**Provide Exceptional Training:** The first few days or weeks at a new job can leave a person feeling alone, uncertain, and worthless. When it comes to hiring the best people and keeping them, think about better training for the first couple of months, then people will feel valued, included, and special right away.

Do something special before the employee arrives the first day to let them know you are expecting them and you are glad to have them join the team. A phone call, a letter, a banner at the entrance, or a sign that welcomes them by name, can have a lasting positive impact. Go through whatever paperwork or forms that need to be filled out. Tell them when they will get their first paycheck. Give them a tour of your entire facility and introduce them to the other employees and mention how they support each other. Use the introductions as a way to compliment the current members of your staff. Provide an overview of the full training, what will happen today, this week, this month, and this year.

Engage other employees in the process. Have someone assigned in advance to be available when the new person has a question, when you don't happen to be available. Make sure you have several employees scheduled, ready and waiting in the wings to be lunch buddies for the next week or two. Prepare other employees to catch the new employee doing something right that first week to bolster their confidence.

Have someone in upper management call or stop by and welcome them to the organization that first week. Have a note delivered, or an email sent, the day they receive their first paycheck, again, welcoming them to the team. The first thirty days are critical to set the stage for the rest of their career life with you. Think about how to create a welcoming environment so the training sticks, and the employee sticks around, too.

**Invest in Employee Retention:** Some organizations suffer from high turnover. It's like a revolving door. The organization doesn't seem to be hiring the right people, for the right reasons, to do the right jobs, and employee retention is difficult. The most critical step is hiring the right person in the first place. Nothing worse than hiring the wrong person; and punishing them, by having them try to do the wrong job. That is miserable for everybody. So hire the right person in the first place.

Continued on Page 8



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### Four Tips For Hiring and Keeping Great People (Continued from page 7)

Once you have hired someone, give recognition for every job that is well done. I would rather “overdo” than “underdo” appreciation and recognition. Communicate openly with your employees as often as possible, one-on-one, face-to-face, in staff meetings, responding to questions asked in the newsletters, scheduled quarterly evaluations, and at organization-wide events.

Continue to develop your own conceptual, interpersonal, and technical skills and be a role model for life-long learning. Be sure to support others’ educational opportunities and advancement. Be the best listener in the organization. Consider others’ ideas and follow-up and follow through with discussions and decisions. If you want to improve employee retention, then recognize and reward longevity, with anniversary cards, vacation time, pay increases, special events, newsletter articles, snazzy shirts, pins, plaques, picnics, or parking spots.

Project a positive leadership style and get to know the people you lead and learn what motivates and excites them. Maintain high standards of professionalism and expect only the best from your staff. Provide the tools they need to be successful. Then you can promote from within. And when you have done everything you can to help a struggling employee; kindly let them go, or you will lose the most productive people that have been picking up the slack. It is expensive to have a revolving door with employees leaving shortly after they are hired. Cut costs by investing some time and money in these retention strategies and enjoy the long-term benefits of employee retention.

**Thoughtful Rewards and Recognition:** Many organizations believe a paperweight or a plaque is a rewards and recognition program. However, some rewards aren’t very rewarding. And some recognition activities aren’t very motivating. Keep in mind that every recognition action can have a value in reinforcing positive job performance. Some of the best recognition programs, recognize the best performers, in a number of areas, and is based on many measures, and several different performance dimensions.

Reward and recognition can be as simple as posting names and pictures on a bulletin board, in a newsletter, or announcing great work at weekly staff meetings. What makes recognition attractive as a reward is the feeling of accomplishment. It feels great when a person’s peers and leaders are made aware of his or her outstanding performance. Recognition should be appropriate to the significance of the contribution or achievement. Sometimes there are symbolic awards, with low monetary value, like plaques and trophies that provide profound, heartfelt personal reward. Other times there are financial rewards that are valuable motivators.

Many organizations have a structured or systematic program recognizing milestones of longevity. Some organizations participate in award programs sponsored by local, state, or national associations. The key is to create a reward program that really is rewarding, and a recognition system that is motivating. It might be wise to ask your coworkers for some ideas. Rewards and recognition can go a long way in supporting retention and promoting outstanding performance. Think of unique and creative ways you can recognize your staff and the outstanding contributions they deliver to your organization.



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When you see a question that a MASMS member sends out to other members—  
 ever wish you could see the answers? Now you can!

Now, when a member sends out a question to membership, the answers will be posted to the MASMS website!

**Instructions:**

Go to: [www.masms.org](http://www.masms.org)  
 Look to the left hand side of the windows under “Quicklinks”  
 Click on “Questions and Answers from MASMS Member” Button  
 Select the question you would like to see the answers from!

If you would like to submit a question, just email the MASMS office with your question, and we will take it from there!

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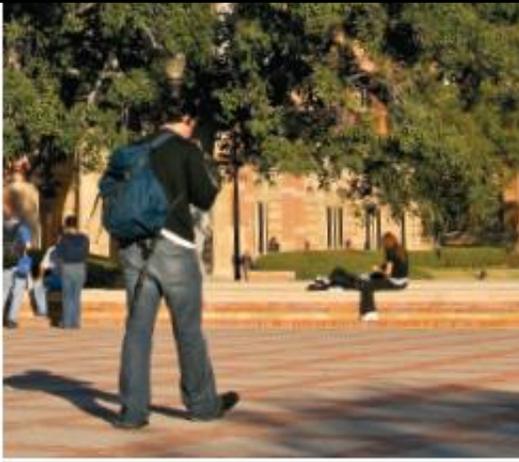
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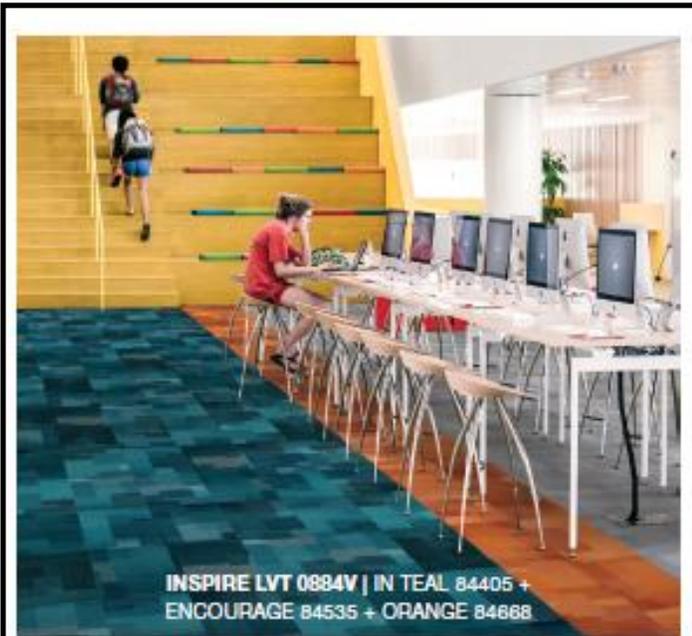
## Note from Minnesota State Fire Marshal Division

Here is a link to the School Safety and Security Update Q&A document from NFPA (National Fire Protection Association).

[https://community.nfpa.org/servlet/JiveServlet/download/39502-1-26008/School+Safety+and+Security+Q%26A\\_NFPA.pdf](https://community.nfpa.org/servlet/JiveServlet/download/39502-1-26008/School+Safety+and+Security+Q%26A_NFPA.pdf)

Submitted by Forrest Williams,  
School Inspections, Minnesota State Fire Marshal Division  
Phone: 651-769-7784

Email: [forrest.williams@state.mn.us](mailto:forrest.williams@state.mn.us)  
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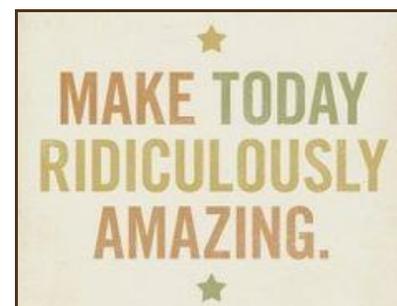
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## CPS Class Scheduled for

June 25th & 26th, 2019 in Minneapolis MN

The CPS certification is part of the requirements for the MASMS Certification Program.

We have 15 openings available for this class. The AFE fee for this training and examination is \$500. MASMS covers the cost of hotel. **This class is a review of the study materials, and is not meant to be complete instruction. You must spend the necessary time studying the materials prior to the class.**

**How to register:** Email the MASMS office that you will be applying for this class (ruth@masms.org) and you will be emailed the application. Fill out the application and send it back with the \$500 check (or credit card info) to the MASMS office (give yourself 5 weeks of study time).

## MASMS July 2019 Boot Camp

**Dates & time:** Wednesday July 24<sup>th</sup> and Thursday July 25<sup>th</sup>, 2019, 8:00 AM to 4:00 PM, dinner at 6:00 PM on Wednesday evening

**Location:** Holiday Inn, St. Cloud, MN | 75 South 37<sup>th</sup> Ave St. Cloud, MN 56301

**Cost:** MASMS will cover the cost of this training (if you are a member). It includes cost of class, hotel room for Wednesday night (and Tuesday night if 1.5 hour drive), and all meals. (Meals include Wednesday lunch and dinner; Thursday breakfast & lunch).

### Boot Camp Information:

The MASMS Boot Camp is specifically designed to provide training for facility professionals. The training will be of great value for newly employed facilities managers or seasoned veterans. Custodial—Grounds—Maintenance Management—Security—Health & Safety—Transportation

The following topics will be covered for each of the above aspects:

- Standards
- Training
- Management Tools
- Budgets
- Staff Management and Development
- Best Practices
- Equipment Needs
- Inspections/Checklist

### Course Description

This course provides practical experience and proven techniques to help improve skills in the facilities management field. We will describe today's best maintenance practices and show how other schools have developed high performance facility departments

- Improve management skills
- Optimize maintenance department performance and productivity
- Increase leadership skills
- Prepare facilities department for the day to day challenges

**Instructors** This course is taught by seasoned experienced facility staff from public schools. Mike Boland (No St. Paul/Maplewood/Oakdale ISD #622), Scott Hogen (Mankato Schools), Chis Pint (Rosemount-Apple Valley-Eagan ISD#196) and Laura Masley (Elk River Schools), who have over 75 years of combined experience!

Contact the MASMS office to register. Ruth @ masms.org or 320-685-4585. Please indicate if you need a hotel room, and for what nights.

*Appreciation is a wonderful thing. It makes what is excellent in others belong to us as well. ~Voltaire*



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## Why send your staff to MASMS Custodial Days?

Custodial, maintenance and grounds staff are truly the unsung heroes in schools. They are a necessity when it comes to safety, cleaning, and proper building maintenance. The hard work they do affects everyone in your facility.

This event gives your staff a day to learn new things and network with peers. It will help build morale and give your staff a new lease on their work life.

When planning your schedules, please keep the following dates in mind for MASMS Custodial Days!

**Metro Custodial Days ~ Bloomington Schools**  
June 12th or June 13th, 2019

**Northern/NW/West Custodial Days ~ Staples Motley Schools**  
June 18th, 2019

**Southern Custodial Day ~ Owatonna Schools**  
June 20th, 2019

## Watch for registration materials in April!

This is always a great day for maintenance, custodial and grounds staff.

**Employment Opportunities:** Check it out at [www.masms.org](http://www.masms.org) New postings weekly.

### Newsletter Articles

MASMS is accepting articles for the MASMS Newsletters. Articles received before the 20th of each month will be considered for the following months publication. If we have too many articles, they will be held and used in an upcoming month.

Please email them to: [ruth@masms.org](mailto:ruth@masms.org)

### MASMS OFFICE

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### Mark Your Calendar MASMS 2019 Chapter Meetings

- 3/12/19 Metro Chapter Meeting
- 3/20/19 West Chapter Meeting
- 3/21/19 Northern Chapter Meeting
- 4/9/19 Metro Chapter Meeting
- 4/17/19 Southern Chapter Meeting
- 4/18/19 Northern Chapter Meeting
- 4/24/19 Northwest Chapter Meeting
- 5/1/19 West Chapter Meeting