



The Messenger

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

January 2019

MASMS Facility Manager Certification Program

Improve your Qualifications ~ Increase your Skills and Knowledge
Increase your Value and Potential Income ~ Enhance Credibility

PLEASE NOTE: The MASMS Office is currently tracking certification credits for ONLY those that have “signed up” for the certification program. If you have not let the MASMS office know that you want to track for certification, or don’t know if you did, please do so as soon as you can. There is no enrollment fee. (Contact the office at ruth@masms.org or at 1-320-685-4585).

Certification

The MASMS Certification Program is offered by MASMS. It is managed by the MASMS Educational Committee with support from the MASMS Executive Board and staff.

Purpose of the Program

The purpose of the certification program is to develop a knowledge base for Building and Grounds/Facility leaders to provide safe and healthful educational facilities in the State of Minnesota.

Benefits

The process of achieving and maintaining certification helps ensure that you are continually improving and refining your skills. Certification can improve overall performance, develop competency, and widen market opportunities. Certification is the preferred goal; however, individuals may take selected courses in the curriculum without obtaining certification.

Certification Overview

To obtain certification, an applicant must complete 52 hours of MASMS Certification Curriculum. The required curriculum is divided into five modules. Each module is sub-divided into multiple courses.

1. Boot Camp
2. CPS Certification
3. Health and Safety
4. Finance
5. Electives

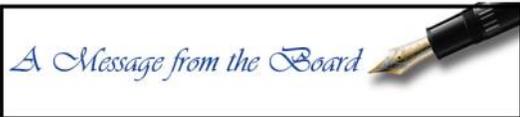
Each year courses are offered at the MASMS Fall Conference, State Meetings, Custodial/Grounds/Maintenance Days, Chapter Meetings and special events.

**Knowledge.
Inspiration.
Achievement.**

**CONTINUING
EDUCATION**

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Jim Leuer, State Vice President

Winter and the New Year has arrived!!!

The main reason we live in Minnesota is the many different seasons and the coldest season being here, WINTER! Some love it, some hate it, myself I don't mind the snow, but being up north for the holiday break and waking to -18 in Nisswa starts me thinking of our facilities. Facility people don't get a break from work, always thinking of "what if's and what not's". Will this area freeze up causing a water break, are the boilers working, will I get called for curtailment—many things start rolling around in our heads.

As we arrive into the New Year 2019 it's a good time to keep the mistakes we have made in the past and good things we have done in the future. It's a great time to reflect on things you should change and things that are working great.

As a leader: Keep in mind that we need to manage our staff as people and not as robots. People make mistakes including leaders and we need to learn from our mistakes, teach others so they don't make the same mistakes, but always teach, listen and learn from all other staff around you. Remember: **"People leave their boss, they don't leave their job"**. Always make sure you connect and recognize staff that may be struggling with your leadership, as you may lose a great employee. Always remember to make sure you and your staff know that family comes first. Work will always be there, family will not, so make sure you take time for kids events, family gatherings, and spend time with your loved ones.

Our Workforce: One of the biggest challenges that I think our group is facing is finding a quality workforce for our schools. Just look around at other businesses—EVERYONE is looking to hire people, and this may be the trend for a while. Working in facilities for the past 25 years, employment usually changes when the economy changes, however my feeling is this won't be the case this time if the economy takes a downward sign. I think we still might be dealing with hiring issues. Share some ideas that work for your school district for hiring quality staff.

My goals for 2019/20 as MASMS Vice President and incoming MASMS President is to continue the work that some of our long term members have done with the Legislature to fund our schools or change the funding method so all facilities can be maintained well, and not have to continue to ask for referendums to support our schools.

Jim Leuer
Vice President

WELCOME EDUCATIONAL MEMBERS

Jim Muenzenmeyer, Eastern Carver County
Cory Meadows, Rockford Schools

WELCOME BUSINESS MEMBERS

Jeremy Laske, Design Line Products Group
Leah Halvorson, Innovative Office Solutions
Ryan Burgwald, Innovative Office Solutions
Mike Pitzen, Innovative Office Solutions
Shannon O'Toole, Tri-Dim Filter Corporation
Noah MacMillan, HiLine, Inc.
Mark Bakko, WellAir

MARK YOUR CALANDER THIS EVENT YOU DO NOT WANT TO MISS!

May State Meeting

Tuesday May 14, 2019

Location: US BANK STADIUM

This will be an amazing meeting. Along with special guest speakers we will be doing a complete tour of the stadium. You can register now! Go to www.masms.org and select meeting registration.

Looking for a Mentor?

Options Include:

- Meet once a month with your MASMS Mentor
 - Phone contact—only when issues arise or when you need advice
- Contact the MASMS office at ruth@masms.org if you would like to find a MASMS mentor!

Employment Opportunities: Check it out at 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

Legislative Update:

The following documents have been posted to the LTFM website:
[FY 2018 LTFM Revenue - Final Review of Approved vs. UFARS Expenditure Reconciliation Memorandum](#)
[LTFM Approved-UFARS Cost Reconciliation Report Fiscal Year 2018](#)
[FY 2018 Interim Long-Term Facilities Maintenance Aid Entitlement](#)

HEALTH & SAFETY 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.

All About You: Reward Yourself

Richard Hawk, Motivation Safety profession Safety Professionals

EDITOR'S NOTE: Motivating employees to work safely is part of the safety professional's job. But who motivates the motivator? In this monthly column, veteran safety pro and professional speaker Richard Hawk offers his entertaining brand of wisdom to inspire safety pros to perform at their best.

My new fitness-tracking watch vibrates and sets off a display of fireworks when I reach 10,000 steps in a day. Last night, I took an extra walk around the block so I could get that electronic reward. I had already worked out earlier in the day, so I didn't need the exercise, but I wanted to experience the fireworks.

Rewards feel good, even if they have no material value. Partly, it's what they represent that makes them desirable. I know that when the algorithm in my watch tells it to vibrate and notify me of my success, no human emotions or consciousness are evoked. But I still like it because it's telling me I've met a goal, and the recognition touches a need we all have – to be appreciated for our efforts. You may not get the rewards and recognition you think you deserve at work or home, but you can always get as much of both as you want from yourself. You just need to take the time to dish them out. Rewarding yourself isn't a selfish act, provided it's not taken to extremes. Rather, it's a proven way to help you stay motivated by giving yourself an emotional boost. Here are six ways you can reward yourself:

1. Change your routine. If I've had a productive week, I'll sometimes take a drive to a nearby town to go to a coffee shop that I like. It takes some time out of my morning to get there, but it's a pleasant change and a welcome reward. Is there some way you could change your routine and treat yourself after finishing a project or reaching a milestone? Perhaps you could go to a nearby park or museum.

2. Permit yourself to play. When I finish writing this article, I'm going to go play billiards. Although I occasionally go for my own enjoyment, this time it will be to reward myself – no guilt involved. I won't be thinking, "I should be back at my computer starting another project." Instead, I'll be reveling in the fruits of my intellectual labor.

3. Purposely plan to play. Give yourself some time off when you reach a goal, whether for a few moments or by taking a weeklong vacation. Taking an afternoon off because you accomplished something also helps take away any guilt you might feel for not working.

4. Make a note of your success. This isn't a reward in the classical sense, but it can create the same positive feeling a personal gift does. If it's private, you can brag all you want in your journal and nobody will think you have an inflated ego. Although I describe my mistakes and failures in my journal, I make it a point to elaborate on my successes and tell myself what a great job I've done when I feel I've exceeded my expectations.

5. Bump up your rewards. No doubt, a few months from now the fireworks won't thrill me as they do now. Perhaps I'll do something special if I reach 10,000 steps for 10 days in a row. You should do the same when you've been rewarding yourself the same way for a while. Figure out some new way to increase the "prize" based on a bigger accomplishment.

Continued on Page 4

If your utility costs seem unusually high, it's likely your building is not operating at optimum performance.

EAPC will diagnose deficiencies in all existing energy-consuming systems and related controls. Our goal is to get your systems operating at highest efficiency without compromising comfort or air quality.



EAPC saved Bemidji Middle School in Bemidji, Minnesota \$53,000 in annual utility costs



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Vendor Corner

Mike Remington, Inspec
MASMS Vendor Representative



New Year's Resolutions for Vendors

It's that time of year when many people make New Year's resolutions, so here are a few "Vendor's Resolutions" to consider:

Improve Communication with Customers: When you really boil down what "customer service" means, it seems a lot of it revolves around effective communication with the Customer: what do they really want, what do they really need, am I doing a good job of keeping them informed at all times, did I follow up to make sure they were satisfied? Improving communication isn't all that hard (easier than resolving to give up mashed potatoes and gravy!) and it really doesn't take more than a few minutes to accomplish.

Fulfill Commitments: Breaking a promise erodes a Customer's trust. If you say you will do something or get them something by a certain date and you don't, that hurts your credibility and the customer thinks they can't count on you. The only thing worse than not fulfilling a deadline with a customer, is not even having the courtesy to contact them ahead of time, explain the situation, apologize for the delay, and tell them when they can expect it to be done. Everyone realizes that things can come up, and schedules change, or delivery dates change, but if you don't contact them first to let them know the commitment can't be met it looks like you forgot about the commitment, the customer, or both.

Work Better with Others: It's not easy to work with other people sometimes: different viewpoints, different opinions, different styles, everyone is different! It's easy to forget sometimes, but try to realize that everyone is human, you're probably not perfect yourself (most of you at least!), and they likely mean well and have the same goals that you do. I am a big fan of trying to do things outside of the office with our employees, you realize they are real people and not just some "co-worker" like a character in that TV show "The Office", and they likely have a lot more in common with you than you realized. Even if you can't force yourself to "like" everyone at work, they are on your team and you need to find a way to work together effectively for the team to succeed. You probably know people that seem like they can get along with and work effectively with literally anyone, why can't you be more like that?

Sincere wishes to you for a successful and Happy New Year!
Mike

Health & Safety Section Continued All About You: Reward yourself

6. Reward others. Giving rewards can feel even better than getting them. It doesn't have to cost you anything besides your time and effort to show appreciation. Of course, if you do spend money on a present, it can increase its effect, but it's not necessary. When I was a full-time safety professional, I used to send short, humorous "thank you" poems to employees or teams who had gone "above and beyond" with their safety behavior. The smiles, laughter and encouragement the poems elicited made me feel great. Of course, the recipients enjoyed them as well and felt their safety efforts were appreciated.

You don't have to write poems. Any reward from you that is personal (meaning it could have only come from you) will have the same positive effect. Rewards – whether from a friend, colleague or vibrating watch – are always a pleasure.

This article represents the views of the author and should not be construed as a National Safety Council endorsement. Richard Hawk helps companies around the world create more vibrant safety cultures by showing them how to make safety fun. As a professional speaker, author and musician, he also inspires employees to focus better and enlightens safety leaders about ways to increase their influence.

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Achievement goals and behavioral goals for a Happy 2019!

Many of you probably have set goals for 2019. Some of you may not, and that's completely OK too. If you set goals, you will want to consider the difference of *achievement goals* and *behavioral goals (habit goals)*.

In most cases your *behavioral goals (habit goals)* are what are going to lead you to your *achievement goal*. In other words the **behavioral goals are the how to or action plan** to accomplish your achievement goals.

Achievement goals are going to be things like lose 20 pounds, run your first 5k, run your first marathon, etc.

Behavioral goals (habit goals) are going to be things like drink 100 ounces of water daily, only drink alcohol once a week, workout 5 days a week, read 20 pages of a book every day, etc.

Its crucial to have both in place. The behavioral goals (habit goals) help create who you are and build character, as well as help you reach your achievement goals.

Your achievement goals are those big goals that when accomplished make you feel like you just climbed to the top of Mt. Everest.

As you are setting 2019 goals make sure you have both, **and make sure they are both in alignment with each other and support each other**. If they don't align then simply take things back to the drawing board until your behaviors and habits support your achievement goals!



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What is Succession Planning?

Succession planning is a process for identifying and developing new leaders who can replace old leaders when they retire or leave. Succession planning increases the availability of experienced and capable employees that are prepared to assume these roles as they become available. Succession planning should entail developing internal people with the potential to fill key positions.

Effective succession management builds a series of feeder groups up and down the entire pipeline. In contrast, replacement planning is focused narrowly on identifying specific back-up candidates for positions.

Much thought should also be given to the retention of key employees, and the consequences if key employees leave and what effect it may have.

Departments use succession planning as a process to ensure that employees developed to fill each role within the department. This starts with developing employees knowledge, skills, and abilities, and prepare them for advancement or promotion into ever more-challenging roles.

Active succession planning ensures that employees are constantly developed to fill each needed role. As a department expands, or loses key employees succession planning aims to ensure that one has employees on hand ready and waiting to fill new roles.

With this in mind—bringing your staff to MASMS events and giving them the opportunity to learn, network with others and see the potential opportunities within School Facilities' Careers would be an great start to succession planning within your department!



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1250 Zane Ave North
Minneapolis, MN 55422

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 ~ White Bear Lake Schools

June 12th or June 13th, 2019

Northern/NW/West Custodial Days ~ Staples Motley Schools

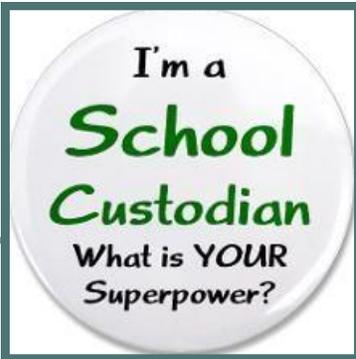
June 18th, 2019

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.



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Questions? Contact Paul Albinson at 612-321-4323 or Paul.Albinson@CenterPointEnergy.com.

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Max Bahr: 507-319-3322 | mbahr@hillercarpet.com | hillercarpet.com/commercial

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29 Good Things to Remember for the New Year

1. **Choose a narrow path.** The sooner you pinpoint what you want to achieve in your life, the sooner it will happen for you. Don't choose the well beaten path; create your own.
2. **Embrace change.** If life were consistent and without ups and downs, it would be boring, bleak and monotone. Never fear change, it could be exactly what you need.
3. **Its okay to eat cereal for dinner.** You only live once...
4. **Own your mistakes.** The only way to learn is to make mistakes. The only way to learn from mistakes is to own them. You'll be surprised how much people will value you for owning your mistakes
5. **Appreciate what you have before you ask for more.**
6. **Take care of your body.** It's the only place you have to live.
7. **Who you are is not what you have; its what you do with what you have.** Some of the happiest people in the world have the least? It isn't about what you have, but what you decide to do with that.
8. **Be Loyal.** In love, friendships, and most importantly with your family. Stay true to your word.
9. **Laugh more.**
10. **Words are powerful.** Words are powerful – choose them wisely.
11. **You can never be over educated.** Want to learn another language? Its better late than never. Thinking about taking art classes? You never know what it will lead to. You are only limited by your choices.
12. **Be gracious. Be humble. Be kind.**
13. **Live in a new place for a few days.** You will be surprised as to just how much our surrounds shape us.
14. **Live within your means.**
15. **Have an opinion.** Voice it, engage in healthy debate, but never be rigid and close-minded.
16. **Be proud.** Credit where credit is due. Learn to welcome compliments and accept them.
17. **Accept criticism.** Know the difference between constructive criticism and an insult. If someone insults you, it says more about them than it could ever say about you.
18. **Get outdoors more.**
19. **Spend time with anyone older than you.** Age = experience. Experience = wisdom.
20. **Be honest.** People will value your opinion if it is raw and honest.
21. **Don't give money, give your time.** There is no greater gift than your time.
22. **Take a day off.** Do something you have always wanted to do. By yourself.
23. **Track your finances better.**
24. **Work hard(er).** Set your goals higher...your limits are only those you believe to be true.
25. **Smile at strangers.**
26. **Keep a journal.** Sometimes the best way to clear your mind and keep a clear vision is to jot down your thoughts at the end of the day or week.
27. **Escape into a film.** Bad day? Don't dwell on it. Escape to someone else's reality or jump inside a fiction. Two hours later you'll have forgotten the trivialities.
28. **You are the company you keep.** If your friends aren't bringing joy into your life, maybe you've outgrown them. Don't be afraid to make new friends that understand you (and where you're at in life right now). Adapt. Change. Learn. Grow. Evolve.
29. **You'll never be as young as you are right now.**

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MASMS July 2019 Boot Camp

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

Location: Holiday Inn, St. Cloud, MN | 75 South 37th 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
- Best Practices
- Training
- Equipment Needs
- Management Tools
- Inspections/Checklist
- Budgets
- Staff Management and Development

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.

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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 3rd and Friday October 4th, 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)
- Expect approximately 25-40 people in each session
- Email this to ruth@masms.org
- Prepare a 100-word descriptor of the course
- Provide a short professional bio of the presenter

We are requesting your assistance in delivering great educational sessions at the conference. This request is offered to all members of the association. If you have questions, please contact a member of the Educational Committee.

Committee Members are:

- Fred King - fking@inspec.com
- Jim Leuer - leuerj@rockford.k12.mn.us
- Mat Miller miller.mathew@CO.OLMSTED.MN.US
- Maureen Mullen - mmullen@priorlake-savage.k12.mn.us
- Jeff Arthurs - ArthursJ@District279.org
- Margaret Bishop - mbishop@nexussolutions.com
- Tracy Closson - TClosson@northfieldschools.org
- Todd Lieser - todd.lieser@isd623.org

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