Bon Bini Bonaire! (Welcome to Bonaire)

For the month of March I’ve decided to expand the facility world by introducing you to one of the only facility managers, Vronie Sieverding, on the tiny island of Bonaire, Netherland Antilles. Vronie and I met two years ago by chance on a flight to Bonaire. She has since moved around quite a bit, but I was able to reconnect with her in September 2005, and again in January back on the island of Bonaire. Here is my on-line interview with her for your island appreciation. I asked her the following questions:

1. What type of background did you have when you decided to take the job as a facility manager at the hospital (Fundashon)?
2. What were the factors to make your decision to start up your own company?
3. I understand that you have actually taken on a project back at your old job at the hospital. What are you doing for the hospital now and what are some of the issues you find as an outside consultant vs. being the facility manager?
4. You’ve stated in conversations with this reporter that Bonaire is behind the times in a variety of ways. How does that effect how you dealt with projects in the recent past and now, in getting them accomplished?

Thanks again Vronie! Enjoy!

-Laura

At the age of 12, I came to Bonaire, a boomerang shaped island in the Caribbean waters 24 miles long and about 3-7 miles wide, with my parents and my brother.

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Hero of a Lifetime - Frank Alfano

On Thursday, March 2nd, The American Red Cross held it’s 9th Annual Heroes Banquet at Monona Terrace. Attendance was close to 500. Several local celebrities spoke about this year’s selected Heroes including WKOW 27 Christa Dubill, our very own Vickie Wenzel, from primary sponsor Target Commercial Interiors, Badger Chapter Board Chair, Wayne Harris, and Sandra Lampman, Director of the Badger Chapter of the American Red Cross.

Frank stands with other Heroes at the ceremony.

The Madison Chapter of IFMA nominated long time member, co-founder and all-around good guy, Frank Alfano for the Hero of a Lifetime Award for Community Involvement and Leadership. It was a great evening with Frank accepting the honor most humbly while entertaining the crowd with his wit during his acceptance speech.

Madison IFMA members cheering for Frank.

Two full tables of Madison IFMA members attended, including International IFMA’s Vice Chair Gary Broersma. This provided heart-warming support and jubilation. Proceeds for the event go to the Badger Chapter of the American Red Cross.
IFMA Madison Member Profile

In this section, an IFMA Madison member is interviewed, so that we can get to know fellow members better. This month, the member is Mary Evers Statz.

Where do you work?
I currently have 2 jobs. I am working at CUNA Mutual Group as a Manager of Facility Planning and Design until April 13th when my job will be outsourced. On May 8th I start my new job in Eppstein Uhen Architects downtown Madison office as a Senior Interior Designer.

How long have you worked for CUNA Mutual?
3 plus years.

How long have you been involved with IFMA?
15 years.

Brief history of work experience?
I worked as an intern for Rowley Schlimgen, now Target Commercial Interiors, and they hired me full time after college. I worked there for two years. After that I took a position with Strang Inc as an Interior Designer where I worked for 11 years.

Offices held in IFMA, if any?
Program chair, Vice President, President, Past President and Web Site chair.

Something that few people know about you?
I love the movie “Legally Blond,” Reese Witherspoon was great!

Your idea of a dream vacation?
My husband Marty and I are taking one after my job at CUNA Mutual ends, and before I start at Eppstein Uhen Architects. We are going to England and Scotland for 10 days. Anywhere in Europe with my husband is my idea of a dream vacation!

Celebrities, dignitaries, or other famous people you’ve met?
Bill Madlock is probably the most famous person I have met. He was a famous baseball player, and has a World Series championship ring. I met him at World Workplace in Kansas City. He was the batting coach for the Detroit Tigers at the time, and they were in town for a game with the Royals. He gave me some batting tips, which was quite humorous.

Celebrity you would like to meet?
Jon Stewart, I think he is great.

The thing you appreciate most about being an IFMA member?
My many, many friends!

Most challenging facility related issue?
The most challenging issue I have faced was the outsourcing effort CUNA Mutual Group undertook last fall. I do not wish that on anyone.

Favorite IFMA memory?
Definitely World WorkPlace in Kansas City when Richard Pierce was named Chairman of the organization. It was a great celebration!

- If you would like to be interviewed, or if you have any suggestions for this section, please email me at mdarga@greenwaycenter.com.

Welcome New Chapter Members

Ladene Anderson Wisconsin Bankers Association
Jennifer Bendoritis Martin Security & Investigations
David Boland Dean Health Systems, Inc.
Gene Call Mastergraphics Inc.
Mary Chapman Sergenians
Jennifer Hoege Wipfli LLP
Joshua Lindquist Mastergraphics Inc.
Thomas Riffle Madison Area Technical College

Coming Attractions

2006 Tri-Chapter Event
This year, the Tri-Chapter Meeting is May 9th, in Green Bay. Please mark your calendars. Watch for details and registration information.

World WorkPlace 2006, San Diego, October 7-10
It’s not too early to start planning for this year’s WWP. Those who have attended previous WWPs can attest to the fact that it is a great educational experience and networking opportunity.

April Newsletter Deadline
Wednesday, March 29, 2006
Please submit materials to Matt Darga at mdarga@greenwaycenter.com (as an attached WORD document)
Bon Bini Bonaire
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My dad was chosen to be the architect for a new building project on the island and due to the lack of professional supervision at the construction site, we as a family were forced to move to Bonaire so my dad could do the supervision.

I had a fantastic time growing up and finished High school on Bonaire but needed to move to back to Holland to continue college like a lot of the kids are forced to do. I studied facility management and worked at a facility services company with catering in office buildings as a district supervisor and trainer. After 11 years my boyfriend (also from Bonaire) and I got the opportunity to come back to Bonaire. He got a job with the government as a civil engineer, and I explored the island for a while figuring out how and where I could be of any use being a facility manager on an island where no one had ever heard of facility management, let alone what to do with it.

I ran into an old high school teacher who referred me to the managing director of the local hospital. He told me about plans for a new nursing home and renovation of the hospital. We discussed issues of maintenance and other operational problems resulting in poor support of the core business, which is the health care of patients and residents. I also met with the part-time medical managing director, who had a part-time practice as a family doctor. This director had a clear and ambitious mission - running the only primary health care institution on the island serving a local population of 15,000 with 35 hospital beds and 65 nursing beds for seniors.

I started as the facilities coordinator. No one knew what managing facilities meant, so no departments were defined. I started to look for my staff by literally walking around with the question: What do you do? You clean? OK you belong to me from now on. Eventually I ‘collected’ my staff of about 60 employees. Imagine no real supervisor, no planning, no short or long term strategy, no policies, and construction and renovation about to start. There was my challenge.

The first two years I organized and structured the facility services to form an independent operating department to support the core business of healthcare. We also operated as a contractor to support third parties as the Facility Services Department. Parallel to this process, I worked on the terms of references and plans for the new nursing home and an institutional kitchen for 300 meals a day, as well as renovation of the hospital with a small team of experts in this specialized field. When this was done, they finally took me seriously and I became one of the senior staff administrators, responsible for the budgeting of investments, planning, etc. As a team we grew fast. I think we motivated each other to reach a level of excellence in a very creative way, even though insufficient funds were always our biggest worry.

I think the big difference with the western world is we can’t see our clients as a statistic or one of many. The clients are your family, children, parents, or friends that you want to give the best health care you possibly can. As a team you are so involved with the needs of an island that is your home and it is completely isolated by the ocean. We have the “luxury” of a 24/7 ambulance flight service to the main island Curacao. However, you can’t send an un-stabilized patient on a flight to another island, so we have to be able to deal with everything on Bonaire.

For 7 years I devoted my ‘life’ to this foundation (Hospital Care Center) on Bonaire. Not because of the sun shining everyday. It’s my home, I grew up here. and I’ve had a great childhood. I’ve had the opportunity to study and get my work experience in Holland so it was time to give back to the island as so many do. You go to the US or Europe to study and come back. Maybe not directly after graduation, but sooner or later the Bonairian roots will get to you.

I realized that being in the facility manager profession, facilitating the needs of a non profit health care institution on an island, in a small medical region of 5 similar islands, I was becoming narrow-minded in my focus. I decided it was time to move on and find new challenges. I missed the profit approach, and the internal ‘red tape’ started to get to me.

I started my own company so I could work on a freelance basis and do projects and/or interim management. I wanted to be available for small(er) institutions/ foundations, companies, and resorts because we all deal with the same problem. Everything we do on Bonaire is based on a small scale. Nobody can afford to hire full time specialists in any field, but we have the same needs here as you have in your company or foundation.

I also wanted to work on a more well-rounded image as I had “hospital” written on my forehead when I left my former job. Also, I wanted to give more weight to the meaning facility management. Again, proven facility management is still an unknown profession on Bonaire or until now only connected with a health care institution.

Another new challenge here!

In the past year I worked in Aruba for a small resort as an interim manager - coordinating the construction and renovation at the resort and recruiting a new General manager. After that I did the most unexpected, running a political campaign office for a candidate that ran for parliament to be minister of Health. I’m now back on Bonaire doing management support at small resorts and for my former employer – the hospital. I am performing a feasibility study for the newly established (profit) company of the foundation to study if offering the facility services (currently provided by the departments of the foundation) to the local market is financially and logistically feasible.

There’s still a long way to go, but I see that awareness is growing and facility management is gaining ground as a respected and needed profession on the island. I will make sure this process will continue by doing my part of consulting and coaching managers in small and big organizations so they will feel the benefits of facility management. Thinkers who do! (As we say in Dutch)

Danki, Vronie!
Circles of Excellence

IFMA Madison is sponsoring another exciting Circles of Excellence series of breakfast discussions. This series will be called “Mechanical System Comparisons” and is intended to help facility professionals better understand the advantages and disadvantages of various types of mechanical systems in use today. To give a balanced perspective to the series, discussions will be led by a panel of experts that represent system design, construction, and facilities management as follows:

Design Representative:
Ed Ornes, Mechanical Engineer, Strang, Inc.

Contractor Representative:
Jason Beren, PE, Kilgust Mechanical, Inc.

Facilities Representative:
Matt McConnell, Facilities Manager, Oakbrook, Inc.

The four-week series will be hosted by Strang, Inc., at 6411 Mineral Point Road, Madison, Wisconsin and will begin on Tuesday, April 4th, 2005 at 7:30 a.m. Each session will last approximately one hour and donuts and coffee will be provided.

Attend one session, attend them all, or pick and choose. The format is flexible and will encourage interaction. Bring your questions and be ready to actively participate by sharing your experiences with your fellow members.

If you are interested in attending the first session on April 4th, please RSVP by contacting Larry Barton at (608) 276-9200. Planned discussion topics are as follows, additional topics may be added as the series evolves:

April 4, 2006 – Session 1
Mechanical Systems - Overview

April 11, 2006 – Session 2
Mechanical Systems - Comparisons (advantages & disadvantages)

April 18, 2006 – Session 3
Mechanical Systems – The Facilities Management Perspective

April 25, 2006 – Session 4
Mechanical Systems – Making the Right Choice

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IFMA Anniversaries for January – March

- **1 Year**
  - Glenn Bolt
  - Jim Carrel
  - Michael Christensen
  - Chris Fawcett
  - Mark Hanson
  - George Keehn
  - Matthew McConnell
  - Scott Olsen
  - John O’Neill
  - David Tilsen
- **2 Years**
  - Jason Beren
  - Laura Kraemer
  - Shawn Smith
- **3 Years**
  - Jane Carroll
  - Thomas Gernetzke
  - Bruce Kimball
  - Sharon Morey
  - Ronny Rowe
- **4 Years**
  - William Fraser
  - William Heiser
  - James Roethke
  - David Shorette
  - Rebecca Slater
  - Judith Stich
- **5 Years**
  - Glenn Hovde
  - David Koenig
  - Darrel Feucht
  - Services Inc.
- **6 Years**
  - Daniel Drager
  - Sue Murray
- **7 Years**
  - Doug Hearn
  - Randy Schmitgen
- **8 Years**
  - Greg Brockmeyer
  - James Burke
  - Dennis Gleason
- **9 Years**
  - Curt Bembenek
  - Kevin Sorg
- **10 Years**
  - Noel Lambert
- **13 Years**
  - Jon Schneider
- **14 Years**
  - John Hagman
  - Kevin Snitchler
  - Mary Statz
- **16 Years**
  - Cathy Schmitz
- **17 Years**
  - Wayne Schroeder
- **18 Years**
  - Jack Mitchell

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Honeywell International
Hunzinger Controls
Johnson Controls
Puget Sound Construction Co.
Coventry Laboratories
UW Madison Wisconsin Union
JWC Building Specialties, Inc.
Oakbrook Commercial Real Estate, Inc.
Madison Gas & Electric
American Family Insurance
Tilsen Roofing Company Inc.
Kilgust Mechanical, Inc.
PLANNING Design Build, Inc.
Midwest Patrol & Investigative LLC
Plunkett Rysiech Architects
Facility Engineering, Inc.
Strang, Inc.
Bessa & Associates
Alliant Energy
Cuna Mutual Insurance Group
CUNA Mutual Insurance Group
Cuna Mutual Insurance Society
Cuna Mutual Insurance Group
Credit Union Executives Society
Interior Investments
Hovde Development Corp.
Capital Lock, Inc.
Great Lakes Educational Loan
FacilityNow
CUNA Mutual Insurance Group
ARAMARK Corporation
Flad & Associates
Dane County
The Bruce Company
Gleason & Associates LLC
ServiceMaster Building Maintenance
InteriorLogic Facility Planning
Nakoma Golf Club
Hillcraft, Ldt.
State of Wisconsin DNR
Dean Medical Center
CUNA Mutual Insurance Group
Cuna Mutual Insurance Group
Beaver Dam Community Hospital
Facilities Management Consultant
March 2006
14 Executive Board Meeting
21 Luncheon Meeting - Carpets
?? Tour / TBA

April 2006
11 Executive Board Meeting
18 Luncheon Meeting - Elevators
?? Tour

May 2006
09 Executive Board Meeting
16 Luncheon Meeting - Sponsorship
?? Tour / Monona Terrace (?)

June 2006
14 Executive Board Meeting
21 Luncheon Mtg. – Annual Business Meeting
27 Golf Outing