

NI In the News

September 6, 2016—JC Licht in Addison

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About the Presentation:

We will walk through building selection, planning, communication, village involvement, coordinating the move, the process, and the end result of moving a company to a new home.

About the speaker:

Elliot Greenberg is President & CEO of JC Licht, LLC.

JC Licht is the largest independent paint, wallcovering, and window treatment company in the Midwest with 34 locations throughout the Chicagoland area. Prior to the purchase of JC Licht in 2015, Elliot was VP of Sales & Operations of Rings End Lumber in Connecticut. He grew the paint and sundry business to \$40 million annually. With Elliot's vision, JC Licht's growth will continue through acquisitions and new ground up locations.

About this facility:

In 2014, JC Licht needed to find a new home to accommodate their corporate offices, Pro Center and warehouse. After many site visits in numerous cities around Chicagoland, Elliot chose the current location in Addison. Convenient access to the highway system, this location proved to be critical for distribution and convenience for their customers. With their team, JC Licht planned and developed construction of the corporate office, Pro Service Center and distribution warehouse all in one location.

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**All no shows will be billed.

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From the President....

"And now here is my secret, a very simple secret: It is only with the heart that one can see rightly; what is essential is invisible to the eye." ~ Antoine de Saint-Exupery

I had an interesting sales day today. Well, I guess if by interesting I actually mean upsetting, then yes, it was an interesting day. Actually, it was just the last 15 minutes of the day. But by the time it was done it was the only part of my day I could remember.

The really short and generic version of a much longer story is that I became a commodity at a property that I have serviced for the past five years or so without a single complaint about service. A new management team within the same management company took over this property, and just like that the past five years of effort and service became meaningless. I was a number. Without warning or care, I received notice of a cancelled contract. Via email of course. When I called to ask what happened, the new management staff just told me that it is not at all a reflection of our service to the building but that they were "shifting some things around."

The kicker is that it's not even a large contract. It's a small single building. At the end of the year it really won't affect my bottom line. But that's not the point. I treated it like every other account I service. I sold the account, I managed the account, I took its needs into consideration during every event, and as its needs changed over the years I changed my service to meet them without fail. I got that property through two major blizzards, a major ice storm, and the second largest winter Chicago has ever seen without so much as a hiccup. Not to mention every other weird weather scenario Chicago winters have thrown our way.

And this is how it ends? Really? A blanket cancellation email from someone who doesn't even know who I am and a canned "assurance" that it was not a reflection on my service? I'm sorry, but I find that insulting. I wasn't born yesterday and I don't appreciate being treated like I was. But alas, I do tend to take things personally in the world of business, so there's that too.

I bring this up because there's a lesson hidden in all of this: outside of the stock market, there is no such thing as a commodity. Too often people fail to realize that *Everything* has some amount of intangible, unquantifiable value.

Obviously this translates to the FM world. Think about every great company you've hired or purchased from. What made them great? It was the people behind the products and service. Behind every company and every widget they may produce and sell is a **person**. A person whose thoughts and decisions and morals and ethics will guide customer's experience and interaction with those widgets. A person that stays up at night thinking about how they can make your experience better. A person that you *trust*. My question is where does that show up on paper? And how do you quantify it? And how do you find it? How do you know that beyond being able to put a competitive price on paper and fill out an RFP impressively that when push comes to shove and tough situations arise that that company is going to look out for your best interest before their own?

Luckily this is the point I bring things around full circle to IFMA. I know my experience today is not unique to salesmen. Nor is it the first or last time it will ever happen to me. I know this. And as much as those who know me know that I tend to have a pretty harsh attitude towards schiester salespeople that hard sell for the sake of getting the sale, I also know there is the other side to the coin: the salespeople that truly care about their clients and take their job and performance as serious as a heart attack. I know a lot of my fellow vendors in IFMA that fall into this latter category.

Thus, IFMA provides an opportunity to interact with vendors on a more personal level. To get to know them on a personal level that couldn't be done in an RFP. Obviously I can't say that every vendor at IFMA is a good fit for every FM in IFMA (or vice versa for that matter), but I can say that there's likely a very strong correlation between a vendor's personal investment of time and energy in IFMA and the time and energy they are likely to put towards you as a client.

The more relationships we can forge where a client trusts and values their vendor for the honesty and selflessness and effort they put forth and the vendor values their client as an opportunity to succeed and learn and do the right thing rather than as a paycheck, the better off the entire FM community will be.

I encourage both sides to use IFMA to its fullest extent to build these relationships, as the betterment of the entire FM community is really what we're all here for, isn't it?

As such, this month's phrase that pays is: "See with the heart."

Warmest wishes,

Laura Ingram



Don't forget to get "LinkedIn" with our chapter IFMA NI Chapter Group

Day of Service at Aspire

As the co-chair of the IFMA NI Community Services Community, I am pleased to announce that the annual Day of Service will be held on Saturday, September 10th from 8:00 AM to noon at Aspire. We will be helping at a few of the group homes with routine maintenance activities: landscaping, painting, cleaning garages, repairing small items throughout the homes.

As a facilities manager, I realize most of us don't have the traditional 40 hour work week. Believe me, I've been awakened many times during my career in the middle of the night or worked way passed quitting time. So, I know that asking you to volunteer a few hours on a Saturday morning when you have your own lists of "honey-do's" or other family activities is a sacrifice. However, let me tell you a little bit about Aspire, and why giving a few hours of your time, is a worthy investment.

Aspire was founded in the 1960s to provide services to children and adults with developmental disabilities and their families throughout the Chicago area. Currently, they serve approximately 585 children and 320 adults each year. The group homes, where our volunteer efforts will be focused, are part of Aspire Living. Aspire Living teaches, encourages and supports independence and includes life skills enrichment, including job training, community homes and independent living—to empower adults with disabilities to reach new and rewarding levels of independence.

Most importantly, they do not receive any type of state aid, so volunteers, and donations, are critical to their operation. Also, you'll have fun and get to know your fellow IFMA NI members a little better. And if you are looking for a quality activity for your family, spouses and children are welcome, too. Just please, no small children.

We'll follow up our work activities with lunch at the main facility, where the staff will give tours of their recently renovated space.

If you are interested in finding out more about Aspire, please visit their website aspirechicago.com.

Save the date:

Saturday, September 10th
8:00 AM – Noon
Aspire – 1812 South Wolf Road, Hillside

[Click here to register](#)

For more information or to volunteer, please contact Linda McInerney at Linda.McInerney@CVS.Caremark.com



Painters USA would like to invite all IFMA members to an Open House to celebrate their new headquarters. Please join them on Thursday October 13th from 3 – 7 PM at **570 Mitchell Rd. Glendale Heights, IL 61039**. Come out and enjoy food, drinks, & door prizes and see the latest in commercial/industrial painting & flooring techniques. Please RSVP to Karina at [\(630\)653-8715 ext. 219](tel:6306538715) or kreyes@painteresusainc.com. All are welcome and they hope to see you there.

20 Questions with Russ Snyder

Name: Russ Snyder
Company: Allstate Insurance Company
Position: Facility Manager

How long with IFMA: 8 years (June 3, 2008)

Favorite hobbies: Bike rides along the Des Plaines River Trail, walks and visits to the dog park with the pugs, trying new craft beers.

Favorite book: I'm not much of a reader anymore. I used to read anything by Tom Clancy, but that was a long time ago.

Currently reading: Not much.

Favorite food/cuisine: Any kind of seafood, steak, or sushi.

Favorite restaurant: Just went to Wildfire with my IFMA auction winnings. Love that place!

Describe your family growing up and now: Grew up in Delaware with my parents and two older sisters. Moved to Ohio in middle school when parents were transferred. Stayed there through college (University of Akron) and moved to Chicago in 1989. Met my wife in 1990 while on a job assignment in Ft. Worth. As I'm writing this, I have two kids at home, but we'll be empty nesters by the time the newsletter comes out. Amanda is 20 and starting her Junior year at The University of Illinois in Champaign. Lauren is 18 and will be a Freshman at Bradley University.

Hometown: Newark, DE and Strongsville, OH

Current residence: Gurnee, IL since 1992

Favorite activity: Cycling

Favorite sport to play: Baggo and darts, definitely low impact sports. Used to be volleyball and softball.

Favorite sporting event: Cubs baseball. Was there in 2003 when the Cubs clinched the division. The most awesome sporting event I ever attended. Actually a double header, and we had 2 little kids in tow.

Favorite team: Cubs, and the Philadelphia Eagles and Flyers

Cubs or Sox? I cheer for both, except when they play each other. Then it's GO CUBS!!

Are you a morning or night person? Definitely a morning person. Can't sleep past 6AM on the weekends.

If I won the lottery, I would: travel, have fun, give back, and hopefully make some good decisions so that the good times last awhile.

Three words that best describe me: Dependable, genuine, organized.

Mantra: You'll never know if you don't try.

Favorite movie: Godfather I and II, and Goodfellas. Guess I like mob movies.

Favorite TV show: Maron and Louie

One fun fact about you: I'm 6'-5" and never played basketball. Everyone assumes I did.

Special talent: Moving ceiling tiles without a ladder. Great ability to have in Facilities.

Greatest fear: Public speaking, although I'm getting better.

Most people don't know that I: Worked in the nuclear power industry prior to Allstate. That was quite a change.

Bucket List: Cross country bike ride.

My hero or role model (or an influential person in my life): My grandfather. I have nothing but perfect memories.

My favorite thing to do in the summer is: Cook out on the deck with a cold beer.

In winter: Hibernate.

If I could visit any place in the world, it would be: Australia and New Zealand

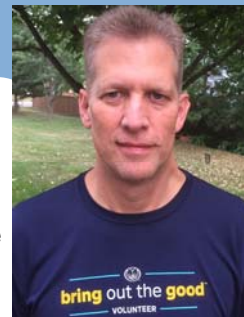
Because: I think the snorkeling would be great.

Favorite city to visit: Really loved our family trip to San Francisco, and look forward to going back.

Favorite vacation spot: Really liked Maui and Aruba. We usually stay stateside and try to work a Cub's game into the vacation.

If I could trade places with one person for a day, it would be: Struggled with this question way too long, so I'm moving on.

Continued on next page....





NI Golf Outing

September 15, 2016

Seven Bridges Golf Course

Woodridge

Register online starting May 1st for the NI IFMA 27th Annual Golf Outing, September 15, 2016 at Seven Bridges in Woodridge. Fees did not go up for 2016 - \$195 single, \$750 foursome.

Play a little golf, but don't think you're ready for competition? Not to worry. With this outing you don't have to be good; you just have to be there. The best-ball scramble format helps everyone do well. The scorecard reflects the best efforts of the foursome, not each person.

Also, we're about to announce new ways for you to win fabulous prizes no matter how well you do on the course. More on that later, but the prizes are fabulous. Fabulous.

If you have to be someplace on September 15th, you might as well be among friends.

SPECIAL GUEST:

Wendell Tyrone Davis (born January 3, 1966) is a former professional [American football wide receiver](#) who played for the [Chicago Bears](#) for six seasons from 1988 to 1993. He was selected by the Bears in the 1st round (27th overall) in the [1988 NFL Draft](#). Davis was a two-time All-American at [Louisiana State University](#). In his pro career, Davis played in 81 games, catching 207 receptions for 3,000 yards and 14 touchdowns.

Russ Snyder Continued.....

I'd like to have dinner with: Warren Buffett (to get some good stock tips).

Songs(artists) on my iPod/phone: Favorite Spotify channels right now are The Clash and The Sex Pistols. Guess I'm in a punk phase.

If I had access to a time machine, I would travel to (where/when): Kitty Hawk, NC on December 17, 1903. How cool would it be to see the first powered flight?

Pet peeves: Distracted drivers.

Bad habit: I graze through the kitchen pantry when I get home from work.

Catholic Charities Lake County Office Needs Donated Warehouse for Annual Christmas Gift Program

This Christmas, thousands of people are counting on Catholic Charities to help make Christmas wishes come true. Every year, more than 15,000 children and their families are blessed by the generosity of residents, businesses, community groups, and parishes who provide gifts and necessities during the holiday season. The Catholic Charities Christmas Gift program, a beloved tradition in the Lake County area, is now in search of a donated warehouse from which to operate the distribution operation.

“Thanks to our donors and volunteers, thousands of families in need are provided for every year,” said Jim Wogan, program manager for the Catholic Charities Lake County Christmas gift program. “In order for us to continue serving Lake County, we need a ‘Santa’s Workshop’ so that we can distribute gifts and toys.”

The program needs a donated warehouse space of approximately 50,000 square feet in the Waukegan area. Catholic Charities will pay the utilities cost and insurance and will assume liability. The distribution phase runs from November 15 through December 20.

Each year Catholic Charities distributes more than 43,000 gifts and toys for 20,000 children and families in Cook and Lake Counties.

For more information on donating a warehouse space, contact Jim Wogan at jwogan@catholiccharities.net or (847) 782-4210. To learn more about Celebration of Giving and how you can volunteer or donate gifts, visit www.catholiccharities.net/celebration

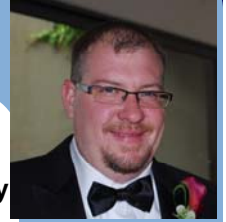
About Catholic Charities

Helping people in need for more than 99 years, Catholic Charities of the Archdiocese of Chicago is one of the largest private, not-for-profit social service agencies in the Midwest, annually assisting more than 1 million people in Cook and Lake counties without regard to religious, ethnic or economic background. Catholic Charities fulfills the Church’s role in the mission of charity by providing compassionate, competent, professional services that strengthen and support individuals, families and communities.

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Contact: Mandy Hamilton
Phone: [\(312\) 655-7425](tel:(312)655-7425)
E-mail: ahamilton@catholiccharities.net

20 Questions with Alan Jorzak



Name: Alan Jorzak
Company: Versico Roofing Systems
Position: Sr. Technical Sales Specialist
How long with IFMA: 1 month

Favorite hobbies: Photography, Travel, Fishing

Favorite book: Odd Thomas
Currently reading: Odd Apocalypse

Favorite food/cuisine: Surf and Turf
Favorite restaurant: Too many to choose from

Hometown: Streamwood, IL
Current residence: Kingston, IL

Favorite activity: Spending time with family

Favorite sport to play: Hockey
Favorite sporting event: Hockey
Favorite team: Blackhawks
Cubs or Sox? North Side all the way!

Are you a morning or night person? Depends on the situation, but mostly morning person.

If I won the lottery, I would: Invest in the construction of a community outreach center to provide families with a place to have fun, provide clothing and meals. Then I might take a trip to the beach.

Three words that best describe me: Analytical, Experienced, Understanding

Mantra: Time spent with family and 9 month daughter is precious. I am truly blessed

Favorite movie: The Shawshank Redemption
Favorite TV show: NCIS

One fun fact about you : I am a Junior
Special talent: Make own wine.

Greatest fear: Failure

One goal that I would like to accomplish during my lifetime is: Visit National Parks with Family

My favorite thing to do in the summer is: golf
In winter: skiing

If I could visit any place in the world, it would be: Italy

Because: History, food and wine ... of course

Favorite city to visit: Denver, CO

Favorite vacation spot: Captiva Island, FL

If I could trade places with one person for a day, it would be: Not interested.

Songs(artists) on my iPod/phone:

Metallica, Nickelback, Jersey Boys Soundtrack, The Who, Wicked Soundtrack, Vivaldi, Michael Jackson – Enjoy variety.

If I had access to a time machine, I would travel to (where/when): Future, the past has already been played.

Pet peeves: Bad Drivers

Bad habit: shoulder twitching

Thanks to our Associates!!!

August 2, 2016, we held our annual Associate Showcase and IFMA bucks raffle. Thanks to all the associates that displayed and donated to our raffle:

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Interstate PowerCare

JC Restoration

Moore Landscapes

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Painters USA

Phoenix Systems

Rose Paving

STRADA Real Estate Services

Trendway Corporation

United States Fire Protection, Inc.

Verisco Roofing Systems

Victor Construction



SNOW MANAGEMENT THINK TANK 2016

Best Practices for Snow & Ice Management Contracts
In collaboration with PRSM's 2016 Mid-Year Conference

September 28, 2016 // 10:00 am – 4:00 pm
Renaissance Schaumburg Convention Center Hotel

 PRSM Retailer Members and SIMA Members are invited to participate in a collaboration of facility/property managers and service providers with a goal of learning, developing and adopting snow and ice management standards for business growth, managing liability and helping everyone develop sustainable business models to avoid service failure.



Register at www.sima.org/ThinkTank

**SIMA/PRSM THINK TANK
TENTATIVE AGENDA**

- 9:30 a.m. – Arrival
- 10 a.m. – Introduction / 2015 Recap, including a review of the new Glossary of Terms and Procurement Timeline
- 10:30 a.m. – Collaboration work groups focused on defining scopes of work (SOW) and levels of service (LOS) in an RFP and qualifying service providers
- Noon – Lunch
- 1:00 p.m. – Solutions Development Workshop that will work on drafting templates for those areas defined in the collaborative process
- 3:00 p.m. – Workshop presentations



Doggy Detectives Making Their Mark in Pest Control

PCOs and dogs have joined forces in recent years in successful business ventures aimed at detecting invasive pests including geese, bedbugs, rodents and termites. This has occurred because dogs and their incredibly sensitive sense of smell had over many years earned an excellent reputation for detecting the presence of hidden bombs and narcotics. According to Susan Hagberg, who runs two Chicago area companies--Canine Detection & Inspection Services, LLC, and Wild Goose Chase Inc., this makes for a natural and profitable partnership for the pest control industry. Both Brian Taggart, General Manager of A&C Pest Control, East Meadow, NY; and Steve Dodge, Director of Canine Services, Pro Tech Pest Control of Virginia, Springfield, strongly agree.

The Team

"Humans and canines have teamed up over hundreds and hundreds of years to hunt their desired prey," Hagberg said. "Hunting is a complicated endeavor, and for dogs it consists of these steps: searching, tracking, locating, sharing information, stalking, chasing, catching, killing, and finally celebrating. Dogs are meant to hunt," she said.

"But the human part of the team chooses which of these step the dogs are to perform and focuses them on surpassing what the human hunter can't accomplish. We provide leadership for the dogs and guidance on how to perform their tasks safely in a modern, urban world that they sometimes can't understand. Dogs are smart, but we humans add the intelligent planning and future thinking to the team."

She pointed to the fact that urban areas are the perfect habitats for many creatures. Because expanding these areas has removed much of nature's balance—these creatures have come into frequent contact -- and conflict -- with the human inhabitants there.

The Canada Goose

"An example is the Giant Canada Goose: After nearly becoming extinct in the 1950s, this species has made an amazing comeback. It's now considered one of the most conflict-causing pest bird species."

Hagberg, because of her degree in horticulture and a previous career in landscaping, saw this problem becoming more and more of an issue with her clients. "As I dealt with these messy geese on their properties I started researching ways to humanely manage them. I knew that geese are federally protected under the Migratory Bird Treaty Act of 1918, so using a safe method of management was vital. I had a profound respect and love for dogs and read about Border Collies being used to move geese from properties without injuring them."

That prompted her to create Wild Goose Chase in 1998 and as this business grew and expanded she was questioned about other problem species, especially gulls that were causing problems in nearby Chicago, Racine and Milwaukee. "We began looking at ways to manage them, too, and developed a canine program for beaches that has proven to dramatically reduce water quality issues manifested by their droppings and bacteria. The year 2011 saw our first success at a beach in Racine."

Perfect Partners

Border Collies are perfect partners, she said, because of their predatory look and behavior. "They are persistent, intelligent, loyal and have an exceptional herding instinct. They

Doggy Detectives Making Their Mark in Pest Control

They retain all aspects of the hunting behavior except the ones we don't want, such as catch and kill. We have our dogs start with the stalk mode when they approach the nuisance birds, giving them 'the eye' which makes them feel they are truly being hunted. That's a far more threatening feeling than being chased by a happy dog out on an adventure in the park."

That fear of being hunted keeps geese away from a property that would otherwise be their desired habitat. "Once the geese show their fear, we send the dogs on a chase. After the geese fly away, we call the dogs back for the celebration phase—in this case a treat.

"We then realized we could also train use these dogs to assist in the early detection of bedbugs," she said.

A Dog Named Trouble

A&C Pest Management's Taggart had come to that same conclusion and created the company's bedbug division several years ago. "Today our division is home to four extensively trained bedbug sniffing canines, plus one, a Jack Russell Terrier named 'Trouble', who is trained and utilized in rodent detection," he stated. "We also subcontract our canine teams to other pest control companies in the area that don't have their own."

A&C and a number of other pest control companies around the country that utilize bedbug canines maintain that their detection efforts are three times more accurate than human efforts alone. The dogs alert only to live bedbugs and viable eggs. Dogs that alert to dead bugs can't confirm if an infestation has been eliminated.

"We do an initial inspection with the help of our canines to identify infested areas. And we'll create and utilize customized treatment plan. When that's completed, we'll do a post treatment inspection to assure that the bedbug infestation has been eliminated. "As training aids we keep vials with dead bedbugs in our office, as well as live rodents and rat hides," said Taggart.

Largest Rodent Population

New York City has one of the largest rodent populations in the country, which is primarily the reason why A&C utilizes a rodent detection dog, according to Taggart.

"Human PCOs are long experienced in finding rats and mice, but we're not perfect. Canines, however, can detect these creatures much faster and with much more accuracy. And because of them we're able to better monitor our results. We can establish where we've achieved control and pinpoint areas for more necessary control. By zeroing in on these areas, with the help of our dog Trouble, we can therefore reduce the amount of rodenticide applications and reduce the amount of traps to place. That's efficient and reduces the costs to us and the costs to our customers."

He said that A&C puts Trouble to work in food plants where rodent issues can be big as well as in banks, among other places. "In banks rodents and bank alarms don't mix. If you find such a problem you need to solve it fast."

Doggy Detectives Making Their Mark in Pest Control

TADs

According to Steve Dodge, Pro Tech Pest Control of Virginia was one of the first companies to bring termite and detection canines, also known as TADs, into their area. Initially they were rented and used to detect termites, ants and other wood boring insects. "But eventually we saw an opportunity to use them profitably only for termite detection and then purchased our first and started to market that service," he said.

Dodge pointed to the fact that several markets for potential business can be optimized by enterprising PCOs. "The use of TADs in residential, commercial, home buying, and home inspection markets can initiate greater efficiencies and greater accuracies in termite detection, add to your revenues, and can enhance your company's professional image," he said.

Residential Market

"For the residential market, your income can be increased because liquid termiticides come with a warranty program. Whatever you charge for that can be upgraded by including a canine inspection under that warranty. And speaking of inspections," he said, "if you wait six or nine months after a treatment and run your dog through the treated area again, you might find more termite activity to eliminate. That could mean additional income."

Dodge said that he has found that purchasers of older homes want a dog to inspect for infestations and has successfully promoted to that market.

"As a marketer, we like to be in touch with the home inspection market. We are always in contact with inspectors belonging to the American Association of Home Inspectors. They usually know of areas where termites hide and will suggest to a buyer that bringing in a termite sniffing canine would be a good idea."

Commercial Market

The commercial market, too, has great potential, he said. "Managers of multi-family dwellings, for example, see the benefits of early termite detection when some of their apartments are vacant. Bringing in a dog to look for any termite pressure before they rent out an apartment can be to their advantage and that can be an effective selling point for you."

Article written by:
Jordan Fox

Submitted by:
Sue Hagberg

*Time
for
Wine!*



Join IFMA Chicago, Thursday September 22nd, for a wine tasting tour of Michigan. Your adventure features three popular wineries, Round Barn, Lemon Creek & Dablon Vinyards.

\$100.00 fee covers transportation, food and beverages on charter bus and tasting fees for each winery.

Day: Thursday September, 22nd 2016

Time: 9:00 AM to 5:00 PM

Pickup Location: Union Station

Cost: 100.00 per person

RSVP By: September 7th, 2016

"Bring a guest along to network, kinda like a golf course, but at a winery with wine!"

September 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

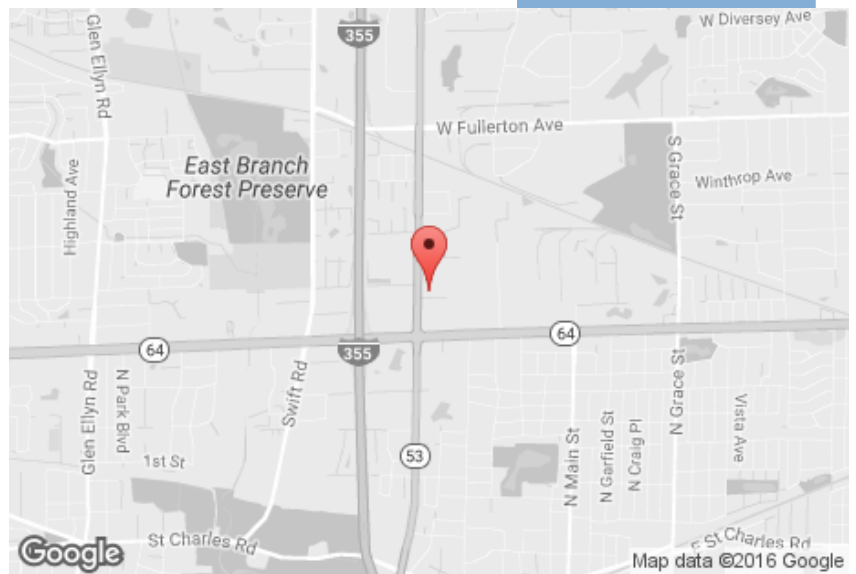
Schedule of Events

- September 6—JC Licht in Addison
- September 10—Day of Service at Aspire in Hillside
- September 15—NI IFMA Golf Outing
- September 22—IFMA Chicago
- WWP—Oct 5—Oct 7 in San Diego

Directions to JC Licht

From Chicago:

Take I-290 west. Keep right to take 290W via exit 15B toward Milwaukee/Rockford. Merge onto North Avenue/IL-64 via exit 13B. Turn right onto Rohlwing Rd.





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International Facility Management Association

To provide exceptional education, networking, career development, and leadership opportunities that support and advance the Facility Management profession in Northern Illinois.

Sponsorship opportunities are available, please contact our chapter administrator at the e-mail listed to the left for complete details!

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