

# ERAPPA 2011

## PROGRAM

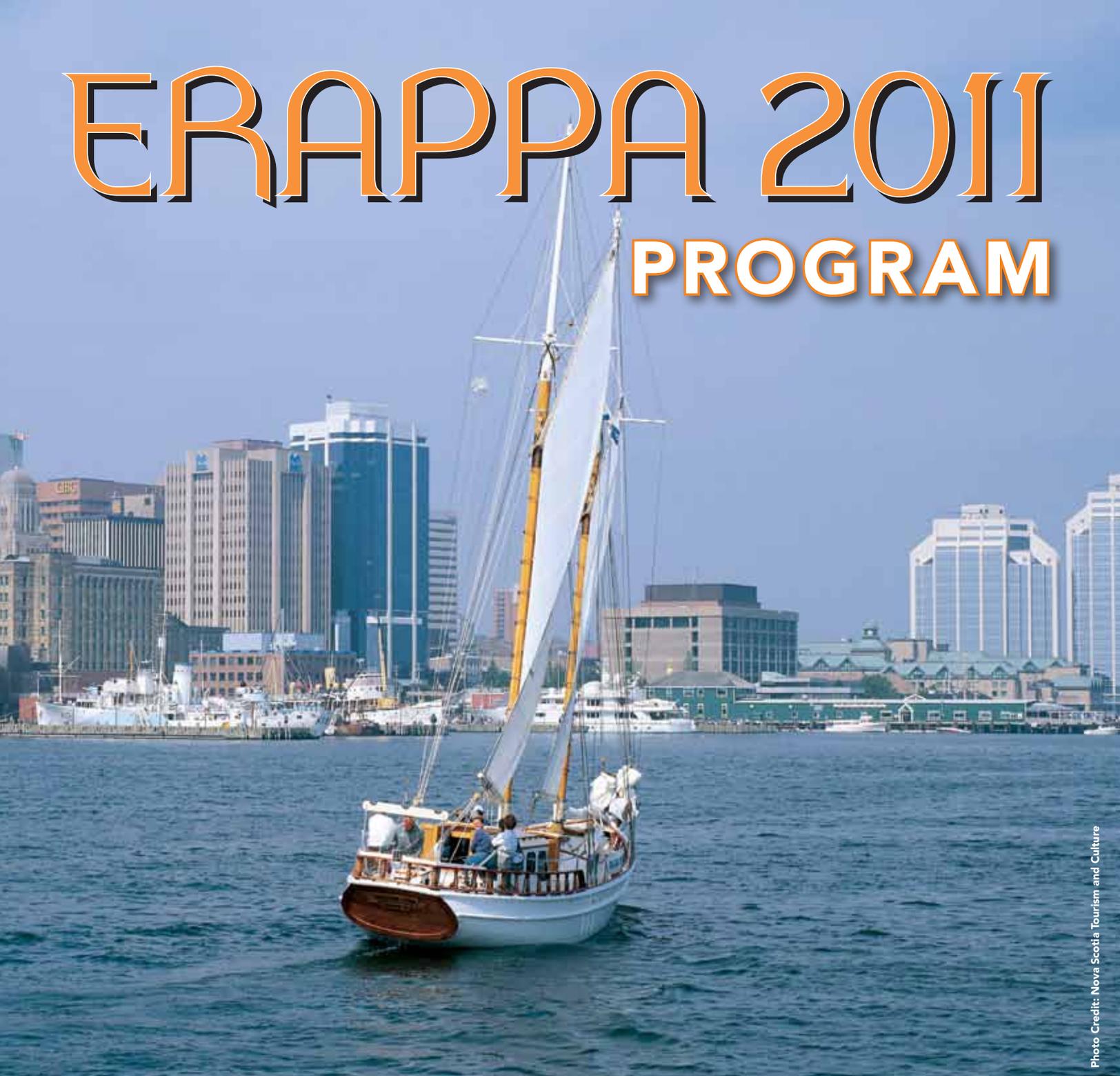
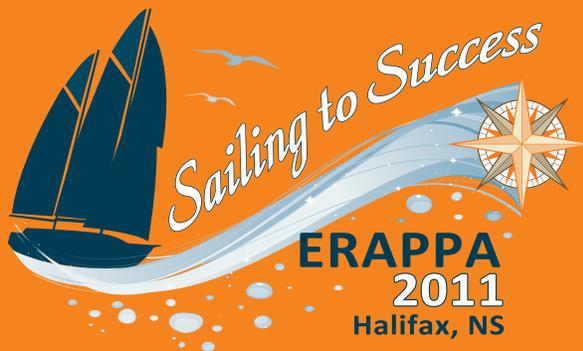


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October 2-5, 2011

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# ERAPPA PRESIDENT'S MESSAGE



On behalf of the ERAPPA Board and all the volunteers that make the organization successful, "Welcome" to the 61st ERAPPA Annual Meeting.

The Host Committee has been working over the past two years to plan a special Annual Meeting for all. The theme of the ERAPPA 2011 Annual Meeting is **"Sailing to Success"** and will put the wind back in your sail and guide you to be a more successful Facilities Manager. The educational sessions are current and thought provoking as they touch various areas of our profession. The program is broken up into four categories, Project Management, Administration, Environmental/Sustainability, Finance and Leading and Coaching your Facilities Human Resources. It's our belief you will find the subject matter timely, relevant to your campus, and you will leave on Wednesday with a renewed sense of commitment back to your institution.

I encourage you all to spend time in the Hall of Resources visiting with our Business Partners. They have enormous knowledge and resources to help today's Facilities professionals. I always find new and innovative products/services to take back to my campus and am appreciative of our partner's to help improve our quality of life of our students.

You are really in for a treat, especially if you have never experienced Canadian hospitality. Halifax is a beautiful city with all the amenities of a big city, but with a small town feel. There are wonderful sites in Halifax, from sandy beaches, rugged shorelines, beautiful seaport and colorful gardens. You can also enjoy shopping, sidewalk cafés and historic sites too.

These three-four days go quickly, so absorb all you can. I am looking forward to connecting with you in the educational sessions, Hall of Resources, or during one of the other many activities that ERAPPA provides. Enjoy the ERAPPA 61st Annual Meeting and your time in Halifax

Terrence J. Pellerin  
ERAPPA President



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# ■ AAPPA 2011 CO-CHAIRS' MESSAGE



Dear ERAPPA Colleagues and Friends,

On behalf of the Atlantic Chapter of APPA (AAPPA), we are pleased to welcome you to the 61st Annual ERAPPA Meeting, here in Halifax, Nova Scotia. Our chapter assists Atlantic Canadian facilities officers in promoting common interests, enhancing staff development opportunities, fostering professional ideas and standards while promoting high standards in the management of campus facilities. We are excited to be here in Halifax, home to a number of our member institutions. In Halifax you will find the

vivacity of city living, the charms of small town life and the pristine beauty of nature, all in one place.



The theme for the 2011 Annual Meeting is "Sailing to Success", reflecting the rich nautical history of Atlantic Canada while looking forward to a bright future. The Professional Development Committee's objective is to provide thought provoking educational programs pertinent to the challenging times we are all facing as facilities professionals. Our professional development programming for this meeting will be future-focused and designed to help educational facilities professionals navigate the "choppy waters" to personal and professional victory.

Our host committee (many of whom began meeting to brainstorm and plan for this event in 2008) is a dedicated group of individuals whose tireless efforts have brought us all together this week. Our goal from the beginning was to deliver to you, our colleagues, an engaging, educational, inspiring, and enjoyable program of professional development and entertainment opportunities that will leave you wanting more.

Our hotels (Delta Halifax and Delta Barrington) for the conference are both located in the heart of downtown Halifax and are connected through an indoor walkway, with access to the World Trade and Convention Centre (where all conference sessions will take place), Casino Nova Scotia, and a large indoor mall. Both are within walking distance to many fabulous downtown attractions, restaurants and pubs.

We are pleased to have a variety of business partners joining us this year and we are confident that you will be able to find and develop at least one new resource and relationship during your visits to the Hall of Resources. This year we are offering a numeric matching game to encourage networking and traffic to the Conference's Exhibition Hall of Resources. Engage with our business partners and show them your appreciation and support by visiting their booths!

A visit to Halifax would not be complete without experiencing some of our local maritime flavor. Plan to attend the Monday Night Fun Night at Pier 21, Canada's famous National Museum of Immigration. The evening will treat guests to an old fashioned East Coast Cèilidh (kitchen party). With a selection of wonderful east coast seafood and a unique performance of music and dancing by the internationally renowned group, the Atlantic Canada Cèilidh, this is sure to be a night you will remember. By the end of the evening, we are sure you will feel right at home in the Maritimes.

If you have questions or comments during your stay, please feel free to seek out any member of the ERAPPA 2011 Host Committee (they'll be the ones wearing "papaya" t-shirts).

Enjoy your time here at ERAPPA 2011!

Christine Matheson and Gary Schmeisser  
2011 Host Committee Co-Chairs



**ERAPPA 2011 HALIFAX OCTOBER 2-5**



# Greetings

## from the Mayor



On behalf of Halifax Regional Council, it gives me great pleasure to extend warm greetings and a special welcome to all attending the ERAPPA 2011 Conference, hosted by AAPPA, taking place at the Halifax World Trade and Convention Centre, October 2<sup>nd</sup> – 5<sup>th</sup>.

The 61<sup>st</sup> annual meeting, *Sailing to Success*, promises to be an educational forum devised to put the wind back in your sail and re-energize your commitment in the provision of quality service and high standards. The Conference will provide delegates with the opportunity to work together, share information, ideas and experiences with participants from the eastern regions of Canada and the United States, to further your success.

Our culturally rich and historic port city has been entertaining guests for over 260 years and we take pride in our reputation as one of the world's most hospitable and welcoming destinations. Year-round, in the heart of our vibrant downtown, you will find museums, art galleries, historic sites, shopping, fine restaurants, colourful gardens and an exciting nightlife.

I am pleased that you have chosen Halifax Regional Municipality as the site of your meeting and encourage you to enjoy all our area has to offer, our Region's culture is noted for its unique blend of history and tradition, co-existing comfortably with the contemporary. Enjoy!

Respectfully, I remain

Peter Kelly  
Mayor



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# 2011 HOST COMMITTEE

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Christine Matheson, Dalhousie University  
Gary Schmeisser, Saint Mary's University

## Conference Services & Registration (ConferSense Planners Inc.)

Chuck Schouwerwou, President and Principal Meeting Planner  
Marie Marin, Registration Coordinator  
Nick Sont, Senior Meeting Planner  
Melissa Young, Dalhousie University

## Administrative Support/Volunteer Coordinator

Melissa Young, Dalhousie University  
Jill Feindel, Saint Mary's University  
Kimberley Darr, Mount Saint Vincent University

## Business Partners

Gary Schmeisser (Co-Chair), Saint Mary's University  
Jeff Lamb (Co-Chair), Dalhousie University  
Leon MacLellan, Saint Francis Xavier University  
Chuck Schouwerwou, ConferSense Planners Inc.

## Communications, Marketing and Registration

Christine Matheson (Co-Chair), Dalhousie University  
Gary Schmeisser (Co-Chair), Saint Mary's University  
Chuck Schouwerwou, ConferSense Planners Inc.

## Professional Development Program

Bruce MacNeil (Chair), Mount Saint Vincent University  
Andrew Corey, University of New Brunswick  
Arthur Walsh, University of New Brunswick  
Craig Hickey, University of New Brunswick  
Gary Wilkinson, University of New Brunswick  
Mike Carter, University of New Brunswick  
Lee Petter, Nova Scotia College of Art and Design  
Donna Hurley, Mount Allison University  
Rob MacCormack, Mount Allison University  
Kimberley Darr, Mount Saint Vincent University  
Chuck Schouwerwou, ConferSense Planners Inc.  
Rick Battistoni, ERAPPA PD Liaison

## Hotel and Special Events

Christine Matheson (Chair), Dalhousie University  
Chuck Schouwerwou, ConferSense Planners Inc.

## Finance

Greg Clayton (Chair), University of Prince Edward Island  
Chuck Schouwerwou, ConferSense Planners Inc.

## Golf Tournament

Darrell Boutilier (Chair), Dalhousie University  
Scott Anderson, Dalhousie University

**ERAPPA 2011 HALIFAX OCTOBER 2-5**



# SCHEDULE AT A GLANCE

## Sunday, October 2

6:00 a.m. – 3:00 p.m.

Golf Tournament – Granite Springs Golf Club

Departs Delta Halifax Hotel Lobby

8:00 a.m. – 7:00 p.m.

Registration / Information – WTCC Level 100

9:00 a.m. – 6:00 p.m.

Internet Café - WTCC Level 3 Atrium

8:30 a.m. – 4:30 p.m.

Spouse / Guest Tour – Deluxe Halifax City Tour  
Departs Delta Halifax Hotel Lobby

10:00 a.m. – 4:00 p.m.

University Campus Tours:

- Dalhousie University
- Mount Saint Vincent University
- Saint Mary's University

Departs Delta Halifax Hotel Lobby

12:00 p.m. – 5:00 p.m.

Hall of Resources Move-In / Set-Up  
Halifax Metro Centre

6:00 p.m. – 8:00 p.m.

Hall of Resources Grand Opening Reception  
Halifax Metro Centre

## Monday, October 3

6:30 a.m. – 5:00 p.m.

Registration / Information – WTCC Level 100

6:30 a.m. – 5:00 p.m.

Internet Café - WTCC Level 3 Atrium

6:30 a.m. – 7:45 a.m.

Breakfast - WTCC Level 200 Grand Ballroom

7:45 a.m. – 9:30 a.m.

Welcoming Remarks / Keynote Presentation – WTCC Level 200 Grand Ballroom

8:30 a.m. – 4:30 p.m.

Spouse / Guest Tour – Mahone Bay / Peggy's Cove / Lunch in Hubbards  
Departs Delta Halifax Hotel Lobby

9:30 a.m. – 10:30 a.m.

Hall of Resources Open  
Networking and Refreshment Break  
Halifax Metro Centre

10:30 a.m. – 11:30 a.m.

Concurrent Professional Development Session I  
Track 1: Administration – WTCC Suite 204 - 205  
Track 2: Environment – WTCC Suite 301  
Track 3: Financial – WTCC Suite 101  
Track 4: Project Management – WTCC Suit 302  
Track 5: The Human Touch – WTCC Suite 303

11:30 a.m. – 1:00 p.m.

Hall of Resources Open  
Networking and Lunch  
Halifax Metro Centre

1:00 p.m. – 2:00 p.m.

Concurrent Professional Development Session II  
Track 1: Administration – WTCC Suite 204 - 205  
Track 2: Environment – WTCC Suite 301  
Track 3: Financial – WTCC Suite 101  
Track 4: Project Management – WTCC Suit 302  
Track 5: The Human Touch – WTCC Suite 303

2:00 p.m. – 3:00 p.m.

Hall of Resources Open  
Networking and Refreshment Break  
Halifax Metro Centre

3:00 p.m. – 4:00 p.m.

Professional Development Session III  
Track 1: Administration – WTCC Suite 204 - 205  
Track 2: Environment – WTCC Suite 301  
Track 3: Financial – WTCC Suite 101  
Track 4: Project Management – WTCC Suit 302  
Track 5: The Human Touch – WTCC Suite 303

5:30 p.m. – 6:00 p.m.

Bus Arrival/Boarding for Monday Evening Program – Delta Halifax and Barrington Hotel Lobbies

6:00 p.m. – 12:00 a.m.

Monday Evening Entertainment Program  
Pier 21 National Immigration Museum



# SCHEDULE AT A GLANCE

## Tuesday, October 4

6:30 a.m. – 5:00 p.m.

Registration / Information - WTCC  
Level 100

6:30 a.m. – 5:00 p.m.

Internet Café - WTCC Level 3 Atrium

6:45 a.m. – 8:15 a.m.

Networking and Breakfast  
WTCC Level 200 Grand Ballroom

8:15 a.m. – 9:30 a.m.

Welcoming Remarks / Plenary  
Presentation – WTCC  
Level 200 Grand Ballroom

8:30 a.m. – 4:30 p.m.

Spouse / Guest Tour – Grand Pré  
Wine Enthusiast Tour  
Departs Delta Halifax Hotel Lobby

9:30 a.m. – 10:15 a.m.

Hall of Resources Open  
Networking and Refreshment Break  
Halifax Metro Centre

10:15 a.m. – 11:15 a.m.

Professional Development Session IV  
Track 1: Administration – WTCC  
Suite 204 - 205  
Track 2: Environment – WTCC  
Suite 301  
Track 3: Financial – WTCC Suite 101  
Track 4: Project Management –  
WTCC Suite 302  
Track 5: The Human Touch –  
WTCC Suite 303

10:15 a.m. – 4:00 p.m.

Hall of Resources Tear Down / Move Out  
Halifax Metro Centre

11:30 a.m. – 12:30 p.m.

Professional Development Session V  
Track 1: Administration – WTCC  
Suite 204 - 205

Track 2: Environment – WTCC  
Suite 301

Track 3: Financial – WTCC Suite  
101

Track 4: Project Management –  
WTCC Suite 302

Track 5: The Human Touch –  
WTCC Suite 303

12:30 p.m. – 2:15 p.m.

Lunch and Annual Business Meeting  
Level 200 Grand Ballroom

2:15 p.m. – 3:15 p.m.

Professional Development Session VI  
Track 1: Administration – WTCC  
Suite 204 - 205

Track 2: Environment – WTCC  
Suite 301

Track 3: Financial – WTCC Suite  
101

Track 4: Project Management –  
WTCC Suite 302

Track 5: The Human Touch –  
WTCC Suite 303

3:15 p.m. – 3:30 p.m.

Afternoon Refreshment Break –  
WTCC Level 2 Foyer

3:30 p.m. – 4:30 p.m.

Professional Development Session VII  
Track 1: Administration – WTCC  
Suite 204 - 205

Track 2: Environment – WTCC  
Suite 301

Track 3: Financial – WTCC Suite  
101

Track 4: Project Management –  
WTCC Suite 302

Track 5: The Human Touch –  
WTCC Suite 303

5:30 p.m. – 7:00 p.m.

Awards Reception –  
WTCC Level 2 Foyer and Ballroom  
200C

7:00 p.m. – 10:00 p.m.

Awards Presentation and Dinner –  
WTCC Level 200 Ballroom 200D &  
200E

10:00 p.m. – 1:00 a.m.

Club ERAPPA  
WTCC Level 8 – Windows Restaurant

## Wednesday, October 5

7:00 a.m. – 11:00 a.m.

Registration / Information – WTCC  
Level 100

7:00 a.m. – 8:00 a.m.

Fun Walk / Run – Delta Halifax Hotel  
Lobby

7:00 a.m. – 10:00 a.m.

Breakfast – Delegates and Spouses /  
Guests – WTCC Ballroom 200A

9:00 a.m. – 11:00 a.m.

Host Committees 2011/2012/2013  
“Lessons Learned” Meeting – WTCC  
Suite 205



# MONDAY KEYNOTE SPEAKER



*Terry Evanshen*

Terrence Anthony "Terry" Evanshen (born June 13, 1944 in Montreal, Quebec) is a motivational speaker and former star receiver in the Canadian Football League (CFL).

Drafted by the Montreal Alouettes, Terry went on to have an outstanding career in the CFL playing for 14 years from 1965-1978, with the Montreal Alouettes, the Calgary Stampeders, the Hamilton Tiger-Cats, and the Toronto Argonauts playing in nearly 200 games and scoring over 90 touchdowns.

Terry won the Gruen Trophy as the Eastern Rookie of the Year in 1965, the Most Outstanding Canadian Award in 1967 and 1971, was an all star 7 times, won the Grey Cup in 1970 and was inducted into the Canadian Football Hall of Fame in 1984.

In 1988 Terry's life was nearly ended when a car ran a red light crashing into his Jeep. His injuries were so serious that a priest was called to perform last rites. Against great odds he survived in a coma, but when he awoke a month later he had no memory of his life before the crash. His struggles with this great loss eventually led him to become a motivational speaker. In the year 2000, author June Callwood wrote an award-winning book, *The Man Who Lost Himself: The Terry Evanshen Story*, which was turned into a 2005 movie for CTV, "The Stranger I Married", starring David James Elliott and Wendy Crewson and directed by Helen Shaver.

In 1994, the CFL adopted the Terry Evanshen Trophy which is awarded annually to the Outstanding Player in the East Division.

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# TUESDAY PLENARY SPEAKER



It takes tremendous courage, determination and persistence to race around the world alone. Derek Hatfield is only the 126th person to ever have done it. As perspective, this is fewer than the approximately 400 astronauts who have gone into space or 15,000 mountaineers who have reached the summit of Mount Everest.

It is a tremendous accomplishment under normal circumstances, but Derek's story is truly inspiring. Starting in September 2002 and ending in May of 2003, Derek captured the attention of sailing enthusiasts around the world as a competitor in the 2002-2003 Around Alone solo around the world race. Derek built an Open 40, a first in North America, to do the race. Despite a devastating pitch pole and dismasting near the infamous Cape Horn, Derek finished 1st in his class and became only the 2nd Canadian ever to complete the demanding race. Although Derek's path was marked by seemingly insurmountable challenges, it was his perseverance and never-give-up attitude that were the guiding forces behind his successful drive to the finish line.

After finishing the Around Alone on such a high, Derek was drawn to the next big challenge... to race around the world without stopping. The Vendee Globe is very pure in its application; you leave France and return via the 3 capes. After 50 days at sea and in the 5th day of a true southern ocean storm the boat was rolled and the mast struck the water, breaking 2 of the spreaders. Unable to affect the necessary repairs to the mast while at sea, Derek was forced to retire from the race.

Derek's most recent challenge was the prestigious VELUX 5 Oceans race, formerly the Around Alone. This race was the longest and toughest event for any individual in any sport. Starting in France on October 17th, 2010, the racers navigated through a series of 5 high-pressure ocean sprints within a marathon circumnavigation.

If sports are a metaphor for life, and all of its concerns – personal, financial, business, family – then imagine the lessons we can learn from the world's most difficult, challenging, and grueling individual competition: single handed open ocean sailing. Derek Hatfield draws out these lessons in a fascinating and visually stimulating presentation that tells the story of his successful completion of the Around Alone race. From perseverance, to teamwork (he was on the boat alone but had to work closely with his support team on shore), to focus and entrepreneurial drive, Derek weaves a tale that is both practical and motivational and is sure to resonate with all who listen.

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# PROFESSIONAL DEVELOPMENT SESSIONS

MONDAY, OCTOBER 3, 2011

ADMINISTRATION Suite 204-205

ENVIRONMENT - Suite 301

Session I  
10:30 a.m. –  
11:30 a.m.

**Managing Campus Growth**  
*Larry Sherman, IBI Group*



In addition to current workloads, Facilities Managers are typically asked to guide implementation of new campus master plans in the face of unrealistic expectations and limited resources. How does the FM reorganize staff, secure new mandates, streamline practices and procedures, and get critical decisions made without risking an already overloaded mandate? What can occur during the planning process to help? How can additional staff and professional resources be funded? What new staff skills and procedures can help? This interactive workshop will first present the recently adopted Dalhousie University Campus Master Plan & Implementation Strategy, and then facilitate participants in an exchange of issues and approaches to meeting these challenges.

**Solar Resource Mapping and Solar Energy Applications**

*John Crace, WHW Architects Inc.*



Sophisticated solar resource mapping included in the Dalhousie Campus Master Plan provided the university with a critical data set for campus energy management and the strategic deployment of this clean, renewable energy source. This presentation explains how it was carried out and subsequently applied in a major renovation to the existing Weldon Law Building.

Session II  
1:00 p.m. – 2:00  
p.m

**Setting a Course for Change**  
*Robert Bertram,  
University of Southern Maine*



This session will explore a “data-driven” method for charting a course towards institutional change. Campus facilities leaders will discuss the use of data validation, analysis and benchmarking to: assess current position and chart a course; secure buy-in from senior officials; target high value improvements; communicate successes.

**How to Assess the Green Aspects of a Product**

*Gail Whitney Karn,  
RHEINZINK America Inc.*



The Green Movement generated product claims that make it difficult to discern between green and greenwash. PHAROS is a framework for assessing the environmental aspects of manufacturers and products. Using it, this presentation will assess manufacturer’s sustainability strategies, manufacturing processes, resource conservation and emissions reduction. Beginner to intermediate level.



# PROFESSIONAL DEVELOPMENT SESSIONS

FINANCIAL - Suite 101	PROJECT MANAGEMENT- Suite 302	THE HUMAN TOUCH - Suite 303
<p><b>High Expectations, Low Funding</b> <i>Loren Belida, SLAM Collaborative</i></p> <p>Early choices of building orientation, form, envelope, and systems can have dramatic effects on many budgets. The audience will develop criteria for key cost/value decisions using recent 'modest price' Stonehill College projects as the basis. This interactive forum is for anyone involved in capital design and construction work.</p>	<p><b>Navigating the Waters of Project Delivery</b> <i>Stephen Aluotto, NK Architects</i></p>  <p>Increasing complexity and a demand for accountability within the design and construction process have spawned a variety of project delivery methods. This intermediate-level program will discuss assets and liabilities of alternate methods of delivering capital improvement projects and is suitable for anyone directly involved with facilities planning, design and construction.</p>	<p><b>A Focus on Communication and Team Building are the most Critical Elements of a Cleaning System</b> <i>George Dickerson, RoVic</i></p> <p>This presentation will focus on communication and team building. Its intended audience is director level and above. Audience participation will play a key role in this seminar as we will have exercises teaching listening skills and enhanced team building within your own organizations.</p>
<p><b>Solving Accumulated Deferred Maintenance</b> <i>Phil Cook, Trane</i></p> <p>Accumulated Deferred Maintenance is a multibillion dollar issue in higher education facilities and yet funding is still very difficult to obtain. Using your campus as the 'living laboratory', this session will examine how Administration, Faculty, Students, Physical Plant, and Industry can team together to solve ADM and energy efficiency issues without additional cost. This session is targeted for all technical levels.</p>	<p><b>The Future of Energy Management and Communications</b> <i>Jon Evenson, Rolf Jensen and Associates, Inc.</i></p> <p>In the past several years, emergency situations have occurred on university campuses that have changed the manner in which Emergency Management Planning is addressed. Regulatory legislation is being enforced requiring universities to review their current Emergency Management and Communication Programs and Operations.</p> <p>This presentation will focus on the recent changes in regulatory legislation to identify the challenges, approaches and benefits of understanding, meeting and exceeding the new regulatory requirements including the 2010 version of National Fire Protection Association (NFPA) 72—Fire Alarm and Signaling and the recent changes to the Clery Act that have been adopted as of 2010.</p>	<p><b>Art of Coach: Learn How to Reinforce Your Training on a Routine Basis</b> <i>Kathryn Risotti, Genesan</i></p>  <p>If you are in a manager, supervisor or team-lead position, and responsible for training co-workers and others on how to complete their day to day tasks, then you don't want to miss this informative and interactive seminar.</p> <p>In part I of this session learn how to successfully train front line workers, co-workers and others, and more importantly, learn how to make the training stick for great success. In part II, learn how to be a good coach and team builder for ongoing, long term success.</p>



# PROFESSIONAL DEVELOPMENT SESSIONS

MONDAY, OCTOBER 3, 2011

ADMINISTRATION Suite 204-205

ENVIRONMENT Suite 301

Session III  
3:00 p.m. – 4:00  
p.m.

**CAUBO/APPA Benchmarking Study**

*Darryl Boyce, Carleton University*

In June 2010 the Canadian Association of University Business Officers initiated a pilot study to evaluate the use of the APPA Facilities Performance Indicators Survey to benchmark and report on key facilities management indicators for the Canadian university system. The presentation will cover lessons learned from the pilot and the strategies that will ensure that the survey data provides useful information to the universities and provincial funding agencies.

**Implementing the President's Climate Commitment and Sustainable Operations: Balancing "Green" Initiatives with Routine Maintenance and Operations Priorities**

*Mark Fournier, Lasell College*



During the past two decades, there has been growing pressure on schools, businesses, and other organizations to pay more attention to the environmental and resource consequences of the diverse range of operations they manage.

This workshop will explore the real life opportunities and pitfalls of designing and implementing the requirements of the American College & University President's Climate Commitment and sustainable operations in today's college & university campuses, and balancing those needs with regular maintenance and operations activities. Topics addressed will include source reduction, reuse, recycling, waste management, toxics reduction, green-products, lean/green operations, the triple bottom line (profit, people and the planet), energy efficiency, water conservation, product stewardship, climate change strategies, life cycle analysis, and the foot printing of carbon, fuels, and water consumption.

Marc will delve into the actual successes and failures faced by today's sustainability managers.



# PROFESSIONAL DEVELOPMENT SESSIONS

## FINANCIAL Suite 101

### De-mystifying Finance in Sustainability

Christopher Hodges,  
Facility Engineering  
Associates



Financial management is a critical skill to be able to demonstrate the value of the FM profession and to show the business case of sustainability programs and initiatives. This session will address the basics of financial management language so that you can make a better business case for your sustainability initiatives.

## PROJECT MANAGEMENT Suite 302

### Building Information Modeling (BIM) for Facilities Management

Edward Gannon, Penn State Physical Plant

Penn State has been successful with accelerating full BIM implementation. This presentation will share lessons from a large-scale BIM implementation along with methods Penn State is currently pursuing to integrate BIM into the current Facilities Management system.

## THE HUMAN TOUCH Suite 303

### Social Marketing: The Psychology Behind Successful Programs

Shelley Price-Finn,  
Saint Mary's University



Social marketing is a tool that is used to manage the people side of change. When we better understand the psychology behind human tendencies, we more easily understand how to assist individuals and groups maneuver through social change.

Topics covered:

- \*Freedom and Choice
  - \*Values and Balance
  - \*Actions and Behaviours
  - \*Human Nature and Human Tendencies
1. Use Social Norms
  2. Use Reminders
  3. Use Prompts
  4. Use Commitments
  5. Understand why
  6. Provide Clear Instructions/Guidance



# PROFESSIONAL DEVELOPMENT SESSIONS

TUESDAY, OCTOBER 4, 2011

ADMINISTRATION Suite 204-205

ENVIRONMENT Suite 301

<p>Session IV 10:15 a.m. – 11:15 a.m.</p>	<p><b>Anatomy of a University Emergency</b> <i>Richard Francki, York University</i></p>  <p>At Canada's third largest University, fire in the Central Utilities building shut down the steam heat supply to the campus. The extreme cold weather, -15 °C and dropping, placed the university infrastructure in peril, stopped the exam session, and jeopardized the University's ability to house its residents. The University activated, for the first time, its Emergency Operations Centre.</p>	<p><b>Stonehill College: Sustainability Beyond the Building</b> <i>Sandy Brock, Nitsch Engineering</i></p>  <p>The Stonehill College campus has recently been transformed through a series of sustainable building, site, and circulation projects. This presentation will illustrate how to successfully incorporate site sustainability into a college campus focusing on design, permitting, and maintenance. This session is intended for campus facility managers with an intermediate knowledge of site, road, and storm water systems.</p>
<p>Session V 11:30 a.m. – 12:30 p.m.</p>	<p><b>Hazardous Materials and Waste Management in College Campuses</b> <i>Edward Garibian, eRPortal Software Group</i></p> <p>Deploying hazardous materials management software automates tasks and procedures required to manage, regulate, and report on hazardous materials from the cradle to the grave. Properly deploying hazardous materials management software on college campuses to handle 'cradle to grave' operations is a sure shot method to ensure a hazard free environment.</p>	<p><b>The Dynamic Duo (Batman and Robin – NO – Bedbug and Bird)</b> <i>Donald McCarthy, Braemar Pest Control Services</i></p> <p>The session will deal with birds and bedbugs. Pigeons, starlings, and other bird species can invade your structure and cause potential health hazards, damage facades, deface structures, attribute to insect infestations and cost you time, aggravation and money. Bedbugs are another growing issue, this session will teach you how to identify this insect and will show you the ways to control, manage and eliminate this growing threat.</p>



# PROFESSIONAL DEVELOPMENT SESSIONS

## FINANCIAL - Suite 101

### Hybrid Approach to Performance Contracting

George Irving,  
Siemens Canada



Higher education facilities are looking for innovative ideas to conserve energy to maximize financial resources. A six member panel comprised from five local universities and industry will highlight both successes and challenges. This presentation targets participants interested in implementing energy management and/or sustainability programs. Technically complexity rating - non technical.

## PROJECT MANAGEMENT Suite 302

### The Role of Project Manager on University Capital Projects

Carolyn Haddock,  
MHPM Project Managers



Adding an external project manager to a team that has historically been limited to the owner, the architect and the contractor can create a situation where mutiny seems like the only option. This presentation will reveal the true identity of the project manager; ship's captain, member of the crew or project pirate!

## THE HUMAN TOUCH - Suite 303

### All Hands on Deck: Smooth Sailing with the Right Crew

Patricia Forbes, Diversified Project Management

Join these distinguished New England institutions as they share their experiences on meeting the recent challenges of project execution with limited financial resources, hiring freezes, and deferred master plans.

This discussion will appeal to all those in Facilities, Physical Plant and Capital Planning positions responsible for the management of resources and ultimate project delivery.

Learn how these groups brought aboard FTEs without going overboard, augmented crew and/or battened down and leveraged existing resources, to maintain their bearings as they sail toward calmer economic seas.

## FINANCIAL - Suite 101

### Building a Business Case for Sustainable Renewal

William Roth, Stantec Consulting Ltd.



Sustainability has taken hold of new construction and development. However, institutions and organizations continue to struggle with "greening" their existing buildings. Green building standards for existing buildings, such as LEED: Existing Buildings Operations and Maintenance, and BOMA BEST have provided benchmarks for measuring "green". We will discuss the applications of these principals in the Higher Education sector. We will also explore the overall business case in favour of sustainability and focus on technologies and techniques that have been applied in higher education new construction and retrofit programs that can help institutions achieve their sustainability goals.

## PROJECT MANAGEMENT Suite 302

### All You Need to Know About Slate Roofs

Jeff Levine, Levine and Company



In this intermediate level presentation, facilities services professionals, contractors, and design professionals will gain an understanding of technical factors to consider in designing slate roof systems and adapt standard details to real world examples. Up-to-date information on building code changes related to slate roofs and the hail rating of slate will also be presented.

## THE HUMAN TOUCH - Suite 303

### Managing Key Human Resource Issues

Shelley Price-Finn,  
Saint Mary's University



In February 2010, a survey on key human resources issues was conducted using a sample of Facilities Professionals in institutions of Higher Education. The purpose of this report is to provide study participants with a summary of the research findings. The results represent the initial findings from 511 participant responses.

The major objective of the research was to document and examine the relationship between the various human resource issues, workplace climate, performance outcomes and performance management practices. The topics included in the research are Human Resources Issues (hiring, orientation, training, efficiency, autonomy, quality, involvement, and compensation), Workplace Climate (commitment, welfare, motivation, ethical climate, and job task engagement), Performance Outcomes (social responsibility, disgruntlement, human resource, productivity and perceived employee morale), and Performance Management (training efforts, hiring practices, interview question types, interview question topics, employee motivators, management issues).



# PROFESSIONAL DEVELOPMENT SESSIONS

TUESDAY, OCTOBER 4, 2011

ADMINISTRATION - Suite 204-205

ENVIRONMENT - Suite 301

Session VI  
2:15 p.m. –  
3:15 p.m.

**Administrative Program Review  
at Boston College**  
*Michael Jednak, Boston College*



This session is targeted at facilities professionals who want to bring about positive change in their organizations. APR is a 5-step developmental process that involves on-going assessment, planning, and continuous improvement. It is designed to help departments examine current operations, make adjustments and establish strategies and plans for the future.

**New Approaches to Storm Water  
Management Challenges**  
*Michael Gridley, C & S Companies*



This presentation will introduce green infrastructure practices such as rain gardens, green roofs, and permeable pavements for management of stormwater in the campus context. Considerations for design, construction and maintenance as well as case studies of campus projects will be discussed. Resources available to facility managers to estimate capital, operation, maintenance and lifecycle costs of these practices will also be shared.

Session VII  
3:30 p.m. –  
4:30 p.m.

**Utilizing (FMEP) Bridgewater State University  
Transformed its Facilities Department**  
*Keith MacDonald, Bridgewater State University*

This presentation will demonstrate how Bridgewater State University utilized the APPA Facilities Management Evaluation Program (FMEP) to make its FMP operation what it is today. The FMEP process from start to finish will be reviewed. The FMEP was and continues to be their guide as their FMP operation evolves.

**Are you Getting Green on your Campus**  
*Michael Szura, Langan Engineering*



Getting To the Green on Your Campus .....this interactive panel discussion will focus on the development of sustainable campus environments, drawing on their expertise, gained through working on a cross-section of campus types. The panelists will discuss their experiences, current thinking, hidden opportunities and future challenges encountered at the specific-building level...both in the context of renovating existing buildings and new construction projects.



# PROFESSIONAL DEVELOPMENT SESSIONS

FINANCIAL - Suite 101	PROJECT MANAGEMENT - Suite 302	THE HUMAN TOUCH - Suite 303
<p><b>Space Management for the 21st Century Campus</b> Phillip Rouble, Algonquin College</p>  <p>If higher education is to remain affordable, accessible and relevant, traditional institutions may need to undergo a paradigm shift from bricks-and-mortar campuses with online curriculum into virtual campuses with physical assets. This presentation reviews Algonquin College's space mining processes to extract capacity from physical space and its explorations to-date into building capacity in virtual space.</p>	<p><b>Key Factors for Delivering a Successful Energy Performance Contract</b> Sébastien Blais, Direct Energy</p>  <p>The presentation will outline an institutional owner – contractor perspective on the key success factors for delivering a successful Energy Performance Contracting project in an operational educational facility. The importance of engaging the operation and maintenance team will be demonstrated. The topics will cover some of the PM knowledge areas in the planning, executing, monitoring and controlling project stages.</p>	<p><b>Train the Trainer: Learn How to Train with Results</b> Kathryn Risotti, Genesan</p>  <p>If you are in a manager, supervisor or team-lead position, and responsible for training co-workers and others on how to complete their day to day tasks, then you don't want to miss this informative and interactive seminar.</p> <p>In part I of this session learn how to successfully train front line workers, co-workers and others, and more importantly, learn how to make the training stick for great success. In part II, learn how to be a good coach and team builder for ongoing, long term success.</p>
<p><b>Sustaining a Formulized Energy Management Program</b> Carman Travis, MCW Maricor</p>  <p>The University of New Brunswick (UNB) "Energy Management Program" is one of the longest standing programs of its kind in the Atlantic Region. Universities looking to formulize a program and culture for integrating technology, renewal and optimization of energy efficiency as part of its daily operations should attend this session.</p>	<p><b>Determine if the "price is right" for your Construction Project</b> Rod Shaffert, Cutler Associates, Inc.</p>  <p>The key to teeing up a successful construction project is determining the right price for your project. Often times project budgets are set well before the scope of the project is fully identified and must include a forecast of what costs will be in the future.</p> <p>Our team of construction cost control specialists will discuss the keys to developing the initial budget and the economic indicators that will affect future construction costs. We will also examine ways to monitor the cost of the project during design to make sure your 'Price is Right'.</p>	<p><b>Safety Culture Improvement</b> Dr. Bernadette Gatien, Saint Mary's University</p> <p>Health and Safety is a part of work that many organizations struggle to manage. Incident prevention and safe operations goes beyond following rules, and wearing personal protective equipment. This presentation will focus on understanding the nature of work place safety; specifically this session will discuss the nature of safety culture, assessment methods and improvement strategies.</p>



## Sunday, October 2

### Golf Tournament

Sunday 6:00 a.m. – 3:00 p.m.

The ERAPPA 2011 Conference golf outing will be held at the Granite Springs Golf Club in Bayside, Nova Scotia. The course is located just 25 minutes from downtown Halifax on your way to famed Peggy's Cove. This 18-hole golf, par 72 course combines both scenery and challenge. The layout, overlooking Shad Bay on the Atlantic Ocean, presents a uniquely different golf experience that has become a favorite for local and visiting golfers alike. The course is very scenic with granite outcroppings and lots of assorted kinds of wildlife. A camera is a must for first time visitors, as you will want pictures of our wonderful golf holes. The cedar log clubhouse will entice you with its cozy atmosphere and great food.

You can travel by bus or drive your own vehicle from the Delta Halifax/Barrington to the Granite Springs Golf Club, which is only 25 minutes from downtown Halifax. Your fee includes the bus to and from the course, greens fee and shared golf cart with GPS for 72 players with tournament scoring, breakfast buffet, lunch, and prizes. The outing will be a Texas scramble format with an 8:00 a.m. shotgun start on Sunday morning.



### Deluxe Halifax City Tour

#### Spouse/Guest Tour

Sunday 8:30 a.m. – 4:30 p.m.

#### City Tour:



Join your kilted guide for our most complete Halifax City Tour! This informative and fun filled ride will immerse you in the history and culture of our city. Hear of Halifax's war years and of the exploits and heroism of the citizens who lived through the devastating Halifax Explosion. View Historic Properties, the Titanic Burial site, the Spring Garden Road area, Province House, Old Town Clock, St. Paul's Church, City Hall, Grand Parade, **Government House**, the busy port, **Point Pleasant Park**, residential areas, Citadel Hill National Historic Site and much more. From tales of disaster and triumph to remarkable stories of everyday life. Discover the people and places that have made **Halifax** one of the most unique and captivating cities in North America!

#### Keith's Brewery Tour (Past and Present):

This tour is ideal for people who want to experience a Nova Scotian good time with Celtic music, great company, and great beer. At the brewery your guests will experience true Nova Scotia history as they engage in a one hour tour of the Keith's Brewery and then meet some new characters at the Stag's Head Tavern.

You will begin with a tour of the Keith's Brewery as it was in 1863 - actors in period costume and character will show you everything there is to know about Keith's India Pale Ale, bringing the great Brewmaster himself alive in song and story. Next, you will move upstairs to the Beer Institute and have an opportunity to sample beers from around the world with the guidance of a spirited and friendly Beer Instructor in a relaxed setting. They'll be able to answer any modern-day questions you might have, and will provide you with a solid foundation of beer knowledge to amuse and amaze your friends.



#### Dalhousie / Mount Saint Vincent / Saint Mary's University Campus Tours

Sunday 10:00 a.m. – 4:00 p.m.

Join this hosted tour of Dalhousie University, Mount Saint Vincent University and Saint Mary's University to find out about what Halifax's local institutions have to offer. The tour will include a box lunch.



## Dalhousie University:



Founded in 1818, Dalhousie has been at the heart of Halifax for almost 200 years. Located in the heart of Halifax, Nova Scotia, Dalhousie is a leading, research-intensive Canadian university offering more than 180 degree programs in 11 diverse faculties. Dalhousie has three campuses in Halifax—all within walking distance to the downtown core.

Dalhousie is Atlantic Canada's leading research university, attracting over \$132 million in research grants and awards each year. Its researchers are nationally and internationally recognized for their work. From the classroom to the court to the quad, Dalhousie students are "discovering the unexpected" every day.

## Mount Saint Vincent University:



Mount Saint Vincent University (the Mount) has the best of both worlds. A beautiful campus overlooking the Bedford Basin, that is located just minutes from downtown Halifax.

Established by the Sisters of Charity in 1873, the Mount was one of the only institutions of higher education for women in Canada. At a time when women could not vote, the Mount provided an opportunity for women to learn and participate equally in society. The University continues to honour its founding roots through its commitment to the advancement of women, and to educating thoughtful,

engaged citizens who make a positive impact on their world.

The Mount offers bachelor's degrees in arts and science, education and professional studies. It also offers a number of graduate degrees and a variety of certificates and diplomas.

A leader in distance education, the Mount offers 10 full undergraduate degree programs and four graduate degree programs available through Distance Learning and Continuing Education. Many of the professional studies programs are unique to the Mount and are recognized internationally. With practicum and co-operative study opportunities, students gain hands-on experience they can apply in the workforce. And with small class sizes, students at the Mount will know their classmates and professors by name.

The Mount ranks among the top undergraduate universities in Canada for Social Sciences and Humanities Research Council grants. The University has more than doubled the number of undergraduate students holding research assistantships over the last three years, while graduate research assistantships have also increased. These unique opportunities can be life changing for students, opening up professional possibilities and new aspirations.

A diverse mix of more than 4,000 women and men from across Canada and from more than 60 countries take advantage of the Mount's programs and unique sense of community through on-campus classes or at a distance.

## Saint Mary's University:



Founded in 1802, Saint Mary's University is one of Canada's oldest and leading institutions of higher learning. From its inception as a

Catholic, undergraduate liberal arts institution for young men, it has evolved into a vibrant, multi-faceted post-secondary institution with more than 8,500 full and part-time students from over 90 countries around the world.

The University offers a broad range of both undergraduate and graduate programs, including forensic science, applied science, applied psychology, astronomy, environmental studies, Irish studies, Atlantic Canada studies, business administration, criminology, history, international development studies, philosophy, Asian studies and women's studies. A number of programs provide a co-operative education option, allowing students to mix classroom experience with real world skills.



The Sobey School of Business, one of Canada's leading business schools, offers a PhD program in Management, Master of Business Administration (MBA), Executive Master of Business Administration (EMBA), a Bachelor of Commerce, and a wide range of professional programs.

Saint Mary's is also home to the largest Faculty of Arts in Atlantic Canada in addition to a Science Faculty widely known for its cutting-edge research in areas such as green chemistry. The University's top-tier research equipment includes a computerized chemistry laboratory, the only observatory in the region, and the region's only Environmental Science and Ecosystem Remediation Centre. Their flagship science program, the PhD in Computational Astrophysics, is also the only one of its kind in Canada.

### Hall of Resources Grand Opening Reception Conference Event

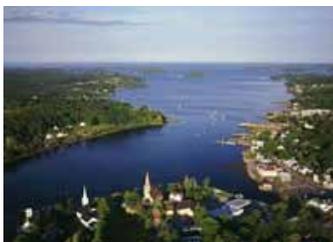
Halifax Metro Centre  
Sunday 6:00 p.m. – 8:00 p.m.

Join us as we kick off the 2011 ERAPPA Conference and open our Hall of Resources.

### Monday, October 3

#### Mahone Bay / Peggy's Cove / Lunch in Hubbards

Spouse / Guest Tour  
Monday 8:30 a.m. – 4:30 p.m.



We begin in Mahone Bay for some light shopping and sightseeing. Your guests will have an opportunity to learn some of the history of this beautiful area along the way.

Mahone Bay is both a postcard-perfect maritime town and an ideal base for exploring the stretch of coastline known as the South Shore." Named one of Canada's best small-town downtowns by Harrowsmith Country Life Magazine, Mahone Bay is also considered by many as one of the most beautiful towns in Canada. Situated on a bay of more than 100 islands, our Nova Scotian town, which the New York Times calls "pretty as a picture", is a treasury of history, culture and 19th century architecture. The charming main street hosts an assortment of art galleries, specialty shops and living museum all within an easy stroll.

Romantic restaurants, comfortable small inns, golfing and a full service spa complement the serenity and natural beauty of Mahone Bay to make this a very special destination.

#### Next Stop – Lunch in Hubbards



Welcome to the Trellis Café in Hubbards on the beautiful South Shore of Nova Scotia. The food served at the Trellis Café is home cooked and baked. Each day starts with the smell of whole wheat bread baking in the oven and fresh ground organic Fair Trade coffee filling up a cup. They use fresh local ingredients wherever possible. Fresh haddock arrives at the back door directly from the fishing boats, and eggs and meat are delivered from the farm. Real food!

#### From there it's on to the Peggy's Cove Tour



Peggy's Cove has been an artists' and explorers' paradise for well over 150 years. This picture postcard village, on the rugged Atlantic Shoreline, stands on solid rock above the crashing surf. The coastline is famous for pirates, shipwrecks, rum running and sunsets. There will be plenty of time for exploring this unique area, and for those who wish, your kilted guide will take you on a walking tour of the moody cove and village, featuring the famous DeGarthe Sculpture - a beautiful granite carving which depicts the life and people of the area. Don't forget to mail a postcard at the Post Office in the Lighthouse - considered by many to be the most photographed lighthouse in the world!



## Old Fashioned East Coast Cèilidh (Kitchen Party) at Pier 21 National Immigration Museum Conference Event

Monday 5:30 p.m. – 12:00 a.m.



The Monday evening event will treat guests to an old fashioned East Coast Cèilidh or Kitchen Party. In modern usage, a cèilidh or céilí is a traditional Gaelic social gathering, which usually involves playing Gaelic folk music and dancing. It originated in Ireland, but is now common throughout the Irish and Scottish diaspora. Before discos and nightclubs, there were céilidhs in most town and village halls on Friday or Saturday nights; they are still common today.

The venue for the cèilidh is Pier 21, Canada's famous Immigration Museum. The museum honours the unique stories of immigration throughout history. It also pays tribute to the 1.5 million immigrants, war brides, displaced people, evacuee children and Canadian military personnel who passed through Pier 21 between 1928 and 1971. With a goal of telling the story of all immigration to Canada, Pier 21 includes the broader story of nation building and will soon showcase exhibits highlighting the early beginnings of Canada (including first contact) and immigration from 1867 to the present. It aims to be a national centre for celebrating Canada's rich culture and diversity.



Guests will be transported via motor coach from the two host hotels beginning at 5:30 p.m. Upon arrival, guests will be free to peruse the museum on their own for approximately one hour. Between 7:00 and 8:00 p.m., guests will be treated to a wonderful east coast seafood feast, featuring Nova Scotia Lobster. All will then gather for a unique performance of music and dancing by the internationally known group, the Atlantic Canada Cèilidh. The Atlantic Canada Cèilidh, is a celebration of fun, laughter, songs, and good times. The tradition started by our forefathers continues today as this powerhouse of Maritime performers reaches out to its audience. From the striking of the first chord, both the cast and the audience entertain each other in a good old fashioned "kitchen party"- and not to worry if you're just new or visiting Maritimes, by the end you'll feel right at home.

Transportation back to the two host hotels will be provided via motorcoach shuttle beginning at 9:30 p.m.

## Tuesday, October 4 Grand Pré Wine Enthusiast Tour Spouse/Guest Tour

Tuesday 8:30 a.m. – 4:30 p.m.



Spend a leisurely day experiencing the wineries of Nova Scotia and scenic beauty of the Annapolis Valley.

Your Nova Scotia wine experience includes wine tastings at one of the province's premiere wineries (*Grand Pré Winery*) as well as a two-course gourmet lunch with paired wines at a local restaurant.

Begin the day a Nova Scotia wine enthusiast, end the day a Nova Scotia wine lover.



## Reception / Awards Presentations and Banquet Conference Event

Tuesday 5:30 p.m. – 10:00 p.m.



We look forward to welcoming you to the first ever ERAPPA Awards – North America’s latest and greatest Awards Ceremony. Get ready for the red carpet treatment, the interviews, the paparazzi, celebrity appearances and unique entertainment. We believe it will be an Awards Ceremony to remember!

Following the pre-Banquet Reception, join your ERAPPA friends as we recognize the efforts and accomplishment of your colleagues during the Awards Presentations.

After the Awards Ceremony, join us in the hottest new Halifax night spot: Club ERAPPA. Set in the beautiful “Windows” Room at the World Trade and Convention Centre, end the evening in a chic club atmosphere with your colleagues, dancing the night away, engaging in conversations or just enjoying the beautiful city harbour views for a final evening.

## Wednesday, October 5

### Fun Walk / Run Conference Event

Wednesday 7:00 a.m. – 8:00 a.m.

The fun walk/run will take place at Point Pleasant Park, one of Halifax Regional Municipality’s great civic spaces. It is the largest forested park on the Halifax peninsula and offers fine views of the Atlantic Ocean. This park has been a place of recreation for the citizens of Halifax since the city’s founding in 1749. This much-loved park is open year round for a variety of uses, including walking, picnicking, skiing, cycling and dog walking. Its shoreline provides magnificent views of ships and yachts entering and leaving Halifax’s busy harbour and it has a complex system of roads and trails that wind among rocky hills, low cliffs and valleys.



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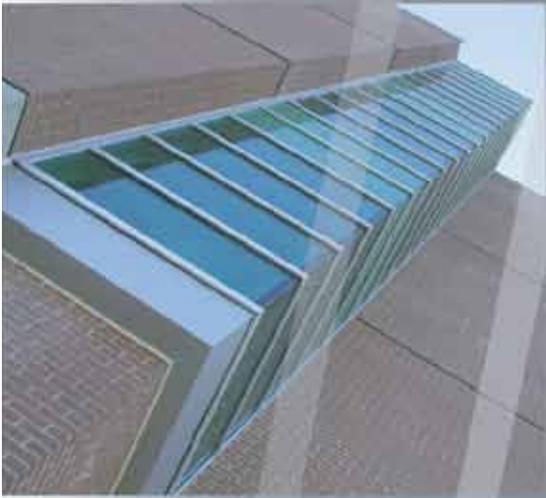
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For decades Bird has been helping ERRAPA members “transform their institutions into more inviting and supportive learning environments.” Over the last decade, Bird has successfully delivered 60 post secondary school projects across Canada, approaching one billion dollars in total construction value. Recent repeat clients include: St. Francis Xavier University, York University, Sheridan College, University of Manitoba, Simon Fraser University, University of British Columbia and Langara College.

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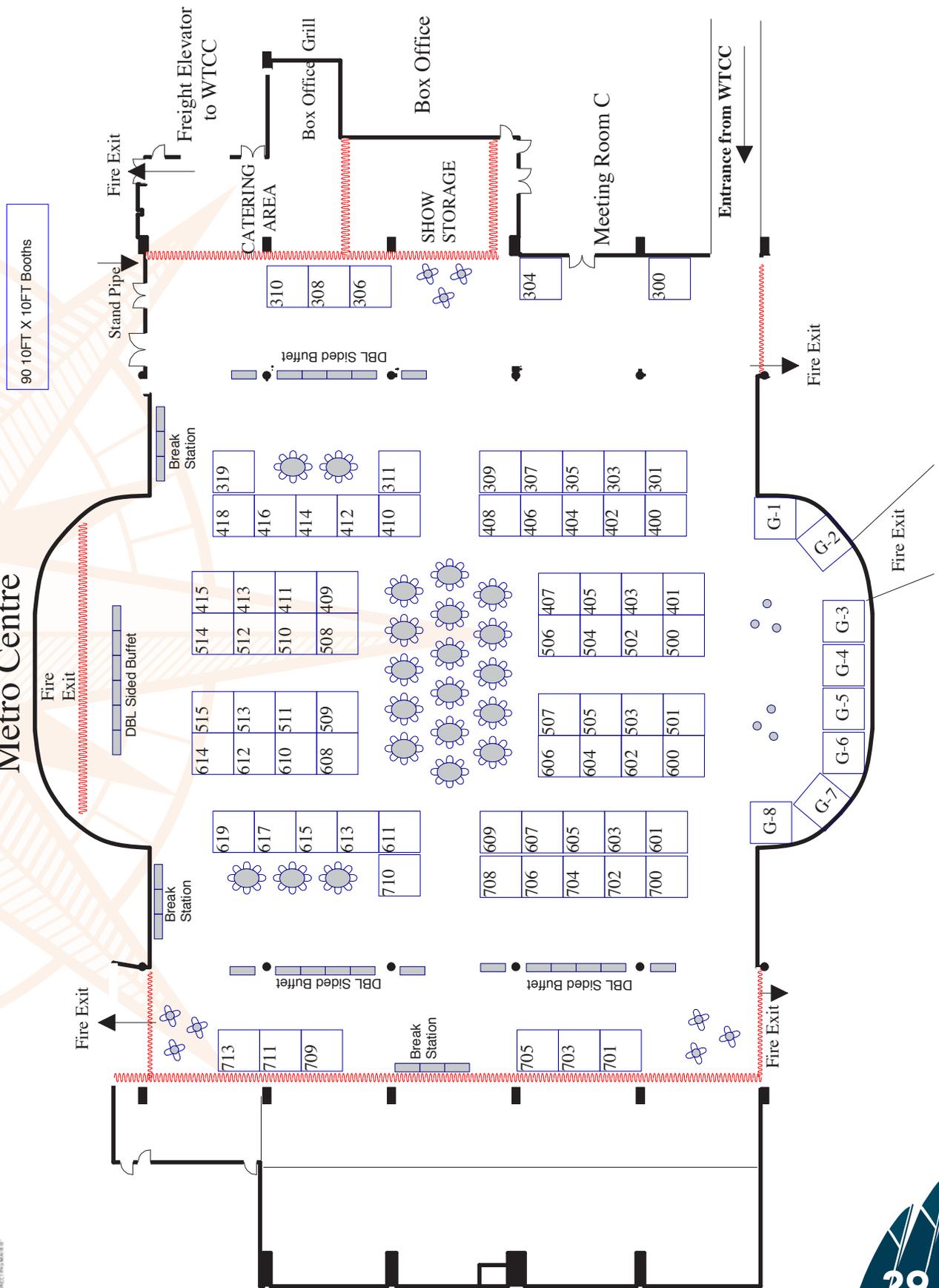
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# HALL OF RESOURCES MAP

## ERAPPA Oct 2-4, 2011 Metro Centre



# BUSINESS PARTNERS BY BOOTH

BOOTH	COMPANY NAME
300	ERAPPA 2012 Host Committee
301	Alumitech
303	Consigli Construction Co., Inc.
304	APPA - Leadership in Educational Opportunities
305	Aecon Group Inc.
306	DSRA Envision Architecture
307	Pomerleau Inc.
308	Competitive Energy Services
309	ISS Facility Services
310	STV Architects
311	Delta Controls
319	MCW Consultants Ltd.
400	Roofchek Inc
401	Janitronics Facility Services
402	FieldTurf
403	Web Work CMMS by Tero
404	Rochester Midland Corporation
405	Aircuity, Inc.
406	Entech Engineering, Inc.
407	MHPM Project Managers Inc.
408	Honeywell
409	Tremco Roofing & Building Maintenance
410	Bird Construction Company
411	Belimo Aircontrols (USA), Inc
412	Auburn Manufacturing, Inc
413	Swish Maintenance
414	Rodney Enterprises Limited
415	Educational Consulting Services Corp.
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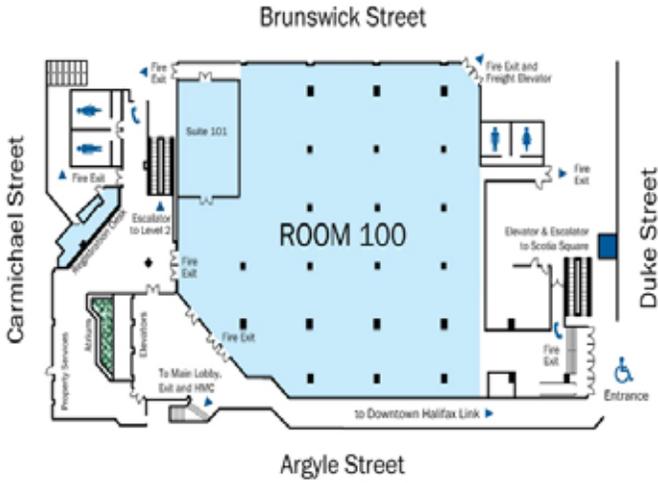
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# WORLD TRADE AND CONVENTION CENTRE

## Level 1 Floor Plan



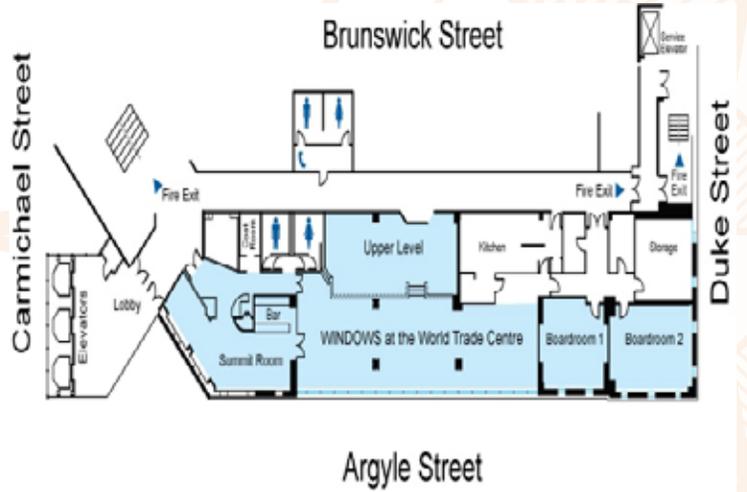
## Level 2 Floor Plan



## Level 3 Floor Plan



## Level 8 Floor Plan



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