

**IFMA
FACILITY
FUSION**
Conference & Expo

FF
2014

OTTAWA | CANADA

March 18-19, 2014

The Westin Ottawa Hotel
Ottawa, ON, Canada

Show Directory

Programme de l'expo-conférence



IFMATM

International Facility Management Association

Empowering Facility Professionals Worldwide

Hosted by the International Facility Management Association, the world's largest and most widely recognized association for FM professionals, supporting more than 23,500 members in 94 countries, 130 chapters and 17 councils.

Special thanks to the Ottawa Chapter of IFMA for its support of Facility Fusion.

Nous remercions le regroupement IFMA d'Ottawa de son aide dans l'organisation de l'expo-conférence Facility Fusion.


facilityfusion.ifma.org/ottawa

Welcome!

Welcome to Facility Fusion

Thank you for attending the debut of IFMA Facility Fusion in Canada. You asked IFMA to bring one of our quality educational and networking conferences to Canada; and we delivered. We hope you have a successful conference and an enjoyable stay. We look forward to seeing you next year in Vancouver—save the date for Facility Fusion 2015, March 9-11!

Sustainability


IFMA follows a set of sustainable policies and practices at all of our events; and we encourage our partners, exhibitors, sponsors and attendees to join us in reducing our carbon footprint. Look for sustainable hints and tips throughout this directory next to the green leaf icon. 

Ottawa


Ottawa's Environmental Stewardship Advisory Committee and Biosphere Eco-City Initiative ensure that preservation of greenspace and clean air and water are top strategic initiatives. Promoting citizen participation and cooperation, the Biosphere Eco-City Initiative is based on the premise that "we achieve sustainability together."



The Westin Ottawa Hotel

Situated in the heart of the city, the Westin Ottawa Hotel was selected for Facility Fusion due to its visitor-friendly location and commitment to sustainability. 

Guests have the opportunity to conserve resources by participating

in the Westin's Make a Green Choice program (inquire at the front desk). 

It's easy to explore downtown Ottawa on foot. Attractions within walking distance of the Westin:

- 1 Rideau Centre: 0.1 km/0.1 miles
- 2 University of Ottawa: 1.0 km/0.6 miles
- 3 Ottawa Convention Centre: 0.1km/0.1 miles
- 4 National Gallery of Canada: 1.0 km/0.6 miles
- 5 National Arts Centre: 0.2 km/0.1 miles
- 6 Canadian Museum of Nature: 1.6 km/1.0 miles
- 7 Parliament of Canada: 0.5 km/0.3 miles
- 8 St. Paul University: 2.0 km/1.2 miles
- 9 Byward Market: 0.5 km/0.3 miles
- 10 Royal Canadian Mint: 3.2 km/2.0 miles



Program at a Glance

Tuesday & Wednesday activities take place on the 4th Level the Westin Ottawa Hotel in Confederation Ballrooms I & II, and Provinces I & II.

Tuesday, March 18: Conference & Expo

8 a.m. - 5 p.m.	Registration
8:30 a.m. - 9:30 a.m.	Continental Breakfast & Tabletop Expo
9:30 a.m. - 11 a.m.	Opening General Session
11 a.m. - 11:30 a.m.	Morning Break & Tabletop Expo
11:30 a.m. - 12:30 p.m.	Educational Sessions 1.01 - 1.03
12:30 p.m. - 2 p.m.	Lunch General Session
2 p.m. - 2:30 p.m.	Dessert/Coffee & Tabletop Expo
2:30 p.m. - 3:30 p.m.	Educational Sessions 2.01 - 2.03
3:30 p.m. - 4 p.m.	Afternoon Break & Tabletop Expo
4 p.m. - 5 p.m.	Educational Sessions 3.01 - 3.03
5 p.m. - 6 p.m.	Welcome Reception & Tabletop Expo

Wednesday, March 19: Conference & Expo

8 a.m. - 5 p.m.	Registration
8 a.m. - 9 a.m.	Continental Breakfast & Tabletop Expo
9 a.m. - 10 a.m.	Educational Sessions 4.01 - 4.03
10:15 a.m. - 11:15 a.m.	Educational Sessions 5.01 - 5.03
11:30 a.m. - 12:30 p.m.	General Session: Roundtable Luncheon
12:30 p.m. - 1 p.m.	Dessert/Coffee & Tabletop Expo
1 p.m. - 2 p.m.	Educational Sessions 6.01 - 6.03
2:15 p.m. - 3:15 p.m.	Educational Sessions 7.01 - 7.03
3:15 p.m. - 4 p.m.	Afternoon Break & Tabletop Expo
4 p.m. - 5 p.m.	General Session: Closing Roundtable

Conference Way Finding Icons



Thursday, March 20: Facility Tours 9 a.m. - 12 p.m.

Registered tour groups are asked to meet at 8:45 a.m. in the Westin Lobby for a 9 a.m. departure. Comfortable, closed-toe walking shoes are recommended. **Conference badges are required for admission.** Some tours do not allow cameras.



Diefenbunker: Canada's Cold War Museum



Ottawa Convention Centre



Centre Block, Parliament of Canada

Education

Program Committee

Our thanks to the following individuals for their efforts in building a dynamic learning and networking program for Facility Fusion Ottawa:

Emily Burns, Facility Manager, Workplace Solutions & Services

Nadine Cino, CEO, Tyga Box

William Conley, CFM, SFP, FMP, CFMJ, LEED AP, IFMA Fellow, Facility Management/Sustainability Consultant, CFM2

Christopher Hodges, P.E., CFM, LEED AP, IFMA Fellow, FRICS, Principal, Facility Engineering Associates

Dave Kuiper, CFM, SFP, PMP, Facility Planning Manager, Herman Miller Inc.

Bill O'Neill, Associate Director, Facilities Management, University of Florida

Joey St. Jacques, Security & Facilities Management, Hydro Ottawa

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Monica Grinage Cooper, CMP, Event Program Manager, IFMA

Laverne Deckert, Product Manager, Professional Development, IFMA

Jeff Johnson, Director, External Relations, IFMA

Marina Badoian Kriticos, Director, Sustainability, IFMA

Jed Link, Manager, Communications, IFMA

Rebecca Liu, Event Program Assistant, IFMA

Mary Ressler, Manager, Components, IFMA



Go Paperless: Take electronic notes. Exchange contact information with a Smartphone app. Access session handouts, post-conference panel notes, proceedings and session evaluations on the Facility Fusion website.

Managing CEUs and CFM Maintenance Points

To receive Continuing Education Units (CEUs):

- Pay the US\$15 processing fee via registration.
- Log into the Attendee Service Center: <http://tinyurl.com/kezzbha> (your login information was sent to you when you registered for the conference).
- Complete the session evaluation; then take the five-question CEU assessment.
- After passing the assessment, you will receive your certificate of completion.
- CEUs can only be earned upon successful completion of the assessment.

Individuals seeking CEUs or LUs from other organizations must contact those organizations for instructions on self-reporting credit hours.

To receive 20 Certified Facility Manager (CFM) maintenance points:

- Record your attendance on your CFM Recertification Worksheet.
- At recertification time, submit your completed CFM Recertification Worksheet.

Accessing Conference Proceedings

All registrants have access to session handouts (conference proceedings and PowerPoint presentations). Simply log into your Attendee Service Center. Click on the tab that displays session handouts. Note: Your unique login to the Attendee Service Center was emailed to you when you registered. Website: <http://tinyurl.com/kezzbha>

CEU Processing

To evaluate sessions, log into your Attendee Service Center and click on the tab that displays Evaluate Sessions. Select the session(s) you attended and follow the prompts. To log CEU's you must first pay the \$15 CEU processing fee at registration. Then log into your Attendee Service Center and evaluate the sessions you attended. After you have evaluated sessions, you will be able to take the assessments to receive CEU credits. You will be able to evaluate and receive CEU credits for sessions attended at Facility Fusion Canada 2014 until April 18, 2014. Website: <http://tinyurl.com/kezzbha>



Advance your career with the must-have credentials for your profession

Visit the IFMA Credentials tabletop exhibit for information about the Certified Facility Manager® (CFM®), Facility Management Professional (FMP®) and Sustainability Facility Professional® (SFP®). Learn how to add value to your position by earning one or more of these globally recognized credentials.

Legend/Session Tracks:

- Best Practices
- Leading & Managing
- Sustainability & Environmental Stewardship
- Government Public Sector
- Leading & Bleeding Edge

8 a.m. – 5 p.m.	Registration Nunavut			Tabletop Expo, Confederation Ballroom II
8:30 a.m. – 9:30 a.m.	Continental Breakfast Confederation Ballroom II			
9:30 a.m. – 11 a.m.	Opening General Session 1.0 “Canadian FM: A Panel Discussion on Leadership, Training & the Needs of the Next Generation” Confederation Ballroom I			
11 a.m. – 11:30 a.m.	Morning Break Confederation Ballroom II			
	1.01	1.02	1.03	
11:30 a.m. - 12:30 p.m.	A Brave Tale of Broad Change: From Strategic Plans to Your Workspace Confederation I	Structuring Your Procurement Processes to Successfully Incorporate Sustainability Province I	Taming the Mammoth: The Transformation of National Defence Headquarters Province II	
12:30 p.m. – 2 p.m.	Lunch General Session 2.0 “Workshifting? How Canada is Transforming the Country One Workplace at a Time” Confederation Ballroom I			
2 p.m. – 2:30 p.m.	Dessert/Coffee & Tabletop Expo			
	2.01	2.02	2.03	
2:30 p.m. – 3:30 p.m.	Developing an Integrated Workplace Management System at Hamilton-Wentworth District School Board Province I	Rebalancing the Workplace Confederation I	Using Digital & Remote Technologies to Deliver Efficient, Reliable Operational Outcomes Province II	
3:30 p.m. – 4 p.m.	Afternoon Break Confederation Ballroom II			
	3.01	3.02	3.03	
4 p.m. – 5 p.m.	Keys to the Kingdom: An Approach for Benchmarking Corporate Facilities Province I	Culture as Your Competitive Edge Confederation I	Emergence of Mobile & Cloud Technologies in Facility Management Province II	
5 p.m. – 6 p.m.	Welcome Reception Table Top Expo Confederation Ballroom II			

Visit facilityfusion.ifma.org/ottawa for session descriptions & speaker bios.

Expo & Special Events

Exhibitors

Held in conjunction with networking breaks and special receptions, the Tabletop Expo allows you to build relationships with exhibiting companies and organizations in a relaxed setting. Bring your facility challenges and questions to the experts. Our exhibitors are committed to the FM profession—they're here to recommend the best products, services and career-building resources for you and your facilities:

Algonquin College, Corporate Training

ARCHIBUS

Boss Steel Ltd.

Horizant

IFMA Credentials

NaceCare Solutions

Pinnacle Group

Rico Electrical & Lighting Services

Skyfold

Techni-Contact Canada Ltd.

Teknion Ltd.

Attendee Bag Sponsor:

Dana Hospitality

Companies in **BOLD** are IFMA's Corporate Sustaining Partners



IFMA PARTNERS WHO SUPPORT CANADIAN FMS



ARAMARK Facility Services – Platinum
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Cambridge Sound Management – Silver
CORT – Silver
Excel Dryer Inc. – Silver
JLG Industries Inc. – Silver
Keilhauer – Silver
Legrand – Silver
Milliken – Silver
Reed Construction Data – Silver
Sika Sarnafil – Silver
Sodexo Facilities Management – Silver
The Mohawk Flooring Center – Silver
Xpedx – Silver



Recycling: Dispose of unwanted papers, used cans and bottles in recycling bins located throughout the hotel. Drop your conference name badge in recycling bins for reuse at future IFMA events.



Welcome Reception

5 p.m. - 6 p.m., Confederation Ballroom II

We invite you to enjoy appetizers and an open bar while networking with fellow attendees, speakers, exhibitors and IFMA representatives.



Travel/Carbon Offsets: Helpful tips and links are on the Facility Fusion website for those who would like to calculate their carbon footprints.

Day 2 / Wednesday, March 19

Legend/Session Tracks:

- Best Practices
- Leading & Managing
- Sustainability & Environmental Stewardship
- Government Public Sector
- Leading & Bleeding Edge

8 a.m. – 5 p.m.	Registration Nunavut			
8 a.m. – 9 a.m.	Continental Breakfast Confederation Ballroom II			
	4.01	4.02	4.03	Tabletop Expo, Confederation Ballroom II
9 a.m. – 10 p.m.	Facilities Today: Lots of Data, Not Enough Information Province II	How to integrate Sustainability Into FM Core Competencies Province I	Working Well: Propelling Productivity Through the Power of People & Place Confederation I	
	5.01	5.02	5.03	
10:15 a.m. – 11:15 a.m.	Not Just Another Collaboration Seminar: Three Wildly Different Case Studies on Fostering Collaboration Province I	What the CREC are WE all about? Co-creating the Corporate Real Estate Council and the Workplace Evolutionaries Vision for Canada Confederation I	BIM to FM: How to Avoid Groundhog Day Province II	
11:30 a.m. – 12:30 p.m.	Open Roundtable Lunch, General Session 6.0 “Making a Best Practice Your Reality” Confederation Ballroom I			
12:30 p.m. – 1 p.m.	Coffee & Dessert Confederation Ballroom II			
	6.01	6.02	6.03	
1 p.m. – 2 p.m.	Setting Yourself Up for Success: FM Technology Implementation Case Studies Province II	Small Fire; Lasting Legacy Province I	It’s Not Easy Being Green: Sustainable Design - An Ethic Not An Aesthetic Confederation I	
	7.01	7.02	7.03	
2:15 p.m. – 3:15 p.m.	Best Practices From The Facility Manager’s Guide to Information Technology Province II	Lessons Learned: How to Get a Handle on Energy Demands at the Design Stage Province I	Goodbye Paper: Making Digital O&M’s a Reality Confederation I	
3:15 p.m. – 4 p.m.	Afternoon Break Confederation Ballroom II			
4 p.m. – 5 p.m.	Closing Roundtable, General Session 8.0 “Share Your FM Story” Confederation Ballroom I			

Thank you for attending!

SAVE THE DATE!



Facility Fusion 2015
Vancouver, BC, Canada
March 9 - 11

We hope to see you at one or more of these upcoming IFMA events:



IFMA Facility Fusion 2014/D.C.

April 15-17, 2014
Washington, D.C., USA



IFMA Advocacy Day & Public Policy Forum

July 23-24, 2014
Washington, D.C., USA



IFMA's World Workplace 2014

Conference & Expo
Sept. 17-19, 2014
New Orleans, La., USA



IFMA's World Workplace Asia 2014

October 2014
Hong Kong



How high-performance is your facility?

Find out with IFMA's ENERGY STAR® Challenge! Compare your facility to those managed by other IFMA members. Set up your ENERGY STAR building profile to share data through IFMA's Master Account. Learn how to maximize energy efficiency – all it takes is 5 steps and 5 minutes. Visit www.ifma.org/sustainability for details.



IFMA™

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Empowering Facility Professionals Worldwide

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