



**JANUARY 2021**

**MESSAGE FROM YOUR PRESIDENT....**



2020!!!! It was an unbelievable year that we will not soon forget. From the COVID-19 pandemic, a shuttered economy, work from home reality, social justice movement, devastating west coast wild fires, killer insects, the 46th president elect, to the announcement of a new vaccine. At times, the year seemed to drag on, but we made it, and are looking forward to a better 2021!

The facilities world will be forever changed. The future of the work environment caused many of us to evaluate or take immediate action on the physical workplace, amenities, flexibility for collaboration, hybrid spaces, WFH furniture, supplies, and technology. While some of these were already being reviewed or discussed within our firms, many of these items were thrust to the forefront.

Our goal for 2021 is to provide informational and educational content to our members. The Board has been busy planning webinars, roundtables, impulse surveys, and happy hours and will share these with you via GoogleGroup, social media and a much improved IMFALIC.org website. We hope you make every effort to attend and engage in one, two or all of these opportunities. We frequently hear from members that the one thing they get most out of this is the networking, so we will do our best to make this a main focus in 2021. I want to ask for your feedback! We need your help to support and educate your colleagues in their quest for the latest and greatest data. If you have knowledge of a new vendor, service or function that contributes to the success of your department or firm, please share by responding to the requests for information from those who solicit input via the GoogleGroup. We also hope you will take the time to attend the webinars or roundtables that will be offered. Your attendance helps us to solicit more sponsors who can support our mission to offer monetary assistance for credentialing or in-person meeting attendance like World Workplace. The webinars will drive roundtables for more in-depth discussions which drive more networking.

This year is the 30th Anniversary of the Legal Industry Council. We recently launched a membership drive to add 30 new members in 2021. We encourage you to reach out to the facility manager you know at a law firm and make sure they are a part of the LIC and if they are not, invite them to join! See more details on page 11 in the newsletter.

I would like to take this opportunity to offer the most sincere THANK YOU to the Board members and committee members. Thank you for believing in this organization and giving your time and energy to support and champion the goals of the LIC.

*Kim Daugherty,  
Chief Facilities and Records Officer, Kean Miller, LLP*

**WELCOME NEW MEMBERS**

Katelyn Badger  
Kean Miller LLP  
Baton Rouge, LA

Paul Lopez  
Munger, Tolles & Olson LLP  
Los Angeles, CA

Israel Martinez  
Donahue Fitzgerald  
Oakland, CA

Tricia Meinen  
Allen & Overy LLP  
Northport, NY

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**2021 SPONSORS**





UPCOMING EVENTS

January 27, 2021

12:00 PM EST

Discussion on the Post-COVID Design of Law Offices

A high level discussion with directors from AmLaw 100 firms about how they are expecting COVID-19 to impact law firm office design for the coming decade.

**Moderator:** Buzz Riley, Managing Director of IA New York

**Participants:** Joseph Geierman, Director of Real Estate and Facilities at Troutman Pepper (Atlanta)  
Chris Ruschaupt, Director of Administrative Project Management at Arnold and Porter (DC).  
John Stanley, Director of Operations at Faegre Drinker (Indianapolis)  
Paul Abrahamson, Director of Real Estate at Perkins Coie (Chicago)

VIRTUAL HAPPY HOUR !!!

January 28, 2021

Times TBD

Take a break from work, catch up with your colleagues and come have some fun!

February 24, 2021

12:30 PM EST

DocSolid Presentation

*7 Reasons to Upgrade to a Digital Mailroom*

<https://www.docsolid.com/7-reasons-to-upgrade-to-a-digital-mailroom-operation-white-paper-by-docsolid>

**Presenters:** Steve Irons, President  
Michael Herzog, Director





## ANNOUNCEMENTS

### 2021 MEMBERSHIP DRIVE

To commemorate the 30th anniversary of the Legal Industry Council, we want to add 30 new members by the end of the year! We are asking each member to reach out to a fellow colleague in the legal industry and encourage them to join our organization. Not only is the new member rewarded with the value of joining our organization but the referring member will receive a \$30 gift card! Yes! You read that right, a \$30 gift card for it is our 30th year!

#### QUALIFICATIONS:

##### New Member:

- ◇ Must join IFMA and the LIC by February 28, 2021
- ◇ Must be employed by a law firm

##### Referring Member:

- ◇ Must be a current member in LIC
- ◇ A \$30 gift card will be rewarded to you for each new member you refer and who joins the LIC by February 28, 2021
- ◇ Email [membership@ifmalic.org](mailto:membership@ifmalic.org) if you are referring a member

We will monitor for new memberships and announce “winners”! Together, let’s make this an exciting time to be part of the IFMA Legal Industry Council!

### FIRST QUARTER ANNIVERSARIES

#### 20 + YEARS

Anthony Vuckovich	Chapman & Cutler, LLP
Bonnie Wedel	Bryan Cave
Vivian Medina	Littler Mendelson, P.C.

#### 15 + YEARS

Jeffry Schelinski	Levin Schreder & Carey Ltd
Michael Lesage	Stoel Rives LLP
Paul Dinino	Bennett Jones LLP

#### 10 + YEARS

April Liggons	Fenwick & West LLP
Paul Pellegrino	Hodgson Russ LLP
Carol Monzon	Irell & Manella LLP
Ernesto Casas	Irell & Manella LLP

#### 5 + YEARS

Phil AuBuchon	Husch Blackwell LLP
Chris Guttinger	Perkins Coie
Jamie Hollingsworth	King & Spalding
Kimberly Daugherty	Kean Miller Law Firm
Mario De Leon	Atkinson, Andelson, Loya, Ruud & Romo
Arlene Woodyard	Cleary Gottlieb Steen & Hamilton LLP
Howard Lane	Weil, Gotshal & Manges
Luis Zamora	Morgan, Lewis & Bockius LLP

#### 1 + YEARS

Christopher Bennett	Smith, Gambrell, & Russell, LLP
Carl Oliver	Latham & Watkins LLP
Mary Hester	Dechert LLP
Earl Ebron	Jones Day
Kathy Ambry	Husch Blackwell LLP
Keith Gregory	Stoel Rives LLP
Kenneth Beaver	Price Benowitz LLP
M. Sanders Hubert	Dentons
Mary Lou Olson	Fenwick & West LLP
Rashad Lewis	Husch Blackwell LLP

### CONNECT WITH US!



<https://www.linkedin.com/company/legal-industry-council-of-ifma>



<https://www.youtube.com/channel/UCsujrKfxmgoowFVBbf4MMjA/featured>



<http://www.ifmalic.org/>





## SPOTLIGHT ON OUR SPONSORS

### A Big Thank You to our Sponsors!

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For more information, please contact:

Wayne Whitzell, LEED@AP, CEST, AIPE, BEP, GBO  
Executive VP of Corporate Services - DFS Green  
Board Member - IFMA Corporate Facilities Council

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## MEMBER SPOTLIGHT



Philip Moran is the Facility Services Manager for Tonkon Torp LLP, in Portland, Oregon, a position he has held since June of 2017.

Phil is a graduate of the Lewis & Clark College in Portland, with a BA in Political Science. He held several facilities related positions at Stoel Rives from 1983 until 2017, completing that portion of his career as the Park Avenue West Construction Manager

Phil joined IFMA in 1989 and from 2005 to 2007; He was Chapter President Elect, President, and Past President of the Oregon and SW Washington Chapter. Phil was one of the founding members of the LIC at Dallas World Workplace in 1991.

Phil has lived his whole life in Portland, but also enjoys the canyons of Colorado, Idaho and Arizona, because they are the source of the world's best whitewater rivers. His favorite quote to live by: "What a long, strange trip it's been." Credit -Jerry Garcia, Bob Weir, Phil Lesh, and Robert Hunter.

### **What has been your biggest challenge you have faced as a facility manager and how did the LIC assist you?**

To plan, design, and move the largest law firm in Portland with 371 people from 162,000 SF to 131,000 SF over Memorial Day Weekend 2016. We did it and every phone and computer and workstation was set up and running on Day 1. The accumulated best practices of LIC members were very effective in helping design the new building, as the anchor tenant and first occupant of the new PAW Tower. It was another challenge to do a remodel during the pandemic. We remodeled 62,000 SF of the Tonkon Torp offices during March to August of 2020, moving in and out 180 people and another 45 conference rooms and support areas. We downsized the Library and Records, added conference rooms, and completely replaced the restrooms on all 3 floors.

### **Any advice for new LIC members?**

My advice for new LIC members is to not underestimate your influence on the small and large law firm management initiatives. Pro tip here, the winds of change are blowing the sails of diversity, equity, and inclusion in this country and in our workplaces. We as facility and human resource managers can be the servant leaders, to be the ones to make real change, with our hands on the tiller of our industry's goals of inclusion for all. Sustainable business practices are back in fashion too. Use the LIC support to help make a difference in your world.

### **Do you have a hidden talent?**

Not so hidden, but I can row a whitewater river raft and lead large groups down the rivers of the NW and SW.





**JANUARY 2021**

## ANNUAL CALL RECAP

The IFMA LIC board and committee leaders “Zoom hosted” the LIC annual member call on Thursday, December 17, 2020. LIC President Kim Daugherty opened the meeting by providing a re-cap of the top stories from 2020, with a special emphasis on how all aspects of facilities and the workplace environment have been pushed to the forefront based primarily on the challenges of the COVID-19 pandemic. What a year it has been!

Kim introduced the LIC board, and each board member provided the group with a short summary of their duties as LIC board members, along with some other insights related to the IFMA LIC.

- LIC Vice President Phyllis Medler updated the group on the many social media enhancements being introduced within the LIC, including a new YouTube channel, an LIC LinkedIn page and other new tools implemented by the LIC such as an LIC Zoom account and enhanced tools on our Google Groups platform. Phyllis also gave a great summary of all of the LIC-sponsored webinars that were provided to LIC Members in 2020
- Treasurer Chris Bennett spoke to his desire to be more involved in the LIC, which directly led to his position on the board! He provided an overview of his duties and responsibilities as the Treasurer of the group, shared a financial update and talked through how the LIC receives a portion of the fees for LIC membership
- Secretary Chris Eckl shared his duties and responsibilities with the group, and provided an overview of two (2) of the 2020 LIC vendor webinars – Insidesource and Humanscale
- Past LIC President Joseph Geierman described webinars in June and August that were provided to LIC members. Both revolved around how firms were handling the pandemic and the different approaches taken by different firms, not to mention all the value gained from the insights provided by all of the different LIC members
- Jamie Hollingsworth, the LIC’s new Communications chair, discussed the initiatives of the Communications committee, including developing impactful quarterly eNewsletters for LIC members and enhanced use of the Council’s Google Groups platform, just to name a few
- Our Membership Chair, Diane Brummel, brought us up to speed on the happenings of the membership committee, including a membership drive to add 30 new members to the IFMA LIC, development of a new LIC membership brochure
- Zach Gogel is heading up our Sponsorship committee, and was instrumental in landing two (2) new sponsors for the LIC.

Mike Lesage and Craig Oakman discussed the certification offerings of IFMA, and mentioned that they both attained their CFM credential in 2012. These guys were instrumental in organizing a CFM study group that consisted of 12 members. Mike was proud to report that all 12 of the study group members attained their CFM, and quite a few members of this 2021 study group have gone on to attain additional IFMA credentials.

Kim Daugherty reported that 20 IFMA LIC members attended the “Virtual WWP” in December of 2020. All who attended reported that the virtual WWP experience was a great success, and allowed many of us to “attend” this conference. On top of that, Kim and the board hosted a virtual “happy hour” for all attendees of IFMA WWP and other LIC members. As always, the group shared different insights, expertise which always benefit group members individually and collectively. Plus, how often to you get to know the difference between a “real” hurricane (Kim Daugherty) and the hurricane that you mix and drink (Craig Oakman)?

On behalf of the Board and Committee heads of the IFMA LIC, thank you for joining our 2020 LIC member call. The IFMA LIC Board and Committee Heads rely on the involvement, support and expertise provided by all of our LIC members. We are here to serve our members, so don’t hesitate to reach out to any of us if we can be of assistance. We will look forward to working with all of you throughout the 2021 year!



## WEBINARS IN 2020

If you missed any of our 2020 webinars or roundtables, here are highlights of the some of the webinars the LIC hosted or shared with members in 2020. What was your favorite?

**April 9, 2020 - Women in Facilities Management (WIFM) webinar Best Practices on the Front Line.** This webinar generated a ton of discussion within the LIC Google Group. The discussion featured what FM's and companies are doing to make sure buildings are properly closed during the pandemic. Best practices across the US were shared, including how companies were planning and executing their reentry, confusion surrounding best practices for reentry, what needs to be done for those working onsite and long term strategies during the pandemic. If you missed this webinar and the others in this series, please visit [www.gowifm.org](http://www.gowifm.org) or go to <https://www.youtube.com/watch?v=LMO3Tzx5Opk&feature=youtu.be>

**April 21, 2020 - The FM's Checklist upon Returning to the Workplace.** This webinar was a joint venture hosted by IFMA NYC and LA. The panelists discussed the top three "to do" items to prepare to the workplace before restrictions are lifted; what to consider when determining to work from home, work shifts for transitioning back to work, and what processes have been developed to prepare employees for a future pandemic. If you missed this webinar, please visit: <https://www.youtube.com/watch?v=rqm-TLV3T60>.

**April 28, 2020 - Deep Cleansing & Sanitizing Preparedness & Best Practices.** This webinar was a joint venture hosted by IFMA NYC and IFMA LIC. Best practices for space post-COVID-19, how to select qualified service providers; what is the right disinfectant, how to communicate new cleaning protocols, changes recommended that FMs institute for common spaces such as kitchens, pantries and cafes. If you missed this webinar, please visit [https://youtu.be/2\\_ncnFvntmE](https://youtu.be/2_ncnFvntmE).

**May 1, 2020 - LIC Roundtable - Considerations for Re-Opening Law Firm Offices in a Post COVID-19 World** hosted by Past-Presidents Joseph Geierman and Holly Evers. This was the first of several LIC member led roundtables in 2020. It was an open forum to allow all LIC members the opportunity to ask questions and share best practices on reoccupying offices, handling outside guests, sharing amenities/communal spaces and social distancing plans, changes to food service/break areas, etc. No Recording Available.

**May 28, 2020 - Managing Workplace Pathogens in a Changing World.** This webinar was sponsored by APEX Surface Care and hosted by IFMA LIC. The webinar, facilitated by Thomas Holland and Darrel Hicks, provided an overview of the following topics: Background on viruses vs bacteria, considerations for disinfection protocols and products, vendor selection best practices, re-entry and ongoing cleaning and disinfecting best practices. If you missed this webinar, please visit <https://www.youtube.com/watch?v=o2BqJlzodRg&t=110s>.

**October 28, 2020 - Humanscale Beyond the Basics.** This webinar, presented by Humanscale to the LIC, took a broad look at the way we use wellness to create spaces that support a new workforce. The presentation sought to educate specifiers and end-users on the role modern ergonomics plays in the post-pandemic workplace and the considerations that will drive decisions as specifiers and clients discover their own "new normal." Please click here to download the MP4: <https://web.microsoftstream.com/video/e7165838-1fe3-436e-8e6a-efc95ee10a79>.

**November 19, 2020 - A Legal Brief with Workforce Strategist Regan Donoghue.** This webinar, sponsored by InsideSource, AllSteel, Gunlocke and hosted by the LIC, took an empathetic approach to how the workforce is challenged throughout these turbulent times. Topics included Evolution of workforce typologies, future of legal industry and integrating AI & technology. If you missed this webinar, please visit [https://youtu.be/S\\_ZmwpyZ3js](https://youtu.be/S_ZmwpyZ3js).



## GOOGLE GROUPS Q&A

**Wellness Check Forms?** - This question was asked by an LIC member, inquiring as to whether anyone was asking clients/guests to complete a COVID-19 wellness form prior to or upon arrival into the office, if the forms were email or hard copy and where these forms would be kept/managed. Six member responses below:

- ◇ Yes, ANYONE entering our office must complete the form within 24 hours of arrival time. Additional copies are kept at the reception desk for unexpected guests or forms not received. Electronic copies are sent to the receptionist at each location. All names are entered into a spreadsheet by each location for updating and/or viewing. Electronic copies are stored by date in a folder. All hard copies are scanned and added to the folder. Only HR and Facilities have access to this folder.
- ◇ We are allowing clients and guests in but they have to complete a questionnaire form the day before their scheduled arrival. The form is emailed to them along with our policy and guidelines. If they have a COVID-19 related issue, they must notify us right away and the appointment will be canceled. The completed form, if they do come to the office, is reviewed and then kept in our HR department. Only the HR department has access to the file.
- ◇ Yes we are asking for form to be completed in advance or an office visit. The form is good for 7 days only. Still requires you to take your temperature before coming in. All visitors are required to complete and comply before approval will be given. We have turned personnel away for not complying.
- ◇ We are using an office-by-office approach. In cities/states where we are required to do a questionnaire, we are collecting this information. The firm has an app we're using for this, and there is a paper form visitors can fill out when they show up. In locations where a questionnaire is not required, we just have signage up that tells people not to enter if they have any of a list of symptoms (including temperature, etc.).
- ◇ Yes, all employees, clients and vendors have been asked to complete a video training on policies and procedures for the office. Prior to visiting the office, everyone must complete the Daily Health Self-Screening app. This is administered via a secure app. and only Human Resources has access to it.
- ◇ We are doing what all the rest of the firms have reported. Clients are sent the health assessment form electronically before they come in for a meeting or alternatively they can fill one out at our reception area. They are reviewed for clearance by either the receptionist or security and then sent to our HR dept. via a database we've established. So far we have not had to turn anyone away based on their answers. We had one incident, in one of our regional offices, wherein the client did not want to complete the form, so the meeting took place at their place of business rather than our office





## GOOGLE GROUPS Q&A

**Automated External Defibrillators (AED's)?** – This question was asked in regards to how many AED's other Firms had and where they were located in their space. Five responses below:

- ◇ In our NY office, there is an AED on each of the seven floors, and in the same location on each floor. Our two floors in Boston are outfitted similarly. Inside the AED cabinet, we keep an updated list of all personnel currently trained in CPR and AED, including their desk locations and phone extensions.
- ◇ We have 1 on each floor in most offices. Usually located in a break room, but sometimes located in a copy room.
- ◇ Given that time is the key, should you ever have to use an AED, we have one per floor. We have put them in the kitchen area on each floor.
- ◇ We have one on each floor. We decided to mount them in the kitchens because everyone uses the kitchens. We also remind them during our safety drill meetings where they are located in the hopes it will trigger something in an emergency.
- ◇ Yes, we have AEDs at our reception desks but also have a list of our “first-responders” (floor wardens who have been trained in CPR/AED) posted near all first aid kits on each floor, as well as in the emergency manual on everyone's desk, including visitor offices. We routinely update and distribute floor plans showing all evacuation routes, which includes locations of AED devices, first aid kits, emergency/disaster relief kits, oxygen tanks, wheel chairs, etc.

**Office Hoteling Software?** – This question was asked by an LIC member looking for recommendations on software for office/workstation hoteling. Three responses below:

- ◇ We are and have been using Condeco for some time for conference room booking, visitor/shared private offices and hoteling/hot desks. We are also in the implementation stages of a larger pilot program across the US that will involve our open plan seating to insure proper social distancing guidelines are in place for colleagues that utilize this space. Additionally beyond the typical reservations capabilities we see with these cloud based room booking platforms (floor plans, booking grids, room/desk screens, reporting, metrics, etc) Condeco has added the bells/whistles the FM industry has been focused on for COVID-19 (contact tracing, sanitization tracking, etc.).
- ◇ We use Event Management Systems (EMS). This program can be customized to your needs. Everyone in both of our offices has the ability to reserve conference rooms, visitors offices, order food, AV/IT requests and room setups.
- ◇ We use Assure Resource Scheduler for making conference room and visiting attorney office reservations in all of our locations.



## GOOGLE GROUPS Q&A

**Attorney Office Sizes?** – This question was asked in regards to what size other Firm’s attorney offices were. Three responses below:

- ◇ If we’re building new, our standard is to build single size perimeter offices for attorneys. We’ve aimed for between 140 and 160 RSF per office.
- ◇ We’ve attempted to build single size attorney offices in 3 of our most recent build-outs. We’ve been successful in 2 locations with offices built between 140 and 160 RSF. We received significant push back in NYC and senior management gave in, but that was in 2017. I’m fairly confident if we plan future build-outs, the situation would now be “one size” fits all. Lastly, each office buildings’ particular structure, more significantly where the exterior window mullions lie, are a significant factor in determining office sizes particularly when building perimeter offices.
- ◇ Every attorney office is 160 sq. ft. We designed “one size fits all offices” when we moved into our building in 2002.

**Holiday Décor?** – This question was asked by an LIC member trying to get an idea on how many Firms were installing their annual holiday décor in light of office closures during the pandemic. Three responses below:

- ◇ Our building in DC will be installing their holiday décor but we most likely will not be decorating, or if we do, it will be scaled down considerably. Knowing there will still be something for the holidays in the public areas helped make our decision easier. It really depends on each city and building.
- ◇ We are scaling down our holiday decorations this year. We own our historical headquarters building and in the past this involved erecting and decorating a 14' tall Christmas tree and large Menorah on our first floor, decorating street level window storefronts etc. etc. This year, we are not putting up the tree etc. We will be doing some decorating in our lobby area but much reduced. At this juncture we are only occupied about 30% and just a few client meetings per month in the building. We don't see that changing over the next 2 months. We are taking a similar approach in our regional offices as well.
- ◇ We are not planning on holiday decorations this year.

***Have a question to ask your law firm peers?***

Send an e-mail to [ifmalic@googlegroups.com](mailto:ifmalic@googlegroups.com)  
This is a great way to solicit and share information with other law firms.