THEAGGREGATE

THE NEWSLETTER OF THE BALTIMORE, WASHINGTON DC CHAPTER OF ICRI



IN THIS ISSUE:

- President's Message
- JOINT DINNER WITH ACI
- TECHNICAL SEMINAR RECAP
- NEW OFFICERS & BOARD MEMBERS

CHAPTER CALENDAR

ICRI BW/ACI Joint Dinner Meeting February 8, 2018

ICRI National Spring Convention: San Francisco, CA April 11-13, 2018

Chapter Scholarship **Application Available** April 12, 2018

2nd Quarter Chapter Dinner Meeting May 3, 2018

Call for Outstanding Project **Applications** June 7, 2018

MESSAGE FROM OUR PRESIDENT

BOBBY RADCLIFF - ENGINEERING & TECHNICAL CONSULTANTS, INC.



Happy New Year to all of our Baltimore-Washington DC Chapter ICRI members and families. hope this year brings good health, happiness and prosperity.

Special thanks to Shannon Bentz, Chapter's Past President, as well as the 2017 Board of Directors for all of their time and effort to making

our Chapter great. I would also like to introduce our three (3) new Board members this year: Brian Heil, Paul Askham and Adam Hibshman (couldn't get enough the first go around). Please make sure to give them a warm welcome at the first quarter dinner meeting.

The Board of Directors met on January 16th and set the Chapter goals for the upcoming year (shown below). This is a collective effort and we appreciate help from our membership to achieve or exceed these goals.

- Achieve Chapter of the Year status
- Grow our Chapter membership to 200 members (currently, 171 members)
- Increase dinner meeting attendance
- Branch out to local college students and faculty members
- Maintain our student scholarship awards (highest amongst all Chapters including National)

Important notice to all current and future Chapter sponsors. In an effort to simplify the sponsorship renewal process moving forward, the Board voted to move the expiration date of sponsorships for all sponsors to the same date. Beginning January 1, 2018, all sponsorships will expire on December 31st of every year. You should receive an invoice for the full sponsorship amount on or about December 1st of every year starting in 2018. The Chapter will distribute invoices for prorated amounts for new sponsors joining mid-year as well as for current sponsorships expiring prior to December 31st. Please review the Chapter website www.icribwchapter.org for more information.

This year, we are attempting to increase membership involvement with several socials throughout the year. Rich Barret (Facilities Committee Chairman) is hard at work coordinating these fantastic events. Topics discussed at the January 16th Board meeting include friendly "competitive" racing at the Autobahn in Laurel, MD (good way to resolve project change orders) as well as a social event at one of the three Casinos in our region. We would like to know your opinion if

the social events would be better on a weeknight or weekend. Please reach out to Rich Barrett or any other Board members with your ideas.

A special thanks to Tom Ouska who, without hesitation, agreed to be the Programs Committee Chairman again this year. This committee is one of the more time-consuming groups and Tom has always done an outstanding job. Brian Baker will be serving out his remaining one-year term as Treasurer this year. We tried to persuade/ bribe him to take on another three-year term, but he reluctantly declined. Nick Henn stepped up to the plate and will be shadowing Brian this year with the intent to be the Treasurer-elect next year. We encourage you, our membership, to become involved and volunteer on the Chapter's technical committees. It could also be something as simple as providing a technical article for the Aggregate (I know Mike Payne could use some articles).

Our first quarter dinner meeting will be held on February 8th at Maggiano's Little Italy in the Tyson's Galleria. This is our annual joint meeting with our friends from the ACI National Capitol Chapter. This year, the presentation will focus on the use of unmanned aerial vehicles (UAV's) and their roles in assisting us with building condition assessments & inspections, construction QA/QC and other uses related to engineering and construction. Our feature speaker is Mr. Gordon Dowrey, Principal of Osprey Assessments, LLC based out of Carmel, Indiana. Make sure to give Mr. Dowrey a warm welcome at the meeting.

Please check our Chapter website for the calendar of events for this year as well as contact information of the current Board of Directors and listing of the Committee Chairs. The Board voted in the January 16th meeting to renew our Chapter Management Agreement with Adverse Creations of Raleigh, North Carolina for another two and half years. Adverse Creations was our Chapter management company in 2017 and they were professional and a pleasure to work with. They will be updating the Chapter website throughout the year, publishing the quarterly Aggregate and distributing information for the Chapter events, amongst other administrative tasks.

I want to personally thank all of the Chapter membership for the opportunity to serve as the Chapter President this year. It is truly an honor. On behalf of the Board of Directors, we look forward to working with you. Please reach out to myself or any of the Board members with questions and/or concerns.

VISIT US AT: **ICRIBWCHAPTER.ORG**

OSHA RECORDKEEPING UPDATE By David Caple

OSHA requires contractors to maintain an OSHA 300 Log, which is used to record workplace Injuries and Illness. For a copy of those documents in Excel format follow the link below or perform a google search with the key words "OSHA 300 Form".

https://www.osha.gov/re7cordkeeping/new-osha300form6-30-16.xls

If you are not familiar with the OSHA 300 Log or OSHA recordkeeping requirements and would like more information and basic instructions follow the link below.

https://www.osha.gov/recordkeeping/RKforms.html

In the past Form 300A would be posted in a common area of the workplace for employees to inspect from February 1 through April 30 of the following year. Form 300A is a summary report and does not reveal information protected by HIPPA regulations. This continues to be the OSHA requirement. However, in addition to posting Form 300A for employees to review and inspect, OSHA now requires construction companies with 20 or more employees to file Injury and Illness records with OSHA electronically. Follow the link below to the website for reporting or perform a google search with the key words "OSHA Injury Tracking Application".

https://www.osha.gov/injuryreporting/

Essentially OSHA requires you to submit the same Form 300A information through the secure website in one of three ways.

- 1. Manually enter the data into a web form
- 2. Upload a CSV file (Comma Separated Value)
- 3. Users of automated recordkeeping systems may transmit data electronically via an API (Application Programming Interface)

The regulation requires submission no later than July 1, 2018 for CY 2017 data. Beginning in 2019 and every year thereafter, cover establishments must submit the information by March 2.

OSHA is not accepting Form 300 and 301 information at this time; however, the agency is drafting a NPRM (Notice of Proposed Rulemaking) which may impact reporting requirements.

If you are located in one of the following states (CA, MD, MN, SC, UT, WA, WY) you may get a temporary pass. As far as I can tell, they have not adopted the requirement to submit injury and illness reports electronically. If you do business in any of those states, I recommend you contact them to confirm this information. The following link should provide you with the contact information you require.

https://www.osha.gov/dcsp/osp/states.html

There is additional information provided on the websites I have directed you to above, including a QNA. Additionally, you may be able to find support from your insurance broker if they provide premium service. I would like to acknowledge RCM&D for providing reference materials to publish this update.

David Caple, COHC, CEAS

Construction Safety and Health Specialist, is the Principal Member of Pinnacle Safety Network, LLC. He has over 15 years experience in a combination of structural restoration and safety.



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THEAGGREGATE

THE PURPOSE OF THE DIFFERING SITE CONDITIONS CLAUSE

by Kenneth K. Sorteberg, Esquire

The Federal Government long ago recognized that one of the greatest risks in a construction contract was encountering unforeseen subsurface conditions. A prudent contractor would include a contingency in its bid to protect itself from such a potential problem. If a problem never materialized, the government incurred an unnecessary expense, paying more than necessary for the contract work. On the other hand, if a problem did materialize, and the contractor's contingency was insufficient to cover the added costs, the construction of the project might be disrupted and delayed while the contractor sought instructions, filed claims or halted the project for lack of funding.

To avoid such issues, the government developed the risk-shifting 'Differing Site Conditions' clause. This clause minimized the contractor's risk and relieved the contractor from unexpected conditions that could not be ascertained by a reasonable site investigation. It promised the contractor an equitable adjustment if subsurface or latent physical conditions at the site differed materially from those indicated in the contract or were of an unusual nature differing materially from those ordinarily encountered. The clause works both ways, benefiting the government if the actual conditions were less onerous than anticipated. The policy supporting this clause was described by a 1970 Court of Claims case, Foster Construction, C.A. v. United States:

The purpose of the changed conditions clause is thus to take at least some of the gamble on subsurface conditions out of bidding. Bidders need not weigh the cost and ease of making their own borings against the risk of encountering an adverse subsurface, and they need not consider how large a contingency should be added to the bid to cover the risk. They will have no windfalls and no disasters. The Government benefits from more accurate bidding, without inflation for risks which may not eventuate. It pays for difficult subsurface work only when it is encountered and was not indicated [in the contract documents].

Please feel free to contact Ken Sorteberg at sorteberg@constructionlaw.com with any questions or suggestions for future Legal Columns. Mr. Sorteberg is a civil engineer and an attorney (licensed in MD and DC) who focuses his practice on construction law.



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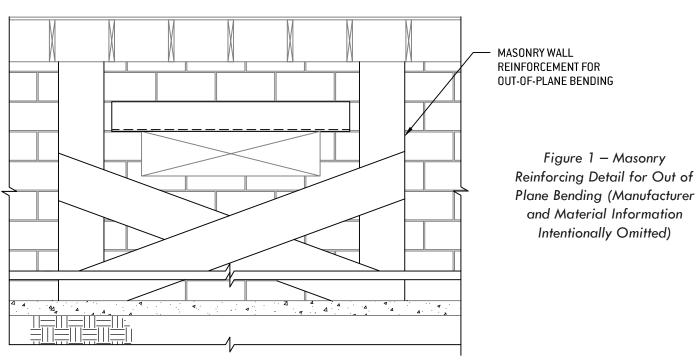
COMMONLY ENCOUNTERED ISSUES IN DESIGN AND INSTALLATION OF CFRP SYSTEMS



By Murat Seyidoglu, P.E., S.E.
STRUCTURAL REHABILITATION GROUP, LLC

As the use of externally bonded carbon fiber reinforcing polymers (CFRP) becomes more common in the repair and restoration industry, practicing engineers and contractors are facing new challenges in utilization of these systems. Although the use of CFRP systems started as an alternate for surface mounted steel plates in corrosive environments, CFRP systems quickly became extremely popular due to their superior structural properties and durability. This article will review some of the commonly encountered issues in design and installation of externally bonded CFRP systems.

Externally bonded CFRP systems are great tools to increase the inplane bending, out-of-plane bending, shear and compressive strength of existing concrete and masonry structural members. Although the CFRP systems are not very effective in increasing the sectional properties of the retrofitted members to help with deflection control, utilization of their superior tensile strength and confinement ability allows the engineers to increase the strength of existing members to meet strength requirements. In comparison to structural steel and concrete, FRP systems have the advantage of being lighter and easier (less intrusive) to install. As CFRP design is not commonly taught in universities, the structural design and detailing of CFRP systems require specific knowledge and training in the matter. While the basic procedures for designing CFRP for concrete and masonry structures are covered by ACI Committee 440's guidelines, the proper design and specification of CFRP materials require knowledge beyond the basic information provided by the ACI Committee 440's guidelines. Engineers specifying these systems need to have the knowledge in carbon fiber reinforcing polymers in general and their limitations (fire resistance, stain limits, tensile capacity...etc.). CFRP systems produced by different manufacturers may consist of very different components with varying structural properties; thus, the specifiers need to be diligent about the composition of the CFRP systems prior to choosing a reinforcing material. Furthermore, the materials used for anchorage to existing substrates and fire resistance vary significantly between manufacturers which should also be carefully be evaluated to ensure that the project conditions allow the use of desired CFRP systems prior to specifying them.



Though a great deal of design information and case studies are available to practicing engineers involved in structural rehabilitation, it is rarely the case that the engineers specifying the use of externally bonded CFRP systems would provide complete details for the construction of CFRP systems on their drawings. Often times inadequate information is provided on structural drawings to the specialty engineers for performing calculations and generation of CFRP shop drawings; consequently, specialty engineers are asked to design and detail structural strengthening with inadequate structural information and for unknown performance requirements. It must be noted that ACI 440 guidelines clearly explain what information needs be on structural drawings for CFRP systems and the engineers should provide this information on structural rehabilitation drawings accordingly. In absence of complete details to install CFRP systems, engineers need to provide all

of their design calculations along with the expected performance requirements to the specialty engineers to be able to perform the required analysis per ACI 440 guidelines and generate shop drawings for installation. A review of the basic formulas and requirements for design, as a minimum, would allow the specifiers to understand what information needs to be given to the specialty engineers to be able to perform calculations and detail the necessary CFRP strengthening details.

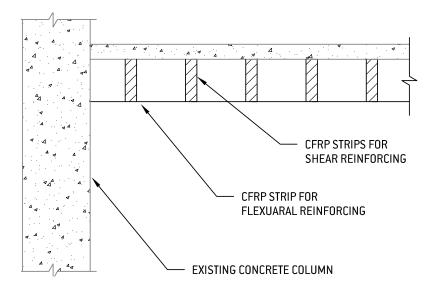


Figure 2 – Concrete Beam Reinforcing Detail for Shear and Bending (Manufacturer and Material Information Intentionally Omitted)

In addition to the above-mentioned issues in design, construction of externally bonded FRP systems require special precautions to be taken. Correct handling of the materials, surface preparation, following correct wet-layup and dry-layup procedures, and ensuring the use of correct number of layers crucial steps in installation. Personnel handling and installing the CFRP systems need to be trained by the material manufacturer specifically to ensure that the field personnel are competent in the installation of the materials. Obtaining the required bond strength in the field is another critical component in CFRP installation. Without sufficient bond capacity, CFRP assembly would simply de-bond from the substrate without making any contribution to the structural capacity of the member which is being retrofitted. Adhesion testing should be performed, prior to installation, to ensure that the required capacity, between concrete/masonry and CFRP systems, can be obtained in the field. The required bond strength and field testing procedures need to be clearly specified in the drawings to meet the requirements of the authorities having jurisdiction.

In addition to quality control procedures implemented by the contractors and installers, periodic inspections should be performed to verify the compliance of the installation with the project requirements. To comply with the Special Inspections requirements specified by the International Building Code, as well as the local jurisdictions, it is highly recommended that a realistic special inspections program is developed. Responsibilities of the special inspector and the frequency of the inspections for the CFRP systems need to be clearly conveyed to the contractors. Discussing the special inspections requirements with the local code enforcement officials, prior to specifying the inspections reequipments, is highly recommended to avoid issues during the permitting.

As CFRP systems are becoming more and more common in our industry, it is imperative for the specifiers to have a good understanding of the fundamentals behind the design and construction of these systems. Properly specifying the materials, performance requirements, testing and inspection procedures; providing adequate information to specialty engineers for generation of shop drawings are not just "good practices" but required items for constructability. Furthermore, the limitations and suitability of the CFRP systems for each project should be carefully prior to specification.

Citations:

Murat Seyidoglu, P.E., S.E. is a Sr. Project Manager with Structural Rehabilitation Group (SRG), he specializes in structural repair, alteration and rehabilitation of existing building structures. He can be reached at mseyidoglu@srg-llc.net

[&]quot;440.2R-17: Guide for the Design and Construction of Externally Bonded FRP Systems for Strengthening Concrete Structures", American Concrete Institute Committee 440, 2017.

[&]quot;440.7R-10 Guide for Design & Constr of Externally Bonded FRP Systems for Strengthening Unreinforced Masonry Structures", American Concrete Institute Committee 440, 2010.

[&]quot;2012 International Building Code", International Code Council, 2012.

Thursday, February 8th, 2018

MAGGIANO'S LITTLE ITALY AT TYSONS GALLERIA 2001 INTERNATIONAL DR. MCLEAN, VIRGINIA 22102

SCHEDULE:

5:30 pm Social Hour 6:30 pm Dinner 7:30 pm Presentation

REGISTRATION:

Member Rate: \$50 Non-Member Rate: \$60 All after 2/2/2018: \$60

REGISTRATION DEADLINE IS FEBRUARY 2, 2018

Company:	
Name:	
E-mail: Phone:	
Number of Attendees: Attendee Names:	

Unmanned Aerial Vehicles

Our presentation will focus on the use of UAV's - Unmanned Aerial Vehicles – and their role in providing building condition assessments & inspections, their role in providing construction QA/QC and many other uses related to engineering, architecture and construction.

FEATURED SPEAKER:

Gordon Dowrey, CPM, LEED AP

Principal of Osprey Assessments, LLC.

Gordon Dowrey is a highly experienced army helicopter pilot and commercial real estate professional with 25 years experience in the industry. He has in depth knowledge of building sciences, is a CPM and LEED certified. Gordon provides the foundation to deliver our clients useable, actionable data that drive the cost effective repair and maintenance of buildings and identify energy savings opportunities.



Scan and email or fax this completed form to Chapter Secretary, Brian Radigan by February 2nd. Checks may be mailed with your form or you can bring them with you to the meeting.

Brian J. Radigan

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2017 ICRI Baltimore-Washington Chapter Fall Technical Symposium

by Tom Ouska



The ICRI BW Chapter held its annual fall symposium on Thursday, December 7th, in the holiday decorated Learning Center at Concrete Protection and Restoration's corporate headquarters in Baltimore, MD. Mike O'Malley, FICRI, and Don Caple, FICRI, have generously provided their company's office space and resources over the years, and with the office staff attending to every detail throughout the day we thank all of them for such dedication in supporting ICRI and the BW Chapter.

This year's symposium theme was focused on Repair and Restoration and Sustainability of Precast Concrete. The program was started with a detailed presentation and open discussion on the versatility and many uses for precast concrete, provided by Claude Goguen, PE, Director of Sustainability & Technical Education of the National Precast Concrete Association. Claude also provided an indepth presentation on Repair, Restoration & Protection of Precast Concrete and the Challenges of Different Design

> Mixes Required for Different Precast Uses.



Kiley Marcoe, Next. Restoration Specialist from Precast, provided Metro insiahtful technical presentation tied into Claude's presentation as he spoke on Means & Methods of Repairing and Restoring Precast Concrete. Significant time was given by Kiley in addressing the importance of creating the best possible repair matches for precast surface texture, finish and color pigmentation.

Following a delicious BBQ lunch with all the trimmings, Ari Lichtman, President and owner of Baltimore based Nelson Precast, delivered an AIA certified presentation entitled Cast Stone VS Architectural Precast. From material formulation to manufacturing, discussing the differences in compressive strengths, costs, repair techniques and how spec language differs between Spec 3 & 4 relative to cast stone and precast concrete, Ari covered it all.

Larry Keenan, AIA, PE and VP & Director of Engineering for Hoffmann Architects, teed up the next presentation entitled Analysis of Fatique Failure of Precast Double-Tee Connections in Parking Garages Due to High Cycle Vehicular Loading. The essence of Larry's presentation focused on the fatigue failure of shear connections and the adjacent concrete which he posits has to do with inadequate design codes and Industry Standards regarding fatigue design. Larry has spent years of his time and resources debating and deliberating with the precast industry to consider updating their fatigue design codes and standards and I would encourage anyone interested in this topic to contact Larry for a copy of his presentation and white paper.



Next, Neil Savitch, a former president and Board member of the ICRI-BWC, presented on the effect of Silicate Deposits from Architectural Precast Concrete on Glass. The presentation and open discussion focused on understanding that silicate deposits are NOT efflorescence, and one of the best and most accepted methods of preventing silicate deposits on glass surfaces is by protecting the concrete façade with the application of FluoroSilanes.

The symposium concluded with a presentation, discussion and demonstration by HILTI, USA which was focused on Understanding The OSHA Crystalline Silica Dust Rule And Options For Compliance. A demonstration of dustless construction tools concluded the symposium.

If you should need any further information regarding the symposium and the presenters please contact me, Tom Ouska, FICRI, at Touska@mcecorp.com , or on my cell phone at 301-742-1123. My thanks to Neil Savitch and Adam Hibshman for all of their time and effort in helping me put together the fall symposium.

> Thomas A. Ouska, FICRI **Meyer Consulting Engineers Corporation**

ICRI BALTIMORE WASHINGTON 4th QUARTER DINNER MEETING

THE 2017 OUTSTANDING PROJECT AWARD WINNERS and 2018 CHAPTER OFFICERS

by Brian Radigan

The ICRI Baltimore Washington Chapter convened once again for their 2017 Awards Dinner Meeting at Maggiano's Little Italy restaurant at the Tyson's Galleria in McLean, VA. A very special thanks to Rich Barrett (BASF & Facilities Committee Chair) who coordinated



and made the arrangements for the chapter's prestigious awards dinner. Maggiano's proved to be great location for the Board of Director's meeting and the 2017 Awards dinner and is set to host future ICRI events. The evening began with a wonderful social hour and final ballot submissions. The social hour, as always, was a huge hit. It provided a great opportunity for all members to catch up with old friends, network with new contacts and chat about the upcoming awards presentations. Before the program started, the attendees had also enjoyed a family-portion sized dinner full of delicious entrees and appetizers.

Final ballots were counted and the following individuals have been elected to serve on the Baltimore Washington ICRI Board of Directors: The 2018 Chapter Officers are:

- President— Robert Radcliff, P.E. (ETC)
- Vice President— Kevin Kline (CP&R)
- Secretary—Brian Radigan (Tremco)
- Treasurer—Brian Baker (PPSI)
- Treasurer Elect Nick Henn, P.E. (ETC)
- Immediate Past President—Shannon Bentz (DESMAN)

The 2018 Chapter Directors are:

- Justin Long, P.E. (SK&A Associates)
- Adam Hibshman (Valcourt Exterior Building Services)
- Rich Barrett (BASF)
- Phil Heisel (STRUCTURAL)
- David Bickel, Sr. (CP&R)
- Michael Payne, P.E. (FEA)
- Brian Heil (Kenseal)
- Paul Askham (Gale Associates)



The Awards Dinner kicked-off with opening statements and announcements from our out-going President, Shannon Bentz (Desman). Brian Radigan (Tremco -Awards Committee Chair) and the other sub-committee members received a total of three (3) submissions for consideration for the 2017 Baltimore Washington Outstanding Project of the Year Awards. Five judges, nationally active with ICRI across the country, judged this year's awards on the basis of the newly established scoring criteria which included:

- Planning/Phasing,
- Design Issues & Project Administration
- Structural, Architectural and/or Operational Improvements
- Technical Innovation
- Costs



Bobby Radcliff (ETC) presented the 3rd place Award winning project for The Greens II at Leisure World. This project involved the restoration of the garage and storage room space over the course of two different phases. The scope included the repair of concrete defects in the garages and storage rooms, addressed water intrusion issues in the lower levels, and abated severe micro-biological growth present in the storage areas. The project showed major trials in logistics and coordination.

Kevin Kline with CP&R presented the 2nd Place Award Winning project for the GBMC Physicians Pavilion West in Towson, MD. The project scope addressed the impact of leaks against some below-grade occupied space. The work involved excavating the foundation, removing the existing waterproofing system and installing a new cold-applied waterproofing membrane with sub-grade drainage. It was a great example of geotechnical and safety challenges.





The first place project was present by Pat O'Malley with CP&R on the Executive Office Building and Montgomery County Circuit. The scope focused on the restoration of a heavily utilized plaza in front of an active Circuit Court. Each part of the project was challenged with conducting the work amongst noise restrictions, requirements for temporary public access. Not only did it involve structural and waterproofing work but also coordination of subs in landscaping, mechanical, plumbing, electrical and signage items.

Each project had its own level of complexity, phasing challenges, budgetary constraints and other technical challenges and each presenter did an outstanding job detailing how they met those challenges head on. The Baltimore Washington ICRI Chapter thanks all of those who submitted their projects this year and to our winners for presenting their projects to share their outstanding projects and unique repair experiences!





Delegate Report by David W. Bickel Sr.

New Orleans is a great city, the community battled through a huge ordeal with Hurricane Katrina. I personally stayed at the Hyatt Regency where I had conversations with some of the hotel employees about the Hurricane ordeal from 2005 and talked about how they made it through such a catastrophe.

The Manager of the hotel at the time of the hurricane was Michael O. Smith. He had his resolve tested to the extreme when Hurricane Katrina slammed into the 1,184-room smoked-glass tower, blowing out windows in some 600 rooms and in the soaring atrium. He and his staff led close to 4,000 guests and stranded city residents to safety in third-floor ballrooms. They played host for days while the heat was ungodly, no running water and power was intermittent. Mr. Smith and his staff orchestrated the delivery of provisions at a time when the city was plunged into chaos. They also assisted the military in evacuating the adjacent Louisiana Superdome, which meant directing more than 25,000 desperate and weary New Orleans residents through the Hyatt to awaiting buses. The Hyatt served as the nerve center for a shattered New Orleans. It's something, you don't realize the history of places you use as your home away from home until you talk to the people! The Hyatt Regency has since been remodeled and they showed ICRI members and visitors fantastic hospitality to give us all a great convention!

Wednesday morning's technical sessions were interesting and informative. I attended a few of the technical sessions on Wednesday. Of particular interest was the project presented by Victor Reyes of the Fyfe Co. on the effects of Carbon Fiber at the Wellington Harbor buildings in Kaikoura New Zealand after the area was hit with a 7.8 magnitude Earthquake. Wednesday evening was the opening reception, and it was a great chance to meet people from other regions, meet with sales people you often talk to and finally get to connect a face with the voice, as well as to interact with friends from the BW chapter.

Thursday morning provided more opportunities for increasing knowledge during the Technical sessions, all of the presenters were very insightful. For the most part, they seemed to run on time! Thursday at lunch time I'm so glad I attended the Luncheon and Keynote session. The Keynote Speaker was Lt. General Russel L. Honoré (Ret.) He was very entertaining, informative, and extremely motivational! He is a true American hero who helped the city and all its people during Hurricane Katrina.

Friday it was time to observe some committees. I was able to sit in on the Conventions committee led by Ingrid Shawn Rodriguez where the group discussed future convention sites, some of the things they look at when choosing a location along with Themes, and Forum Topics. It was a very informative and interesting committee meeting!

The delegate lunch and chapter committee meeting on Friday were great for hearing about other chapters and upcoming events. Friday evening I attended a night out at the Bayou Barn with my fellow ICRI members. We had Great food, fellowship and got to see some real-life alligators up close!

I feel lucky to have been chosen the delegate for the New Orleans Convention. I was so impressed how everyone worked so hard in setting up a Convention of this magnitude and how friendly people were. Funny thing I probably learned the most out of the convention was something we talked about at the Luncheon and my boss always preaches to me which is pick up the phone and talk to people, instead of e-mails and texts just make a phone call! Using the spoken word in lieu of email can help to make your counterpart feel like a priority, and to understand the significance of what you're discussing.

Again, I'd like to thank all who allowed me to represent the great BW Chapter of ICRI. Overall, the Convention was well planned, organized, and executed. I look forward to attending the next convention!

2018 Chapter Officers & Board Members

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