

# spaces

Photography • Industry News • People • Projects

Issue 6



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## Message From The President

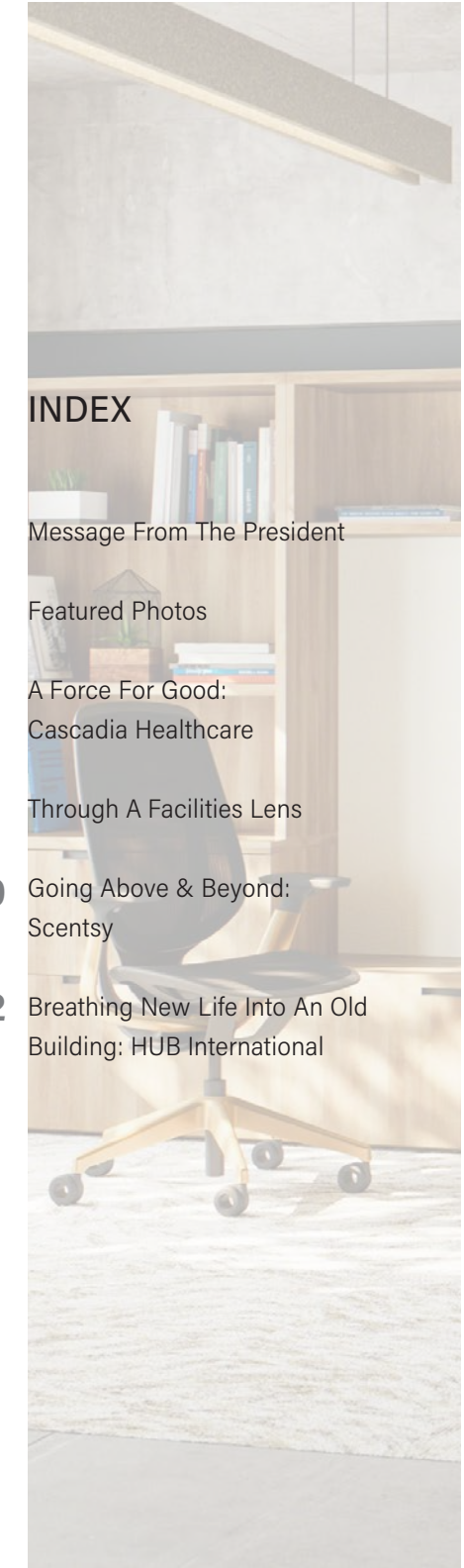
### Working From Home, Peaceful Paradise

I worked from home the other day to keep an eye on my daughter, who had just had surgery. I know some of you are like, "big deal, I've been working from home for 18 months now". Well, I typically work in the office and haven't actually worked a full day from home since before Covid. So, for me, this was kind of a new thing. Anyways, after I got my dual monitors set up, things were going pretty well. But then my dog started barking every time somebody walked by our house. Apparently, with his presumed role as head of house security, he feels the need to bark at anything that moves. I kept having to jump up and close the office door every time he started barking at the front window, which always nicely coincided with the online meetings I was having. After a bit, I noticed it was super cold in the house, so I turned on the heater. "Hey, when was the last time I changed the filter?" I decided to go into the garage to check the filter, and yes, it needed to be replaced. So I spent some time purchasing new filters online. Then my daughter upstairs called down a request for Macaroni and cheese. But we were out of butter. So I ran over to Albertsons to get some butter. And of course, I had to do some additional shopping because we were out of milk and a few other things. But when did these milk prices get so expensive? I was almost home when my wife called and asked if I could run to the pharmacy and get some medicine for my daughter. But the best part of the day was when I picked up my son from Kindergarten and got him started on some snacks before jumping on a Zoom call. In the middle of the zoom call, my son stormed the room and started pulling on my arm, "Dad, dad, dad, dad, dad, dad, dad, come see the paper airplane I just made. Dad, dad, dad, dad, dad, dad, dad, dad, dad." So I wrapped up the call early so I could go see the airplane, which was amazing by the way. I raise my hat to all of those out there who are still working from home. It's hard stuff and is certainly no peaceful paradise for those with kids or dogs. Looking forward to getting back in the office as soon as possible.

Scott Galloway  
President

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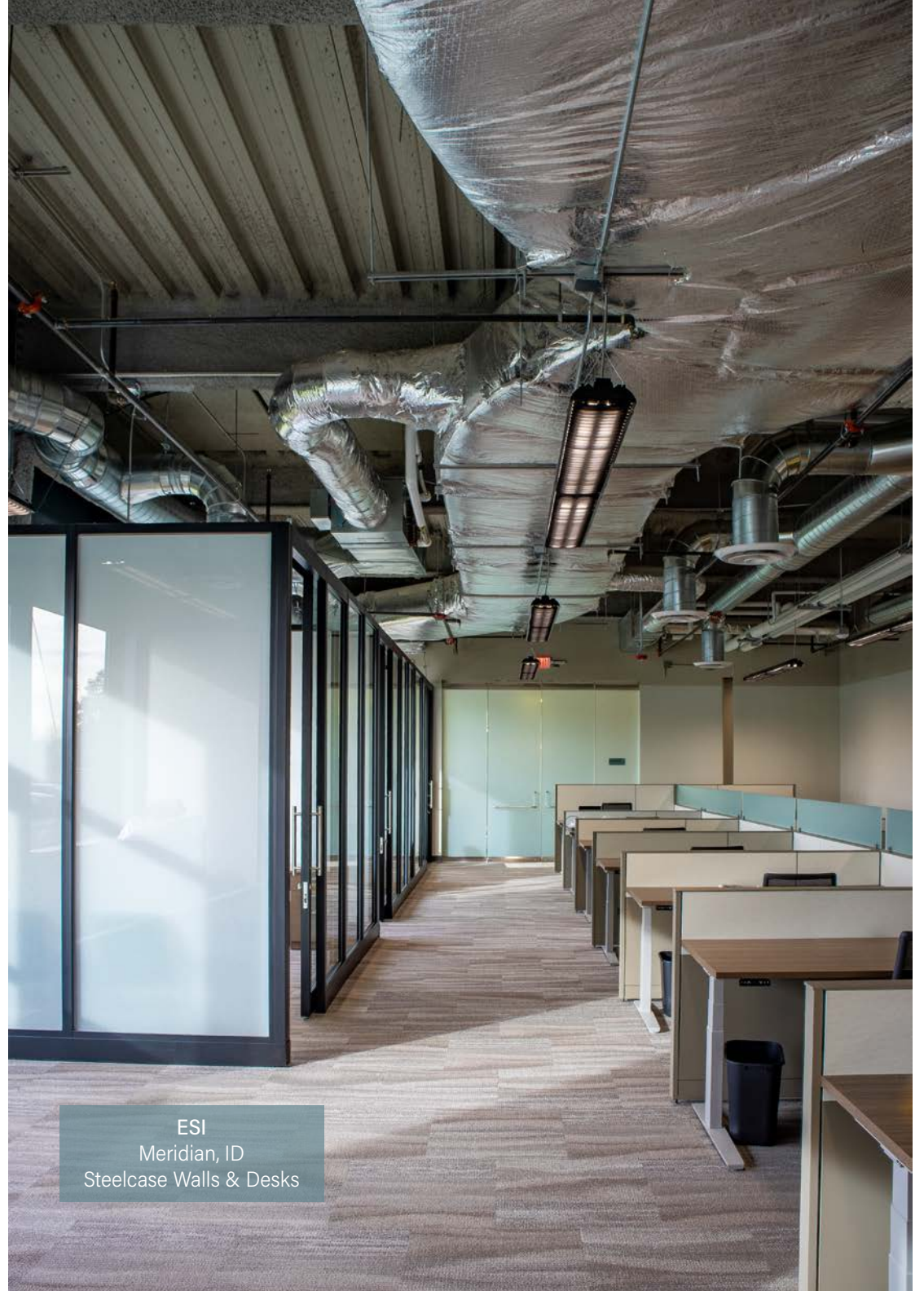
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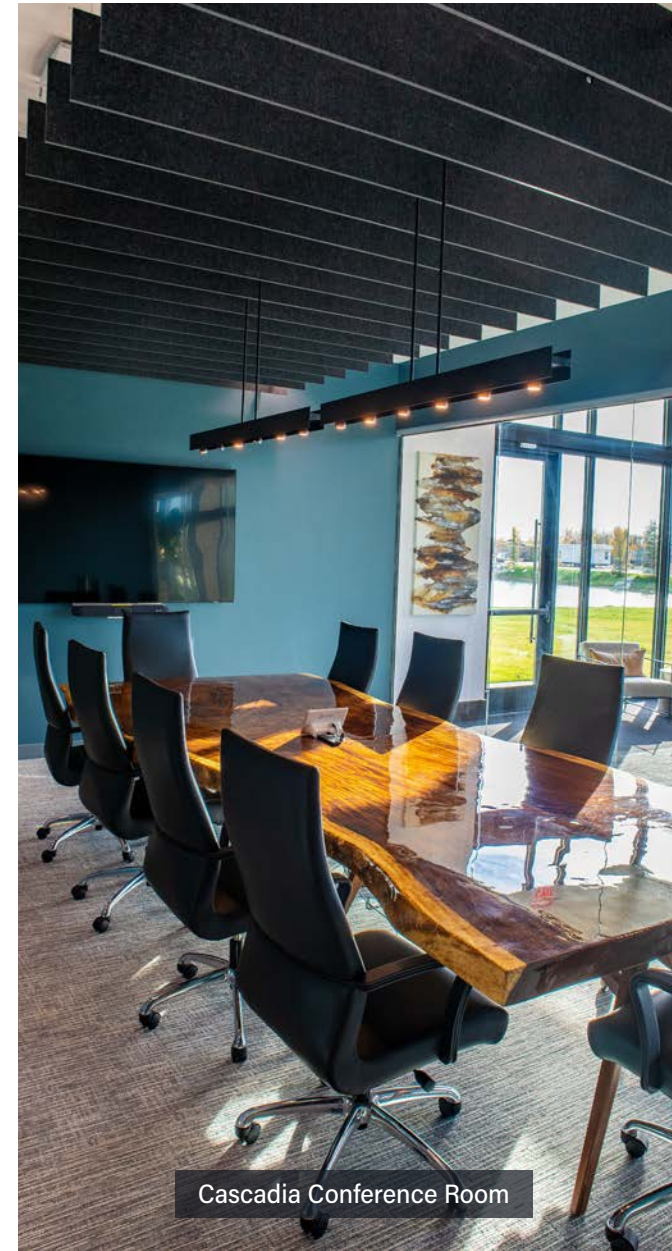
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RVK  
Collaboration Space



RVK  
Conference Room



Cascadia Conference Room



# A Force For Good

Cascadia Healthcare in Eagle, ID makes a difference.

Nate Hosac is one of four friends who started Cascadia Healthcare, a skilled nursing company caring for those who don't need to be in a hospital but require constant care. The company is a fantastic example of what can happen when real estate and skilled nursing experts, but more importantly, friends, decide to build a business together. Since its conception six years ago, Cascadia Healthcare has grown from a tiny office in Eagle, Idaho, to 26 different facilities, employing almost 2,300 people across six states. The most recent addition to the company's facilities is a new administrative office in Eagle, Idaho.

With a history in office and industrial development, Hosac was the perfect person to bring the new building online. He handled everything from building location and design to furniture and layout. "What this building means to us is the ability to grow." After outgrowing their original building, creating a space where they could grow became of paramount importance. While there are currently forty-five



Casual Collaboration Space



Meeting Room



Steelcase Elective Element Private Office

*"We want to be a force for good. It sounds like a catchphrase, but it is the truth."  
-Nate Hosac*



Entry & Reception

people occupying the new space, there is room to double that.

However, getting into the new building had its twists and turns, mainly the possibility of a new building. The layout and furniture designs were ready to go when Hosac called his OEC workplace consultant, Jill Miller, to halt the project. "I called Jill and said, 'We're looking at another deal, so we need to stop [the design] right now.' She was really understanding and even helped us with a couple of conceptual floor plans in the new space." In the end, Cascadia Healthcare stayed with the original building and has enjoyed some of the great new spaces. In one such space, they took what would have been a conference room and turned it into a casual, collaborative area. "It is receiving the most use of any of our rooms. People love going in there because they can sit and chat without having to feel like it's really formal."

After achieving so much in six short years, Cascadia Healthcare looks at the future differently from most. "When the four of us got together to start this company, we all had good careers. We didn't need to start a company. But as we talked about it over several weeks and months, we asked ourselves, 'Why are we doing this?' At the core of it, we identified that we want to be a force for good. It sounds like a catchphrase, but it is the truth. We care a lot about all our employees and the residents in our care. We don't look at growth and success at a financial level, how many states we are in, or the number of employees. Rather, we judge it by seeing our employees happy and our residents getting better. When they are smiling and receiving good care, that makes it a really rewarding industry to work in. In the future, I see us being a force for good."

## Through A Facilities Lens

How often do we walk into work and take for granted that the lights are on, the heat is up, and that thing that falls under no one's specific jurisdiction has been taken care of? If it hasn't crossed your mind before, that is because your facilities team has already thought of it. Join two exceptional facilities managers as they share what it is like to look at buildings through a facilities lens.



**Yorick de Tassigny**  
Facilities Manager  
City of Boise

**Yorick de Tassigny** has been the Building Planning and Maintenance Manager at City of Boise for four years. He and his team of fourteen support at least thirty buildings, including City Hall West and public safety facilities.

### Do you ever have a typical day?

"It is different all the time. That is the beauty of facilities. We have a robust preventive maintenance program that is routine work, but otherwise, different needs and repairs can pop up."

### What are some new challenges you are facing?

"Dealing with the growth of Boise has been a significant challenge. We have outdated furniture systems, and with limited budgets, we are trying to be more efficient with our existing space and replace what we can."

### What are some changes you have seen happening in your facilities?

"Asking 'Do you feel safe in your building?' has forced us to look at how we think about the physical space. That led us to hybrid work. From a facility standpoint, we are hoping this will help solve our space limitations. Meanwhile, we are piloting some projects with different seating elements and workstations to see what will work for other projects."

### What are some things you hope to change in the future?

"I have always been interested in having blank floors and using modular furniture or offices. Some rooms can move around, are cozy, and very quiet. I would like to introduce more of those elements into the workplace."

### What is your favorite part of your job?

"I like the planning aspect of it. Looking at our buildings and finding ways to make them more efficient and build automation is really fun. We also collect data in our operations, like energy data, work orders, or labor hours, to make data-driven decisions."



**Rob Womble**  
Regional Manager  
Power Engineers

**Rob Womble** is the Regional Manager for the Operations, Divisions, Facilities Department at Power Engineers. He directly manages twenty-four individuals on three separate teams maintaining fifty-five offices around the U.S. and Canada. One of the teams designs and implements new locations and expansions.

### Do you ever have a typical day?

"No, I get phone calls at three in the morning that a door isn't secure. We get involved in natural disasters dealing with locals, contractors, or insurance companies. There is hardly ever a typical day, and I think that has drawn my employees to work here."

### What are some new challenges you are facing?

"Prior to COVID, our biggest challenge was keeping up with our own internal growth. We have been expanding and taking on new locations, and trying to do that with a small crew is hard."

### What are some changes you have seen happening in your facilities?

"I have been here for fifteen years. Something that has changed in my role is the effort and drive behind sustainability. We have always been involved in our communities and recycling. Two of our buildings operate with solar power. We are working more towards documenting to understand our impact on the environment and how to mitigate that. We truly believe in being responsible and are proud of that effort."

### What are some things you hope to change in the future?

"We are looking at the future through the lens of the employee experience, and that is exciting for me. Our employees can work from home or in the office, so we are trying to utilize space to draw them into the office."

### What is your favorite part of your job?

"The people I manage are absolutely phenomenal. I would put them up against anybody anywhere at any time, and they would blow the other folks out of the water. Beyond that, I have been very fortunate when it comes to the people who managed me in my career. I have never worked for a company that puts as much focus on the employee to develop their career and support them."

# Going Above & Beyond

Anyone driving by the Scentsy Headquarters in Meridian, Idaho, knows how impressive and beautiful the campus is. They may not realize the work and planning that goes into maintaining the over one million square feet of buildings, green space, public events, and even farming that takes place there. In this article, we are pulling back the curtain to shine a light on the often-underappreciated people who keep the lights on and the toilets flushing: the Scentsy Facilities team.



Roger Gamble  
Scentsy Facilities Manager  
Scentsy Tower  
Meridian, ID  
Executive Board Room



*"We have a really diverse and humble team here. Every week we give out a golden plunger to recognize those who go above and beyond the call of duty."  
-Roger Gamble*

Scentsy Facilities Manager Roger Gamble and his team of eleven have the enormous task of keeping the Scentsy Headquarters looking and feeling good. They know that it takes over 3,500 gallons of paint to freshen up their buildings every five years, over 7,000 light bulbs to change on a continuous cycle, 200 thermostats campus wide to control the heat and air conditioning, and more than 3,000 parking spots to re-stripe every five years. Their annual Rock-a-Thon firework show takes three days to set up, 22 minutes to light, uses 1,400 shells, and requires weeks of clean-up. They have almost 500 trees lit for Christmas this year, and the focal point is a five-story steel Christmas Tree. So how do they do it?

To work on the facilities team at Scentsy, you must first understand that your day will seldom look the

same. Some days you will be a painter, while others may require being an electrician, HVAC technician, plumber, farmer, and in Roger's case, the occasional space planner for new Steelcase furniture. "We have become more accommodating over time to make our employees happy. That includes ergonomic chairs, height-adjustable desks, and so on. We even have specific proprietary colors for Scentsy that go into our furniture too." Fortunately for Roger, selecting and placing furniture is a fun part of his job.

Less enticing are the other duties as required; items that require special attention, including restrooms. "We have a really diverse and humble team here. Every week we give out a golden plunger to recognize those who go above and beyond the call of duty." This

willingness to go the extra mile allows the team to manage the property like it is the Augusta National golf course. "That is the expectation that everybody on our team shares. If we see a gum wrapper on the ground, we pick it up. If we see geese on the property, we send out the dogs (a.k.a. employees) to chase them off so that the property stays impeccably clean."

Some people may call this level of quality crazy. And while the facilities team has undoubtedly developed some unique solutions to the problems they face, you can't help but admire the work they put into keeping the campus beautiful and functional. Especially when someone puts bubble-bath in their crystal-clear water fountains.

# Breathing New Life Into An Old Building

HUB International refreshes their Boise building by the Train Depot

In 2013, locally owned and operated insurance firm Premier Insurance was at a crossroads. There were a lot of changes happening in the healthcare world, and the successful firm knew they needed help providing their clients with the resources they deserved. So, they brought their four Idaho locations to the table to be acquired by Chicago-based insurance company HUB International. Since then, the newly minted Boise HUB office has doubled its staff from twenty-two employees to forty-five and is still growing. To accommodate this expansion, the company has completely redesigned the second floor of their two-story building on Rose Hill St., next to the Boise Train Depot.

Commercial Broker and Regional Sales Lead Matt Azevedo has played a significant role in the second-story renovation. As manager of the Boise



HUB International Boise Office

office, he knows how important it is to breathe new life into the previously outdated space. "Not too many exciting things happen in an insurance office, so the change has been fun. We have employees who have been here for fifteen plus years, and maybe never moved chairs within the office. We felt they should have first option to move upstairs. Every one of them took it." The renovation is excellent not only for its view of Boise's iconic Train Depot but also for its plethora of natural light and great flow.

While getting into the space has felt like an eternity, it is already making a positive difference in the culture. "We stayed home for COVID and then were forced to be apart for a remodel, and that doesn't help our culture and what we are trying to build here in the Boise office. This building is new, it's fresh, it's vibrant, and that makes us excited to come back."

What took Matt by surprise was the size of the OEC team it took to install everything. "Initially, I

HUB International Steelcase Workstations

**"The building is new, it's fresh, it's vibrant and that makes us excited to come back."  
-Matt Azevedo**



couldn't believe there were twelve guys here installing. You just don't realize the sheer amount of furniture that it takes to furnish a building of this size. Overall, they were extremely professional, and our Project Manager [Riley Weber] was very thorough. I appreciated that because we are all super busy this time of year, but I could tell that he really cared about the quality of the work he was doing."

Matt's favorite part of the new office is how easy it is to connect with coworkers, especially after so much time in isolation. "No matter where you are in

the new space, you see people. I feel like over the last year we have lost some of the continuity that comes along with simply seeing people and the expressions on their faces, their smiles. Around this office, you can always see people, so I'm excited about the fluidity of the building.

As they settle into their new space, HUB Boise is looking forward to growth and is excited about the productivity that returning to the office will bring them. "We want to keep our clients happy while getting into the groove of coming back to work."



HUB International Conference Room



HUB International Break Room

## QUILT

Ronan & Erwan Bouroullec  
by Established & Sons

The generously-proportioned Quilt seating series by the Bouroullecs is covered with honeycomb-like, plump upholstery in bright, stretch fabrics for an instant colour hit in both residential and contract settings.



## Steelcase Karman™

Steelcase Karman goes beyond leading mesh chairs with 21st century design that naturally responds to a body's movement, delivering industry-leading comfort, ergonomics, and sustainability.



Cascadia Healthcare  
Eagle, ID  
Break Room

We create amazing spaces  
where employees love to work



[www.oecworks.com](http://www.oecworks.com)