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UPDATE: LOW-ENERGY AUTOMATIC DOOR OPENERS FOR HEALTHCARE FACILITIES
KERBY LECKA, SECURITY DOOR CONTROLS
A look at recommendations for integrating low-energy door operators with access controls for Long-Term Care facilities - a segment of the healthcare facilities market with strong growth driven by the aging baby boomer population in the U.S.

KEEPING PATIENTS SAFE WITH DOOR HARDWARE
JILL GILE, CDT, LEED GA, CBA GROUP NW
Life safety issues are a hot topic for the door hardware industry. A brief overview of the history of the industry will show that many technological advances have been made in the interest of life safety.

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The Internet of Things represents a game-changing advancement in technology for manufacturers. By incorporating digital connectivity on the production floor, manufacturers will have significant advantages in their market.
LAST YEAR DHI LEARNED OF SOME RATHER SIGNIFICANT TECHNICAL CHANGES TO DIVISION 28 THAT THE 2016 VERSION OF MASTERFORMAT™ ADOPTED. THESE CHANGES IMPACTED IN VARYING DEGREES A VARIETY OF OTHER DIVISIONS, INCLUDING DIVISION 08.

These changes were accepted based upon a proposal made by the Security Industry Association (SIA) in 2014 to the Construction Specification Industry (CSI) MasterFormat® Maintenance Task Team (MFMTT) to address coordination issues with various access control products appearing in different divisions.

In the 2016 edition of MasterFormat, the following sections transitioned from Division 08 into Division 28 (28 15 00):

- 08 74 00 Access Control Hardware
- 08 74 13 Card Key Access Control Hardware
- 08 74 16 Keypad Access Control Hardware
- 08 74 19 Biometric Identity Access Control

The changes are meant to differentiate full-blown integrated systems that tie into other building systems from our access control. The update should be visible in MasterFormat online and available in print sometime in 2018.

Laura is working with CSI to ensure the changes are incorporated without error and displayed correctly. These types of changes illustrate the changing marketplace for integration of access control hardware and building systems intelligence. Every company needs to consider how they will leverage this ongoing movement. The demand for a safer society has never been greater.

Our industry’s expertise is needed and very valuable. Embracing the future starts with a commitment to be willing to change. Today, if you are not changing, you could be left behind.

In closing, let me assure you that the younger members of industry love this positive. Remember the days before the “total openings” concept? We couldn’t imagine not selling total assemblies today. Fire door inspections 10 years ago were simply a concept; today the demand, especially in healthcare, is exponential. Where will the next trend lead us in 10 years? I believe from material suppliers to life cycle relationships with building owners!
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**MATT LEWIS, FDAI**

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**WHAT IS YOUR OCCUPATION?**
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**WHAT WAS YOUR FIRST JOB?**
Sawmill production worker. Working at numerous sawmills starting at the age of 17 taught me what hard work is. Working back-to-back 14-16-hour shifts, and always fighting the elements of Mother Nature, it became a “mind over matter” situation, always pushing me forward, no matter what. Having learned this at a young age, I believe this is why I am where I am today and have accomplished so much in life.

**WHAT LED YOU TO OUR INDUSTRY?**
I saw the potential for success and was shown “supply and demand” from my father, who ran a successful hollow metal shop, supplying his customers with goods, services, and knowledge. After seeing his hard work and dedication pay off, I knew I was up for the challenge to succeed in this industry.

**WHAT IS YOUR PROUDEST PROFESSIONAL MOMENT?**
There’s not one particular moment that I am the proudest of. Every day is a new challenge, a new customer, a new project. The proudest of moments are when I complete a project with no problems, issues, or extra added stress to the client or contractor. My drive is to always exceed the customer’s expectations, and create personal, one-on-one relationships with my clients, earning their trust, so they later become a repeat customer.

**WHAT HAS BEEN YOUR BIGGEST CHALLENGE?**
Finding time to juggle work, family, extracurricular activities, and studying for school all at the same time.

**WHAT IS YOUR GUILTY PLEASURE?**
*HWWLQJVWXFNRQVRPH1HWŴL[VHULHV and binge watching all the seasons in a weekend.

**WHAT IS YOUR FAVORITE BOOK/MOVIE?**
The Saw series. I live for a good horror movie and big bowl of popcorn.

**WHO DO YOU CONSIDER A MENTOR OR HERO?**
My wife. She’s been with me through everything life can throw at you. She’s helped me become who I am today and provides a solid foundation to our family.

**WHAT IS THE BEST ADVICE YOU EVER RECEIVED?**
“Then you have to do it yourself.”

**HOW HAS YOUR INVOLVEMENT WITH DHI SUPPORTED YOUR CAREER GOALS?**
DHI has broadened my horizons, expanded my knowledge, and allowed me to discover new things and places. DHI has also helped increase my understanding of our industry and familiarize myself with a broad range of situations, and interact with many types of people from around the world.

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Update: Low-Energy Automatic Door Openers for Healthcare Facilities

BY KERBY LECKA

Last year we discussed how low-energy, swinging door operators help meet all U.S. and Canadian Americans with Disabilities Act (ADA) requirements in a variety of locations and provided some specific trends and applications driving their adoption. This year, let’s take a look at recommendations for integrating low-energy door operators with access controls for Long-Term Care (LTC) Facilities - a segment of the Healthcare Facilities market with strong growth driven by the aging baby boomer population in the U.S.
There are more than 67,000 U.S. LTC Facilities currently available to serve some 40.2 million Americans age 65 and older. Of this population, some 70 percent can expect to require some form of long term care during their lives. By 2040, the U.S. population age 65 and over will double to 81.2 million or 20 percent (one in five) of the population. Added to this is the growth in dementia-related illnesses projected to nearly triple from 5.2 million today to 15.8 million by 2050.

The top features for specifying an automatic door in Healthcare and LTC Facilities are:

1. Handicap Access
2. Safety/Security
3. Convenience and Ease of Use

Security and Life Safety Considerations

Long Term Care (LTC) Facilities present unique security issues different from traditional hospital and healthcare facility security requirements. Patients/residents in LTC Facilities are more at risk to harm from their own actions like wandering, confusion and disorientation; from outsiders taking advantage of their frail and weakened conditions; or from their own aggressive behaviors. Of paramount importance to LTC Facilities is access and egress control to protect patients with dementia-related conditions. Extra care, attention and security is required.

Additionally, regulations are increasingly complex and liability claims have climbed in recent years. This makes the safety and comfort of LTC Facility residents a huge opportunity for those door hardware, security dealers and distributors, installers and system integrators willing to educate themselves in the skills, expertise and solutions needed to serve this market.

Many automatic doors are designed to integrate with a variety of electronic sensors, access control systems, electromagnetic locks, electric strikes and exit devices for security applications. Automatic low-energy swinging doors are designed for applications requiring ADA compliance or user convenience. These doors are usually available in three configurations:

- A single door that swings in or out and is left-handed or right-handed – most common
- A pair of doors that simultaneously swing in the same direction
- Double egress – a pair of doors that simultaneously swing in opposite directions

Low-energy swinging doors deliver a cost-effective alternative to meeting accessibility compliance – while still allowing the able bodied to manually use the swinging door. Low-energy operators can be retrofitted to existing doors for additional cost savings while providing universal accessibility.

Push Plates & Switches

Whether it’s a single or double door application, there are a variety of ADA compliant push plates, wall
switches presence sensors, even wireless controls that can be integrated with low-energy door operators to ensure quiet operation, security and positive patient experience. Infection prevention can also be addressed with wireless, touchless and passive infrared motion detectors to active door opening sequences.

**Lock Sequence Control**
Many things must be considered when selecting the proper controls for entering or exiting an opening with an automatic door operator. First, you’ll need to determine what will provide appropriate security and life safety and what codes will allow for each opening. The access and egress sides should be addressed separately. This may also impact your choice of power supply, power transfer, and logic control options. Passage may be restricted on one side but not the other. On designated fire exit doors and egress doors, codes will govern the type of acceptable controls. And, consideration must be given to after-hours access, safety and security for healthcare and LTC Facilities.

Considering Lock Sequence Control will ultimately guide you to the proper selection of access and egress control components for use with automatic door operators, a separate article could be written just on the questions to resolve in the selection process. Here’s a summary of questions to consider:


2. Should access be restricted? Day/night selection may also be desired.

3. Should egress be restricted? How should dementia patient control provide some degree of security without compromising life safety?
4. What is the frequency of use of the opening? Maintaining an unlocked cycle during heavy traffic, public hours may be required.

5. Is the opening a designated egress or fire exit door? As always, consult the local Authority Having Jurisdiction (AHJ) for compliance requirements governing your Healthcare or LTC Facility door project.

6. How is ADA/handicap accessibility being addressed? You’ll need to confirm how the type of traffic impacts your selection of access and egress control components.

**Motorized Lock Alternatives**

As always, new electrified design innovations are available in the market that are ideal for use with automatic door operator applications - like Motorized Latch Retraction Mortise Locksets. They ensure that the door stays latched even when de-energized, maintaining fire door integrity. Check with your favorite manufacturer or supplier for the latest motorized lock alternatives suitable for integration with low-energy door operators.

The preceding discussion has provided just a few of the many recommendations available for integrating low-energy door operators with access controls. Professional practitioners of access and egress control solutions can be assured of consistent engagements and growth by simply addressing the use of low-energy door operators for healthcare and LTC Facilities.

**KERBY LECKA** is Director of Marketing at SDC – Security Door Controls - a U.S. manufacturer of premium grade access control hardware. Kerby can be reached at kerby@sdcsecurity.com.

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**DOOR SECURITY + SAFETY** MARCH 2018 11
KEEPING PATIENTS SAFE WITH DOOR HARDWARE

BY JILL GILE, CDT, LEED GA
Life safety issues are a hot topic for the door hardware industry. They are a huge topic of interest today, and a brief overview of the history of the industry will show that many technological advances have been made in the interest of life safety. Major examples include panic exit devices, doors that open in the direction of egress, and lighted exit signs.

An unfortunate truth is that life safety developments are something of an arms race in the face of the ever-changing market and new safety concerns. It is almost certain that several decades ago, when levers replaced knobs, safety engineers took a step back and briefly thought to themselves, “This is the safest possible installment.”

Of course, construction professionals who have daily experience with ADA accessibility laws, NFPA 101, and NFPA 80, are probably thinking the same thing after each code update. Levers are certainly the preferred installation for ADA compliance, as they reduce the need for grasping, twisting or pinching that knobs or thumb-turns require. However, in hospitals and mental health facilities, an extra level of protection is required—ligature-resistant hardware.

In the June 2016 issue of Doors + Hardware, I described the different requirements of ligature-resistant hardware in an article titled, Keeping Patients Safe Through Life Safety Hardware. Ligature-resistant hardware must be smooth and sloped so that it does not offer any fastening points—and thus reduce hanging deaths in hospital settings, which could be described as being at epidemic levels. A few basic features that define ligature-resistant hardware are:

- Recessed trim
- Sloped surfaces
- Concealed mounting
- Internal clutch in lever

A good example of these designs in action is a ligature-resistant hinge; it features smooth caps that offer too much slope for attachment points. Other hardware, like levers, could also feature a clutching mechanism that releases the lever if it receives any weight so that nothing can hang off of it.

These features can deny opportunities to patients looking for attachment points in hospital rooms, although they are far from perfect. In years
past, hardware design was focused on in-room issues; when a hospital door is closed and patients are alone in their rooms. However, it is extremely important to be flexible and be able to change to meet new challenges, especially in the life safety department.

Hallway safety is now becoming even more important. Travis Worthington, MBA, CFI, CFO, Southeast Region Code Compliance Consultant, DH Pace Company, Inc., recently faced this problem. In a recent mental health installation, a life safety surveyor required angle hinges or continuous hinges to prevent hanging points located within the room on the bathroom and closet doors, but also requested all corridor door hinges be replaced with continuous hinges as well. This facility has more than 500 corridor doors, making this change a timely and costly process in an area not even accessible to patients.

When posed with this question, hardware experts were forced to admit this is not a hardware issue. While standard hinges on corridor doors could present a ligature point if the door was not fully shut, the standard operating procedures of the facility—keeping patient doors shut at all times—would remove that risk. The issues facing this facility were purely related to liability. Mistakes can happen, and a slightly ajar door in the wrong room would certainly be a life safety issue.

Exposed hinges in the hallway would also prevent a liability; nurses, doctors and security personnel cannot be everywhere at the same time. It was important for this installation to have ligature-resistant hardware on every opening; not just patient rooms.

This question highlighted the most pressing issue regarding life safety—reducing liability. Current ligature-resistant and life safety technology has met many of the challenges of design and installation. Now the challenge is to protect patients from self-harm.

Ligature-resistant hardware is one of the leading points of discussion in the industry, but it is not the only issue. Other ADA accessibility issues are still important and worth discussing. For example, space constraints are requiring creative solutions, especially in urban environments. Efficiency apartments, high rise hotels, and tiny homes are all taking over more market share. In these installations, every inch matters. Architects have to come
up with creative solutions like pocket doors, sliding barn doors, and movable walls to create these spaces and still comply with ADA guidelines.

Some examples include:

- **Swing-clear hinges** – These hinges feature a 90-degree bend that holds the door completely away from the frame when in the open position. This feature provides more space in a narrow frame to reach the 32-inch clear width required by the ADA.

- **Hospital push-pull** – This hardware may look strange, but operates with a very simple push/pull system. The large paddles allow people to easily operate the hardware even if they have reaching or manipulation issues or if they simply have their hands full.

- **Security flush pull-cap** – These meet ADA requirements by being flush against the panel of the door, removing any catching hazards, but are also designed to be easy to grasp and use.

- **ADA lever** – This lever for standard locks meets ADA requirements for “no grasping, twisting, or pinching movements” to operate the opening. It can easily be operated, even with an elbow.

Every year, this magazine features an article highlighting life safety and its importance and challenges to the hardware industry. The number of questions we receive about this topic is also proof of how important it is to the day-to-day design challenges of construction professionals.

There is, perhaps, no correct one answer for these questions. Every installation is going to have its issues and applications. Different types of facilities will solve their life safety differently. Our goal is to share these ideas with the design world in the hopes of helping every designer make their buildings safer and more useful.

JILL GILE, CDT, LEED GA, is an Estimator with the CBA Group NW, after a brief flirtation with the world of science. Jill enjoys cornering people at parties to tell them about door closers, green construction and the joys of counting widgets. Email her at jill@cbagroupnw.com.
I took the question to mean, “What percentage of fire door assemblies fail the required yearly inspection?” In my mind, the inquiry asks the wrong question; even if I had the statistics requested, providing them would not be helpful. A fire door assembly can fail the inspection if any of scores of elements/features have anything wrong with them. The failure of some of those features should carry a heavier weight than others, but they don’t; a violation is a violation; any violation fails the fire door assembly.

Thus, we are hearing fire door assembly inspectors say things like “[blank] percent of doors fail the inspection.” (I’m leaving it to others to fill in the blank, but I’m often hearing numbers as high as 50, 60, 70, or even 80 percent).

Consider three examples of violations that have differing importance:

1. Some metal plates for attaching the arms of a hydraulic door closer to the top jamb/soffit are fabricated with five pre-drilled holes for the passage of screws for attaching the plate; very often one of those holes does not have a fastener; a missing fastener is a violation; such violation fails the fire door assembly. The deficiency can be repaired almost immediately using readily available tools, like a drill and screwdriver, and readily available parts, like screws matching those provided by the manufacturer of the closing device. The repair takes almost no time and can be performed without disassembling the fire door. The door assembly can then be removed from the failures portion of the report or, perhaps, not added to the failures report in the first place, especially if the facility performs a pre-inspection prior to the required yearly inspection or has an effective on-going maintenance program.

2. A door leaf has sagged, within its frame, such that the clearance is excessive between the top edge of the latch stile and the rabbet at the top of the frame. Relatedly, the clearance is excessive between the upper portion of the edge of the hinge stile and the rabbet at the side of the frame. The clearance violations can be corrected by installing steel shims behind portions of one or more of the...
Effective shimming takes considerable skill; the facility has no one on staff who can successfully accomplish the needed shimming; a professional will be brought in to perform the work. The violation cannot be immediately corrected; such condition must be reported as a failure. Had the facility performed a pre-inspection or had an effective on-going maintenance program, the condition could have been noted earlier and corrective action taken so the door would pass the required yearly inspection.

A fire door assembly has a door leaf that is so warped the door leaf face is not in alignment with the face of the door frame, meaning that some portion of the latch stile doesn’t contact the stops built into the frame. The gaps are noticeable and, obviously, the fire door assembly will not prevent fire from getting to the unexposed side. The door leaf, at minimum, and perhaps the door frame, must be replaced. Based on availability of a door leaf or door assembly that meets the facility’s functional and aesthetic needs, the violation might not be able to be corrected for days or weeks. Such condition must be reported as a failure on the inspection report. Remedial action must commence immediately.

Rather than asking for a statistical report of the overall failure rate of fire door assemblies inspected, a more useful request might be: What percent of the fire door assemblies in a facility would fail a re-inspection conducted a few days after the initial inspection? This would help weed out the noise created by minor violations in contrast with violations that your gut feeling says might keep the fire door assembly from performing as intended under fire conditions.

Such questions could help to ensure that inspection reports get used immediately to commence remedial action, especially for minor issues that might have been avoided by an effective maintenance program or if pre-inspections had been conducted.

Where a facility ignores the inspection report and does not immediately correct the violations that are easy to correct, all violations will be considered to carry equal weight. Together, the violations might place the facility into serious non-compliance.

RON COTÉ, P.E., FDAI, is a fire protection engineer, recently retired from the National Fire Protection Association. He can be reached at roncote101@comcast.net.

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The plain truth of the matter is that when a crisis strikes, people panic. And panic-stricken individuals trying to exit a building instinctively return to the location from where they entered. In the process these individuals can become trapped by unfamiliar locking devices, and may behave in unexpected ways.

The 1903 Iroquois Theatre Fire in downtown Chicago, which killed more than 600 people, is the genesis of two aspects of our modern codes. First, most doors in the means of egress are required to swing in the direction of egress travel—many of the doors in the Iroquois Theater swung inward and were blocked by the crush of patrons trying to flee.

Second, these doors are often required to be installed with panic or fire exit devices, depending on the occupant load of the space. With an outward-opening door using a device that allows for quick release, the chances of an emergency exit becoming dangerously jammed are substantially reduced.
The principle of a modern exit device is to safely secure the opening while also allowing it to be operated for emergency egress without the use of a key, special knowledge or effort. Further, the design of the device—where it extends to not less than one-half of the door leaf width—means that in the event of a “crush” of people against the door, the device will release and allow the door to open. Along with properly installed openings and clear signage, the single-motion egress device is critical in an emergency. But when does an opening require these devices? How can you best secure these areas without inhibiting an emergency exit? And what other concerns are worth noting as you select, specify and purchase these devices?

Consider this a primer on addressing exit devices in all types of buildings. But do so with the caveat that engaging in partnerships between manufacturers, specifiers and architects is critical to developing a proper plan for emergency egress and the installation of exit devices.

**WHEN DOES A BUILDING OR OPENING REQUIRE EXIT DEVICES?**

The most critical component of proper planning and implementation of panic hardware is being aware of the local building code and any other regulations that govern where it must be used.

The rules that identify what types of buildings must use these devices stem from the *International Building Code®* – a model code developed by the International Code Council® and revised every three years.

The Building Code is then made law through the legislative process of state and local jurisdictions, along with any local amendments they choose to include. The code will dictate not only when and where an exit device must be used but also the allowance or restriction on any additional locks applied to the opening.

The critical advice here is to be aware of—and follow—local codes that apply to the building you are working on.
HOW DO I BEST SECURE THESE OPENINGS?

Because of the legal requirement—and the safety necessity—of not adding unpermitted locks to these doors, there is often concern over how to appropriately prevent an unauthorized entry on emergency exits.

The reality is that in today’s world of door security, there are solutions for all types of openings that appropriately address the need for security while still complying with code. A solution can be tailored specifically for the facility type and the intended use of the space.

Delayed egress devices, for example, are permitted to add a 15-second delay in some specific applications. These locking systems will release after 15 seconds once an attempt to exit has been made, giving security personnel a warning of an attempted exit. For safety reasons, these locking systems are required to allow immediate egress upon actuation of the sprinkler system, fire detection system or loss of power in the building. This type of application is commonly seen in retail environments where exits are in remote areas of the building and not easily supervised for unauthorized exit.

The last two editions of the IBC® have seen significant increase in the allowances for use of delayed egress, growing into areas such as courtrooms and educational occupancies. Also, there are now some allowances for the use of two delayed egress locking systems in the path of egress, where in the past only one was permitted.

Where delayed egress is not permitted, a more specific solution must be employed that works holistically with the facility design. The best way to achieve code compliance and optimum facility design is through close collaboration with building owners, managers, specifiers and manufacturers.

FIRE SAFETY

The code specifically differentiates between panic hardware and fire exit hardware, with the functional difference being the ability to ‘dog’ or hold the latch retracted on panic hardware. Typically located on exterior, non-fire-rated openings, panic hardware can be dogged to minimize the wear and sound associated with frequent latching and unlatching during daily operation.

When the code requires a fire rated opening and an exit device, fire exit hardware must be installed ensuring the fire door always latches when it closes. The code requires devices listed as fire exit hardware to have successfully passed the requirements of UL 10C Standard for Safety Positive Pressure Fire Tests of Door Assemblies.
The code also requires both panic and fire exit hardware be listed to UL 305 Standard for Safety – Panic Hardware. Working with experienced specification consultants will ensure the devices specified for your project are properly listed with UL or Warnock-Hersey for their intended application.

**ADA COMPLIANCE**

Another regulatory concern is ensuring that openings comply with the Americans with Disabilities Act (ADA) and ICC A117.1 – Standard for Accessible and Usable Buildings and Facilities. For door hardware, this includes the height of the device from the floor, and the operational forces required to unlatch the door. Both the IBC and A117.1 – 2017 stipulate that the maximum unlatching force shall not exceed 15 pounds.

**ADDITIONAL STANDARDS**

Along with UL and ADA standards, exit devices are tested to the high standards set by the Builders Hardware Manufacturers Association (BHMA). These ANSI Standards set minimum requirements for the performance of door hardware, such as how many operational cycles a device must withstand. Always look for the “BHMA Certified” logo and confirm that it is listed in the BHMA Certified Products Directory. Other claims, such as “designed to meet” BHMA standards, are not enough. The devices should be certified to ensure the durability and effectiveness in a moment where life safety becomes paramount.

Other things to consider when specifying exit devices are electronic access control and aesthetics. Providing modern, attractive doors with decorative hardware and finishes, as well as a full complement of EAC functionality will be critical to most building owners and security professionals.

Again, the best advice that can be given when considering these issues is to find the proper partner in your business, your success, and your innovation. The correct selection and specification of doors and hardware can make tremendous improvements to a building’s look and feel. And in the case of exit devices, the proper selection and application can be lifesaving.

**KURT ROEPER** is Director of Industry Affairs, Codes and Standards for ASSA ABLOY Americas. He can be reached at Kurt.Roeper@assaabloy.com.
The Evolution of Barrier-Resistant Door Function & Design

BY MIKE DELIN

Door functionality for behavioral health facilities has significantly improved over the last decade. Behavioral health facilities established a standard practice to seek and select doors with specialized locksets, hinges, emergency strikes, over-the-door alarms, closers, fasteners and other items designed to keep patients safe. One of the most significant innovations in behavioral health facility doors is the barrier-resistant door.

Barrier-resistant doors, also known as wicket doors, feature a small, compact door within the main door, which gives facility staff access to a room if a patient were to barricade themselves inside. These doors provide patients with the privacy they need while allowing staff easy access to patient rooms in an emergency, therefore reducing safety and liability concerns.

These industry improvements help behavioral health facilities to prevent what the Psychiatric Times’ estimates to be about 1,800 suicides per year at inpatient facilities, half of which result in a claim against the facility. In addition to facility considerations regarding life safety, behavioral health environments need interior design that is conducive to healing. These fast-paced, high-traffic settings also require doors that are durable enough to hold up over time.

DESIGN
Behavioral health interiors have evolved from institutional to
MIKE DELIN is Senior Manager for Acrovyn Doors - Construction Specialties.

Barrier-resistant doors, like those at Boston Children’s Hospital, can seamlessly fit into a facility’s design without compromising function or durability.

residential styles to hospitality motifs. Today, focus is placed on incorporating warmer colors as well as wood pallets to create a more organic environment that can have a positive effect on healing and length of stay. Well-maintained, high-quality environments also convey a sense of respect for patients and concern for their comfort and wellbeing. Barrier-resistant doors are available in styles that complement and enhance the look of a facility. Finish options include a vast array of colors, wood grains and simulated metal patterns.

According to Sally Danker, an interior designer with EwingCole, “Research shows that healthcare settings can be extremely stressful environments for patients, families and caregivers, but thoughtfully designed healthcare environments can reduce patient anxiety, create patient satisfaction and improve outcomes.”

Danker recently wrote a whitepaper in collaboration with Construction Specialties where she shares current findings about positive visual distractions and color in healthcare settings to reduce patient stress and increase their satisfaction. She added, “The built environment of healthcare settings can often exacerbate anxiety or create additional sources of stress. However, well designed, human-centered spaces have the ability to rejuvenate patients, families and staff.”

**DURABILITY**

Doors in behavioral health facilities face constant wear and tear from carts, beds and equipment. Barrier-resistant doors are available with durable, impact-resistant coverings that hold up to high traffic. Replaceable components provide extra insurance to extend door life. Additionally, bacterial- and fungal-resistant treatment options are available to help reduce the incidents of healthcare associated infections.

Barrier-resistant doors give behavioral health facility managers a safe solution that is both functional and visually appealing. This long-lasting door type meets the high-stakes challenges associated with life safety and liability in behavioral healthcare facilities.


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**PHOTO COURTESY OF CONSTRUCTION SPECIALTIES**

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**MIKE DELIN** is Senior Manager for Acrovyn Doors - Construction Specialties.
University of Iowa Hospitals and Clinics: An Evolution in Security Management

Patients from all over the world are referred to the University of Iowa Hospitals and Clinics (UIHC) for treatment. UIHC, a public teaching hospital and Level 1 Trauma Center affiliated with the University of Iowa, has received countless recognition and awards for its doctors and technology, including being named by U.S. News & World Report as among the Best Hospitals in America every year since 1990.

UIHC is recognized as an NCI Comprehensive Cancer Center—the only hospital in the state of Iowa with such a designation—supported by the National Cancer Institute. In 2015, the Children’s Hospital, founded in 1919, cared for 67,239 patients from every county in Iowa, nearly every state in the U.S. and several other countries. UIHC is home to many discoveries, including the development of buffered aspirin and is the first hospital in the world to use robotic surgery for removal of an adrenal carcinoma and an adrenal mass from a pediatric patient, among many other recognitions.

The health care organization encompasses seven buildings at its main campus and more than 200 outreach clinics in the state of Iowa. At the main hospital campus, nearly 16,000 visitors come in and out of the hospital each day, with bed capacity typically running at 96 percent or higher.

UIHC is technology driven and technology forward. That classification extends beyond just its daily treatment of patients, but also to the safety and security it provides to those patients, its visitors and close to 9,000 staff members. The hospital system is a leader in using technology to its fullest, and one of those areas in which it does this is networking and security.

JOURNEY

UIHC’s journey in security has been an evolution. Security and safety are a definite challenge due to the large amount of traffic, number of buildings and continual renovations and new builds, including the recent Iowa River Landing clinic some 10 miles off-site from the main campus; a new off-site hospital support building; and the new Children’s Hospital, which alone includes 480,000 square feet in new construction plus 56,250 square feet of renovated existing space.

About 12 years ago, UIHC began a partnership with Control Installations of Iowa (CI3) by hiring the integration company to work on a few exterior doors. What started out as a relatively small job quickly turned into more projects as the hospital began to expedite the pace of its expansions, new builds and renovations. Since that first project, CI3, with three branches and 139 employees, and UIHC have teamed together to provide extensive surveillance and access control inside UIHC’s buildings and on the perimeter.
The health care organization has a long-standing relationship with Tyco Security Products too, extending almost as long as the hospital’s relationship with CI3. About a decade ago, UIHC chose C•CURE 800/8000 for its visitor management and event needs, and eight years ago added victor management software for its video surveillance. With 1,600 cameras and 1,800 doors throughout UIHC’s facilities, a flexible yet robust, enterprise-level security management system was of paramount importance to UIHC security officials.

UIHC’s security management platform has allowed the organization to maintain a single, central security operations center for all of its buildings, regardless of facility location. In addition, the organization has non-security staff user groups in different departments throughout the hospital. Thus, having a completely integrated, flexible, efficient and user-friendly security management system has become a necessity for the organization. Perfecting its security operations, adding new devices and integrations, and implementing further feature sets has taken the organization the better part of a decade and is a continual work in progress.

“There is a lot of concern in a hospital environment with people feeling safe, inside and outside. And so, much of our job is helping to make people feel safe, providing staff the tools needed for an emergency, as well as being able to gather info for us or to summon the police in the event that something happens,” said Douglas Vance, interim security manager of safety and security at the University of Iowa Hospitals and Clinics.

SOLUTIONS
Satisfied with C•CURE 9000 and victor’s integration capabilities and user-friendly interfaces, when it came time to upgrade a few years ago, the organization transitioned to C•CURE 9000 because of their familiarity with the C•CURE platform.

“One of our biggest criteria with security products is making sure whatever we purchase is able to integrate with our current technology and equipment,” Vance said.

With the upgrade of its security and event management system, UIHC is zeroing in on opportunities to run more efficiently and more in depth for a high level of situational awareness. For example, the staff is able to create different user groups for specific door management and control. The ability to assign staff members with specific access to the system based on department or job code is very important for UIHC because, with close to 2,000 doors, security staff in the operations center simply cannot handle immediate requests from everyone, according to Vance.

CI3 was even able to create a SQL interface between the hospital’s HR database and C•CURE 9000, that allows for auto assignment of clearances and door access based on job position, as well as automatic removal of clearances, and the ability to pull reporting through the HR system. It saves the operations center and hospital staff significant time in managing the large number of employees and contractors coming in and out of the facilities.

“Previously, if someone left the organization, turning off their clearances was a manual process, but now it automatically shuts off their access, and that’s huge for us,” Vance explained.

The organization uses victor’s video wall capability, called victor Command Center, in its central operations center and also in its medical psychiatric unit. Control room operators can easily display, manage and prioritize video and events. A “push” feature, which works with IP or analog cameras, video clips or other event information, allows virtually anything an operator has on their screen to be pushed to any other operator, even remotely.

Another way in which UIHC has used its security management platforms to add efficiency and an additional layer of safety is by creating an emergency lock down button on the C•CURE 9000 interface, enabling users in each
department or user group to put their department on lock down in the event of an emergency or active shooter situation. The hospital has implemented this capability in many of its new, off-site outreach clinics as well.

“In the past, a department had to call the operations center and a supervisor would have to make a decision and lock down in a timely manner,” Vance said. “Now, staff can immediately lock all exterior doors and disable card readers with one click if danger is sensed.”

UIHC is installing high-resolution IP cameras and IP infrared cameras in all of its new construction and renovations, but 40 percent of the organization’s cameras remain analog as it continues to migrate its legacy systems to IP through attrition. Victor has the ability to integrate seamlessly with IP or analog cameras without losing quality, and also improve video quality of some of its older, legacy cameras in the process.

“We aren’t able to switch all of our cameras to IP right now, so Victor’s ability to digitize the images allows us to zoom in on footage even if the camera that recorded the video wasn’t a PTZ camera,” Vance said. “Footage used to just get blurry if you zoomed but, with Victor you get a very clear image,” Vance explained.

Video quality is of paramount importance for UIHC. Vance said that security staff has used video clips countless times for investigative purposes, such as accidents or other incidents, or for sharing with law enforcement.

High-resolution Illustra IP cameras, paired with VideoEdge NVRs for efficient storage back at the operations center, are used in countless areas for crystal-clear images, such as at the hospital pharmacy’s service windows and cash handling points. Cameras are used in the four children’s playgrounds and numerous parking lots to track incidents and record images of people’s faces and license plates. The Illustra cameras are used for safety as well. Two years ago, a fire broke out in the hospital’s sub-basement, and simple review of the footage was able to pinpoint the cause.

Perhaps most impactful, UIHC and its integrator CI3 are currently working toward a completely unified security management system by implementing the Victor unified security management software through 100 percent of the organization. While C•CURE 9000 is integrated with video through pop-ups, the organization is almost done moving to Victor for unified, single-platform operation.

“A single solution helps the organization in the internal management of the system. Enabling each department to manage their own doors and view their own cameras using one packaged software reduces the day to day management of the system by the Safety & Security department,” said Cary Vavricek, project manager at Control Installations of Iowa.

**THE FUTURE**

Moving forward, UIHC is considering expanding its use of biometrics by integrating facial recognition with the security management platform for visitor management purposes, such as in waiting rooms. In addition, the hospital system is in the midst of moving toward a completely keyless facility.

“We are in the process of replacing the remaining keys with card access. Then UIHC will use C•CURE 9000 to fully manage the doors,” Vavricek said. For an organization with 9,000 employees and 16,000 average daily visitors, a keyless organization will cut down on waste, lost keys and time spent for physical key management, as well as add another level of situational awareness to the organization’s already robust security management system.

“UIHC sees the value in taking advantage of multiple integrations,” Vavricek said. “They are surely a leader in security and technology in this field.”

With so many projects planned, a strong continued working relationship between UIHC, CI3 and Tyco Security Products is important.

“We have been able to do so many things through our partnership. Working together is based on a very strong trust,” Vance said. “Our integrator knows what our goals are and what we are trying to achieve. It’s key for us to have someone we trust and someone who offers the reliability and service we need.”

**JAMMY DESOUZA**

is a senior product manager with the American Dynamics brand of video surveillance products from Johnson Controls. He brings over 15 years of technology experience with market leading security manufacturers proceeded by a decade of IT industry expertise. His background as a technologist has led him to be credited as contributor to ONVIF as well as being interviewed in several leading security trade publications.
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Most organizations don’t think twice about setting up processes and systems for managing their finances. At any given moment, they can produce a breakdown of last year’s expenses or a projection of next year’s revenue. That’s because they have the systems in place and are doing the ongoing work of “financial management” inside their organizations. It’s a no-brainer.

But when it comes to workplace culture, these same associations take a very different approach. Culture is considered vague and squishy, so it is rarely treated with the same level of rigor and discipline. At best, you end up with a generic list of core values, and at worst, culture is completely ignored. Unlike financial management, the ongoing work of “culture management” is rarely taken seriously.

This is a huge missed opportunity, for two reasons. First, culture drives behavior. You can announce that you want people to share more information across silo walls, but if you don’t actively align your culture with that idea, it’s simply not going to happen. Second, culture attracts talent—particularly Millennial talent. Most surveys have Millennials ranking culture at the same level or even above pay and benefits when considering job opportunities. If you are not actively managing your workplace culture, then you are essentially inviting mediocrity into your organization.

The good news is, culture management is not rocket science. Managing your culture requires a set of systems and processes in place that will generate the data you need to make decisions and take actions to ensure your organization is moving in the right direction. So the first step is getting your hands on good data.

This is the realm of culture analytics—data that let you see exactly what your culture is. Note that you don’t start with an evaluation of whether your culture is good or bad, a mistake many organizations make. They run an engagement survey or some culture assessment that benchmarks them against a vague “high-performance culture” standard. These are the
wrong data! Your bookkeeper doesn’t begin by telling you whether or not the number of deposits you made last month was above the national average. She starts by telling you exactly how much money went in and went out. You’ll figure out whether you’re in good shape or not later, but you always start with “what is.” The same is true with culture.

For example, in the culture assessment that we created and use with our clients, we measure eight key markers (areas like agility, collaboration, and innovation) along a continuum of “traditionalist” to “futurist.” In other words, is the way you do collaboration in your culture more aligned with traditional, 20th-century management (i.e., people stay in their lanes and silos are intentionally strong and rigid), or are you more aligned with the future of work (people can work cross-functionally without needing permission and mechanisms are in place to ensure information flows horizontally as well)? Before you can evaluate whether the way you do collaboration is “good” or not, you have to understand how you do collaboration in the first place.

And once you have the right culture analytics in hand, you can move onto the work of culture alignment, where you intentionally change the way you do things internally to ensure that what is valued inside your culture actually leads to behaviors that produce results and help you deliver your mission.

Remember, there’s no such thing as a generically “good” culture. It’s not even about becoming more “futurist.” It’s about aligning your culture with what drives your success, in your unique context, which is something that may evolve and shift over time. Now is the time to put in place a system of culture management. The more you let your culture evolve on its own, the less likely you’ll end up where your employees, customers, and stakeholders really need you to be.

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How Companies Can Unlock the Value of the Internet of Things

The Internet of Things (IoT), represents a game-changing advancement in technology for manufacturers. By incorporating digital connectivity on the production floor, manufacturers will have significant advantages in their market. These include insights to create better processes and new revenue opportunities, better worker productivity and safety, and predictive maintenance metrics to prevent unplanned downtime.

How can door and hardware manufacturers prepare to unlock the future value of IoT?

CREATE A DIGITAL STRATEGY
Retrofitting the workplace into a smart factory requires an assessment of existing physical assets and a determination of how much, or how little, investment is required for a company to optimize it for increased value.

Company leaders should ask how digital connectivity will create value and where, both for customers and for the business. Is 3-D printing more advantageous than sensor technology, for example, or are both necessities according to customer needs? Will insights gained from additional marketplace and factory data allow a company to innovate? Managers should evaluate how the networking of invoicing and shipping information will enable faster billing and collections, and improve cashflow.

The strategy should offer a clear vision about how to drive digital solutions across the entire company, while estimating the value of those new opportunities. Predictive maintenance derived from data, for example, not only reduces downtime, but allows for advanced planning around temporary production shortages. The ability to immediately report the status or modify an order is a service that customers will find exciting and advantageous.

Will it enable a company to hold or even slightly increase pricing? Similarly, data analytics provide a company with the power to understand asset performance in real-time so it can optimize infrastructure and operations. The digital strategy will ultimately determine which assets will require IoT-enabled solutions, and the range of new services that can result from new investments or retrofitting existing systems.

CREATE THE RIGHT ECOSYSTEM
Once a company has established an IoT strategy, management should determine what resources are needed to turn the vision into an action plan. What building blocks are required to bring the digital strategy to life?
For example, which part of an operation requires sensors or other networking technologies, such as handheld scanners or tablets with network connectivity? Which processes, departments and functions should be prioritized? And, will current business and production software be able to manage data and deliver the analytics needed to meet strategic goals?

No single technology provider can regulate an IoT ecosystem on its own. It requires partnerships between numerous and diverse providers along the value chain. Once company leaders determine what they want the ecosystem to look like, the next step of the IoT preparation will be to build or source components—processors, modules, operating systems, power supplies, databases and more—and ensure they have the industry-specific solutions that enable them to speak with each other. The goal for a smart factory is to collect, analyze and use both structured and unstructured data effectively to improve your business.

**WHAT COMES NEXT**

Once a company has established the strategy, developed a new ecosystem to make it possible, and supported that networked system with a workforce specifically trained for the new process, it must shift its focus to implementation. This is not just a new process for managers, but it is also new for customers, employees and investors. To implement an IoT infrastructure to full profitability, company leaders need to take several steps to ensure it will succeed:

- **Set targets.** Establish an ambitious set of metrics for operational efficiency, revenue and productivity, so the company can show progress within the first year.

- **Show customers.** Create opportunities to show customers how sensor-driven networking technologies will create superior value for their products. This will give them the confidence that they are working with a partner who is also invested in their future.

- **Dig into the data.** Find new ways the intelligence gleaned from data can help create opportunities that did not exist before. Once a company has the system running, managers should explore what they can do with it that they didn’t anticipate.

- **Advocate.** Establish key people in the company as thought leaders to promote innovations in the industry. IoT is the future and a company that invests in it is ahead of the curve. Managers should use this as an opportunity to show the world how they are achieving success.

**HIRE QUALIFIED TALENT**

Management must also be able to identify and fill capability gaps within the company workforce. That starts with determining what new skills are required for the future—including mobile app developers, coders, online customer service representatives and others—and finding qualified talent with those skills, or retraining existing employees to succeed.

Intuitive software programs and continuing education must be selected carefully. Managers should involve human resources early on so they understand the new skillsets required on the workforce. They should understand the principles around IoT and why making the transition will ultimately benefit the new direction of the company. This way, they can recruit and develop people to get exactly the skills and passion needed to make the transition as seamless as possible.

Likewise, managers should identify existing workers who will best adapt to the new IoT model and establish re-training program. And companies should require IoT training from the onset for new hires.
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Register today at dhiconnections.com
Beyond Tragedy: RESPONSE AND RECOVERY IN A SCHOOL BASED CRISIS

Michele Gay is a mother, former teacher and now one of the founders of Safe and Sound: A Sandy Hook Initiative. After losing her daughter, Josephine Grace, in the Sandy Hook School tragedy, she chose to take action as an advocate for improved school security and safety in our nation's schools. Gay's background as a teacher and involved parent, along with her personal loss and post-tragedy perspective, uniquely position her to provide insight and inspiration for parents, school staff, emergency responders and community members who strive to make their schools safer.

Gay will share her personal story and recount the lessons she learned on December 12, 2014 and through the aftermath of the Sandy Hook School tragedy. Based on her own experiences, those of victims, survivors, first responders, community leaders, educators, families and children in the Sandy Hook and Newtown community, Gay will outline the challenges, successes and lessons learned in the aftermath of tragedy and loss to better prepare others to respond and recover from emergencies, crisis and disaster. You will learn insights on issues surrounding the response and recovery efforts within Sandy Hook and Newtown and, most importantly, be reminded just how valuable your role in life safety and security is.

Following Gay's presentation, hear from DHI and Foundation CEO, Jerry Heppes, on what DHI and the Door Security & Safety Foundation are doing to better educate school and healthcare administrators, and government officials on the need for properly designed and specified door openings. In addition, Heppes will speak on the progress by DHI on the organization’s commitment in the New Day, New DHI campaign.

Michele Gay
**TUESDAY, MAY 8**

12:00 PM–5:00 PM

**PRE-CONFERENCE WORKSHOP**

**SURVIVING AND THRIVING IN A SUBCONTRACTORS WORLD**

There is much more to learn now that door security + safety professionals are moving from material suppliers to subcontractors. In this workshop, learn how to make this transition smoothly and efficiently by gaining tips, tools and a new vocabulary for your day-to-day operations. This valuable workshop will educate you on terminology and answer many questions such as: How do I get paid faster as a subcontractor? What are the must-have clauses that I need to negotiate in my contracts? When do I suspend work? What’s the best way to deal with retainage? What are the most effective collection strategies? By investing in this half-day, pre-conference workshop, you’ll gain on-the-money subcontractor education to increase your bottom line and propel your company into the future.

*NOTE: This pre-conference workshop is not included in the All-Access Pass. Separate registration required.*

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**WEDNESDAY, MAY 9**

8:00 AM–9:00 AM

**ACCESS CONTROL**

**CUTTING THROUGH THE CONFUSION OF ELECTRIFIED HARDWARE, PART 1**

*Katie Flower, AOC, CSI, CDT*

Where can you use locks that comply with Access Controlled Egress? Where are Delayed Egress locks permitted to be used and on what types of buildings? Is there a big difference in permission and exceptions for Healthcare occupancies and if so, why? This program will isolate special locking arrangements and illustrate how the different occupancy types vary the type of hardware that can be used. It will be based on the IBC as well as NFPA 101. Discussion is promoted by highlighting actual door openings and methodically working through the list of special locking arrangements to isolate the ones that work in each scenario.

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**BUSINESS MANAGEMENT**

**SOCIAL ENTERACTION**

*Amanda Wilson & Ginny Powell*

For years you've heard the “why” you should be on social media, but the “how” may have seemed too overwhelming and time consuming. In this session, we'll provide you with a blueprint and foundation to build an effective social media marketing strategy. We'll be focusing on the top three social media platforms – Facebook, LinkedIn and Twitter. You'll learn how to connect with current and potential customers and how to create content that includes your products, projects and services. We'll also show you how to tweak that content to fit each of the social media platforms in order to get the best engagement. We will also be sharing samples of the best social enteraction of the AEC community. We want to help you open the door and start sharing your story with the AEC social community.

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**TECHNICAL**

**PRODUCT CERTIFICATION: LISTING AND LABELING IN PLAIN ENGLISH**

*Drew Pearson, Laura Hinton & Louanne Pearson, PhD*

Presenters from Guardian Fire Testing Laboratories will review the three inter-related, ISO accredited services involved when listing and labeling a product (i.e., product certification). First, the team of experts from Guardian will review the newly issued ISO 17025 for test labs and the evaluative activities performed by the lab when testing for product certification. Next, you’ll review the role of surveillance, ISO 17020, as an evaluative activity in the product certification process. Presenters will provide the specifics of the review activities for product acceptance into the certification program under the requirements of ISO 17065.

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**CODES**

**SCHOOL SECURITY STRATEGIES**

*Mark Lineberger, AHC/EHC, FDAI, DHT, FDHI*

The efforts to increase school security have sometimes resulted in classroom-locking “solutions” that are not compliant with the model building codes, fire codes, and accessibility standards. Some of these products also allow lockdown by unauthorized people intent upon committing a crime. The 2018 editions of the model codes include new requirements that affect classroom security in K-12 schools and in higher education. This session will review those changes and discuss some of the options for optimal school security.
The high quality training sessions (in many areas of our business) are definitely of value. Not just product and application training, but sales, organizational, etc.

— B. Boomer

WEDNESDAY, MAY 9

8:00 AM–9:00 AM

BUSINESS MANAGEMENT

ADAPTING TO THE CHANGING ROLE OF THE PRODUCT MANAGER

Contract ERP Staff

Join us for an insightful look into the challenges and opportunities faced by today’s project managers and the distributors who depend on them. We’ll be discussing the evolution of the project manager’s responsibilities, and cutting-edge strategies for leveraging these key players throughout your organization.

9:15 AM–10:15 AM

BUSINESS MANAGEMENT

TESTING & CERTIFICATION 101: YOUR PROCESS GUIDE

Justin Hendricks

The testing & certification process set forth by building code for door and hardware components can be a complicated process. With the wide range of applicable testing, the introduction of new technologies, and constantly changing code requirements, staying on top of everything you need to gain market access can seem close to impossible. Knowing what’s required, how to prepare, and what to do once your product has been certified, are critical components of gaining AHJ and customer acceptance. This presentation will cover each step of the process in detail from test planning and testing to certification and field labeling.

WEDNESDAY, MAY 9

1:00 PM–1:20 PM

ESTIMATING AND MANAGING INSTALLATION IN COMSENSE ENTERPRISE

Wayne Teas, Comsense

With the responsibility of on-site installation shifting from the GC’s carpenters to the distributor, learn how the new installation features in Comsense Enterprise can help you quickly and accurately estimate installation costs when using your installation staff or third parties. Additionally, for companies that embrace a pre-installation process, this feature will provide clarity for in-house and on-site resources of the required tasks. Generate a document unique to each opening that includes a general opening description and specific labor operations to be performed. This document provides not only reference information for installation and quality control, and also a means to record actual installation time and associated personnel.

1:35 PM–1:55 PM

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2:10 PM–2:30 PM

SPECIALTY DOORS AS A COMPONENT OF RESILIENT DESIGN

Jack Shinder, AMBICO Limited

Resiliency is a growing necessity. It’s important to understand the impacts natural and man-made disasters have on the built environment and to design for those impacts now. This presentation will provide an overview of the benefits of using specialty doors in resilient design strategy. This includes applications requiring resistance to blasts, tornadoes, ballistics and floods.
CUTTING-EDGE TECHNOLOGY

2:45 PM–3:05 PM

ASSA ABLOY OPENINGS STUDIO®: BUILDING INFORMATION MODELING
Erin Benn, ASSA ABLOY
ASSA ABLOY Openings Studio® is designed exclusively for architects, contractors, distributors, and end user facility owners working in a 3D Building Information Model (BIM) environment. The program is a full-featured, password protected suite of BIM software tools for creating and visualizing 3D doors, frames, and hardware objects and modifying their associated parameters for use in design, construction, and facility management. Highlights include:

- Web-based configuration engine instantly produces hundreds of complete openings, including curtain panel and custom frame/lite applications, with schedulable associated parameters for downloading to libraries and projects.
- Doors, hardware, floor plans, and 3D building view of openings can all be displayed in the exclusive PRO visualizer panel.
- Non-proprietary database includes variable pricing options to guide budgetary decisions and detailed 3-part specification sections.
- Built-in links and workflow tools for RFIs, change management, catalog and technical data sheets, installation and maintenance instructions, and sustainability and performance documents.

2:15 PM–2:35 PM

WHO OWNS THE DOOR OPENING?
Byron Whetstone, American Direct
Real changes are underway in the channel and could soon answer the question, “Who is going to control the door opening?”—the CHD, CI, OEM, or even manufacturers selling direct? Join this presentation to hear discussion on the following important issues:

- The future is driven by expansive technologies, from Amazon to Facebook and even Apple and the world in which we conduct our business has already become “digitized”.
- The clients we serve are living off-line and on-line at the same time. Therefore the way we communicate with them must evolve quickly or they won’t be able to hear us.
- The product offering we choose or the services we provide also need to shift dramatically or we risk disintermediation or, worse, obsolescence.

THURSDAY, MAY 10

12:30 PM–12:50 PM

UL CERTIFIED EXCESSIVE GAP SOLUTIONS FOR FIRE DOORS
Roger Skold, AHC, National Guard Products
NGP product innovation features UL Certified Excessive Gap Solutions for Fire Doors. Come learn about the easy to install, economical solutions to bring Fire Doors up-to-code in the field.

1:40 PM–2:00 PM

IMPROVING DOOR SECURITY IN A SCHOOL DISTRICT AFFECTED BY VIOLENCE
Kathrine Barrett, CSI, CDT, Leed Green Associate, Activar Construction Products Group
After a 2017 shooting in the West Liberty-Salem High School in Ohio, the school district implemented a range of strategies from new entrance policies to upgraded hardware and innovative door features to improve security. Find out how the Velo privacy screen from Activar Construction Products Group is being incorporated into the lockdown procedures for this school district.

2:15 PM–2:35 PM

BID FASTER, MORE ACCURATE SUBMITTALS AND MANAGE MORE EFFECTIVELY
John Peterson, Software for Hardware
Success in the door, frame and hardware distributor business comes down to two fundamental tasks: winning new business and efficiently managing your resources. Fortunately, the latest software can help you do both easily, cost effectively, and immediately. In today’s world there are no excuses for inaccurate, unprofessional or incomplete submittals. Similarly, there are no excuses for not properly pricing and managing jobs. Petersen, a 20 year industry veteran, will share the wisdom he’s gained observing companies that successfully, and some unsuccessfully, implemented software to automate and grow their door distributor business.

2:50 PM–3:10 PM

PRIVACY BARN DOOR LOCKS: NEW SOLUTION TO THE BARN DOOR LOCKABILITY ISSUE
Qianyan Cheng, INOX
The Privacy Barn Door Lock and its Installation is a perfect fit for the Innovation Theater; it was recently awarded one of the 30 Most Innovative Products awards by Beautiful Kitchens & Baths (Better Homes and Gardens) and was also awarded a Product Innovator Award by Kitchen + Bath Business, as well as being the topic of a feature article in Doors & Hardware magazine’s July 2017 issue.

Register today at dhiconnections.com
WEDNESDAY, MAY 9

9:15 AM–10:15 AM

ACCESS CONTROL

CUTTING THROUGH THE CONFUSION OF ELECTRIFIED HARDWARE CODES, PART 2
Katie Flower, AOC, CSI, CDT

Cutting Through the Confusion of Electrified Hardware Codes will isolate special locking arrangements and have exercises to illustrate how the different occupancy types vary what hardware can be used and where. The session will be based on the IBC as well as NFPA 101. Discussion is promoted by highlighting actual door openings and methodically working through the list of special locking arrangements to isolate the ones that work in each scenario.

CODES

SPECIFYING ARCHITECTURAL WOOD DOORS USING INDUSTRY STANDARDS
Panel moderated by Steve Orlowski

Join WDMA as they host a panel discussion on WDMA’s architectural wood door standards. This session will explain the benefits of using architectural wood door standards to enhance to enhance those products and further your understanding of both architectural flush doors and architectural stile and rail doors. The panelists for this session are well versed in the industry standards and represent various points along the supply chain from manufacturers to specifiers to architects. The learning objectives include: 1. Learn the differences between WDMA architectural flush door and the architectural stile and rail door industry standards to specify the desired end products. 2. Observe how the industry standards are used and interpreted from varying perspectives. 3. Give the audience the opportunity to share their experiences with the standard developers.

10:30 AM–12:00 PM

KEYNOTE PRESENTATION

BEYOND TRAGEDY: RESPONSE AND RECOVERY IN A SCHOOL BASED CRISIS
Michele Gay

Michele Gay is a mother, former teacher and now one of the founders of Safe and Sound: A Sandy Hook Initiative. After losing her daughter, Josephine Grace, in the Sandy Hook School tragedy, she chose to take action as an advocate for improved school security and safety in our nation’s schools. Gay’s background as a teacher and involved parent, along with her personal loss and post-tragedy perspective, uniquely position her to provide insight and inspiration for parents, school staff, emergency responders and community members who strive to make their schools safer. At DHI conNextions 2018, Gay will share her personal story and recount the lessons she learned on December 12, 2014 and through the aftermath of the Sandy Hook School tragedy. Gay will outline the challenges, successes and lessons learned in the aftermath of tragedy and loss to better prepare others to respond and recover from emergencies, crisis and disaster. Following Gay’s presentation, hear from DHI and Foundation CEO, Jerry Heppes, on what DHI and the Door Security & Safety Foundation are doing to better educate school and healthcare administrators, AHJ’s and government officials on the need for properly designed and specified door openings. In addition, Heppes will update DHI’s commitment in the New Day, New DHI campaign.
THURSDAY, MAY 10

8:00 AM–9:00 AM

TECHNICAL

PUSHING THE ENVELOPE WITH FIRE-RATED FRAMING

David Eberwein

Health, safety, and welfare remain a fundamental aspect of building design practices. Incorporating fire-rated glass products provides creative design options while adhering to current model building codes. The new generation of fire-rated products is available in larger sizes that can withstand a fire for longer periods of time, and many fire-rated products can provide high impact safety rating, solar control, sound reduction, bullet resistance and hurricane impact safety, to name only a few multi-functional features. This course will define categories of fire-rated glass products, as well as the related test standards and current building code requirements for specifying architectural fire-rated glazing.

ACCESS CONTROL

INTERFACING ELECTRIC LOCKS & ACCESS CONTROL SYSTEMS TO LOW ENERGY OPERATORS

Guy Robinson, CPL

This session is designed for specifiers, detailers and anyone who wants a more in depth look at how access control and electric locks interface with low energy operators. These complicated openings are critical to get right, and this session will review how to write a proper operations description to ensure the best chance of a successful installation.

8:30 AM–11:45 AM

CODES

INTERNATIONAL BUILDING CODE ROUNDTABLE

Bill Lawless, DHT; DAHC/CDC, CSI; CCPR; Jeff Batick, CSI, DHT, FDAI; John Krause; Lori Greene, DAHC/CDC, FDAI, FDHI, CCPR; Mark Lineberger, AHC/EHC, FDAI, DHT, FDHI; R. Lee Frazier, II, AHC, FDAI; Rachael York, DHT; TJ Gottswall, DHT, AHC/CDC, FDAI, FCSI, CDT, CCPR, CM-BIM

The International Building Code (IBC) has been adopted in the majority of US states, and the 2018 edition has just hit the street. Depending on where a project is located, various editions of the IBC - along with state modifications - may be used, and a new edition could be adopted at any time. Lots of important changes affecting doors and hardware have been introduced in the last few editions of the IBC – are you up to date? Familiarity with codes is crucial for anyone specifying, supplying, or installing doors and hardware and mistakes are costly! This is not a run-of-the-mill code class. This is a roundtable discussion where you will answer real-life code questions with the help of a facilitator. Learn what’s new, compare the changes from one edition to the next, and get comfortable with the intent of each of the requirements. You are guaranteed to leave feeling more confident about applying and explaining the code requirements that apply to your projects.

BUSINESS MANAGEMENT

SOLVING CUSTOMER’S PROBLEMS EFFECTIVELY

Johnny Walker, MA, CPC

Just because you solved the immediate problem for your customer, doesn’t mean you solved the problem effectively. How you solve your customer’s problem often matters more than the solution itself. In this session you will be involved in group discussions around: The difference between satisfied and loyal customers; Effective vs. Ineffective problem solving; A simple problem-solving formula; ROI vs COI and Dealing with the difficult customer.

Register today at dhiconnextions.com
Really enjoyed all of the classes, and the speakers were fantastic. The convention floor was extremely beneficial, and I made numerous connections.

— J. Thompson
GOING ONE STEP BEYOND: SATISFYING YOUR CUSTOMER BY CREATING NEW PRODUCTS

Mark Berger

Mark Berger is the President and Chief Product Officer of Securtech Group, Inc., an innovative lock manufacturer in NW. He holds several patents and is passionately involved in designing locking products which meet today’s emerging needs while respecting life safety codes. In this session, he will help attendees discover each customer’s special needs and satisfy them with custom products. Learn how to speak to your customer in a way that gets them to really describe what they need for critical doors, as opposed to using what they know exists; detail their input, review existing products and determine if a combination of existing products will work, or if a new solution needs to be created and finally, communicate what you have detailed from your back-and-forth with the customer to a manufacturer in order to determine if the desired solution or product can be created.

BUSINESS OWNERSHIP TRANSITION: REALIZE THE OPTIMAL OUTCOME

Dave Sylvester, PSP

Electronic security products have advanced rapidly during the past ten years and we’re seeing product technologies advancing faster than the various channel’s ability to sell and support the technologies. Now with a full complement of IP and wireless products in the market, Sylvester believes that in the next ten years, the most significant change in our business will be in the channel itself. That change will be driven by two dynamics; application of the technologies and demographics. Many of the owners of commercial door & hardware distributors and security integrators are approaching retirement age. Those owners are facing several decisions, how do we increase electronic security competencies, am I willing to invest more money in my business, or is the business owner ready to sell the business and begin a planned transition process? This session will give some real-life examples of business owner’s situations and decisions, but will focus business values and ownership transition decisions including: Business valuations from both the owner’s and the buyer’s perspective; Owner’s personal struggles with a transition decision; Deal structures and the transition process; Life after sale of the business; and Building business value regardless of whether you intend to sell or not.

WHY VALUES BASED BUSINESS MATTERS

Johnny Walker, MA, CPC

Focusing on what you achieve versus how you achieve it creates short term successful sales numbers and dissatisfied customers. Your customers care about how you treat them and will repay values based interactions with long term loyalty. In this session, you will be involved in group discussions around: Connecting your internal customers with your company values; Increasing employee engagement; Creating values-based connections; The value of losing a sale to gain the customer; The power of trust and authenticity.

THANK YOU FOR STAYING: ARCHITECTURAL OPENING TECHNOLOGIES FOR HOSPITALITY FOCUSED PROJECTS

Richard Ruppert

Every hotel, resort or short-term stay property has a desire to provide a safe, secure and stress-free experience for their guests. Don’t let the wrong opening access controls or architectural hardware impede that outcome. This session will give you the tools for developing an effective, scalable access strategy for hospitality focused buildings. Together we’ll explore traffic flow, space adaptability and the latest trends in individual access control. All this can easily result in greater property security, management and project profitability. Measurable Outcomes: Upon completion a participant will be able to, 1. Describe how to most effectively control traffic throughout a resort hospitality property. 2. Understand the impact of recent access security technologies and guest room keying systems. 3. Avoid some of the most common pitfalls in hospitality access design. 4. Navigate the challenges and opportunities of working with global scale partners on international projects.

IoT – WHAT IT MEANS AND HOW IT WILL SHAPE OUR BUILT ENVIRONMENT

Travis Willis

The Internet of Things (IoT) as defined by Wikipedia is the network of physical devices, vehicles, home appliances and other items embedded with electronics, software, sensors, actuators and connectivity which enables these objects to connect and exchange data. Each thing is uniquely identifiable through its embedded computing system but can inter-operate within the existing Internet infrastructure. Experts estimate that the IoT will consist of about 30 billion objects by 2020. It is also estimated that the global market value of IoT will reach $7.1 trillion by 2020. This transformational technology is here now and impacting the business of doors, frames and hardware. The industry has been slow to identify and adopt the benefits of IoT versus other building trades professionals like Mechanical HVAC, Electrical, and Plumbing. Now is the time to begin understanding the IoT and its potential impacts on the industry, particularly the impacts that IoT represents to the fire, life safety and security systems we provide to the built environment. The session will cover defining or identifying the IoT in a relatable way; discussing current examples of IoT deployments via other industries; current and future trends in Smart Homes, Smart Cities, AI and machine learning; the potential business impacts; and disruptors, like players outside our industry who may now be looking at is as a new market for them.

Register today at dhiconnections.com
FRIDAY, MAY 11

9:00 AM–10:30 AM

TECHNICAL

OPPORTUNITIES FOR DELAYED EGRESS SOLUTIONS IN THE LONG TERM CARE MARKET

Mary Hester

Americans are living longer and the population of age 65 and older (40.2 million in the U.S. today) provide opportunities for expansion of Long Term Care (LTC) facilities to serve them. LTC Facilities present security issues different from traditional hospital and healthcare facility requirements. Patients/residents are more at risk to harm from their own actions like wandering, confusion and disorientation, from outsiders taking advantage of their frail and weakened conditions, or from their own aggressive behaviors. Delayed egress solutions that allow patients freedom of movement while preventing them from leaving the safety and protection of the facility are effective. This practical, hands-on module will ensure attendees understand the delayed egress technology available and how to apply it into solutions that meet Fire and Life Safety code requirements specific to the LTC market. Session attendees will review specific delayed egress product solutions and acquire a practical process to apply them.

BUSINESS MANAGEMENT

WORKING SMART

Jon Laing

Working Smart is a hands-on, interactive workshop wherein participants discuss a variety of time management and organizational skills concepts. The program is designed to help individuals determine how they can spend their time more efficiently so they can be more productive at work and have more time for “fun” in their personal lives. Concepts are introduced and discussed and participants are required to complete a self-analysis tool which becomes their roadmap for improvement moving forward.

9:00 AM–12:15 PM

CODES

INTERNATIONAL BUILDING CODE ROUNDTABLE

Bill Lowless, DHT, DAHC/CDC, CSI, CCPR; Jeff Batick, CSI, DHT, FDAI; John Krousse; Lori Greene, DAHC/CDC, FDAI, FDII, CCPR; Mark Linneberger, AHC/EHC, FDAI, DHT, FDII; R. Lee Frazier, II, AHC, FDAI; Rachael York, DHT, TJ Gottwalt, DHT, AHC/ CDC, FDAI, FCSI, CDI, CCPR, CM-BIM

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10:45 AM–12:15 PM

BUSINESS MANAGEMENT

ACTIVE SHOOTING EPIDEMIC: THE NEED FOR RESPONSIVE LOCKDOWN

Roland Cooper

There was a time when an individual’s safety in a public place wasn’t even a consideration, you felt safe practically anywhere. Unfortunately, live shooter events have increased at an alarming rate, and today, these type of public environments have experienced the highest number of incidents. Office buildings, healthcare facilities, schools, government/military properties, places of worship, entertainment venues and other areas of commerce must all approach security differently and this session will address the best ways to do that.

SAVE UP TO $100 OFF
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Hurry, Offer Expires 3/25
Several temporary door locking devices, or barricade devices, have been made available with the intention of providing protection for students while in the classroom.

Unfortunately, these products fall short of the code requirements and often lead to unintended consequences. There are already solutions in place in most schools and experts who can help you confirm if your school is safe and secure.

SECURE YOUR CLASSROOMS WITHOUT COMPROMISING LIFE SAFETY
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A AUTO ENTRYCONTROL™ LOW ENERGY SWING DOOR OPERATOR
SDC’s Auto EntryControl™ Low Energy Swing Door Operator provides hands-free point of entry control to help meet ADA requirements for door installations in retail storefronts, office buildings, campuses and healthcare facilities. The microprocessor-based unit is self-tuning and self-learning while offering interface options for sensors, push-plates, fire alarms and electrified locks.
www.sdcsecurity.com/Auto-EntryControl.htm

B HAGER COMPANIES 3300 SERIES GRADE 3 TUBULAR LEVERSET
Hager’s 3300 Series Grade 3 tubular leverset is field reversible, with a thru-bolt design for ease of installation. The standard 4-way latch provides versatility for retrofit applications. The 3300 Series is offered in four functions and four lever designs, and is perfect for assisted living and multi-family facilities.
www.leads.hagerco.com/3300

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K.N. Crowder now offers the Catch ’N’ Close® closing system for sliding doors. Bouncing and slamming is no longer an issue! This technology allows for smooth and controlled opening and closing of the door. This allows the door to automatically slow and shut itself for the final few inches as the door opens/closes.
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Security Lock Distributors is proud of our premium product mix that includes brands from Allegion, ASSA ABLOY and Dormakaba. Our core stocking principles have been applied to these brands as we maintain all finishes, functions, designs, lengths, voltages and electronic options in stock and in depth.
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E VARIANT ADJUSTABLE CONCEALED HINGE SYSTEMS

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Smart Interconnect Lock offers double-locking feature and single motion movement to lock or unlock the lock. It provides programmable locking mechanism and is a special design for multi-housing entry unit. Easy programming and easy installation. For more information, please call 1-877-858-0888.

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G AKRONLINE—A MORE PROFITABLE TOOL

Akron Hardware is focused on making Akronline the best online tool to locate product, check price, and purchase door hardware. The updates we’ve made to Akronline make it a more useful and profitable resource for our customers.

www.akronhardware.com

H SELECT HINGES™ — 5-MINUTE WIRE FIX

Electrified doors are notorious for failing. When they do, they’re difficult to repair. Not any more with SELECT’s Accessible Through-Wire (ATW) concealed geared continuous hinge. In less than five minutes you can remove the cover plate and fix the problem. Because of ATW’s robust design, those repairs are rarely needed.

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www.seclock.com
J  TOP NOTCH ANNOUNCES EXPANDED PARTNERSHIP WITH ASSA ABLOY

We are proud to announce an expanded partnership between Top Notch Distributors/Boyle & Chase and ASSA ABLOY that will allow customers to purchase premier ASSA ABLOY brands directly from us. This will allow you to receive the quality of Corbin Russwin, Medeco (coming soon), Sargent and Yale Commercial products along with Top Notch’s renowned service.

www.topnotchinc.com

K  FIREFRAMES® FIRE-RATED FRAMING FROM TGP

Technical Glass Products’ (TGP) Fireframes® family of advanced fire-rated framing offers narrow profile, full-lite glass fire doors and slender fire-rated frames for applications ranging from 20-120 minutes. UL classified and labeled, Fireframes products can meet ASTM E-119 and are a modern alternative to traditional hollow metal steel doors and frames.

www.fireglass.com/fireframes

To be included in this special advertising section, contact Molly Long at mlong@dhi.org.

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The purpose of a storm shelter is to provide a safe location for building occupants and community members during a hurricane or tornado. The IBC defines a storm shelter as a building or structure that is constructed in accordance with ICC 500 and designated for use during severe wind storm events. Two types of shelters are included in the IBC definition - residential storm shelters and community storm shelters. A residential storm shelter serves occupants of dwelling units and has a maximum occupant load of 16 people. A community storm shelter is a shelter that is not a residential shelter; it would serve a larger occupant load and/or serve occupants of other types of buildings.

The Federal Emergency Management Agency (FEMA) has established tornado guidelines for the United States and publishes documents which address both residential and community storm shelters. The publication for community storm shelters with an occupant load of 16 people or more is FEMA P-361, Safe Rooms for Tornadoes and Hurricanes: Guidance for Community and Residential Safe Rooms. FEMA 320, Taking Shelter from the Storm: Building a Safe Room for Your Home or Small Business, covers residential safe rooms. In locations where the IBC requires a storm shelter and government funding is provided, both the FEMA guidelines and ICC 500 requirements apply.

WHERE ARE STORM SHELTERS REQUIRED?

The IBC requirements for storm shelters apply to the portion of the United States where the shelter design wind speed for tornados is 250 mph, as determined by the American Society of Civil Engineers (ASCE). This area covers all or a portion of 23 states ranging from Minnesota to Louisiana and from Texas to the western end of the state of New York. The 2015 and 2018 editions of the IBC include requirements for storm shelters in two types of buildings:

- Critical emergency operations centers are now required by the IBC to have storm shelters. These facilities include 911 call stations, emergency operation centers, and fire, rescue, ambulance, and police stations. Buildings used for these purposes may be constructed as storm shelters or may have a separate structure which meets the criteria of a storm shelter. However, the advantage of constructing the entire building as a storm shelter is that the facility and all of the operations equipment are more likely to survive the storm and to be functional during the emergency response after the wind event is over.
Educational occupancies (Group E) with an occupant load of 50 people or more are also required to have a storm shelter. The IBC exempts Group E day care facilities and Group E occupancies that are accessory to places of religious worship from these requirements. As with critical emergency operations centers, the storm shelter may be a building specifically designated as a shelter, or may be a building that is used for other purposes – such as a gymnasium, but which also meets the shelter-design requirements of ICC 500.

The 2015 edition of the IBC requires storm shelters in educational occupancies to be capable of housing the total occupant load of the Group E occupancy. The 2018 edition includes some more prescriptive language, stating that the capacity must include all of the buildings on the site and must accommodate whichever occupant load is greater: a) the total occupant load of the classrooms, vocational rooms, and offices, or b) the occupant load of any indoor assembly space that is associated with the Group E occupancy.

According to the 2018 IBC, if a new building is being added to an existing Group E site, and the new building is not large enough to accommodate the required storm shelter occupant load for all of the buildings on the site, the new storm shelter must accommodate at least the required capacity for the new building. The code official may reduce the required occupant load of the new shelter based on any existing storm shelters on the site. The storm shelter must be located within the building served by the shelter, or a maximum travel distance of 1,000 feet from one exterior door of each building to the door of the shelter serving that building.

Requirements of ICC 500

Doors serving storm shelters are required to comply with several different codes and standards, including requirements related to egress, fire protection, and accessibility in addition to the criteria listed in ICC 500. When required by ICC 500, door assemblies must be tested and approvals listed with a third-party agency; door assemblies must then be labeled as complying with the performance requirements of ICC 500. These tests include multiple pressure loads of at least 302 psf, and multiple impacts of a 15-pound (7-kg) 2×4 propelled at 100 mph (161 km/hr), which impact the door assembly in critical locations.

ICC 500 includes additional mandates for storm shelter doors. For example, the hardware necessary to latch the door assemblies protecting openings in the shelter envelope must automatically engage when the door is closed (and can’t be disabled), or the latches must be capable of being engaged by a building occupant. The latching mechanisms must be permanently mounted on the assembly, and must not require tools in order to latch the door. Instructional signage for latching the door must be provided if the latching mechanism is to be engaged by a building occupant.

The 2014 edition of ICC 500 includes several important changes from the previous edition published in 2008. The standard now requires a maximum undercut of ¼-inch, with a weather seal at the bottom of the door where doors are exposed to the weather. Other changes address the requirements for anchorage and inspections, and specify that the minimum and maximum door sizes must be tested. The 2008 edition of the standard only required the maximum size to be tested.

Egress, Fire Protection, and Accessibility

The required number of egress doors serving a storm shelter is based on the occupant load for the normal occupancy of the space. This is calculated by dividing the area of the shelter by the applicable occupant load factor found in the adopted building code. If the room is only intended for use as a shelter, ICC 500 includes a table to be used for calculating the occupant load. Door swing is also based on the normal occupancy of the space – doors serving an occupant load of 50 people or more must swing in the direction of egress. When only one egress door is required to accommodate the calculated occupant load, an additional emergency escape opening is required, except when the occupant load is less than 16 occupants.

Egress doors serving residential and community storm shelters must have hardware that is operable from the inside without the use of a key or special knowledge or effort. When these doors serve an assembly or educational occupancy with an occupant load of 50 people or more, the latching hardware must be panic hardware meeting all of the applicable requirements. Shelters are also required to have an accessible route that complies with ICC A117.1, Accessible and Usable Buildings and Facilities. This mandates doors meeting the required clear opening size as well as limitations on opening force, closing speed, and threshold height. Hardware must be operable without tight grasping, pinching, or twisting of the wrist.

For fire barriers and horizontal assemblies that separate community storm shelters from other building areas, ICC 500 requires partitions with a fire-resistance rating of two hours, and 90-minute opening protectives. These fire door assemblies must comply with the requirements of NFPA 80, Standard for Fire Doors and Other Opening Protectives. They must be self-closing, automatic-closing, or power-operated, and must have positive-latching hardware, the appropriate hinges, gasketing, and other listed/labeled components. Vision lights, often specified in these locations for light transmission and visibility, must have glazing that is certified to provide fire protection and to withstand the testing requirements of ICC 500.

It can be difficult to sort through the layered requirements of the IBC, ICC 500, NFPA 80, ICC A117.1, the ADA, and the applicable state and local codes, to ensure that door assemblies protecting openings in the shelter envelope meet the necessary criteria. A door hardware consultant who is familiar with all aspects of these codes and standards can assist with this process and the selection of appropriate doors and hardware.

More information about ICC 500 can be found at FEMA.gov.
REGISTRATION NOW OPEN FOR BOTH SCHOOLS

If you haven’t had the opportunity to participate in a DHI Technical School yet, come see for yourself!

Email us at education@dhi.org and we will be happy to help you create a personalized education plan. It will be the best investment you can make in your future as a door security + safety professional!

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**DHI SPRING TECHNICAL SCHOOL**

**APRIL 8–15, 2018 • LANSDOWNE, VA**

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**HIGHLIGHTS:**
- Legacy Certification Exam Sessions
- AHC 207, AHC 215, and DAI600 offered!

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OUR INSTRUCTORS ARE THE BEST IN THE INDUSTRY!
"I am always amazed at how much information and knowledge I leave DHI with after one of my classes. The content is thorough and relevant, and the instructors are always eager to elaborate and share.” – From an AHC207 student
I’m a traveling type of guy. I get a call from TSA asking, “Where are you? Are you OK?” if they don’t see me for two weeks.

This also means I have the opportunity to observe doors all over the country with great frequency. While I have seen improvements in life safety over the past few decades, there are still too many doors out there that merit inclusion in this column.

The following photos represent some of the doors I saw over a seven day period. Here’s a challenge to you: how many interesting doors can you photograph in a week? Please email your collection to mberger@securitech.com. The most interesting collection will be featured in Real Openings.

A IMPOER TRAFFIC CONE PLACEMENT

Parking space is always in short supply near our factory. Some of our neighbors believe placing an orange cone in front of a space will deter people from removing the cone. But, to paraphrase a famous movie line, “I’m not like most people,” and I get out of my car, move the cone to the side and take the parking space.

While that solution might work on the street, you shouldn’t have to resort to moving a cone improperly placed in front of an exit door. However, that’s not the biggest problem here. The absence of an exit device, two chintzy slide bolts and a deadbolt are greater obstacles to safe exiting.

B WHO HAS THE KEY?

That is the #1 question you never want to ask while approaching an exit door. No idea why this exit door has a keyed lever on the exit side.
C STARTED OFF NICELY
A door with a removed slide bolt? Someone took the right action.

D OOH LA LA
Who doesn’t love the feel of French doors? Remember all those old movies with a doorman or butler at each door, opening them in a synchronized fashion, creating a sense of opulence and joy?

I digress... walk up to an exit door and you should be able to exit just by pushing the door. In this case, sensors have not been employed, there isn’t a touch bar on either door and the unusual vertical placement of the electromagnetic locks seems hazardous (especially to us tall folks).

E IMPROPER SLIDE BOLT USAGE
An exit-only device can be inconvenient, especially to smokers. If you don’t chock the door open correctly, it could slam behind you and force you to walk around the building to get back in. Not exactly the best way to grab a quick smoke.

It looks like a slide bolt was added to this door and used to prevent it from closing. This is a perimeter door, so it is not fire-rated and the slide bolt usage is not that kind of issue. However, this is an exit door and the slide bolt could be used for security purposes; if it is bolted in place with the door fully closed, it would trap someone in this warehouse.
E  WORST STORAGE LOCATION

Most road trips end with a visit to the airport and a flight home. We know airports are experts in marking exits, controlling access and providing a secured environment. While years ago airports were full of code violations as they quickly modified exit doors to meet security requirements, today it is much harder to find violations.

I’m not sure who thought storing a collapsible barrier in front of an exit door was a good idea, but let’s hope someone recognizes this hazard and easily corrects it.

F  PICK YOUR POISON

You get to choose which is worse on this exit door. Is it the turn piece on the deadbolt or the button on the wall which releases the electromagnetic lock? Either way, no single motion egress here. +

The images shown here are not intended to reflect upon any specific manufacturer or products but are intended to help build awareness around the everyday code violations that occur in buildings over time, despite our members’ best efforts to provide solutions to secure the life safety and security of the building occupants.

MARK BERGER is the President and Chief Product Officer of Securitech Group, as well as DHI President-Elect and Chair of the Builders Hardware Manufacturers Association Codes & Government Affairs Committee. All “Real Openings” photos have been taken in public spaces with the goal of highlighting the prevalence of code violations and the need for vigilance to save lives. If you see something, say something.
IT’S OUR DISCOMFORT

Knowing what to do is different than actually doing it. Which is why I always ask: What will you do? What keeps us from doing the things we know we should do?

Almost always, our fear, and our discomfort. We know, for example, that the best selling happens on the telephone or face-to-face. And yet, we avoid the phone.

We don’t want to bother the customer. We don’t want to annoy the customer. “If they need us, they’ll call us,” we think to ourselves.

I was doing a speech recently to a room of mid-market CEOs, and several of the attendees were openly uncomfortable with some of the proactive communications techniques being discussed. They squirmed and they protested.

“I hate being called by people I don’t know,” one woman said.

Off to the side, privately, another woman asked, “You want me to call people I haven’t talked to in a long time?”

Me: Yes.

Her: But why would they want to hear from me?

Me: Because they like you. And you provide great value. This is your discomfort, not the customer’s.

Her: I know, but how do I get over it?

Me: You get over it by getting over it. You just call nice people, tell them you were thinking about them, and have a lovely, pleasant conversation. Ask about their family. Ask about what they’re working on these days.

Silence.

When we do not call, it is our discomfort, not the customer’s. The customer loves to hear from providers they consider valuable. That’s who we buy from, right? People who bring us great value, and people we like. So call your customers. They’ll be pleased to hear from you, and you’ll have a lovely conversation.

When we do not ask for the business, it is because of our discomfort, not the customers’. The customer is talking to us for a reason. The customer wants to buy from us. But we rarely ask them to. So many times, they do not.

I always teach clients to ask for the business every time you talk to your customers.

Should we write it up?

How many do you need?

When would you like to get started?

How would you like to pay?

Think about it from the perspective of when you are the buyer. How many times have you been ready to buy, and eager to buy, but the seller didn’t ask you for the business, so you did not buy. This is how it works.

Customers love to give referrals, but we don’t ask. That is our discomfort.

Why do customers to love to give referrals? They like helping friends or colleagues connect with a trusted, excellent provider like you. They want to help you because you do great work.

They like affirming their own decision. “My provider is great; you need my guy!”
If you don’t believe that people love giving referrals, ask for a recommendation to a chiropractor or lawn service the next time you’re in a social setting with friends or family members. People will not only happily give you referrals, but they will fight for their referral. They will explain, in great detail, why their referral is best.

People love to give referrals. But we don’t ask. Because of our discomfort. So we do not get nearly as many referrals as we deserve.

When you know you should be doing something that you are not doing, it almost always because of your discomfort.

And when it comes to selling more, most of these things we know we should, but avoid, are communications actions. The more we communicate, the more people buy. The less we communicate, the less people buy. The streams never cross. We can never communicate less but sell more. It’s against the laws of physics.

What do you when your discomfort is keeping you from doing the good and righteous work that will help you bring more money home to your family?

Recognize the discomfort. Understand the discomfort is really a fear of failure or rejection. What if they tell me no? And then be totally honest and assess what will happen if this fear comes true.

What will really happen when they tell me no? Not death. Nobody will come and take your home. The children will still have milk to drink in the morning. And once you realize this, make the communication.

Make the call. Ask for the business. Ask for the referral. Your customers deserve your great value. And you deserve the additional take-home pay these added sales will generate. +
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A RATHER CYNICAL FRIEND ONCE TOLD ME, “EXPECTATIONS ARE NOTHING MORE THAN PRE-MEDITATED RESENTMENTS.” IN MY BUSINESS, I ENCOUNTER A LOT FRUSTRATION AND RESENTMENT AROUND SOFTWARE AND TECHNOLOGY IN GENERAL. IT RECENTLY OCCURRED TO ME THAT A GREAT DEAL OF THIS FRUSTRATION HAS BEEN CREATED BY UNREALISTIC EXPECTATIONS, A LITTLE SALES EMBELLISHMENT AND DOSE OF STUBBORN SELF-CENTERED THINKING. RATHER THAN STOMPING OUR FEET AND POINTING FINGERS, WE ALL NEED TO STEP BACK AND FIND A HEALTHY BALANCE BETWEEN WANT AND NEED.

Case in point, I recently visited a software package that I have had a relationship with for many years. In an attempt to reconnect with former clients and friends in the distribution ranks, I reached out to a few users of this software to ask if they had any challenges I could address during my visit. This seemingly benign act turned into a flurry of emails and multiple conference calls with users who had an “opinion” about their choice in software providers. So much for my nice little visit to see what’s new in their offering. Hey, I’m not blaming these folks for sharing their thoughts; I asked.

As I shared some of these challenges with the provider, I realized a great deal of this frustration is self-imposed. Don’t get me wrong. I am not out here to belittle or minimize this frustration. These challenges are very real to the companies experiencing them. On the contrary, I see an opportunity to temper this distress by managing our own expectations around these prized business systems.

There are many reasons why companies choose to invest in a new software package. They may feel that they have outgrown the capabilities of their current solution. Perhaps their current provider has been acquired by a larger entity and the package has been scheduled to “sunset.” (This is just a nice term to suggest the acquiring entity will no longer be supporting or developing the package.) Migrate to the new platform or you are on your own. Unless we were being forced in the decision to take on a new package, weren’t we just looking to solve a compelling business challenge?

Jumping into a new package can be an exciting time. Slick demos by smooth talking sales people can get our mind racing. The whole pitch is designed to show you how mundane or ordinary your current solution is and get you imagining “what if” scenarios. Often, we get caught up in the gee-whiz factor and fail to ask questions about daily activity. Believe me, software sales people are highly culpable in driving unrealistic expectations. Heck, I have come out of a few software demos thinking I need to buy a distribution company just so I can run this software. After a few sobering breaths, I realize I am really happy where I am.

One of the biggest sources of frustration for most users is how business processes now differ with the new package. In their frustration, they try to mold and shape the new package.
to fit how they used to do things. I find it very amusing when a new user requests a boatload of modifications and reports before the “go live” date. They are so busy trying to make the environment familiar and comfortable that they totally forget why they sought out a new solution in the first place. Sounds like a few relationships I had in my twenties, but I digress. Rather than trying to modify the system to fit the company, perhaps the user should take a long look at their business logic and consider changing their processes to fit the software. Remember, most of these packages have hundreds of solid companies using the solution. Are you really smarter than all of them?

I have worked with several companies through the implementation phase of the software relationship. The ones that fare best are those who take the time to learn how to use the solutions as intended. This starts at the very beginning. All software implementations have a training phase. When users take the training seriously, and complete their training assignments, the transitional pain is significantly reduced. When users blow off the training, fail to understand the business logic and get mad when they can’t do what they used to in their old package, the pain goes on for years.

When I look at system utilization, the companies that fully embrace the system business logic tend to get a better return on their investment. When users just get proficient enough to try to figure out how to make the system fit their old business logic, return on investment is diminished.

Another source of discontent occurs when companies don’t complete the implementation process. The basics get up and running, but the detail work never quite comes to fruition.

Often, new users don’t take time to understand system settings or small parameters. It has been my experience that these minute details, often just one system setting, can make the difference between frustration and satisfaction. It may feel like an accomplishment when that first invoice magically reaches a customer; but don’t take your foot of the gas. There are many miracles left to come.

Finally, if you want to make change, get off the sidelines. Be a contributor to the overall direction of the product. Most software companies offer forums where users can help shape the development of the product. In the old days, we used to call these steering committees; but I suspect that most of the feedback is virtual versus physical. If you want to influence the direction of your solution, put yourself in a position to make suggestions. Attend users’ conferences. Volunteer to beta test new revisions. Mentor other users. In other words, quit lobbing grenades over the fence. Be part of the solution.

Although the ERP is one of the most significant purchases in a business, we have to remember it is not what drives the business. The people and the culture of an organization dictate the success or failure. Software will not make or break a company; it is merely a tool that will either enhance a good company or inhibit a bad one.

Manage your expectations when dealing with the software. Open yourself up to a new business logic or process. Before requesting any modification, ask two very simple questions: 1) What is the purpose? and 2) What business problem does it solve? You might just find yourself realizing it wasn’t that critical after all.
DHI’S CREDENTIALS + CERTIFICATIONS GUIDE

DHI’s credential and certification program is recognized throughout the door and hardware industry and within the architectural design community as hallmarks of technical expertise in all aspects of life safety and security involving doors and hardware, developed over the 75 years of its legacy.

These marks of excellence attest to the high principles of the holders of these credentials and certifications to professionally provide sound technical advice and counsel to architects, contractors, and building owners, and, with some of the certifications, provide specification writing or consulting services.

They have demonstrated their incomparable understanding of door, frame, hardware, and electronic access control products and their applications, as well as myriad applicable building codes and product standards, by successfully completing rigorous examinations for these credentials and certifications. They have prepared for the exams with countless hours of both formal study and real life experiences gained over years of honing their knowledge and skills to ensure the security and safety of countless buildings and their occupants.

DHI’S LEGACY CERTIFICATIONS

**AHC – Architectural Hardware Consultant**

Established in 1940, the AHC—Architectural Hardware Consultant—has advanced mechanical and electrified hardware product and code application knowledge and expertise, with an intermediate level of knowledge of doors and frames, along with the skills proficient to detail, estimate and project manage large and complex projects and existing facility renovations. They are proficient to write or edit CSI format specifications for mechanical and electrified hardware. They are trained to recognize builders’ hardware requirements for door openings in all types of public, commercial, industrial and institutional buildings. AHCs coordinate thousands of hardware products and options to ensure door openings are in compliance with fire, life safety, accessibility and building code requirements and that they function properly throughout the life of the building.

**CDC – Certified Door Consultant**

Established in 1980, the CDC—Certified Door Consultant—has advanced door and frame product and code application knowledge and expertise, and skills proficient to detail and estimate doors and frames for large and complex projects and existing facility renovations. They are trained in the construction and application of standard and custom steel doors and frames, architectural wood doors and aluminum doors and frames. They are proficient to write or edit CSI format specifications for doors and frames. CDCs must master myriad fire, life safety, accessibility and building code requirements for all types of buildings.

**EHC – Electrified Hardware Consultant**

Established in 2005 the EHC—Electrified Hardware Consultant—has advanced mechanical and electrified hardware product and code application knowledge and expertise, with an understanding of electronic access control systems. They specialize in the coordination of architectural door openings with the increased security needs of public buildings in today’s society. EHCs are experts at interfacing electrified architectural hardware products into access control monitoring and fire alarm systems, while maintaining compliance with fire, life safety, accessibility and building code requirements.

Promote your DHI credentials and certifications to your customers. Go to DHI.org under “Credentials” to find this brochure.
The changing dynamics of the building construction environment, as well as the door and hardware industry, and the evolving needs of our members and stakeholders of the construction community, prompted the development of the next evolution of DHI’s credentials and certification program. In 2017, a new multi-tiered program focused on delineating recognition of technical expertise by function, rather than product specialization, will launch. This new program is based on earning credentials and certifications by demonstrating varying levels of knowledge and skills on all door, frame, hardware, and electronic access control products, at varying stages of one’s education, work experience, and career.

**DHT** Door + Hardware Technician
This credential is earned by demonstrating the competence to provide product and code application, detailing, estimating, and project management skills on projects with an intermediate level of complexity of occupancy type. This is the first level of technical credential earned for technical competence to assist contractors and building owners with basic construction project issues.

**DHC** Door + Hardware Consultant
This certified consultant has advanced product and code application knowledge and expertise, and skills proficient to detail, estimate and project manage large and complex projects and existing facility renovations. They are qualified to provide technical consultation to architects, contractors and building owners on the most complex building projects, but do not provide specification writing services.

**DHSC** Door + Hardware Specification Consultant
This certified consultant has advanced product and code application knowledge and expertise, but differs from the DHC certification in that the focused skills are proficiency to write or edit CSI format specifications for doors, frames, hardware and electrified hardware systems for large and complex construction projects and existing facility renovations.

**ACSC** Access Control System Consultant
This certified consultant has advanced product and code application knowledge and expertise, but has specialized skills proficient to design, specify, and oversee installation of electronic access control systems, as well as supply doors and hardware, and provide trade coordination of EAC systems on larger projects.

**FDAI** Fire Door Assembly Inspector
Fire Door Assembly Inspectors are credentialed individuals who have been trained to visually inspect and perform operational testing of fire and egress door assemblies in accordance with NFPA 80, Standard for Fire Doors and Other Opening Protectives, and NFPA 101, Life Safety Code®. They possess an intermediate level of understanding of door, frame, and hardware products and applications and applicable code familiarity to conduct inspections. In addition to performing inspections, they create authorized inspection reports for building owners and can recommend corrective actions necessary for compliance with NFPA 80 and NFPA 101 inspection requirements.

For additional information, please contact DHI at 703.222.2010 or go to www.dhi.org.
MARCH’S 60-SECOND SURVEY RESULTS

Now that the deadline for compliance with the annual fire door assembly inspection and testing in accordance with 2010 NFPA 80 is here, we wanted to ask you a few questions about those inspections, especially in healthcare facilities.

With increased enforcement for CMS compliance requiring annual fire door inspections in healthcare facilities, 48% of respondents are seeing an increased demand from the healthcare market for inspections.

45% of respondents are seeing an overall increase in the demand for inspections.

48% of respondents perform remediation services after inspections to achieve/attain compliance for the facility.

SOMETHING KEEPING YOU UP AT NIGHT?

Is there a burning question (or two) that you would like Door Security + Safety readers to answer?

Submit a question for a future 60-Second Survey and we’ll try to include it in an upcoming issue.

Email dgable@dhi.org.
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WITH THE SEEMINGLY RAPID INCREASE IN SCHOOL SHOOTINGS, THE SUBJECT OF CLASSROOM SAFETY HAS BECOME A LIGHTNING ROD OVER THE PAST SEVERAL YEARS. THIS FIGURE HAS GREATLY CONCERNED ADMINISTRATORS, PARENTS AND SCHOOL STAFF, WHO OFTEN FIND CONFLICTING ANSWERS WHEN SEARCHING FOR WHAT BEST PRACTICES TO FOLLOW TO SECURE THEIR SCHOOLS. THE DESIRE TO REACT QUICKLY AND WITHIN BUDGETARY RESTRICTIONS SOMETIMES LEADS TO CHOICES THAT MAY SOLVE ONE PROBLEM BUT INADVERTENTLY CREATE OTHERS.

In the wake of these incidents, many companies, as well as individuals, have invented devices intended to provide instant lockdown protection to classrooms. Temporary locking devices, or door barricades, have emerged as one of the most popular ways to lock out a potential shooter. Unfortunately, these products usually fall short of the life safety code requirements and their use can also lead to unintended consequences.

Several states are proposing changing their codes to allow for such devices. The reasoning behind proposed changes is often based on the misconception that barricading the door is the only way to protect students and teachers in the classroom. However, the requirement for free egress, fire protection, and accessibility must be considered in conjunction with the need for security.

Recently, a high school student in Wisconsin was lauded for inventing a metal device that can lock classroom doors from the inside. Nowhere in the media coverage was there any mention of whether the device met local or state building codes. It was noted, however, that the school district had purchased enough of these devices to outfit every door in the student’s high school, and that more devices were on order.

A quick Google search found additional articles about students, teachers and others who have invented some type of classroom locking device. While these devices are perceived to provide immediate security, they have the significant potential to facilitate unintended consequences that could put students at even more risk and the school at risk of liability. Allegion’s Lori Greene, DAHC/CDC, FDAI, FDHI, CCPR, author of the Decoded column in this magazine, has been following the issue closely in her blog, www.idighardware.com. Greene recently noted that legislators in three states have voted to exempt these devices from all of the egress requirements in their state codes, instead of requiring locking methods that provide security and life safety.

The Door Security & Safety Foundation (DSSF) launched its Opening the Door to School Safety campaign in December 2016 to raise awareness and educate school administrators about the importance of safely securing classroom doors with code-compliant methods. DSSF believes that no door locking device that compromises life safety should be approved by any jurisdiction. Yet there are some proponents of barricade devices who cite the reduction in school fire deaths or the increased number of school shootings as a reason to relax the egress code requirements. However, most in the code enforcement community credit strong codes and enforcement for this success.

DSSF also advocates the use of door security and safety professionals who are trained to ensure that every entrance meets code and can provide the invaluable balance of life safety and security for schools and classrooms.
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