



2021  
“PROFESSIONALISM  
THROUGH TRAINING”  
**MAHAMS**

Massachusetts Association of Housing Authority  
Maintenance Supervisors

Welcomes you to our  
36<sup>th</sup> Annual  
Maintenance Conference

**Monday, October 18<sup>th</sup>, 2021**  
Through

**Wednesday, October 20<sup>th</sup>, 2021**

THE RESORT AND CONFERENCE CENTER AT HYANNIS,  
CAPE COD, MASSACHUSETTS

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# AGENDA

**MONDAY, October 18, 2021**

Registration: Starting 8:00 a.m.  
Check-in Time: 3:00 p.m.

Conference Center  
Main Lobby

**Welcome Session      9:00A.M. to 10:30 A.M.      Dining Room**

**“It’s Great to be Back”.** Adam Brothers, MAHAMS Chairman, will welcome us back to in person training, recap recent events, and introduce MAHAMS Board of Directors.

**Motivational Speaker Joshua Peach**

**KEYNOTE - It is Time to Celebrate!**

**Sponsored by**



Holidays, birthdays, graduations, new additions to the family, and Tom Brady winning another Super Bowl are reasons we usually find time to be with friends and family to celebrate. Sadly, COVID has prevented many of these opportunities from happening and, in turn, caused additional stress, worry, and feelings of isolation for many of us. Before COVID, celebration in the workplace was often overlooked or looked at as not important. If this last year has taught us anything, it is to have gratitude for our team, clients, and supporters. The best way to do that? You guessed it, celebrate! In this presentation, Josh will share real-life examples, best practices, and suggestions on making achievements and goals clear enough for your team to know it passes the champagne test.

**PANEL I**

**10:30 A.M. to NOON.**

**Osterville A**

**Ten Years After Target:**

**Presenter, Sarah E. O’Leary, Esq., DHCD Risk Management Specialist & Regional Attorney Program Coordinator.**

It has been a decade since the Massachusetts Supreme Court abandoned the century old “Natural Accumulation Standard” and in its decision Papadapolous v. Target Corporation adopted the new rule that a landowner must exercise reasonable care to address winter weather conditions on their property. In the ten years since this legal standard was changed Local Housing Authorities have experienced a large volume of lawsuits related to snow and ice. Many of these legal claims are meritless but they still create a heavy financial and administrative burden for housing authorities. Please attend this training to learn about LHA experiences with the defense of some slip and fall cases, and the tactics personal injury lawyers have developed over the past ten years to try to win these cases. You will get some tips about how you can adjust your winter weather response to ensure that your LHA can successfully defend any lawsuits arising from a person’s failure to exercise ordinary care. Finally, we will talk about and provide samples of storm documentation that can help to prove that your LHA acted reasonably to safety respond to winter weather conditions.

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

**PANEL II**

**10:30 A.M. to NOON.**

**Centerville A&B**

**EMERGENCY!**

**What every maintenance & property manager needs to know about the life cycle of a property damage event.**

**Presenter - Sarah LaFleur Friedman VP of Strategic Marketing ServiceMaster by Gilmore**

This discussion focuses on events surrounding fire/water and other emergencies from the time you are notified till the first steps have been taken to control the event and beyond. Special attention is paid to: pre-planning, what to expect when you get to the loss, what to do until help arrives, companies that solicit, working with restoration providers and

other contractors, emergency services, methods of assessment and new equipment and technology, selective demolition and the asbestos regulations, what needs to be done to ensure the safety of your building occupants and prevent further damage from occurring, managing tenant expectations and controlling the loss from start to finish in order to get your building back to pre-loss condition.

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

***BUFFET LUNCH WILL BE SERVED - NOON – 1:30 P.M IN OUR PRIVATE DINING ROOM***

**PANEL III                      2:00 P.M. to 3:30 P.M.                      Osterville A**

**PMR**

**Presenter, Rob Garrett and Facilities Management Services Unit.**

The Department of Housing and Community Development (DHCD) is changing the Performance Management Review (PMR) criteria as it relates to Facilities Management. DHCD Facility Management Specialist (FMS) will provide information about the changes and answer any question about the changes.

Part of each review will now focus extensively on your local housing authorities (LHA's) ability to establish and implement an effective Preventive Maintenance Program. The goal of a sound Preventive Maintenance Program maximizes the useful life of LHA components and greatly limits LHA exposure to unanticipated loss and claims.

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

**PANEL IV                      2:00 P.M. to 3:30 P.M.                      Centerville A&B**

**3M Aqua Pure Water Filtration.**

**Presenter Warren Little - Williston-Allen Associates**

Warren will discuss

- Water quality testing
- Water Purification & Softening
- Effects on building & equipment maintenance
- ECM Universal Motors
- Direct Drive Blowers & Condenser Fan

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

**PANEL V**

**3:30 P.M. to 5:00 P.M.**

**Osterville A**

**Apartment inspections.**

**Presenter, Rob Garrett and Facilities Management Services Unit.**

This will be an abbreviated workshop on Physical Condition Standards and Inspection Training Methods, FMS' 2-day training program. Great as a refresher or introduction to unit inspections.

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

**PANEL VI**

**3:30 P.M. to 5:00 P.M.**

**Centerville A&B**

**Be Safe with Chemicals**

**Presenter Mark Prew, Next Gen Supply Group.**

Mark will discuss safe chemical storage options, mixing and identification.  
ALSO

- SDS Sheet Review
- Right to Know
- HAZMAT
- Benefits of Dilution Control

Safety is the key when working with chemicals.

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

***Room Registration After 3:00 P.M. in Main Lobby***

***Dinner will be served at 7:00 p.m. in our private dining room. Following Dinner, join us at Bogey's to watch the Football Game with random door prizes.***

**TUESDAY, October 19, 2021**

**7:00 – 9:00 A.M. Breakfast served in our Private Dining Room**

**PANEL VII                      9:00A.M. to 10:30 A.M.                      Osterville A**

**CapHub, CPS and CIMS.**

**Presenter, Rick Brouillard, Director of Modernization at Quincy Housing Authority.**

Rick will give a presentation on new features in all 3 DHCD software programs. Topics include how and where the LHA can use the software to store under 10K project documents, how and where to store hazardous materials test reports, how the software can estimate new projects and how to keep your capital asset inventory up to date.

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

**PANEL VIII                      9:00A.M. to 10:30 A.M.                      Centerville A&B**

**Trauma Services Safety Training.**

**Presenter, Mike Holleran Trauma Services LLC.**

Covered will be many topics that are pertinent to the day-to-day operation of housing authorities. We talk about the dangers of Blood borne Pathogens associated with live and deceased individuals including, Hepatitis and HIV. The importance of and process of disinfecting yourself, your shoes, and your clothes if you have been exposed to blood feces, vomit, or bodily fluids. We spend time talking about the dangers of needles that are disposed of improperly, how to avoid unnecessary needle stick exposure and what to do if you have been stuck by a needle. We go over the dangers of fentanyl powder or Meth that may be found inside of a unit where illicit activities have occurred. We also tell the staff how to wear the proper PPE depending on the situation, how to dispose of it properly so they don't cross contaminate themselves or others.

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

**PANEL XI**

**10:30 A.M. to NOON.**

**Osterville A**

**MAHAMS State Sanitary Code Test.  
Rob Garrett and Facilities Management Services Unit.**

Rob and his Team will discuss the Ma State Sanitary Code and administer the MAHAMS SSC Test. This is a requirement of MAHAMS Massachusetts Maintenance Supervisor Certification and MAHAMS Massachusetts Maintenance Technician Certification.

**PANEL X**

**10:30 A.M. to NOON.**

**Centerville A&B**

**Maintaining Tankless and Combi Heaters.  
Presenter, Greg Cosgrove, David Gooding Inc.**

Greg will discuss maintaining these units including

- Maintaining a Tankless water heater/ combo
- Preventative Maintenance dos and do not's
- Flushing with flush kit
- Reasons systems fail

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

## **MAHAMS ANNUAL TRADE SHOW**

**NOON – 5:00PM**

**1:30 PM**

**2:00 – 5:00 PM**

**3:00 – 5:00 PM**

**EXHIBITS OPEN**

**LUNCH SERVED IN VENDOR AREA**

**VENDOR AND MAHAMS RAFFLES**

**ATTENDEES MUST BE PRESENT**

**TO WIN**

**RECEPTION SPONSORED BY**

**MAHAHRO GROUP TRUST**

**PLEASE VISIT WITH ALL THE VENDORS. WE COULD NOT  
HAVE A CONFERENCE WITHOUT THEM AND THEY ARE  
HERE TO SEE YOU!**



***Room Registration After 3:00 P.M. in Main Lobby***

***Dinner will be served at 7:00 p.m. in our private dining room.***

***DRAWING OF MAHAMS SCHOLARSHIPS.***

**WEDNESDAY, October 20, 2021**

**7:00 – 9:00 A.M. Breakfast served in our Private Dining Room**

**PANEL XI                      9:00A.M. to 10:30 A.M.                      Osterville A**

**Under 10K Procurement**

**Presenter, Steve Larry, RCAT CENTRAL/WEST Retired.**

This program will discuss "Sound Business Judgement", How to develop a scope of work and what are the requirements of a public purchase under 10K.

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

**PANEL XII                      9:00A.M. to NOON.                      Centerville A&B**

**CPR and AED Training.**

**Presenters, Cape Cod Safety Training.**

When a medical crisis occurs at the Housing Authority, maintenance is most likely to be able to affect the outcome. Everyone should be able to perform CPR and First Aid because most people eventually will find themselves in a home or work situation requiring it, either for another person or for themselves.

What you will learn: Massachusetts Good Samaritan Law, how it protects you. Recognizing an Emergency, and what to do! “Hands Only CPR”. Automatic External Defibrillator (AED). CPR and Rescue Breathing for Adult, Child and Infant. Heimlich maneuver for choking victims.

**PANEL XI**

**10:30A.M. to NOON.**

**Osterville A**

**Safety in the Workplace.**

**Presenter, Dave Matosky, Mass NAHRO Group Trust**

Dave will discuss safety in the workplace. This will be a good general discussion on how to protect ourselves and those around us while at work and at home.

(This course qualifies for 1.5 MMS/MMT Continuing Ed Credits)

***LUNCH WILL BE SERVED FOLLOWED BY CONFERENCE  
RECAP AND DRAWING OF MAHAMS DOORPRIZES***

**MAHAMS WANTS TO THANK ALL VENDORS, SPEAKERS  
AND ATTENDEES. WITHOUT YOUR SUPPORT, THIS  
EVENT WOULD NOT BE POSSIBLE**

**SEE YOU NEXT YEAR!**