

HICAPS Highlights

Providing a centralized approach to project management

Summer 2020



Top photos: The new mental health facility at the U.S. Department of Veterans Affairs in Fayetteville, N.C.; bottom left and insert: relocation and expansion of a renal dialysis facility; and bottom right photos: new mechanical systems.

Meeting the Needs of Our Essential Projects

HICAPS, Inc. has been a Service-Disabled Veteran Owned Small Business and more than 20% of our employees have been service veterans for more than 10 years. One area we specialize in is federal contracts, including those with the Department of Veterans Affairs and General Services Administration. One of the most critical challenges for the nation is the continuing expansion and modernization of Veteran's Medical Centers to provide care for the country's veterans. We are contracted to add value to six different VA

hospitals ranging from special care centers, new mechanical systems, a new mental health facility, and to relocate and expand a renal dialysis facility.

Our Telecommunication Group has a long-term project to manage and install 32 tower sites in Virginia and Maryland for a Homeland Security, a 911 Emergency, and a first responder's emergency radio system.

We continue to add value to our many private sectors projects that are essential to the country.



True or False? A baby bird's mother will reject it if you pick it up.

True or False?

- 1) You've heard the saying, "blind as a bat." Are bats really blind.
- 2) A baby bird's mother will reject it if you pick it up.
- 3) NASA spent more than \$165 million on a space pen.
- 4) A chicken once lived for 18 months without a head.
- 5) The name "Jessica" was invented by William Shakespeare.
- 6) You only use 10% of your brain.
- 7) Humans share 95% of their DNA with bananas.
- 8) Chewing gum takes seven years to digest.
- 9) All red wine gets better with age.
- 10) There are more trees on Earth than stars in the Milky Way galaxy.

—Buzzfeed

Answers: 1) False; 2) False; 3) False; 4) True; 5) True; 6) False; 7) False; 8) False; 9) False; 10) True

Videoconference Etiquette

As more and more people shift to working from home, videoconferencing via Skype, Zoom, and other platforms has become essential to staying in touch with co-workers and managers. But you have to behave appropriately. The Owl Labs website offers these video conferencing etiquette tips:

- **Be on time.** Like any meeting, videoconferencing calls for punctuality. Dialing in late is a distraction to your punctual colleagues. Make sure you know how to connect more than two minutes before the meeting begins.
- **Mute yourself when you're not speaking.** Your microphone can easily pick up stray noises in the background—chewing, phones ringing, dogs barking, kids shouting, etc. Do everyone a favor and stay on mute until you have something to say.
- **Check your technology.** Do a few test runs so you can be sure you know what you're doing. You don't want a sudden glitch to take you out of the meeting unexpectedly or disrupt it.
- **Dress appropriately.** You may spend your current workday in your pajamas, but dress up before logging on. You may not have to wear a suit and a necktie, but you want to project a professional image online.
- **Get in the right position.** Make sure your face is visible, and avoid angles that show people just your ears or nostrils. Face the camera directly, not from above or below. A stable stack of books can elevate your computer as needed. Look directly into the camera when speaking, not at others in the conference.
- **Check your lighting.** Don't place bright lights directly behind you, or you'll blind other participants. Make sure the light is adequate so you don't appear to be speaking from darkness or shadows.
- **Pay attention.** Don't multitask by checking emails or doing other work during the conference. It's disrespectful to others. Plus, you might miss something important or delay in answering a question directed to you.

"Success means doing the best we can with what we have. Success is the doing, not the getting; in the trying, not the triumph. Success is a personal standard, reaching for the highest that is in us, becoming all that we can be."

—Zig Ziglar

The Patient Mother

A woman walked in the grocery store with a three-year-old girl in the seat of her shopping cart. As they passed the cookie section, the little girl asked for cookies, and her mother told her no.

The little girl immediately began to whine and fuss. The mother said quietly, "Now, Monica, we just have half of the aisles left to go through; don't be upset. It won't be long."

Soon they came to the candy aisle, and the little girl began to beg for candy. When her mother said she couldn't have any, the little girl began to cry. The mother said, "There, there, Monica—only two more aisles to go, and then we'll be checking out."

When they got to the checkout, the little girl immediately started clamoring for gum, and she threw a loud tantrum when her mother refused. The mother patiently said, "Monica, we'll be through this checkout lane in five minutes, and then you can go home and have a nice nap."

A man followed them out to the parking lot and stopped the woman. "I couldn't help noticing how patient you were with little Monica," he said.

The mother laughed. "My little girl's name is Tammy. I'm Monica."

Ghost Ship Mystery Solved

Every 20 years or so, the remains of a 50-foot shipwreck are exposed on a Maine beach in the wake of strong storms, only to be buried again by more harsh weather. It's a mystery that has frustrated locals wanting to know more about the ghost ship.

According to the CNN website, the ship was first spotted in 1958, then reappeared in 1978, 2007, 2013, and 2018. Some pieces of the ship were saved, and now the mystery has been cleared up.

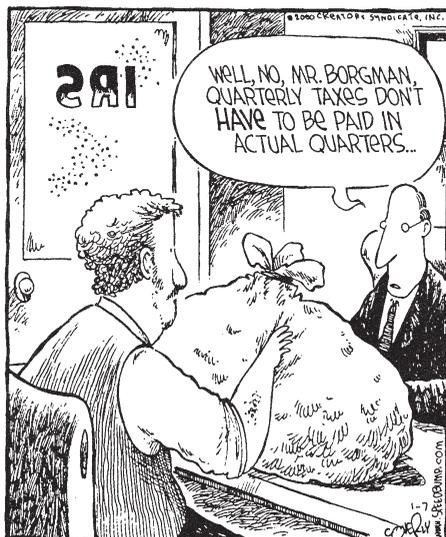
A marine archeologist sent pieces of the wreck to the Cornell University Tree-Ring Laboratory. There, the timber was matched in a tree-ring index to a probable date of 1753. With that data, the archeologist studied historical records and linked it to a sloop called Defiance, built in 1754 and wrecked near the Maine location in 1769.

Defiance sailed out of Salem, Massachusetts, with a cargo of flour, pork, and other goods. Crewed by four men, Defiance hit a fierce storm and was forced onto the beach. Although the sloop was a total loss, all four men survived.

The identification is significant because Defiance is one of the few examples of a pre-Revolutionary War ship built in New England. Scientists also hope to use the information to measure the impact of sea level rise and storm activity.

SPEED BUMP

Dave Coverly



How COVID-19 Will Change Consumer Behavior

The coronavirus crisis is likely to change American culture and behavior long after it's passed. Ad Age points out these trends that are likely to endure:

- **Trust in tried-and-true brands.** The stress of change will coax consumers into sticking with time-tested brands, experts say. Launching anything new will be difficult as Americans shy away from what they're not already familiar with.
- **Do-it-yourself will stay strong.** We're already cooking more at home and trying out new recipes, and that's likely to continue. For example, sales of yeast rose 650% for the week ending March 21, compared with the same period last year, reflecting how many Americans are baking more often.
- **We'll rely more on digital outlets.** Just as digital streaming is replacing going out to the movies, digital shopping is on the upswing. For example, almost 40% of online grocery shoppers in April made their first online grocery purchase in March.
- **Flexible work is here to stay.** A poll of 500 adults age 40–50 said they expect to go back to their previous routines, including work, school, recreation, and entertainment. However, as working from home has boomed during the pandemic, it's likely that more employers will offer this option and employees will scoop it up, experts predict.

Unlock Innovation With These Tactics

Want to boost your creativity? It can enhance your career and your life. The Forbes website offers these techniques for jumpstarting your brain:

- **Say yes.** Don't shut down ideas too quickly. Even if they seem unrealistic or impractical, take a positive approach by saying, "Yes, and _____." Ask follow-up questions to spur a deeper exploration of the issues. You may discover a way to bring a seemingly impossible idea to life.
- **Brainstorm on a large scale.** It's easy to limit your thinking, especially when resources are scarce. Don't fall into that trap. Expand on your idea without worrying about how much it will cost or how much work it will take. It's always possible to scale it down later, but in the long run you'll generate more impressive plans and strategies.
- **Look for the pain points.** Find out what's bothering your partners or customers. Chances are you can come up with interesting ideas for solving their most pressing problems. To cite one well-known example, an entrepreneur created Netflix, which initially shipped DVDs to homes for as long as customers wanted to keep them, because he realized people didn't like late fees. Removing that one pain point led to a mammoth business.

A Few One-Liners

- What's the best thing about Switzerland? I don't know, but the flag is a huge plus.
- I submitted 10 puns to a joke-writing competition to see if any of them made the finals. Sadly, no pun in ten did.
- What's the difference between a hippo and a Zippo? One is really heavy, and the other is a little lighter.
- If you ever get cold, stand in the corner of a room. They're usually 90 degrees.
- I took part in the suntanning Olympics, but I only got bronze.
- What do Alexander the Great and Winnie-the-Pooh have in common? Same middle name.
- Murphy's Law says that anything that can go wrong will go wrong. Cole's Law is thinly sliced cabbage.

Challenges and Opportunities

HICAPS took notice of the rapidly evolving COVID-19 pandemic, and like many organizations and government entities, we implemented increasingly more secure operating procedures to navigate the new challenges that we faced.

Beyond the standard recommendations and policies issued by the CDC, State of North Carolina, and others; HICAPS began a screening process, which included a self-attesting form in multiple languages for all personnel who would be operating at our jobsites or be visiting our office. Later, we restricted entry to our headquarters to employees only, authorized flexible work from home, and issued our Company Plan for Exposure, Prevention, Preparedness, and Response.

The Response Plan includes a provision that establishes a monitoring team. HICAPS' monitoring team is composed

of a representation of leadership across our company and is our feedback loop where we make decisions at a global and granular level on our Response Plan. Our Response Plan is a living document, which is designed to be flexible to the evolving threats that the COVID-19 pandemic presents. The monitoring team meets weekly to not only discuss how our Response Plan is working, but also provide a SWOT analysis of the current operating conditions, which vary by business division and geographic area of performance. HICAPS is proactively positioning ourselves to provide project management services as businesses begin resuming operations at a higher rate than they were at the apex of the pandemic curve.

The Coronavirus pandemic adversely affected our society in numerous ways. HICAPS will stand tall and be here for you as we defeat this viral enemy together.



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Win-Win Sharing With The Industry's Top Entrepreneurs



We've all heard the saying, "there is safety in numbers." That's how we feel about our membership in the Construction Leadership Network (CLN).

CLN is made up of a diverse group of general contractors and commercial construction providers from throughout North America. The organization was formed around the principle of bringing together top construction entrepreneurs to exchange ideas and share best practices to improve the construction industry. The mission is simple: Share...Learn...Build.

Our membership in CLN enables us to exchange information, share successes and lessons learned, and form life-long relationships with other construction professionals. Back in January, several members of the HICAPS team attended the 2020 Construction Leadership Network conference in Houston.

"We are already looking forward to next year's CLN meeting where we will have the opportunity to connect with our friends and mentors who share the same values and out-of-the-box thinking that we enjoy," says Dan Hood.