

# OZAUKEE NONPROFIT CENTER

## *Rules of Conduct*

The Ozaukee Nonprofit Center will offer space to selected charitable agencies that share the mission, vision and values of the ONC, have compatible missions and agree to work collaboratively for the good of the whole; and which subscribe to the philosophy and goals of the ONC. The ONC will make every effort to solicit input from its Partner Agencies regarding operational issues, and will take into account their needs individually and collectively; and reserves the right to make the ultimate operational decisions based on the mission of the ONC and its role and responsibilities as the owner of the property. Procedures outlined herein promote the efficient and effective co-location functioning of the common areas and the shared spaces, and are the bases for detailed policies:

1. Partner agencies agree to share expertise, best practices (including the provision of services), and knowledge (in various formats), which may be made available to other partner agencies and visitors to the center.
2. Partner agencies agree to function in a positive and collaborative manner, and must be willing to collaborate and work toward the common good, as long as this collaboration does not compromise its ability to provide services or interfere with the privacy or rights of those it serves.
3. Partner agencies agree to collect and provide all data as required by the ONC and its funding agencies for research and evaluation purposes.
4. Regular partner agency meetings will be held, as a method of communication and problem identification and resolution; the tenant agrees to have a reasonable staff designate attend and provide input. Agencies will also be expected to respond in a timely manner to requests of the ONC and other partner agencies.

**PARKING.** Visitor parking spaces are provided in the front of the building and are marked appropriately. Reserved spaces for handicapped individuals are marked appropriately. Vehicles parked in reserved handicapped spaces must have a valid, state-approved handicapped tag. Agency reserved parking spaces are marked appropriately and only approved vehicles may use these designated parking spaces. Vehicles should never be left running while unattended. Non-agency vehicles should never be left overnight in the parking lot without prior authorization from the ONC. Any vehicle parked on the ONC property with an unattended child should be reported to the Grafton Police Department immediately by calling 911.

**GUEST AND RECEPTION.** A front desk representative (either ONC staff or volunteer) will be stationed at the front desk to direct visitors to the correct agency. The guest and reception area will be staffed during ONC office hours. All visitors to the ONC must check in at the front desk. Visitors will then be directed to the appropriate agency. Upon leaving, visitors must check out at the reception desk. If additional staffing hours are needed outside of ONC office hours, an additional fee of \$30/hour will be incurred to the appropriate agency.

**No solicitation is allowed by outside vendors.** Bulletin boards for our partner agencies are available in our entryway and workroom. All postings need to be removed after info expired date for events. Guests under the age of 16 cannot be left unattended anywhere in the building, including the waiting area and the lobby of the ONC. All agency staff must be confirmed and set-up with the ONC, and issued an electronic access card or key fob. Those that are not, must identify themselves, their agency, and sign in at the front desk. The role of the front desk representative is to provide building security and enforce the rules of the ONC to assure the safety of employees, partner agencies, and visitors. Their job is very important and, at times, requires patience and consideration from everyone at the ONC. Therefore, during the enforcement of rules, your cooperation is expected and appreciated. Pay phones are not available in this facility.

**ELECTRONIC ACCESS SYSTEM.** Agency employees are issued electronic access cards or key fobs. These serve as proximity cards that allow employees to enter the ONC. Employees must always safeguard their key fobs and never allow anyone else to use them. Number of fobs per partner agency is based on number of offices per suite; each office per suite is granted two (2) fobs. Affiliated agencies are granted one (1) fob per agency. Additional fobs can be purchased for \$10 per fob. Lost, stolen, or broken key fobs must be immediately reported to the front desk representative. The front desk representative is responsible for informing ONC staff so a new replacement key fob can be made. Replacement key fobs cost \$30.00. Agencies are responsible for all lost and stolen key and fobs. Failure to report a lost or stolen key fob is a violation of our rules of conduct and puts building security at risk.

**KEYS.** Keys are an important safety item. The keys and locks in the ONC are part of a master plan to keep our staff, agency employees, volunteers, and clients safe. For that reason, the ONC locksmith must key doors with locks, and no additional locks may be added without the express permission of the ONC staff. Agency employees should safeguard their individual

keys, and never allow anyone else to use them. Each agency is responsible for assuring that employees return keys and key fobs upon termination. The ONC front desk representative cannot open any doors to suites or offices unless permission is given by the agency Executive Director or persons designated by the agency to give authorization. At the end of each day, each agency is responsible to lock their offices and all exit doors. If using the building after hours; all exit doors need to be confirmed locked, and hallways lights turned off before leaving. Doors should not be propped open.

**DELIVERIES.** The ONC loading zone is located on the back or north side of the building, and can only be utilized with approval and confirmation from the ONC. Delivery of food and drinks ordered for business meetings or groups, FedEx, and UPS are allowed through the front entrance of the building. Catering services must be off the preapproval list and must sign in at the customer service desk. Small personal items such as flowers or balloons will be directed to the correct agency for personal delivery. Regular mail delivery is the responsibility of each partner agency. Each agency is responsible for sorting and distributing mail to their employees.

**JANITORIAL SERVICES.** General building janitorial services are provided by a contract service through the ONC for common space – including but not limited to event space, meeting rooms, kitchen, bathrooms, and hallways. Common space trash is removed each weekend. Partner agencies are responsible for cleaning within their own suites, unless otherwise negotiated for a monthly set fee. Each agency is responsible to empty their garbage. Do not put agency garbage and recycling in shared space, this includes take out bags. All agency employees are responsible for ensuring that the offices, workstations, passageways, and meeting rooms they use are maintained in a clean, neat, and orderly manner. For trash removal, please make sure that all trash is kept in appropriate bins or garbage cans and trash and trash cans do not obstruct passageways. For safety reasons, piles of discarded papers, publications, etc. may not be stacked on the floors in any office, workstation, or walkway. Please notify the front desk representative if you see any problems in the building, lobby, parking area, corridors and hallways, etc. Any spills should be cleaned up immediately, and the front desk receptionist is to be notified if special attention is needed from the cleaning crew. **DUMPSTERS ARE FOR ONC BUILDING USE ONLY.**

**MAINTENANCE.** Maintenance forms are available in the workroom and can be placed in the ONC mailbox. If urgent, promptly notify ONC of maintenance problems/needs. For all maintenance emergencies, the ONC has the right of access to enter and inspect any agency suite. For maintenance emergencies please notify the ONC office directly. For

***Maintenance Emergencies After Hours*** please promptly notify the ONC by calling the following:

- Snow Removal Emergencies: 414-527-0256
- Building Emergencies:
  - o ONC Executive Director: 262-707-0618
  - o ONC Vice President: 414-788-2502
  - o ONC President: 703-401-4070

**KITCHEN.** All food debris and wrappers should be placed in kitchen trash containers. Microwaves should be wiped clean after each use, and should not be used to heat food items with strong or offensive odors. Also, it is important for safety, that employees do **not** leave microwaves, ovens, toasters, etc. unattended while food is cooking. The refrigerator is a shared space and should be cleaned if any spills or accidents are made by the individual who made the mess. Condiments may be left in the refrigerators, but all other items will be thrown away monthly if not labeled with a name and date. Each person must wash and put away all dishes they use for personal use, meetings and events, including coffee pots. A coffee machine is provided to allow coffee and hot water for meetings. Coffee, filters, cups, etc. provided by the ONC are only for the use of meetings or events. Any additional coffee making systems in the building must be commercial grade, which shut off automatically.

**CONFERENCE ROOMS.** Conference rooms are located throughout the ONC. All common area meeting rooms **must** be reserved in advance through the ONC scheduling process. Agency employees are responsible for ensuring that all rooms are left in a neat and orderly fashion after that. When groups eat or drink in meeting rooms, every care must be taken to maintain the room in a neat and clean manner. Agency employees must ensure that trash is removed and placed in proper receptacles. If trash is full or overflowing must be removed to the outside dumpster. Rooms are to be returned to their regular set-up configuration and lights turned off upon completion of each meeting. Default set-up configurations are posted in each conference room. Table wipes, floor sweepers, and vacuums can be found in their designated spots. Partner agencies and the ONC have priority over meeting space during regular scheduled building hours. Room requests should be made as soon as possible to assure the specific space will be available. The requests are managed electronically through the ONC calendar system, on a first-come, first-served basis. Scheduling of meeting rooms can be done no more than 6 months in advance, and recurring meetings can be scheduled up to the end of the current calendar year. ALL

agencies/organizations requiring a front desk representative for events or meeting held after normal building hours will be responsible for paying the costs of providing the front desk representative.

**ONCENTER (Event Center).** The ONCenter must be reserved in advance through the ONC main office. Each partner agency has the opportunity to reserve the ONCenter with the rental fee waived one time per year (Large Single Day Rental with a 10 hour maximum). ONCenter rental requests are managed electronically through the ONC calendar system on a first-come, first-served basis. Scheduling of the ONCenter can be done no more than 18 months in advance, and recurring group events can be scheduled up to 24 months in advance. ALL agencies/organizations requiring a front desk representative for events or meetings held after normal building hours will be responsible for paying the costs of providing the front desk representative.

**SUPPLIES/ SHARED EQUIPMENT.** Supplies offered by the ONC are located within shared spaces – conference rooms, kitchens, workroom, etc. Supplies are available for meetings and events, and should not be used for personal use. All items should be signed out. If items are low, please complete a restock form located in the workroom mailbox and place in the ONC mailbox. Authorization from the ONC is needed before removing equipment from the building. All equipment including carts should be returned immediately after use to storage locations.

**FURNITURE/ EQUIPMENT USE** ONC is happy to provide our agencies with a list of available furniture and equipment to loan for use. Agencies are asked to be good stewards of these items that have either been donated or purchased for facility use. The agency using the furniture/equipment have the responsibility to continue to care for the item/s and are responsible for all maintenance. Item/s are only to be used by the individual/agency the item is issued to. Please report any issues with an item directly to the ONC in a timely manner.

**DIAPER CLOSET.** Located in the front closet in the lobby/reception area. Children’s diapers, wipes and some baby supplies are available for clients. Record use in the black binder each time items are taken.

**ICE MACHINE** – A specially provided ice scoop will be used for the ice machines. For sanitation reason, under no circumstances will other utensils be used in these machines.

**STORAGE** – No items of any type may be stored in the hallways. This includes boxes, files, bags, equipment, carts, books, or stacks of paper. Storage for active files should be in file cabinets. Supply storage should be in storage cabinets.

**PETS** – Personal pets of any kind, except for those utilized as part of the American Disabilities Act, are not permitted in the building.

**SMOKING/ OPEN FLAME** – The ONC facility is smoke-free. Smoking shall be confined to designated exterior smoking areas. No candles or open flames are allowed in the building.

**THE ONC IS A DRUG FREE WORKPLACE.**

## **YOUR WORK AREA**

***Being a Good Neighbor.*** In the ONC, agency employees work all day in proximity to one another in offices and workstations. In order to ensure a pleasant and productive work environment, employees must behave in a manner that does not disturb, interrupt, or annoy other employees. Loud noises, music, conversation, and other disturbances disrupt the workplace and harm work relationships. It is essential that employees behave professionally and act as good neighbors toward their colleagues and employees of the other agencies.

***Personalizing an Office or Workstation.*** The design, function, and maintenance of offices and workstations are essential to the productivity of agency employees. Every effort has been made to ensure that employees work in areas that are conducive to productivity, pleasant, comfortable, and safe. Agency employees spend a lot of time in their offices and workstations. While these areas are the ONC property, employees are permitted to personalize their offices and workstation with pictures and other mementos. Such items, however, must be conform to professional standards and good taste. Decorations and other personal items must never be offensive or make other employees feel harassed, uncomfortable, threatened, annoyed, or insulted. Employees must never decorate, change, or adjust office fixtures, wall surfaces, doors or ceilings.

**Office Decorations.** Employees working in offices may place pictures, painting, and other such materials on desks and tables. Care must be taken to never damage or discolor office walls, ceilings, and doors. Any changes to paint or wall coverings must have prior approval given by the ONC.

**Plants.** Employees are permitted to have plants as long as plants are no higher than the workstation, placed on a shelf or desktop, protected by an overflow reservoir to prevent leaks, bug-free and disease-free, and are trimmed and in healthy condition. Plants must not be placed where they will obstruct walkways. Employees are responsible for the care of their own plants, and are not allowed to have plants that may cause allergic reactions to other employees.

**Personal Devices in Suites.** Agency employees are NOT allowed to have the following types of devices in the ONC, unless otherwise given authorized permission: Air conditioners, air filters and humidifiers, devices that present a hazard, grills, hair dryers, hot plates, irons, mug warmers, personal coffee pots/makers, personal extension cords, personal microwaves, personal TV or video players, refrigerators, and stoves or ovens. Agency employees are responsible for turning off all lights and other electronic devices when leaving their office or workstation.

## **YOUR RESPONSIBILITY**

**Food and Beverages.** Agency employees are strongly encouraged to eat and drink in the kitchen area instead of offices, workstations, or meeting rooms. Food and beverages in office areas often result in spills and odors that diminish the professional appearance of the ONC. When eating or drinking in meeting rooms, every care should be taken to maintain the room in a neat and clean manner. Agency employees must ensure that trash is removed and is placed in proper receptacles. Agency employee parties should always be held in the kitchen area or conference rooms.

**Lights.** General area light switches are located in each room and in the common areas of the building. Agency employees should turn off all lights in their work area if they are the last to leave. Agency employees who use personal lamps in their office or workstation must ensure that all lights are turned off when they leave work. Employees are also responsible for replacing bulbs in personal desk lamps.

**Heating and Air Conditioning.** Temperature settings are set electronically and monitored by the ONC. Areas in the building are zoned, and the thermostats are set by building management according to industry standards (70-74 degrees). Any temperature complaints should be directed to ONC office management. Agency employees who are uncomfortable due to temperature should inform their office manager, whom, if needed, will contact the ONC to place a work order request.

## **YOUR SAFETY**

**First Aid and Emergencies.** A first aid kit is available at the front desk reception area. The front desk representative should be notified of any serious illness or injuries requiring a call to 911, so that emergency response teams can be sent immediately to the location needing their service. Bomb threats or other threats should be taken seriously. Gather as much detailed information as possible from the caller, and record that information if possible. Immediately notify your supervisor and the ONC front desk representative. Refer to the building emergencies/evacuation plan for detailed instructions. *Remember:* Hallways are part of the emergency evacuation routes. Nothing shall be stored in the hallways so as to maintain safe passageways out of the building.

**Accidents and Medical Emergencies.** In the event of an accident or medical emergency requiring first aid or treatment by emergency medical personnel, agency employees should notify a supervisor and call 911 for assistance, after which the front desk ONC representative should be contacted. The supervisor, in turn, must report all accidents in writing to the ONC staff.

**Building Emergencies / Evacuations.** The ONC evacuation procedure requires all staff and visitors to comply and report to the meeting point immediately following an evacuation. Each agency employee is responsible for reporting to his or her supervisor so that an accurate head count can be made. As you exit the building, proceed to the Large ONC/Agency Sign on the South East corner of the building, and remain there until instructed to return to the building. Employees should never sit in their vehicles or leave in their vehicles once the evacuation begins. When alarms go off, all employees and visitors must vacate. Failure to comply will result in a fine billed directly to the offending organization. Maps of floor evacuation routes are posted in conference room spaces and in agency suites. Employees are responsible for familiarizing themselves with these routes and following them in the event of an evacuation.

**Outages and Malfunctions** Power outages occasionally occur. In the event of an outage, the phones will not work. There will be emergency lighting for your safety.

**Building Security.** Security for the ONC building and campus is provided through a combination of: restricted building access through the use of electronic key fobs, security cameras, area lighting, and a front desk representative during business hours. Agency employees play a key role in security by: being on alert for dangerous or threatening situations; reporting suspicious persons and real or potential threats to the front desk representative, the ONC staff, or agency employees immediately; not allowing unauthorized person to enter the ONC; ensuring that no one else can use their electronic key fob; reporting lost electronic key fobs immediately to the front desk representative or the ONC staff; using caution and common sense to prevent threats and attacks; locking all doors on vehicles in the parking lot; and safeguarding confidential information. If a potentially dangerous situation develops, and the front desk representative and/or the ONC staff cannot be contacted, employees and supervisors should contact the local police and fire department for assistance by dialing 911.

**Intercom Emergency Paging.** Only available on ONC phone system. Press intercom button, press 321, wait for beep, state emergency (code purple = threatening person), state location & brief description of emergency, and hang up. Once emergency is resolved, redo page and say all clear.

**Fire Drills and Fire Alarms.** Fire drills are conducted at the discretion of the ONC staff. Drills may be announced or unannounced. When a drill is conducted, all employees are required to participate and cooperate fully. All agency employees are responsible for familiarizing themselves with fire drill procedures and building evacuation routes. When an alarm sounds, employees must react as if the alarm represents a warning of an actual fire or threat to building safety. Upon hearing the alarm, agency employees should evacuate the building immediately in a calm and orderly fashion, following established evacuation routes. Guests in the building should be directed to evacuate immediately with employees. Employees and guests should remain outside and clear the building until authorized to return by a fire department official or an authorized representative of the ONC. Refer to the building emergencies/evacuation plan for more detailed instruction.

*Non-Emergency Fire. (Accidental Pull, Burnt Food, etc...) Call Emergency 24 monitoring immediately and notify them not to send the fire department. 1-800-877-3624 Account# OA-4745 Passcode: 745*

**Fire Extinguishers and Sprinklers.** Fire extinguishers are located in clearly marked wall boxes. Directions for their use are attached to the extinguishers. Agency employees are expected to use their own judgment when choosing to use any fire extinguisher prior to evacuating. In addition, the ONC has a system of automatic sprinklers that will activate in the event of a fire.

**Tornado Warnings.** In the event of a tornado warning, head to the centralized bathrooms. Stay as far away from exterior windows as possible. You will be notified by the ONC staff when the warning has passed.

**Workplace Violence/ Active Shooter.** There are many different situations that may occur which could cause agency staff or clients discomfort because of improper actions of others. These actions may or may not be illegal, but if they are inconsistent with the organization's values or procedures, they should not be tolerated. In the event an agency staff member encounters an irate or disruptive person, please remain calm, ask the person to leave if appropriate, and contact the police if needed. Active shooter preparedness resources:

<http://www.youtube.com/watch?v=ol5EoWBRYmo&feature=youtu.be>

<https://www.youtube.com/watch?v=j0lt68YxLQQ>

<https://www.youtube.com/watch?v=EnYtflFP2ig>

**Right to Amend "Rules of Conduct".** ONC reserves the right to amend to amend the Rules of Conduct as may be appropriate due to a rational and reasonable purpose to enhance ONC experiences for all partner agencies and to correct unforeseen circumstances. ONC will provide all Partner agencies and affiliates with reasonable notice of all changes to the "Rules of Conduct".

**Guests and Invitees.** Guests and Invitees may not conduct unrelated, non-mission business or use of the ONC facilities without an Affiliate relationship with ONC or express written permission from the Executive Director. Written permission

will only be given in unique circumstances where unrelated business has some nexus to the mission of the partner agency or affiliate. In such rare instances, a liability waiver must be executed prior to any such use of the ONC facilities.