



NONPROFIT
COLLABORATIVE
OF HOWARD COUNTY

*Bringing services together
to enhance lives*

FACILITY GUIDE

Effective October 1, 2017
Revised April 1, 2019

9770 Patuxent Woods Drive
Columbia, MD 21046

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Introduction

The NonProfit Collaborative of Howard County (NPC) opened in March 2017 as a place for various nonprofit organizations to work side-by-side, sharing spaces and resources, and collaborating to better serve individuals and the community.

This Facility Guide is intended to provide tenants with information, policies, and procedures relating to the NPC to help foster a common understanding of roles and responsibilities and to ensure a collegial and productive work space for all. It is important that everyone working in the NPC read and understand the material in this guide.

Questions or concerns regarding any of the policies or procedures should be directed to your supervisor, office manager, or the NPC Manager.

As manager of the NPC, the Association of Community Services of Howard County, Inc. (ACS) reserves the right to modify, amend, or terminate any policy, procedure, or guideline discussed in this guide without prior notice, and to make decisions that may be different from the policies, procedures, or guidelines discussed in this guide. ACS will try to keep employees advised of any changes to this guide. However, changes may occur before any written revisions are circulated.

This edition of the NPC Facility Guide is effective April 1, 2019.

Quick Contact Guide

NPC Main Line 443-518-7700

Management

Mailing Address Association of Community Services
9770 Patuxent Woods Drive, Suite 301
Columbia, MD 21046

NPC Manager Cheri Auger
Room 104
443-518-7704
cheri.auger@acshoco.org

ACS Executive Director Joan Driessen
Room 109
443-518-7701
joan.driessen@acshoco.org

Tenants

Association of Community Services of Howard County

Rooms 104, 107, 109, 111
Mailing Suite 301
Main Phone 443-518-7705

Athelas Institute

Room 134
Mailing Suite 314
Main Phone 443-518-7658

Bridges to Housing Stability

Room 137
Mailing Suite 302
Main Phone 443-518-7660

Camp Attaway

Room 115
Mailing Suite 303
Main Phone 443-518-7670

Compass

Room 126
Mailing Suite 304
Main Phone 443-518-7780

Grassroots Crisis Intervention

Room 139
Mailing Suite 312
Main Phone 443-518-7654

Heritage Housing Partners

Rooms 127, 128, 130
Mailing Suite 305
Main Phone 443-518-7685

HopeWorks

Rooms 179 - 199, 1100 – 1125
Mailing Suite 300
Main Phone 443-518-7710

Howard County Autism Society

Rooms 121, 122
Mailing Suite 308
Main Phone 443-518-7675

Howard County Housing Commission

Rooms 144 – 165
Mailing Suite 100
Main Phone 443-518-7800

Howard EcoWorks

Rooms 105, 120, 123
Mailing Suite 309
Main Phone 443-518-7665

MakingChange

Rooms 116, 117
Mailing Suite 307
Main Phone 443-518-7646

Mediation & Conflict Resolution Center

Room 134, 136
Mailing Suite 307
Main Phone 443-518-7693

United Way of Central Maryland

Room 142
Mailing Suite 310
Main Phone 443-518-7844

Volunteers of America Chesapeake
Room 118
Mailing Suite 311
Main Phone 443-518-7770

Property Management

Services are provided by Newmark Knight Frank Knight. Any requests for service should be directed to the NPC Manager. In the event of an emergency after hours call the **24-Hour Service Line at 800-259-6132**.

Mail Delivery and Pickup

US Postal Service

Mail is delivered to and picked up from the locked mailboxes provided for each agency in the NPC mailroom Monday through Friday, excluding Federal holidays. Each agency is responsible for sorting and distributing mail to employees.

The US Postal Service has proscribed the following format to be used on all correspondence:

Staff Name
Agency Name
9770 Patuxent Woods Drive
Suite -----
Columbia, MD 21046

The NPC mail system is designed to handle business mail only.

Mail Pickup

Mail for pickup by the US Postal Service can be placed in any of the labeled "Outgoing Mail" slots in the mailroom. Larger mailings can be placed in the USPS-provided bin.

Other Deliveries

FedEx and UPS deliveries will be left at the front desk or on the mailroom counter. The customer service representative or NPC Manager will notify you of any deliveries.

If you receive catering deliveries for business meetings the customer service representative will call you to escort the delivery person to your meeting space.

Deliveries of items such as flowers or balloons will be escorted to the correct room for personal delivery if possible.

Internet Access

Tenants

Each tenant agency has a separate secure WiFi network for use by its employees and volunteers. Passwords for these networks should not be shared with other agencies or visitors.

Visitors

The following guest network information may be shared with visitors to the NPC:

- Network – Assoc. of Comm. Svc.
- Password – Welcome2ACS!

Building Basics

Operating Hours

The NPC lobby doors are open:

Monday	8:00 AM – 6:30 PM
Tuesday through Thursday	8:00 AM – 8:00 PM
Friday	8:00 AM – 5:00 PM

The building may be open outside these hours for special events or meetings. Requests for extended hours should be directed to the NPC Manager.

Reception

A customer service representative is stationed at the front desk from 8:00 AM – 5:00 PM Monday through Friday to greet and direct visitors.

If you receive a visitor, the representative will call you to the lobby to escort your guest. Upon completion of your meeting, please escort your visitors back to the lobby.

The role of the customer service representative is critical in ensuring building security and safety of employees, volunteers, and visitors. Cooperation from everyone in enforcing NPC policies and rules is expected and appreciated.

Holidays

The NPC will be closed on the following holidays:

- New Year's Day January 1
- Memorial Day Last Monday in May
- Independence Day July 4
- Labor Day 1st Monday in September
- Thanksgiving Day 4th Thursday in November
- Christmas Day December 25

Normal building services will not be provided on these holidays.

Employee Access

Employees can access the building before or after regular hours, on weekends and on holidays using their electronic access cards.

Heating and Air Conditioning

The standard hours for heating and air conditioning are Monday through Friday from 8:00 AM to 8:00 PM and Saturday from 8:00 AM until noon.

Requests for heat or air conditioning beyond normal business hours must be in writing and given to the NPC Manager at least 72 hours in advance of the date needed. **The agency requesting the additional service will be billed \$75 per hour.**

Inclement Weather

During inclement weather, each tenant agency will make its own determination of whether to close for the day. In the event of severe weather, lobby doors may remain locked for the day but employees will have access using their key cards.

Tenant Schedules

Each tenant agency in the building operates independently and may have work hours, schedules and holidays that differ from those listed above. For information about a specific organization, please contact them directly at the number listed on the Quick Contact Guide.

Solicitations

No soliciting is allowed in the building.

Children

Children brought to the NPC must be under adult supervision at all times. Guests under the age of 16 cannot be left unattended anywhere in the building, including the lobby.

Pets

Per the lease, personal pets of any kind, except for those utilized as part of the Americans with Disabilities Act, are not permitted in the building.

Building Security

Security for the NPC is provided through a combination of:

Electronic Access Cards and Office Keys

Employees are issued electronic access cards that allow them to enter the NPC at any time. Employees must always safeguard their electronic access cards and never allow anyone else to use them.

Lost, stolen, or broken electronic access cards must be immediately reported to the NPC Manager who is responsible for deactivating lost cards and issuing all new and replacement access cards. **New and replacement cards cost \$5.00.**

A key has been issued to each person with a private office. No additional locks may be added without the express permission of the NPC Manager. Employees should safeguard their individual keys, and never allow anyone else to use them. **Replacement keys cost \$5.00.**

The NPC Manager 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.

Each agency head is responsible for assuring that employees return keys and electronic access cards upon termination.

Security Guard

A security guard is stationed at the front desk along with the customer service representative Monday through Friday during normal operating hours.

Panic Switches

Panic switches are located at the front desk and in the two small interview rooms off the lobby. Activating these switches will immediately call 911.

Individual agencies may also have panic switches in their own work spaces.

Cameras

Security cameras are located in the lobby.

Employees

Employees play a key role in security by:

- being alert for dangerous or threatening situations;
- reporting suspicious persons and real or potential threats to a supervisor, the NPC Manager, or the customer service representative;
- keeping electronic access cards secure at all times and reporting lost cards to the NPC Manager;
- using caution and common sense to prevent threats and attacks;
- locking doors on vehicles in the parking lot;
- safeguarding confidential information.

If a potentially dangerous situation develops, and the supervisor and/or the NPC Manager cannot be contacted, employees should call the local police and fire department for assistance by dialing 911.

Janitorial Services

General building janitorial services are provided under the terms of our lease. However, all employees are responsible for ensuring that the offices, workstations, hallways, and meeting rooms they use are maintained in a clean, neat, and orderly manner.

Trash

Trash will be removed each weekday evening.

For trash removal, please make sure that:

- All trash is kept in appropriate bins or garbage cans
- Trash and trashcans do not obstruct passageways
- Items too large to fit in trash cans or bins are clearly marked and placed near the designated containers; labels provided by the janitorial service (marked *Trash/Basura*) can be found near the shared copier across from Room 111
- Trash cans are placed outside your door if your office is closed

Please notify the NPC Manager if you see a problem in any part of the building or grounds. All spills should be cleaned up immediately, and the NPC Manager should be notified if special attention is needed from the cleaning crew. Special requests for cleaning or janitorial services should also be directed to the NPC Manager.

For safety reasons, piles of discarded papers, publications, etc. may not be stacked on the floors in any office, workstation, or walkway.

Recycling

Recycling is collected each evening by the janitorial staff. Please place all recyclables in one of the designated blue containers. Recyclable items too large to fit in the containers should be clearly marked *Recycling* and placed next to one of the blue containers.

Dumpsters

The red (trash) and blue (recycling) dumpsters in the center of the parking lot are also available for disposal of regular office waste and recycling items.

If you need to dispose of large items, contact the NPC Manager who can request an estimate for the cost of removal. DO NOT place any items outside the dumpsters.

Break Room and Shared Spaces

Break Room

The break room is a space where tenants' employees and volunteers can store and heat food and relax during lunch and break times.

The following are provided for use by everyone:

- Two refrigerators
- Three microwaves
- Electric kettle

All are responsible for cleaning up after themselves to help maintain a pleasant, safe and sanitary environment.

- All food debris and wrappers should be placed in the break room trash containers and recycling bins as appropriate.
- Spills in the refrigerators should be wiped immediately
- Microwaves should be wiped clean after each use, and should not be used to heat food items with strong or offensive odors.
- It is important for safety to NEVER leave appliances unattended while in use.
- Coffee makers should be turned off at the end of each day.
- All dishes should be removed from the dish drainer and stored in the cabinets at the end of each day.

Refrigerators

Any items stored in the refrigerator for more than a day (condiments, milk, etc.) must be labeled with your name.

Tenants sign up for cleaning out the refrigerators and microwaves on Friday of every other week. Labeled items may be left in the refrigerators. **Any unlabeled, moldy or stinky items (contents and containers) will be thrown away.**

Vending Machine

A vending machine is provided in the break room. Snacks and drinks are available for purchase either by cash or credit/debit card. There is a 10¢ surcharge for credit card purchases. Problems experienced with vending machines should be reported to the NPC Manager.

Suggestion Box

The suggestion box is provided so employees can make requests for items for the vending machines, provide ideas for social events, and give input on any aspect of NPC operations. The NPC Manager reviews the suggestions on a regular basis and implements when possible.

Training Room Kitchen

The training room kitchen is primarily for the convenience of those serving food and refreshments at meetings. It is important that staff members not leave dishes in the sink or drainer and that the refrigerator not be used to store personal lunches, condiments, beverages, etc. The break room cabinets and refrigerators should be used for these items.

A refrigerator is provided for short-term storage of items needed for meetings and events.

Outdoor Spaces

Tenants are welcome to use the picnic table outside the entrance on the Patuxent Woods side of the building and the bench on the parking lot side. Please do not leave any trash outside when you return to the building.

Shared Storage Space

There are two shared storage rooms at the NPC along with cabinets in the copier area and break room. Agencies needing storage space should contact the NPC Manager.

Bulletin Boards

Bulletin Boards are available in the break room for work-related or personal notices. Notices should not be posted on any other surfaces. Individuals are responsible for removing notices once they are no longer current.

Meeting and Training Rooms

Meeting and training rooms are located throughout the NPC. All common area meeting rooms must be reserved through the NPC scheduling process.

Available Rooms

- Room 106 – Meeting room with table and chairs for up to 8 people
- Room 110 – Meeting room with table and chairs for up to 10 people
- Room 143 – Meeting room with table and chairs for up to 12 people
- Room 169 – Meeting room with table and chairs for up to 12 people
- Room 170 – Interview room with desk and chairs for one staff and two guests
- Room 171 – Interview room with desk and chairs for one staff and two guests
- Room 174A – Large training room with built-in AV system and tables and chairs for up to 36 people
- Room 174B – Large training room with tables and chairs for up to 44 people
- Training rooms A and B can be combined to accommodate larger groups with tables and chairs for up to 80 people
- Lobby is available for events on evenings and weekends only

An open huddle space (Room 129) is also available for use on a first-come, first-served basis.

Scheduling Meetings

A meeting space request form (Appendix A) should be completed and submitted to the NPC Manager or the person designated to schedule meetings for your agency.

Tenants

NPC tenants have priority for use of meeting space and can use rooms free of charge. Tenants may use rooms for hosting meetings that support the mission of their organizations or the NPC as a whole (boards, client meetings/training, peer training).

Room requests should be made as soon as possible to assure the specific space will be available. The requests are managed electronically through the NPC calendar system on a first-come, first-served basis. Meeting rooms can be booked no more than 1 year in advance.

If you need to cancel a scheduled meeting, it is imperative that you notify the NPC Manager or your agency's scheduler so the reservation can be cleared from the calendar to make the room available for others.

Outside Groups

Non-tenant nonprofit groups will be charged a fee for use of meeting space.

Meeting Preparation and Clean Up

Organizations hosting meetings are responsible for set up and for ensuring that rooms are left in a neat and orderly fashion after use. This includes:

- putting directional signs in the lobby directing attendees to the proper room (these signs are kept in the storage rooms accessible from Rooms 174A and 174B);
- setting up tables and chairs as needed for the group;

- setting up AV as needed;
- taking care to maintain the room in a neat and clean manner when serving food or drink;
- removing all food, drinks and supplies from the room at the end of the meeting and wiping any spills from tables;
- wiping directional signs and whiteboards and returning them to the storage closets;
- turning off AV equipment and returning cables, microphones and remotes to the storage cabinet; and
- ensuring that trash and recycling are placed in proper receptacles. **Food waste or eating plates, utensils and cups in receptacles on Saturdays or Sundays must be removed to the outside dumpster.**

Audio/Visual Equipment

Training Room A has a built-in AV system. Users may bring their own laptops to connect to the system using cables provided. A laptop is also available for use upon request and must be reserved in advance.

An AV cart with power cord is available for use within the NPC and is kept in the storage area of Room 174A.

An LCD projector is available for use at the NPC. The projector need should be indicated on the room request form.

All equipment must be returned to the appropriate storage area or the NPC Manager immediately following the meeting. No equipment is to be kept overnight in the office suites, nor is it to leave the building without prior authorization.

Conference Phones

Wireless conference speaker phones are available for use by tenants on a first-come, first-served basis. Contact the NPC Manager to request use of the phone.

Portable Whiteboards/Flip Chart Stands

Two portable whiteboards/flip chart holders are available. They are kept in the storage rooms accessible from Rooms 174A and 174B. Flip charts are not provided.

Caterers

Groups may use professional caterers to provide food for their events.

Alcohol

Alcohol may be served on the premises with prior approval of the NPC manager. A special Class C license is required if the organizer charges a fee for the event or the alcoholic beverages.

Your Work Area

Being a Good Neighbor

At the NPC, employees work all day in proximity to one another in offices and workstations. It is essential that employees act professionally and as good neighbors toward their colleagues and employees of the other agencies. Loud conversation, noises, music, and other disturbances disrupt the workplace and harm working relationships

Personalizing an Office or Workstation

Employees spend a lot of time in their offices and workstations. While these areas are the NPC's property, employees are permitted to personalize their offices and workstations with pictures and other mementos. Such items, however, must 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.

Offices

Employees working in offices may place pictures, paintings, and other such materials on walls, desks and tables. Care must be taken to not damage or discolor office walls, ceilings, and doors.

Workstations

Employees in workstations may place pictures, paintings, and other such items on desks and tables. Employees can also place these items on workstation panels if they are attached by approved hangers and do not extend above the top of the workstation. Care must be taken to not tear or discolor workstation wall fabric.

Employees may not decorate, change, or adjust office fixtures, wall surfaces, doors or ceilings.

Plants

Employees may have plants which:

- do not protrude outside the workstation/office or obstruct walkways
- sit on an overflow reservoir to prevent damage to furniture surfaces
- are bug- and disease-free
- are trimmed and in healthy condition
- do not cause allergic reactions to other employees

Employees are responsible for the care of their own plants.

Personal Devices in Offices and Workstations

The following types of devices are not permitted in NPC offices and workstations:

- Air conditioners, fans, air filters, humidifiers or dehumidifiers
- Heaters, electric blankets or heating pads
- Cooking devices (crock pots, grills, hot plates, coffee pots/makers, microwaves, stoves or ovens)
- Refrigerators
- Hair dryers, mug warmers or irons
- Personal TV or video players
- Devices that present a hazard
- Personal extension cords

Employees are responsible for turning off all lights and other electrical devices when leaving their office or workstation.

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 files and supplies should be in cabinets placed in each office suite or designated shared storage rooms.

YOUR RESPONSIBILITY

Food and Beverages

Employees are strongly encouraged to eat and drink in the break room area instead of offices or workstations. Food and beverages in office areas often result in spills and odors that diminish the professional atmosphere of the NPC.

Lights

Employees should turn off all lights in their work area as they leave. Employees who use personal lamps in their offices or workstations must ensure that all lights are turned off when they leave work. Employees are responsible for replacing bulbs in personal desk lamps.

Smoking

The NPC is smoke-free. Smoking is not allowed inside the NPC or within 25 feet of building entrances. Employees smoking outside the building are responsible for ensuring that all smoking materials are properly extinguished and disposed of in the receptacle provided. This also applies to smokeless tobacco.

Media Coverage / Press Conference

Groups must request approval to allow media coverage or press conferences on NPC property. Requests for media/press coverage must be made a minimum of three business days prior to the date of the meeting.

The NPC reserves the right to review meeting details and content when a group requests permission to allow media coverage and also reserves the right to approve or decline media access to meeting facilities based on the topic compatibility with the mission of the NPC or a risk to the NPC property or guests.

NPC IS A DRUG FREE WORKPLACE

YOUR SAFETY

Accidents and Medical Emergencies

First aid kits are available at the customer service desk and in the break room.

In the event of an accident or medical emergency requiring first aid or treatment by emergency medical personnel, employees should notify a supervisor and call 911 for assistance. The customer service representative or NPC Manager should be notified of any serious illnesses or injuries requiring a call to 911, so that the emergency responders can be directed to the location needing their service.

The supervisor must report all accidents in writing to the NPC Manager.

Emergencies

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 NPC Manager.

Hallways are part of the emergency evacuation routes. Nothing should be stored in the hallways to maintain safe passageways out of the building.

Building Emergencies/Evacuations

NPC's evacuation procedure requires all staff and visitors to use the closest doors to exit the building. Upon exiting, proceed away from 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 minimum \$500 fine by the Howard County Fire Department, which will be billed directly to the offending organization.

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.

Fire Drills and Fire Alarms

Fire drills are conducted at the discretion of JLL, the property manager. Drills may be announced or unannounced. When a drill is conducted, all employees are required to participate and cooperate fully. All 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 an actual fire or threat to building safety. Upon hearing the alarm, 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 of the building until authorized to return by a fire

department official or an authorized representative of JLL.

Fire Extinguishers and Sprinklers

Fire extinguishers are located throughout the building in clearly marked wall boxes. Directions for their use are attached to the extinguishers. In addition, the NPC has a system of automatic sprinklers that will activate in the event of a fire.