# TRAIL CONFERENCE HEADQUARTERS

# FACILITIES MANAGEMENT & OPERATIONS PLAN

### VERSION 1.0

### LAST UPDATED NOVEMBER 5, 2015

# Table of Contents

# 1 ABOUT THIS DOCUMENT – MARY D.

This section is temporary and will be removed when document is completed.

- The scope of topics outlined in this document may seem overwhelming. The objective is to cover all the unique features of the Headquarters property – building and land - as well as the traditional industry-recommended topics that a Facilities Management & Operations Manual (FMOP) should include. We're calling it a "Facilities Management and Operations Plan" to represent that it's about maintenance and more.
- Section headings include priorities, authors and release status:
  1. Priority - The priorities are based on a first pass review with Ed Goodell, Mary P. and Mary D. on 7/24/15. Sections marked as Priority 1 (P1) are the most pressing issues being dealt with on a daily basis. These can and should change as needs and priorities change.
  2. Author(s) – individual(s) responsible for creating the content for the specific section.
  3. Released – section has been reviewed and is released to staff.
- Each section includes an "Owner". The Owner will be the go-to person to address questions, provide clarifications, and identify updates as needed over time. The Owner may or may not be the primary author of that section.
- Contents highlighted in grey come from the B&G 4/16 meeting minutes and Pat M.'s Maintenance reports. These are included here to ensure there's a home for all the issues discussed recently.
- For most sections we're envisioning a prescriptive format to ensure consistency of information and complete coverage of the topic. Here's a guideline:
  1. Description - Provide a description of the topic
  2. Guidelines for daily, weekly, monthly considerations
  3. Operational and maintenance instructions - step by step guidelines or procedure as applicable
- Document development and release process:
  1. Authors develop sections:
     - Complete by committed due dates (see google sheets document):
     - Authors write the content for respective sections using their preferred tools (MSWord, IOS based editor, google doc).
     - Refer to your respective sections of the latest FOMP document for any comments or considerations already provided to include in topic.
     - Feel free to search the internet for sample resources, or material to reuse.
     - Include any open questions or issues you may have while drafting your material and mark those items in RED font. We will discuss and address them in the B&G Committee and document review meetings as appropriate.
  2. Authors email their sections to document editor:
     - Editor integrates content into a single document and edits as needed for a cohesive flow, look and feel. For example we prefer to have lists of steps for procedures instead of paragraph descriptions.
     - Any open questions pertaining to the section will be noted in red.
  3. Section reviews and final edits:
     - As sections become available after editing, the staff will be asked to review and to provide comments by a target date.
     - TC staff will be the primary reviewers of the document. Some section may be more appropriate for the committee to also review.

- ▪ Provide comments directly in the google docs document (preferred) or email coments  to the editor. Authors should review comments.
- ▪ Editor addresses the online or emailed comments.
4. Document release:
    - ▪ At any given time, we expect sections to be in various stages of development. Until the entire document is completed, the term "Released" will apply at a section level. This method enables us to get started and implement sections as soon as we complete them.
    - ▪ B&G committee will make final determination of when each section is released.
    - ▪ Sections tagged as "Released" will be available to be communicated to staff and volunteers. This material will also be available to support training sessions as the B&G Committee will see as appropriate.
    - ▪ FMOP working version of the document will be on google docs for easy viewing by all.
    - ▪ FMOP versions with released sections will be downloaded from google docs as a snapshot, and saved on the Office server as a PDF.
- ● FMOP development schedule is located on google drive:
  https://docs.google.com/spreadsheets/d/1sHIfPbjwwFbVr9FtPK7P_q43d5ymtDaEbAJJhXGzCqY/edit?usp=sharing
- ● Lastly nothing is cast in concrete. Please advise if priorities should change, something is missing or should be changed.

*Thank You!*

# 2 INTRODUCTION – P1 – Mary D.

Owner: TBD

## 2.1 Headquarters Description

The Darlington Schoolhouse was built in 1891 as a gift to the Mahwah community by titans Alfred B. Darling and Theodore Havemeyer, each of whom had farm estates in the area. Designed by Newport, RI, architect Dudley Newton, the Darlington Schoolhouse has been named "the most architecturally significant schoolhouse in New Jersey" by the New Jersey Historic Trust.

Located on historic Route 202, in Mahwah, NJ, that follows an ancient native trail that gave Mahwah its Lenape name meaning "where the trails meet."  "The majority of the building remains intact, including chestnut doors, Eastlake-style door hardware, slate chalkboards and rounded-arch, multi-paned windows," according to the nomination that resulted in the Schoolhouse being listed in the National Register of Historic Places.

Since the Trail Conference's best work is experienced deep in the woods, moving to its new headquarters at the Darlington Schoolhouse provides a public face for the organization to increase its impact, build membership and expand volunteer involvement. The restoration of the Darlington Schoolhouse is consistent with the Trail Conference's goals to promote healthy lifestyles and improve quality of life by connecting people with nature.

The architecturally integrated new structure and Darlington Schoolhouse form the permanent headquarters, providing ample space for volunteer training, both indoors and out, and staff offices. As a gateway to a large network

of trails, the Headquarters enables the Trail Conference to serve more than one million people who rely on its authoritative maps and other services.

The Trail Conference has worked with many partners since 2004 to acquire, stabilize, restore, and repurpose the 124-year-old historical landmark, which borders the Ramapo Valley County Reservation and now helps to serve the organization's goal of protecting and promoting access to the outdoors.

The Trail Conference Headquarters benefits from close proximity to adjacent park-lands. The property borders both Bergen County's 4,000-acre Ramapo Valley Reservation and the Township of Mahwah's Continental Soldiers Park. Many of the park visitors are expected to use the Trail Conference headquarters as a visitor's center, acquiring essential hiking items from the store and getting any other information they might need in order to have a safe and pleasurable experience.

## 2.2    Headquarters Functions

The Headquarters is home to our staff, board of directors and a welcoming space for visitors, hikers, volunteers,, and outside organizations. It is envisioned to offer several key  functions:

- Open, welcoming and beautiful environment for our staff, board of directors and volunteers who work at our Headquarters.
- Visitors center providing a virtual gateway for connecting people to nature via trails and Trail Conference programs.
- Education center consisting of multi-purpose classrooms and meeting space in a "green", energy-efficient building, surrounded by native species landscaping and native habitat for wood turtles.
- Special events space for outside organizations as a source of revenue.
- A superb example of restoring and repurposing of an architectural landmark.

## 2.3  Site and Building Descriptions

### 2.3.1    Site Map
Include a site map and description of boundaries

describe site features

- The outside consists of a large, unique stone walkway, surrounded by a landscaped area of native plants.
- A parking lot for approximately 20 cars is located by the side entrance.
- add more on landscaping with native species
- wood turtles habitat
- riparian preserve to north of building
- compass rose

### 2.3.2  Building Map
comments to address from review

Include a building diagram with highlights for each space;

reorder bullets below according to diagram

add more on energy efficiency

- Our two story building is comprised of a restructured first section and an additional new section in the rear for a total area of approximately 8,000 Sq. Ft.
- An elevator is located to the left of the main lobby, at the rear of the building.
- The first and second story are a combination of old and new hardwood floors.  A front double spiral staircase leading to second floor is also hardwood including banisters on both sides.
- A combination of old and new windows are used throughout the building. Ceilings are a combination of fiber ceiling panels, hardwood and sheetrock.
- The special second floor executive room, ornamental support wood beams, exposed AC duct work and unique lighting adorn the room.  This room has workstations to accommodate several employees.
- Bathrooms and a shower stall are located on the second floor with additional bathrooms on the first floor.
- LED lighting was installed throughout the building and a sprinkler system was also provided.
- A double loop, glycol charged, geothermal condensing water system for the five Bosh heat pumps, combined with AC units, provide heating and cooling for the entire building.   The server room on the second floor is cooled by a smaller heat pump. Several exhaust fans, a de-humidifier in the crawl space and outside air intake dampers have also been installed.
- Electricity is distributed in the usual manner with breaker panels in the first and second floors and an additional panel in the attic mechanical room for the HVAC equipment located in that location.
- A wood shingle roof was installed on the older section of the building and asphalt roof shingles on the new section. For the new section, gutters and leaders are made of copper.
- Add more on energy efficiency….
- 

### 2.3.3  Building Access Points -- RELEASED 11/5/2015

We have given consideration to need, enjoyment and safety when determining the traffic flow of the various groups using our building. Certain outside contractors performing services need access to the building both during and outside normal business hours. Please refer to the Appendix Drawings section for a detailed diagram of exterior entrances, interior doors, room descriptions, and door numbers.

#### 2.3.3.1     Attic

The attic has two entrances on the second floor, via pull down stairs located at the top of the historic entrance staircase, and the break room. The attic should only be accessed for maintenance of the HVAC system.

Any storage in this area is discouraged due to limited space and safety reasons.

#### 2.3.3.2     Back Stairs

The back stairs access is located in the back of the building off the deck. It is an unattended entrance and as such, is encouraged to remain locked at all times.

1. Exterior signage directs all visitors to use the main entrance.
2. All staff with keys using these doors are asked to lock the doors after them.

### 2.3.3.3    Crawl Space

The crawl space is accessible by the back stairs. The crawl space should not be used at all for any purposes including storage.  [Perhaps specifically state that storage of anything is not permitted.]

### 2.3.3.4    Deck Entrance

The deck entrance, located directly across from the main entrance and lobby, is also open during normal business hours and opens to a large deck overlooking the wetlands.

Outside of normal business hours, this entrance should remain locked unless being used for an approved activity.

### 2.3.3.5    Elevator

The elevator is located to the left of the main entrance.

1. A key, maintained by the executive staff, is used to disable the elevator during events hosted by outside organizations using the 1st floor only and on weekends.
2. Elevator should not be used in the event of a fire or smoke conditions.
3. General elevator access will be allowed during normal business hours and for third party use of both floors.

### 2.3.3.6    Main Entrance and Lobby

The main entrance is located directly across from the parking lot. It is available during normal business hours and it is the preferred building entrance and exit point.

For the public, it is our chance for a great first impression. During operating hours, the lobby is staffed with a volunteer or employee familiar with the building, our mission and resources. Our newsletter, the e-Walker is also available at no cost and there is an area with select items for sale.

All staff members are encouraged to use this entrance as the preferred method in ingress and egress.

### 2.3.3.7    Executive Director & Membership/Development Exterior Office Doors

These two doors provide exterior access directly into the Executive Director and Membership/Development Director offices. When not in use, these two doors should be locked at all times. Access is restricted to the Executive Director and the Membership/Development Director.

### 2.3.3.8    Ramapo Valley Road Historic Entrance

This double door entrance is located at the front of historic Schoolhouse section of the building facing Ramapo Valley Road. It is an unattended entrance and as such, is encouraged to remain locked at all times.

1. Exterior signage directs all visitors to use the main entrance.
2. All staff with keys using these doors are asked to lock the doors after them.

### 2.3.3.9    Roof

Access to the roof is not permitted.

### 2.3.3.10        Stairwells

The building has three stairwells: two directly inside the historic entrance, and one in the back of the building directly inside the back stairs entrance.

1. On weekends and during use of the 1st floor by outside organizations, doors at the top of the stairwells will be locked.
2. Doors are fire access doors that can be opened at all times via the push bar.
3. All access doors are push bar except the historic entrance. Also doors leading to an access door (like the top of the back stairway by the break room) are push bar.

### 2.3.3.11        Storage Room on 2nd Floor

1. The 2nd floor storage room contains supplies and retail items and is accessible to all.
2. Please see Keying System section for key distribution plan.

### 2.3.3.12        Trap Door Access to Attic

There is trap door access to the attic via pull down stairs in the historic stairs area and the break room area. The attic is separated into two sections. One cannot be accessed from the other.

### 2.3.3.13        Tool Storage Room

The tool storage room is located next to the back stairs entrance.

1. Tool storage room is only accessible from the outside.
2. Room should be locked at all times.
3. All staff should have a key for access.
4. There should be a sign out sheet listing the name of the person, tools taken, date taken and date returned in the tool storage room.

## 2.4  Awards

In May of 2015, the Trail Conference was among ten recipients presented with the Preservation Awards during the public program, receiving the 2015 Bergen County Historic Preservation Award for the outstanding restoration of Mahwah's Darlington Schoolhouse under the, For Adaptive Use, category. The Darlington project was described in the event program thus, "The 1891 Darlington Schoolhouse, already adaptively and actively used by the New York-New Jersey Trail Conference, may be the project that exhibited the most progress from start to finish in the history of Bergen County and New Jersey State grants."

## 2.5    Scope and Intent

This document is intended to cover all aspects of operating, maintaining and managing the Headquarters property. It is organized into key topics and sub-sections to be used as guides and reference on daily, weekly, monthly and annual basis. The document provides descriptions and where appropriate, procedures or guidelines to operate and maintain the facility's exterior and interior spaces, systems and equipment.

## 2.6    Intended Audience

- The Trail Conference Operations Manager is the overall owner of the Facilities Management & Operations Plan document.
- The primary audiences for this document are the Trail Conference staff, the board, and volunteers with direct responsibility for the implementation of this plan.
- Each section is assigned an Owner. The Owner is the go-to person responsible for the specific topic, the individual to ask clarifying questions from, and the individual who should be revising and refining the topic over time. The Owner is not necessarily the person responsible for the implementation of a specific topic. For example, while 1-2 Owners may be identified for the Site Operation – Dining Area and Services section, it is up to the entire staff and volunteers using these spaces to abide by these guidelines on a daily basis.
- In the event of a change in Owner, the Operations Manager is responsible to transition and assign a new Owner for a section.

Now it is incumbent on our staff, many volunteers, contractors and service providers to be the best stewards for our new Headquarters, a place that is imbued with much symbolism and meaning.

# 3 CONTACTS – P1 – MARY P.

**Owner: Mary P.**

## 3.1    Emergency Contacts

Develop a contact list; including neighbors, fire, security, police, municipal/county/state services, building and grounds contractors and vendors, etc.

This list should be specific for emergencies, much shorter than the Site Operations Contacts.

| Function | Contact(s) | Phone Number |
|---|---|---|
| Site main number | | 201-512-9348 |
| Sr. Management | | |
| Fire & Security Alarm | Mary P., Ed G., John L., Vincent L. | ?? <br> ?? |
| | | |
| Medical | | |
| Police | | |
| Shared Driveway | ??? - contact at Northwest Bergen County Utilities Authority (NBCUA) <br> ?? - staff liaison to NBCUA | |
| Town Hall | | |
| County | | |
| State | | |

## 3.2     Site Operations Contacts

Explain how site and building are managed, and who's responsible.

This list of contacts should include all the people that have responsibility for and contribute in any way to the operation of the site and building.

| Function | Contact | Phone Number |
|---|---|---|
| **Building Property Manager** | Ed G. | NYNJTC |
| **Finance & Operations Manager** | Mary P. | |
| **Building Administrator** | | |
| **Off hours access** | | |
| **Alarm** - Central station alarm service monitoring company | CMS<br>Criticom Monitoring Services | 877-705-7705<br>www.cmsn.com |
| **Electrician** | Rhino Electric<br>Craig Reinhart | Office: 201-634-1957<br>Cell: 201-410-9628<br>Craig.rhinoelectric@gmail.com |
| **Elevator** – Local elevator representative; prepared elevator drawings | Mike Seymour – Emergency<br>IECONY Corp<br>378 Liberty Street<br>Little Ferry, NJ 07643 | Office: 201-641-8181<br>Fax: 201-641-1232 |
| **Elevator** - manufacturer | Custom Elevator Mfg Co.<br>PO Box 749<br>5191 Stump Road<br>Plumsteadville, PA 18949 | Office: 888-443-2800<br>Office: 215-766-3380<br>Fax: 215-766-3385<br>info@customelevatorinc.com |
| **Fire** – sprinkler system, extinguisher certification | Gary Krol<br>Campbell Fire Protection<br>PO Box 389<br>43 Chestnut St. Suffern, NY 1090 | M 845-656-7187<br>Office: 845-357-1441<br>Fax: 845-357-1444<br>Gary@campbellfire.com |
| **General Contractor** – headquarters project general contractor | Vinnie LaBarbiera | Cell: 201-819-8912 |
| **HVAC** | Reiner HVAC<br>Mike T., Kevin | Office: 201-794-3700 |
| **Northwest Bergen County Utilities Authority** (NBCUA) - Shared Driveway | | |
| **Painting** | F.W. Painting<br>Frank Wyczinski | Office: 973-809-9940 |
| **Plumbing** | Merritt Plumbing<br>Greg Merritt | Office: 201-315-6178 |
| **Roofing and Siding** | G. K. Roofing and Siding<br>Edgar | Office: 201-788-3636 |

| Security – Alarm, Video Surveillance & Fire Security System | Roy<br>Brian Polizzi<br>Professional Security Consultants (PSC)<br>88 Industrial Ave.<br>Upper Saddle River, NJ 07458 | Office: 201-934-9316<br>Brian@pscsecurity.net |
| --- | --- | --- |
| **Trim work** | Monk Inc.<br>Lukas | Office: 973-930-2310 |
|  |  |  |
|  |  |  |
|  |  |  |

# 4 SAFETY – JOHN L.

**Owner:   John L.**

## 4.1     Building Systems Safety – *P3* –   *John L.*

Safety hazards commonly associated with the operation of system/equipment applicable to the facility are identified and their prevention is discussed

Description:

Scope:


Procedure & Maintenance instructions:


## 4.2     Disposal of Hazardous Materials – *P3* –   *John L.*

Paints, materials used for building upkeep

Description:


Scope:

Procedure & Maintenance instructions:

How to dispose of toxic materials i.e. county hazardous waste recycling schedule


## 4.3     Fire Alarm Response and Evacuation Plan – *P1* –   *John L.*

Develop emergency procedures, such as evacuation, first aid, alarm response, equipment malfunction, etc.

- o Fire and safety procedures, including fire drills, signage, and fire extinguishers are to be established. **John L. volunteered to work on this.**

Fire alarms will activate sound and visual alarms?

Marshalling areas will be in designated area?

Fire Wardens: Who?

 Evacuation Maps/Location

Evacuation and fire alarm response procedures:

1.
2.
3. Do not re-enter the building until the Mahwah Fire Department has given instructions that it is safe to return.

How do we do fire drills without calling in fire department and alerting CMS?

## 4.4 Fire & Police Department Access Knox Box – *P1* – *John L.*

A box containing keys to the building for FD and PD access will be located at the main entrance. -  two separate chambers?

Knox box must contain all codes for our security system - place in both chambers, keep up to date!

Knox box http://www.knoxbox.com/

## 4.5 Fire Sprinkler System – P1 – John L. & Pat M.

The intent of this system is to provide enough relief for building occupants to exit the building. It is not designed to extinguish a fire.

## 4.6 First Aid – P1 – John L.

First aid kits?

Who should be notified if first aid was needed?

Keep first aid supplies replenished?

# 5 UTILITY PROVIDERS – P1 – MARY P.

**Owner: Mary P.**

What are the various utility systems that interface with the facility?

## 5.1    Electric

| Company Name | Address | Contract | Main Contacts |
|---|---|---|---|
|  |  |  |  |

## 5.2    Fire Sprinkler System

| Company Name | Address | Contract | Main Contacts |
|---|---|---|---|
|  |  |  |  |

## 5.3    Internet Service Provider

| Company Name | Address | Contract | Main Contacts |
|---|---|---|---|
|  |  |  |  |

## 5.4    Natural Gas

| Company Name | Address | Contract | Main Contacts |
|---|---|---|---|
|  |  |  |  |

## 5.5    Security

| Company Name | Address | Contract | Main Contacts |
|---|---|---|---|
|  |  |  |  |

## 5.6    Telecommunications

| Company Name | Address | Contract | Main Contacts |
|---|---|---|---|
|  |  |  |  |

## 5.7    Water Supply

| Company Name | Address | Contract | Main Contacts |
|---|---|---|---|
|  |  |  |  |

## 5.8    Others?

| Company Name | Address | Contract | Main Contacts |
|---|---|---|---|

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |

# 6 SITE OPERATION – P1/P2/P3 - VARIOUS

The sections that follow address all aspects of the day-to-day operational needs of the Headquarters.

## 6.1 Alarm Systems – P1 – Peter M.

### 6.1.1 Security System Description

Our security alarm system by Honeywell is an integral part of the building security and includes three forms of protection: security, fire and emergency.

- The burglary system includes motion detectors, window and door contacts for perimeter and interior burglary protection and wireless central station monitoring by Criticom Monitoring Services ("CMS") for alarm conditions. In an alarm condition, CMS will first dial the premises, then the Mahwah Police Dept., and then the staff contact list. Several modes of protection are available that operate specific zones designed for specific needs, such as arming only perimeter zones, entry delays, night stays, and a chime mode alerting of opened doors or windows while the system is disarmed.
- The fire protection system includes smoke detectors for early warning in case of fire, sprinkler system, audible alarm, exit signs and wireless central station monitoring by CMS for alarm conditions. In an alarm condition, CMS will first call the Mahwah Fire Dept., then the premises are called, and then the staff contact list is called if the premise is not answered. The fire alarm can be put into test mode with CMS in order for the Mahwah Fire Dept. to not be notified. The system does not provide carbon monoxide detection.
- 

Please see the Emergency Contacts section for site and individual staff contacts given to our security companies.

### 6.1.2 Security System Operation

The systems are operated by keypads. There is a master code that can be used to assign different levels of security to a particular user. The security system is divided into specific zones that are designed for specific areas of the building, such as exterior doors, motion detectors, and specific interior rooms.

The keypads for the security and fire alarms are located to the left of the historic entrance as you enter the building. The security and fire keypads are on the inside wall. A battery back-up unit provides 24 hours of continued operation in the event of a power failure. The battery backup recharges itself when power is restored. An additional security keypad is located at the main entrance.

Our security company, Professional Security Consultants, Inc. (PSC), provide support and systems maintenance for operating performance and compliance with local fire codes. Please see the Contacts – Site Operations Contacts Section for PSC contact information.

See Site Operation and Appendix XXXX for fire alarm, motion sensors and security alarm system operating instructions.

1. Outside organizations will turn off/on the alarm when entering/leaving and return keys to the Executive Director or designee the next business day.
2. Alarm codes will be changed after all employee terminations.

### 6.1.3  Security System Procedures  *– P1 – Staff TBD, Peter M.*

PSC, our security consultant, maintains our alarm system and should be contacted if any system components need replacement, or if system changes/enhancements are required**.**

● A list of at least three contact names and numbers for the fire and alarm systems will be given to PSC and CMS, our central station monitoring vendor.
● The contacts will be called in the event of an alarm condition.
● Contacts should be in management and should be within commuting distance in the event their presence is required at the building.
● Everyone given an alarm code is subject to a background check.
● The Executive Director or his designee will maintain a list of users who have been given alarm codes and building keys that includes the following information:
   a. Name, address, home and cell phone numbers
   b. Emergency contact name and number
   c. Capacity of the user, e.g. staff, volunteer, vendor, outside organization, etc.
   d. Photo ID copy
   e. Alarm code
   f. Date alarm code issued
   g. Date alarm code removed from system and reason why
   h. Copy of background security check
   i. Key numbers issued
   j. Key numbers returned and reason why
   k. Lost or stolen key numbers

Security alarm system highlights:

● Our alarm system can identify up to 48 unique users and has thirteen zones consisting of various door and motion detectors. Based on need, specific or all zones can be activated depending on the mode selected.
● The system can also be set with or without a delay before the alarm sounds. A zone can be bypassed in order to set the rest of the zones. Also, an alarm condition can be manually activated in a panic situation.
● Additional features such as remote setting and disarming and detailed reporting such as user identification is available for a monthly charge.

Alarm codes are immediately removed from the system via the keypad for all individuals no longer requiring access such as terminated staff, outside groups using the premises for a one-time event, ex-vendors, etc.

Appendix # XXXX

Appendix # XXXX is the detailed operating manual for the security alarm system with instructions for adding users, zone listings and operations, etc.

### 6.1.4     Video Surveillance Alarm System *– P2 – Peter M.*

Our video surveillance alarm system provides visual security for all ingress and egress points to the building as well as specific areas of the interior including the main vestibule/lobby area, storage room # 212, meeting room # 105, and

the second floor open office area # 209. It is an added layer of security and support in emergency situations, provides visual monitoring during third party use of the building, and acts as deterrence to theft. The video is captured onto a hard drive. The video must be viewed at the recorder using the monitor. PSC security can walk us through this on site. Viewing will be done on an as needed basis to investigate suspected incidents.

The surveillance equipment is located in the server/file room # 203. System capabilities:

- Monitor the premises remotely (internet hookup would be done in the server/file room).
- Maintain a history of activity for approximately 30 days and then rewrites over in a loop.
- Activity can be replayed, captured on a memory stick USBand/or sent to the Mahwah police for legal action if necessary.
- A battery back-up unit provides 24 hours of continued operation in the event of a power failure. The battery backup recharges itself when power is restored.

The system is maintained by PSC, our security and fire alarm consultant.

Procedures to record, review and operate? Will someone look at recordings before they are recycled? How are cameras monitored/viewed?

## 6.2    Automatic Operation

**Owner: Staff TBD**

These are systems that are in some ways automated. Sections should describe the operational rules and procedures.

### 6.2.1  Electric cutoff – P2 – staff TBD

### 6.2.2  Fire Alarm System – P2 – Peter M.

The system works in conjunction with the fire sprinkler system to provide automated alarms and notice to the Mahwah Fire Department. In the event the system is not operating properly, the enunciator system is activated. To reset, press the silence button, enter the four digit code and press reset. The fire alarm system should not be touched under normal conditions. If there are any questions and/or concerns, call PSC, our security consultant.

Appendix # XXXX

Appendix # XXXX is the basic operating instructions for our fire alarm systems.

### 6.2.3  Motion sensors – P2 – Peter M.

Where are sensors installed

how are these expected to operate?

**Comment from Sona M:** *The rear stairwell could use a motion sensor. Also – the main boardroom light seems to remain on some evenings, even though no-one has accessed or passed that way for some time. I*

*usually manually switch off the sensor, otherwise it remains lit all night (have see that when arriving some early mornings). Any chance for someone to check what's up with it? – SM 10/26.*

### 6.2.4 Security Alarm System – P1 – Staff TBD, Peter M.

*Here we should talk about conditions under which system operates automatically i.e. after building is closed, fire sensors, smoke detectors and sprinklers that kick in at any time under certain conditions*

### 6.2.5 Thermostats – P2 – staff TBD

## 6.3 Bicycle Storage – P3 – Peter D.

**Owner: Staff TBD**

TBD. There isn't one yet.

In the absence of a bike rack, what should be done with bikes of folks who are visiting/working in the building?

## 6.4 Building Access

**Owner: Mary P.?, Gary W.?**

### 6.4.1 Hours of Operation – P1 – Mary P.

**What are standard operating hours?**

**Exterior doors are locked before and after normal business hours.**

### 6.4.2 Opening and Closing Procedures – P1 – Gary W. <<-- STAFF TO REVIEW

#### 6.4.2.1 Opening

1. Unlock both main entrance doors when arrive at building
2. Unlock both deck doors when arriving
3. Turn on handicap accessible feature on master lock.  This feature is located next to the elevator.  Test the handicap button to ensure it is turned on.
4. Turn on foyer and vestibule lights (some are motion lights, but they may have been turned off manually).  To conserve energy only two out of three foyer lights can be turned on  a well-lit lobby area is more inviting to visitors.
5. Mondays – take down weekend sign taped to front glass about current TC HQ hours  [This should just be a temporary item until more permanent signage is put in place. ]

6. Library area thermostat is set and actual temperatures should be equal or nearly so.  It is easily adjusted. It sets cooling and heating of the downstairs of the new building only.  [This step seems like it should be a duty for whoever is in charge of the front lobby, and not including in these general opening procedures. ]

### 6.4.2.2      Closing

1. Turn off handicap accessible feature.  This feature is located next to the elevator.  Test the handicap button to ensure it is turned off.
2. Lock both deck doors.
3. Lock both main entrance doors. The person locking up at night should give each door a little tug to make sure it is indeed locked.
4. Double check that rear door and historic doors are locked.
5. Test all doors from the outside. Simply locking a door while it is open and coming back in is unacceptable as a final check.
6. The person doing the final check should keep in mind that someone may enter the building (using a key) after the doors have all been locked.  This means a door may end up being unlocked. The person entering may not necessarily lock the door behind him/her after coming in. Likewise, after hours a person currently in the building might go outside and come back in, unlocking, but not relocking, a door.
7. Check garbage and recycling bins to make sure covers are closed.
8. A walk-through should be done before the person locking up leaves. This entails making sure windows are closed and lights are turned off and that any persons remaining are key volunteers or other trusted people. Some volunteers tend to open windows and not close them – this is especially important to remember on Fridays.
9. On Fridays – put up sign on front glass about current TC HQ hours [This should just be a temporary item until more permanent signage is put in place.]
10. The elevator must be turned off at the end of each business day in order for the front doors to be locked properly. The front door key works to turn the elevator on and off.

1. *I've found the deck doors unlocked on occasion. Seems people who unlock it in the morning or during the day forget that it's open when they leave. This would apply to groups/classes/presentations occurring over the weekend too – SM 10/26.*

**Open/Close procedure comments from 9/23 B&G committee review, to be discussed and reviewed by Gary & staff:**

1. **steps to specify which key to use for which door Should be in the keying section.**
2. **how do you lock/unlock door, i.e. position of the key**
3. **should both main entrance doors be unlocked? Both doors at the main entrance should be unlocked for larger items? Only one door at the deck entrance should be unlocked?  I would suggest both main entrance and both deck doors be opened, as it doesn't require any additional effort.  Just having one unlocked would likely lead to ever-so-tiny frustration each time someone pulls on the wrong door, and might require a 'Open This Door' sign that most would ignore anyway.**
4. **where is handicapped feature? the switch should be labeled ON/OFF**
5. **add alarm when opening and closing**

6. **Opening - step #6 - why is library thermostat setting reading part of procedure? I think we agreed to remove this point?**

7. **What is coverage procedure if Gary is not available? Who is responsible to ensure coverage? How is this communicated? Gary should own this. If Gary is not around, he has the authority and responsibility to assign coverage.**

8. **Open/Close procedure should be by default the normal operating hours operating procedure.**

9. **how do we ensure building is empty when closing? A walk through. Look in all accessible offices. Knock on locked office doors. Inspect bathrooms. Make loud announcement that the building is being closed when doing the walk through.**

10. **we need separate after hours scenarios of how open/close will be managed For outside organizations? If yes, I think this should be addressed in the special events and third party use section.**

11. **Check that all lights, first floor windows, tool room door, MD, & Mem/Dev external doors are all off/closed.**

12. **Do a building walk-through to make sure building is unattended. Are any cars in the parking lot? Consider notifying police of any unknown cars in the lot.**

### 6.4.3 Contractors Access – P2 – staff TBD

Cleaning crews have key access to the building and we have a way to manage right now, so it's less of a priority.

### 6.4.4 Off-Hours Access – P1 – Mary P. & Sr. Management

Access outside of regular business hours will be restricted to?

How to gain access? Prior arrangement? Who is responsible?

### 6.4.5 Restricted Areas Access -- RELEASED 11/5/2015

#### 6.4.5.1 Restricted Areas

Restricted areas include several rooms in the building that have some degree of restriction from building occupants during regular business hours. Specifics about who can access these areas, including who has keys to do so, are covered in the Keying System section.

Restricted rooms include:

- Executive Director's office
- Membership & Development office area
- Finance & Operations Director's office
- Deputy Executive Director's office
- Equipment room not restricted. Access to all is permitted to promote the ecological friendliness of the system.
- Crawlspace
- Attic

### 6.4.5.2  Office desks

For office desks in the open office area, office drawers should be respected and considered restricted unless permission has been provided by the office space primary user.

### 6.4.6   Police Surveillance  – P1  - Staff TBD

### 6.4.7   Special Events Access – P2 - staff TBD  Either refer to the events section or remove from here.

What are the rules and procedures for accessing the facilities for special events? Same thought.

This section should focus specifically on access. The section under Site Operations/Special Events Procedure is complementary and should be about outlining the business rules for special events. Same thought.

### 6.4.8    Handicapped Access – P1 - Staff TBD
**Owner: Staff TBD**

### 6.4.9    Visitor Access – P1 – Jennifer E. & Gary W.

Develop visitor sign-in; including name, state, county, preferred contact, check boxes for volunteering, e-Walker, etc.).

## 6.5     Common Areas Usage and Procedures – P1 – Jeremy A.

**Owner: Staff TBD**

Usage, available furniture, setup and cleanup

Include how rooms should be left after use. (Ed's comment)

Named areas procedures and contractual requirements

Room & equipment reservations need to be put on the Outlook Calendar and someone assigned to accepting requests.

**Comments from Ed to address in this section:**

> **Public spaces and meeting rooms**
>> a.    **Default configuration**
>> b.    **Alternate configurations**
>> c.    **Spot cleaning**
> **Non-toxic cleaning**
>> a.    **Supplies & gear**

b.   **Ad hoc cleaning of various surfaces**

## 6.6   Communication and Training – *P2* – staff TBD

**Owner: Staff TBD**

Staff Communication of headquarters operation procedures

What are protocols for communication with staff? How are changes and updates communicated

What are the mandatory training topics that the users of the headquarters site need to have each year?  Ex. OSHA rules, emergency evacuation, fire drills, etc.

## 6.7   Décor: Art & Memorabilia – P2 – Glenda H., Brendan C. *<<-- STAFF TO REVIEW*

**Owner: Brendan C.**

Occasionally, artwork and memorabilia will be donated to the Trail Conference with the intention that it be displayed in the Headquarters building.

Any offers of artworks should be directed to the Art Committee chair. The committee holds the right to accept or refuse art work presented to the conference. Memorabilia specific to the history of the Trail Conference should generally be accepted when offered.

- The intention of the donor of an offered artwork or memorabilia should be made known by the donor to the art committee.
- The committee should be instructed if the donor has any specific request pursuant to the acceptance of the art work (ie, display location, recognition, or anonymity of the donation, length of time of donation – permanent or temporary).
- If the artwork is accepted and the donor would prefer to receive an in-kind contribution letter, the committee will instruct the appropriate Development department staff member regarding the value of the artwork as provided by the donor, as well as contact information including address, in order for staff to enter the data into eBase, then write and mail the letter.

### 6.7.1  Art Exhibitions

The Art Committee has installed a display system in the main schoolroom for the purpose of holding exhibitions of artwork that reflects the mission of Trail Conference.

- The Art Committee will curate the shows using local artists, including Trail Conference members when possible. The proposed artist(s) would provide the number, size and value of the artwork(s) which would then be presented to the Trail Conference insurance agent for the purpose of a rider covering the drop-off of works, the exhibition dates, and the pick-up dates.
- If the cost of the insurance rider is approved, the Committee is responsible for procuring agreements with the artist(s) for the temporary loan of artwork for specified exhibition dates and the dates prior for drop-off and after for pick-up of art works.

- The artist(s) are responsible for paying the full cost of the deductible in the case of a claim against the Trail Conference insurance policy. There are no exceptions to this caveat of any exhibition.
- The artist and the Committee would agree on a set date for the drop-off of works before the exhibition and for the pick-up of works after the exhibition.
- A Trail Conference staff member must be available for the purpose of completing condition reports at drop-off. The artist would be required to sign off on the agreed condition of the work.  Upon pickup, the artist would once again sign for the release of the art work.

The main schoolroom, when possible, can be made available for viewing the art works. If the building is open to the public on weekends or during special events, the Art Committee would be responsible for ensuring the security of the art works either through the presence of a staff member or volunteer.

The last paragraph above should be made consistent with special events and 3rd party access guidelines when those sections are completed.

## 6.8     Deliveries – P3 – Gary W.

Owner: Garry W.

Where received and who signs for deliveries?

## 6.9     Dining Area and Services – P1 –

Owner: Soňa Mason, Peter D.

**Note for Soňa and Peter D.: Peter Morris drafted the content below. It's a great start to build on!**

### 6.9.1  Commercial Kitchen – P2 – staff TBD

How is 1st floor kitchen used?

Rules?

EKG: Includes non-toxic cleaning instructions and other special needs i.e. carpet extraction of spills.

**Comments from Ed to make sure are covered:**

- **Refrigerator (Labeling, cleanouts, responsibilities, etc.)**
- **Dishes, utensils, sink, dishwasher (protocols, responsibility for loading/unloading, schedule, etc.)**
- **Garbage & Recycling bins (Bins, instructions, emptying, etc.)**
- **Cabinets and Counters, Tables and Chairs (organizing, overflow, cleaning, locations, etc.)**
- **Also include pantry (1st floor) appliances and cabinets (proper use, cleaning, storage, etc.) <– someone from Development should help with this**

**Additional comments from Ed to ensure it's covered in this section:**

1. **Fridge**
   a. **Storage protocols**
   b. **Periodic cleaning**
   c. **Responsibility, rotation**

<span style="color:red">

          d.   **Labels & reminders**

2.   **Dishwasher, flat & hollow ware**

          a.   **Rinse & load**

          b.   **Wash and put away**

          c.   **Labels & reminders**

          d.   **Responsibility, rotation**

3.   **Cabinets, counters, tables & floors**

          a.   **What goes where**

          b.   **Cleaning**

          c.   **Labeling**

4.   **Appliances**

          a.   **Coffee brewer & carafes**

          b.   **Microwave**

          c.   **Toaster**

          d.   **Instructions, labels, etc.**

5.   **Garbage & recycling**

          a.   **Exactly what goes where**

          b.   **Bin and bag specs**

          c.   **When/how to take out**

          d.   **Responsibility, rotation**

6.   **Public spaces and meeting rooms**

          a.   **Default configuration**

          b.   **Alternate configurations**

          c.   **Spot cleaning**

7.   **Non-toxic cleaning**

          a.   **Supplies & gear**

          b.   **Ad hoc cleaning of various surfaces**

</span>

### *6.9.2 Break Room Kitchen Area* *-- RELEASED 11/5/2015*

**Owner: Sona M., Peter D.**

The break room kitchen, located on the second floor next to the back stairs, serves as our community break room where we can enjoy time to eat and relax. It is our responsibility to keep this area clean for hygiene, safety and employee morale.

We encourage everyone to eat in the kitchen and not at their desk/workstation. In the event this is not possible, please bring trash to the kitchen for disposal. Do not use your work area for food disposal. This will help keep the building free of unwelcome pests as well as provide for a more appealing work environment.

For the benefit of all of us, our kitchen includes:

- Refrigerator
- Microwave
- Toaster
- Water cooler with hot & cold water
- Double basin steel sink
- Dishwasher
- Kitchen utensils, plates, coffee carafes
- Two coffee machines (one is a spare)
- Recyclable trash containers
- Utility sink in the closet
- Cleaning supplies, including cleaning liquids, paper towels, trash bags and rubber gloves are kept in the cabinet under the sink.
- Spray bottles with cleaning liquid on the counter for cleaning tables and counters after use

Designated staff and volunteers, as indicated by the scheduled work chart/roster, will make sure the kitchen is maintained for everyone's enjoyment. This doesn't mean that these designees will do the cleaning, but they will make sure that this space will remain a clean, friendly environment for all. In this regard, please practice the following kitchen etiquette rules, and be sure to effectively communicate them to volunteers, AmeriCorps members, interns, or anyone else under your supervision:

### 6.9.2.1 Refrigerator

1. Label all food so co-workers know what belongs to others using the decals and marker hanging from the fridge door.
2. All unlabeled food will be assumed to be donated/shared, and either eaten or disposed of promptly.
3. Make sure you take the time to explain this to all office volunteers/Americorps/interns who work with you
4. Be responsible. Don't leave food in the fridge if you will be out of the office for a while.
5. The fridge is for all of us. Don't be a fridge hog.
6. The fridge will be cleaned out regularly by a designated staff or volunteer, as indicated by the scheduled work chart.

### 6.9.2.2 Microwave

1. Meant for heating food – not cooking it.
2. Clean up all spills immediately - including the glass rotary dish and any spill-cover
3. Be conscious of foods that have lingering smells, such as most seafood.

### 6.9.2.3 Toaster

1. Shake the crumbs out when you are done.
2. Wipe the area around the toaster as well.

### 6.9.2.4 Coffee Machine

1. If you drink the last of the coffee, depending on the time of day, either make a new pot or clean the machine, throwing away coffee grinds, and washing the pot and filter cup.
2. Directions for using the coffee machine are posted on the refrigerator next to the machine, as well as stored with the other device manuals in the Ziploc bag in the cabinet above the sink.

### 6.9.2.5    Kitchen Sink

1. Do not leave dishes, mugs, etc. in the sink.
2. Wash and store/remove right away

### 6.9.2.6    Dishwasher

1. Rinse all items before putting them in the dishwasher.
2. If the dishwasher is full, use the soap packets provided and run the machine.
3. Empty dishwasher after the drying cycle.
4. Instructions for the dishwasher are stored in the cabinet above, along with the fridge and coffee maker instructions. All you need to do is hit AUTO and START.
5. If the washer isn't yet full, or if you want it to wash later, then hit DELAY until the desired number of hours is displayed, then hit START. The machine will begin after those hours have elapsed.
6. Please run dishwasher  especially before start of each weekend.
7. If dishwasher indicator light reads clean, please empty the dishwasher storing all items in their place.

### 6.9.2.7    Counters

1. Throw all trash away.
2. Make sure to clean up all crumbs, spills, coffee rings, etc., using cleaning liquids to sanitize. Cleaning supplies including spray bottles are in the break room kitchen closet with the utility sink.
3. Use recyclable containers for cans, plastics, paper and trash.

### 6.9.2.8  Dining Tables

1. Make sure to clean up all crumbs, spills, coffee rings, etc., using cleaning liquids to sanitize.
2. Reposition tables if they have been moved.
3. Reposition chairs around the tables and center napkin holders
4. See general point 2 below.

### 6.9.2.9  Oven (1st Floor Kitchen)

1. To turn oven ON or OFF, press, and hold down, the ON/OFF button
2. Oven is sometimes inadvertently turned on then not turned off.
3. If oven is demonstrated to visitors, be sure that it is turned off after visit.

### 6.9.2.10    Trash and Recycling

1. Trash is collected on Thursdays.
2. Our outside cleaning company will only empty the trash receptacles once a week over the weekend.. If the kitchen garbage can is full, bag it and replace with a new bag. Place the full bag in  dumpster, located in the parking lot.
3. Thoroughly rinse all plastic and glass recyclables before placing in the appropriate receptacle. If an item cannot be rinsed, place it in the trash.
4. Please empty full trash receptacles, replace liners and bring trash to the dumpster in front of the building.

### 6.9.2.11    General

1. If you use the last of something, replace it immediately; such as paper towels, cleaning liquid, sponges, trash bags, coffee, etc. If there are no replacements, notify the Operations Manager so we can reorder,

2. Leftovers from meetings or parties will be left on the kitchen counter and/or in the refrigerator. An email will be sent to the staff, and a simple handwritten note will accompany the leftovers,saying help yourself. All leftovers will be discarded at the end of the day.
3. If necessary, wipe down tables and counters and move chairs to their original positions.
4. Signs are posted to remind each of us of our responsibilities.
5.  If fruit flies become an issue, place a small jar of apple cider vinegar by the sink and/or trash. Cover the jar in seran wrap and poke several small holes. Flies will enter through the holes and be unable to escape. Dispose of the jar's contents once the issue subsides.
6.  Help where you can! Clean and fix small issues as you find them, and nobody will have to shoulder an unfair burden.
7. [Perhaps an additional suggestion to be responsible for those you are supervising]  If you are supervising any volunteers, AmeriCorps members, interns, or others who may be using the break room kitchen, please make a point to remind them of proper etiquette and, if possible, clean up following their departure if any messes have been made

There should be no evidence that you were ever in the kitchen. As a general rule, leave the kitchen in better condition that you found it so it may be a place of enjoyment for all. ***Thank you.***

### 6.9.3  Food delivery – P2 – Hank O.

### 6.9.4  Outdoor picnic table – P3 – staff TBD

Is there one?

## 6.10     Housekeeping – P2 – Josh H., Jeremy A.

**Owner: Staff TBD**

Rockland County A.R.C. will begin coming to the headquarters on Wednesdays and can take on supplemental cleaning, landscaping and other regular work.  **John L. will coordinate this**.

The wood floors are currently cleaned once a week and there is concern that the traffic volume will quickly damage the floors. Solutions are needed to protect the floors. Suggestions included increasing the times per week the floors are cleaned and different types of floor coverings.

Topics to consider for this section:

- Managing housekeeping contractor.
- Add maintaining carpeting, immediately cleaning up spills.
- Section should point to the contract that lists what is being done, on what schedule and what products are to be used.
- Who provides oversight?
- Security when building is being cleaned?
- Offices to be secured?
- Computers secured?
- Access by housekeeping personnel? Off-hours?

- Wood floors - Need to be cleaned more than once per week, especially in high use areas
- Need chair glides and/or mats
- Need walk off matts
- Need boot cleaners and signs at main entrances

**Comments from Ed:**

- **Trash cans in offices, workrooms & public spaces (various sizes and types, emptying schedule/responsibility, etc.)**

## 6.11    Keying System – P1 – Peter M.  *<<-- STAFF TO REVIEW*

**Comment from Sona M.:** *Not sure where the following fits in, but speaking of keys … to the cashbox. When taking in cash from visitors when Gary's not in, it would be nice to have out-of view access to the cashbox to provide small change, or to just store the cash & attached form somewhere safe and traceable, to prevent missing money/money identifiers in the future – SM 10/26*

Key management is one of the components of providing a secure workplace, in combination with our alarm and video surveillance systems. Our system needs to be flexible enough to meet the diverse and extended use of our inside staff, external trail crews, retail store, volunteers, contractors and the public. In that regard, our key management plan is an unrestricted system (meaning keys may be copied) and uses standard cylinders. We also utilize master key systems to allow specific groups access to multiple doors. This combination offers the benefits of a low-cost, convenient system. External entrance keys will be imprinted with "Do not duplicate", although this is not easily controllable. Our other security systems including the building alarm, surveillance cameras and police surveillance systems are integral components of our security solution.

### 6.11.1   Key Holder Procedure

Inside staff, trail managers and volunteers will be issued building keys for ingress, egress and internal spaces. The following key holder chart describes the level of access by staff group, volunteers, maintenance contractor & outside organizations:

| Keyholders: | Master Key #1 | Master Key #2 | Master Key #3 |
|---|---|---|---|
| Executive Director | X | | |
| Deputy Executive Director | X | | |
| Operations & Finance Director | X | | |
| Mem/Dev Director | X | | |
| All Permanent Staff,Trail Crew & Volunteers | | x | X |
| Outside Groups | | | x |
| **Total Number of Keys** | **8** | **25** | **40** |

1. The second floor storage room will always be locked. All staff will have access with their key.Outside organizations will turn off/on the alarm when entering/leaving and return keys to the Executive Director or his/(her) designee the next business day.
2. There is also an elevator for use by all. The executive staff maintains the key to the elevator.
3. We don't recommend placing identifying labels on the keys

## 6.11.2  Key Distribution List

| Door# | Description | Room# | Floor | Cylinder Type | Master Key #1 | Master Key #2 | Master Key #3 |
|---|---|---|---|---|---|---|---|
| 1 | Historic Entrance | | 1 | Schlage (was Yale) | X | | X |
| 2 | Executive Director Office | 103 | 1 | Schlage - Emtek | X | | |
| 3 | Executive Director Office | 103 | 1 | Schlage - Emtek | X | | |
| 4 | Executive Director Outside Entrance | 103 | 1 | Schlage (was Yale) | X | | |
| 5 | Mem/Dev Office | 104 | 1 | Schlage - Emtek | X | X | |
| 6 | Mem/Dev Director | 105A | 1 | Schlage (was Yale) | X | X | |
| 7 | Conference Room | 105B | 1 | Schlage (was Yale) | X | X | |
| 8 | Mem/Dev Office Outside Entrance | 14 | 1 | Schlage (was Yale) | X | | |
| 9 | Meeting Room | 105 | 1 | Schlage | X | X | |
| 10 | Sales Office | 112 | 1 | Schlage (was Yale) | X | X | |
| 11 | Utility Closet | N/A | 1 | Schlage (was Yale) | X | X | |
| 12 | Pantry | 110 | 1 | Schlage (was Yale) | X | X | |
| 13 | Main entrance - left side | | 1 | Schlage | X | | X |
| 14 | Main entrance - right side | | 1 | Schlage | X | | X |
| 15 | Deck entrance - left side | | 1 | Schlage | X | | X |
| 16 | Deck entrance - right side | | 1 | Schlage | X | | X |
| 17 | Mechanical Equipment Room | 116 | 1 | Schlage (was Yale) | X | X | |

| Door# | Description | Room# | Floor | Cylinder Type | Master Key #1 | Master Key #2 | Master Key #3 |
|---|---|---|---|---|---|---|---|
| 18 | Mechanical Equipment Room closet | 116 | 1 | Schlage (was Yale) | X | X | |
| 19 | Tool Storage | 118 | 1 | Schlage (was Yale) | X | X | |
| 20 | Back Entrance Door | | 1 | Schlage | X | | X |
| 21 | Basement Door | | 1 | Schlage (was Yale) | X | X | |
| 22 | Break Room Storage | 210 | 2 | Schlage (was Yale) | X | X | |
| 23 | Back Stairs | | 2 | Schlage | X | X | |
| 24 | Storage Room | 212 | 2 | Schlage (was Yale) | X | X | |
| 25 | Large Meeting Room | 214 | 2 | Schlage (was Yale) | X | X | |
| 26 | Large Meeting Room | 214 | 2 | Schlage (was Yale) | X | X | |
| 27 | Small Meeting Room | 215 | 2 | Schlage (was Yale) | X | X | |
| 28 | Staff Office Door | 204 | 2 | Schlage (was Yale) | X | X | |
| 29 | Printer Room | 205 | 2 | Schlage - Emtek | X | X | |
| 30 | Historic Stairs Door (by Pull Rope) | | 2 | Schlage - Emtek | X | X | |
| 31 | Operations & Finance Office | 202 | 2 | Schlage - Emtek | X | | |
| 32 | Deputy Executive Director Office | 201 | 2 | Schlage - Emtek | X | | |

### 6.11.3   Lost Keys

Lost keys are inevitable. The following procedure should be followed if a key is lost:

1. All lost keys should be reported to the Executive Director.
2. The Executive Director will decide if the key just needs to be replaced or if locks need to be changed. Factors that will be taken into consideration are:
    a. Can the lost key be tied to our building?
    b. Was there any description attached to the key?
    c. We don't recommend placing identifying labels on the keys.
    d. Was the key lost with anything else that could tie the key to the building (i.e. employee identification)?
    e. Where was the key lost? In the parking lot or in an unrelated public area.
    f. Was it an external or internal door key?

### 6.11.4   Stolen Keys

All stolen keys should be reported to the Executive Director. In general, if keys are stolen along with other identification that links the person to our building, all outside door locks should be changed.

### 6.11.5  Orders & Storage

All key orders should be given to the locksmith by the Executive Director or his/her designee.

Spare key quantities will be securely maintained by the Executive Director.

### 6.11.6  Retrieval

All internal staff, trail crew managers, and volunteers will return keys upon termination of service.

### 6.11.7  Terminated Employees

With an unrestricted system such as ours, duplicate keys can easily be made.

1.  If the terminated employee was a disgruntled employee and the feeling is that there is a moderate to high level risk associated with the employee, then consider changing all outside door locks.
2.  Alarm codes will be changed after all terminations.

**Comment from Sona M.: – will #1 above apply to volunteers with keys too? S.M. 10/26  Yes, notation made.**

## 6.12  Library – P3 – Annette F., Brendan C.

**Owner: Staff TBD, Annette F.**

Intent, who is librarian?

Next to the deck entrance is the community room with a library that educates about the great outdoors.

## 6.13  Mail Services – P3 – Gary W.

**Owner: Staff TBD**

Mail is delivered where?

Outgoing?

## 6.14      Maintenance Requests – P2 – Mary P.

**Owner: Mary P.?**

NYNJTC employees will be assigned to go room by room and test all equipment and operable features, including phones, conference lines, data lines, windows, doors, HVAC, furniture, and develop a master punch list of follow-up actions

Considerations for this section:

- How should building and site issues be reported?
- Web-based forms?
- who collects input, how often?
- How will issues be dispositioned to make sure they get resolved?
- Monthly/Quarterly/annual reports from database?

## 6.15  Parking – P1 – Staff TBD

**Owner: Staff TBD**

Current issue: we need final layer and striping, stop sign at driveway. Work is planned for first week in September.

### 6.15.1  Handicapped Parking   -- RELEASED 11/5/2015

1. There are two ADA accessible parking spaces in the Headquarters parking lot. The spaces are marked with blue paint and international symbol of accessibility signage in front of the spaces.
2. Parking here is reserved for visitors with limited mobility who have a handicapped sign visibly displayed in their vehicle.
3. The bluestone walkway is ADA compliant, the front doors can be opened automatically, and an elevator is available within the building to the left of the front entrance.
4. The elevator must be turned off at the end of each business day in order for the front doors to be locked properly. The front door key works to turn the elevator on and off.

### 6.15.2  Off-Hours Parking – P2 –Jennifer E.

### 6.15.3  Overflow Parking – P1 – Peter D.

Ramapo park

### 6.15.4  Shared Driveway  -- RELEASED 11/5/2015

Our driveway and parking lot serve as a shared driveway to the fenced-off sewer pumping station.  This station is managed by Northwest Bergen County Utilities Authority (NBCUA), and procedures need to be followed to make sure access by NBCUA employees is not restricted by our activities.

A primary staff liaison should be assigned by the Operations Director for communications with NBCUA.  This liaison should then establish primary and secondary contacts at NBCUA with name, position, phone numbers (office & cell), and e-mail if available.  The staff liaison should create procedures for communicating special requests to NBCUA contacts, and should periodically request feedback from NBCUA contacts about any concerns or issues they may have.

The following situations are **NOT** allowed, as they restrict access to NBCUA employees:

- Blocking the driveway entrance at the road without an attendant.
   - o   If driveway is blocked and an attendant is present, the attendant should be able to quickly remove blocking implements to allow access by NBCUA.

- Parking along the grassy shoulder between the parking lot and pumping station fence.
  **Comment from Sona M.: Perhaps install some rocks along the grassy shoulder or signage to prevent visitors from inadvertently parking there when lot is full? 10/26**

- Parking in the parking lot outside of painted parking spaces in such a way that would impede a truck's ability to pass.
- Placement of obstructions in the parking lot that would impede a truck's ability to pass.
  o For instance, sponsor pop-up tents at an outdoor event could be place in parking space areas, but not in the main driveway access area.

The following situations **ARE** allowed:

- Temporary blocking implements across the driveway entrance at the road, but only if an attendant is present.
- Blocking implements for individual or groups of parking spaces that leave the central driveway passable.

Snow removal efforts should be coordinated with NBCUA, or at the very least, NBCUA should be informed of our snow removal procedures. Please see  Snow Removal section.

### 6.15.5  Special Events Parking – P2 – Jennifer E.

### 6.15.6  Staff Parking – P2 – Jennifer E.

### 6.15.7  Visitor Parking – P2 – Jennifer E.

## 6.16  Records Archives, Retention & Management – P3? – TBD

**Owner: Mary P.?,**

Scope of records: archival materials and regular files.

Retention?

What records do retention rules apply to?

Create and maintain an index for records in archives and where stored

Storage rules

FYI, here's some info from research I've done before, and may want to consider:

The Sarbanes-Oxley Act addresses the destruction of business records and documents and defines intentional document destruction into a process that must be carefully monitored.

There are two aspects of the Sarbanes-Oxley Act that are applicable to nonprofits:

1. Retention of documents related to lawsuits.
2. Strengthened whistleblower protection.

## 6.17 Retail Space – P3 – Jennifer E.

**Owner: Jennifer E.**

Our newsletter, the e-Walker is also available at no cost and there is an area with select items for sale.

## 6.18 Signage – P1 - Amber R., Peter D.

**Owner: Amber R.**

Post all notifications required by law notices, i.e. workers compensation, minimum wage, etc.

Outside signage and lighting. Lighting is expected to be complete by end of May. Outdoor signage plan needs to be developed in conjunction with landscape architect, including a Stop sign at the driveway, "premises are monitored", please clean/remove shoes, pets not allowed, parking for employees and visitors only, etc.

Considerations for this section:

- Building map in lobby with room names
- Authorized personnel only
- Elevator signage
- Others according to building codes?
- Emergency lighting
- Required Employer signage?
- Naming opportunities?
- Ed is thinking of having a large bulletin board to consolidate signs and notices.
- Any OSHA requirements? Speak with   John L. about OSHA.

### 6.18.1   Interior Signage Program

Interior signs provide written directions, information, or precautionary messages in a clear and concise graphic manner. The goal is to eliminate all extraneous signage throughout the facility by following a signage program, outlined in detail below.

All signs must be approved by the Communications Manager or his/her designee.

### 6.18.1.1        Overview

- Less is more
- Keep it concise for reading while moving
- Keep in-depth signage in wait areas only
- Pictures and graphics speak volumes
- Have consistent use of signage hierarchy
- Have a recognized "look and feel"

The following sections provide further explanation of each point in the Signage Program, the challenges we all face, and the best practices.

The Signage Program provide directions, information, or precautionary messages in a clear and concise graphic manner to guide implementation. Guidelines cover all signage elements we are envisioning for the Trail Conference, where they should be located, and what messages they should indicate or use to inform the visitor.

Our goal is to eliminate all extraneous signage throughout the facility. The signage hierarchy is based on the informational needs of our users and to provide self-navigating spaces.

## 6.18.1.2      Signage Principles

Our Signage Program is  based on signage principles that we expect to be adhered to during design, implementation, future changes and replacements. Principles are  aimed at helping our visitors intuitively self-navigate through the facility.

The Signage Program follows these basic principles of design and purpose:

1. **Wayfinding**: how intuitively people move from the entrance and through the building;
2. **Primary signage**: larger and key signs identifying major areas of a building;
3. **Secondary signage**: smaller signs identifying more specific parts of a building;
4. **Tertiary signage**: less significant signage, such as those identifying restrooms, storage rooms, or legally required signage;
5. **Collateral**: temporary signage, flyers, etc. that are used to identify special programming, events, or giveaways;
6. **Technology:** use of computers screens, flat-screen monitors, and other technology to direct or offer information to customers.

## 6.18.1.3      Wayfinding

Wayfinding should be an intuitive experience for our visitors, allowing them to freely explore the environment while providing information and direction where appropriate.

- Total signage package must flow from zone to zone seamlessly.
- There must be consistent treatment within each zone regarding the overall principles for Primary, Secondary and Tertiary signage.
- Since we are implementing signage in a new building, our goal is to install all the Primary signage throughout the building, then all the Secondary signage. Refrain from installing your signage zone by zone.

## 6.18.1.4      Signage Hierarchy: Primary, Secondary, Tertiary, Collateral

**Primary** signs direct the customer to the basic or major areas of the building.

**Secondary** signs identify more specific areas within those sections. Sign scale and information should be reflective of signage importance.

**Tertiary** signs, such as utility or ADA designation for room use, are placed minimally.

**Collateral** signs, such as program flyers, calendars, and brochures, are often categorized as Secondary signs and are temporary in nature. They are often made available for take home within these environments.

## 6.18.1.5       Signage Principles in Action

These guiding principles articulate the various challenges there are when selecting a customer-driven signage system. As customer needs change in time, the necessity for flexible modification of existing signage must be folded in as well.

1.  **Be Consistent with Nomenclature**
    Names for departments, destinations, and spaces should always be consistent on signage and graphic elements.

2.  **Less Is More**
    Customers will not pay attention to too many messages in one area or signs that take too long to read, or require too much time to understand. Be concise! Instead of 20 program flyers, choose 3 to highlight today or this week.

3.  **Be Consistent**
    Sign types handled in a consistent manner throughout a facility allow visitors to trust the information presented to them.

4.  **Ensure Signs are Easy to Read While Moving**
    Use clean fonts and short messages. Printouts must be in wall displays.
    [WHAT KIND OF WALL DISPLAY? A FRAMED DISPLAY, KIOSK, BULLETIN BOARD?]

5.  **Keep Signs Along Customer Sightlines**
    Signs should appear "naturally" in your viewers' sightlines, rather than having to search for them. Customers are intuitively given important finding cues.

6.  **In-depth Signage in Wait Areas**
    Placing a monthly event calendar in a wait area, such as by the Checkout, gives customers an opportunity to focus on learning about Trail Conference events. An 8.5" X 11" version may be made available for customers to take with them.
    *Signage should be placed so that users see an appropriate sign at the moment they are in need of further wayfinding information.*

## 6.18.1.6       Basic Signage Program

**Main Lobby**

-   MAIN ENTRANCE WINDOW: HOURS: This is a letter-size sign that can be viewed from both sides. It is for the OPEN hours. It is mounted in a sign holder or similar frame, not simply taped to the window.
-   MAIN ENTRANCE WINDOW: COLLATERAL SIGNAGE: This is located at the main entrance and viewable from the interior and exterior of building for after hours viewing. This is a space for 1-2 program flyers, calendars, and similar Collateral signage. It is mounted in a sign holder or similar frame, not simply taped to the window.
-   FLAT SCREEN MONITOR SIGN: Placed in the lobby,, this monitor provides a looped slide show.
-   DIRECTORY AND CALENDAR: A directory of the facility and poster-sized calendar of events should be placed in the lobby..
-   REGULATION SIGNAGE: These are small Tertiary signs placed where appropriate.

**Signage Text Colors**

A well designed color and materials palette is critical to self-navigation because it enhances customer-focused spaces and gives a "look and feel" to the building. The color and materials palette for the signage and graphic elements is derived from the colors and materials found in the Branding Guide.

**Typesets, Symbols & Arrows**

Signs and graphic elements should use consistent typestyles, symbols and arrows. When using a family of graphic symbols, consistent treatment is important. Details may be found in the Branding Guide.

## 6.18.1.7      Collateral Signage Basics

It is very easy to clutter the lobby and store with a cacophony of information. These key tips focus on the most important points to remember when utilizing these tools.

When designing Collateral Signage, review the facility's Branding goals. Utilize Branding elements to reduce signage clutter.

**Directory**

In the spirit of the Mall directory, the directory helps new or infrequent customers navigate quickly to their destination. Clearly organized with very little text is the aim. Be sure the directory:

- Matches the shape of the floor plan
- Is oriented from the front door or major entry
- Shows landmarks such as the street or parking lot

To provide take-aways for the customers, a 8"X11" b/w copy of the directory may be made available.

**Flyers and Wall Signs**

Flyers and wall signs should be kept to a minimum and displayed only in the designated location. [LOCATION TO BE DETERMINED... BULLETIN BOARD IN LOBBY?] Due to the variety and high volume of programs and services offered:

- Choose only a handful to feature at any one time
- Less is more
- Flyer templates punch up the visibility
- Use a photo or graphic feature
- Main Title section should use short, popular words to target customer groups
- If a subtitle is needed keep it less than 8 words
- Date and time needs to be easily understood and consistent from flyer to flyer
- Description area of the flyer is not meant to "sell" the customer, but to clarify questions they may have
- Keep all unnecessary information, repeat information, or lengthy background off the flyer
- Keep description paragraph to four lines or less to enhance overall flyer presentation, providing target audience with a "teaser."

**Flat Screen Monitor**

This screen presentation provides a snapshot of a highly selected set of events, classes, or services the Trail Conference is offering. It also includes background information on the organization. Seen on entry, it is displayed to help customers

experience through their visual senses. Because of the location, color, and movement, it is a key tool for communicating. The number of slides is kept to a minimum of 7 and maximum of 20. The screen is mounted high enough so as not to be blocked by passers-by, and approximately within 10 feet of entry or in the Store.

The PowerPoint template has standard slide template pages found to be effective with customers. When updating a slide they are saved as jpeg files, loaded on a memory stick and placed in the DVD player to provide a "looped" viewing.

The standard 7 slides shown and that are never switched out are:

- About Us
- Where We Work
- Volunteer
- Become a Member
- Donate
- Hours
- Website

Add to the slideshow events, classes, or services that you wish to highlight. There is a spareness to each slide to reduce "clutter" and the timing is set for 3 to 4 seconds per slide [NEED TO EXPERIMENT WITH THIS TIMING]. The quick viewing time is to provide a "teaser" or quick look. The goal of this secondary sign is to show movement, variety, and fun highlights presented in a crisp, immediate, and technological way. Not all customers will watch the whole presentation. The show is to catch them "on their way through," to tell them about a couple things about the Trail Conference and what's happening right now or in the near future. This slide presentation may be used in conjunction with flyers to saturate the customer's exposure to the topic.

**Calendar [WE DO NOT CURRENTLY PRINT CALENDARS. WE NEED MORE CONSISTENCY IN EVENTS BEING INPUT INTO OUR WEB CALENDAR BEFORE WE PRINT CALENDARS.]**

This monthly calendar is a snapshot of all events and programs for the Trail Conference. Reinforce Branding, website address, and hours. Additional information on events is placed on the back of the calendar. The calendar is produced as a poster–sizeand displayed prominently.

To provide take-aways for the customer, an 8.5"X11" b/w copy of the calendar is available with the verso side providing a little more information. Key uses for this template provide website, hours, and ongoing weekly events highlighted from the rest of the events listed. There is a spareness to each entry to increase fast and easy reading.

**Back of Calendar**

Place details about events and programs on the back of the calendar to keep the front easy to read.

## 6.18.2   Exterior Signage
Considerations for this section:

- Building identification
- Historic Site Signage?
- Smoking provisions
- No trespassing
- Parking lot signage
- Must have signage at Historic entrance to direct visitors to the main entrance.

## 6.19 Special Events & Third Party Use – – P1 – Suzan G., Peter M.

**Owner: Staff BD**

**Policies are needed for third party use of the building and grounds. Suzan G. volunteered to draft a contract for review.**

**How are requests for events handled i.e. after hours use by staff and board**

**What happens outside regular hours?**

**Include certificate of insurance and cleaning fee.**

Our building will be used by outside groups for various purposes including meetings, small catering events, parties, and photo shoots. Any combination of inside space, first and/or second floors and outside space may be arranged.

Events will normally be held during the week, outside of normal business hours and on the weekend. For requests during normal business hours, our best efforts will be made for accommodations. Our Event Coordinator will meet with the group leader for the outside group and make arrangements including facilities, food, beverage, staffing, and pricing. Events are to be paid-in-advance. The event coordinator will prepare the Facilities Use Form describing all the agreed upon detail and responsibilities (see sample Exhibit XX). In order to provide a memorable, functional and safe space, we have developed the following procedures:

### 6.19.1 Access

1. The group leader will be responsible for opening and closing the building including securing outside doors, turning the alarm off and on, and cleaning after the event.
1. For all events, groups will park in the parking lot and have access to the outside deck.
2. Outside groups will be encouraged to use the main and deck entrances as the only entry points.
3. All doors to the above areas and rooms will be left unlocked prior to the third party use.
4. All other areas and doors will be locked.
5. Outside groups will have access to the historic and back stairs; however, the second floor access will be locked.
6. It is the event coordinator's responsibility to lock all doors to areas and rooms not available to the outside group.

### 6.19.2 Administrative Procedures

2. Groups will arrange their events in advance by speaking with our event coordinator.

3. Group contact will complete the "Event Meeting Room Reservation Form" in Appendix ????
4. Where possible, we will require a certificate of insurance adding the NYNJTC as an additional insured for general liability purposes. (We need to speak with our insurance broker about coverage needs on our end).
5. Provide geothermal heating & cooling system pamphlets to group leader
6. Explain clean-up requirement, provide garbage bags and show where tied-up garbage is to be left. Where is that?
7. Collect deposit (if any) and event fee before event
8. Lock all areas and doors not available to the outside group
9. Perform pre-event review and checklist:
    a. Security – Paid via check/credit card, ACH, Wire
    b. Event charge - Paid via check/credit card, ACH, Wire
    c. Key issued to XXXXXX
    d. One-time use alarm code XXXXXX
    e. Walk-through of included space
    f. Distribute geothermal system pamphlets to group leader
    g. Parking, access and alarm setting explained to XXXXX
    h. Insurance broker notified
    i. Police notified
    j. Key returned to XXXX on XX/XX/XXXX
10.
11. Perform post-event review and check-list:
    a. Key returned (Yes/No)
    b. Remove one-time alarm code from the system
    c. Any damage (Yes/No). If yes, does security deposit cover? If not, file claim with event's insurance carrier. Notify our insurance broker.
    d. Were premises left in a neat, orderly manner (Yes/No). If no, is security deposit use warranted.
    e. Send thank you note to the group leader. Include membership material, volunteer & employment opportunities, notice of upcoming events, inducement for additional events (price breaks, membership discounts) and ask for referrals of other groups that may find our headquarters attractive for an event.

### 6.19.3  First Floor Access Only
Outside groups will have access to the following external doors, rooms and areas:

1. Main, Deck, Historic & Back Stairs entrances – (See Keying System)
2. Vestibule
3. Janitor's closet
4. Meeting room 105
5. Conference room 105B
6. Pantry room 110
7. Sales area 111
8. Community room 113
9. Mechanical Equipment room 116

### *6.19.4  First & Second Floor Access*

Outside groups with both first and second floor access will have access to the following external doors, rooms and areas:

1. All doors, rooms and areas included in the first floor access
2. Elevator use
3. Open office space 209
4. Break room 210
5. Meeting room 214
6. Small meeting room 215

### *6.19.5  Key access and alarm procedures*

1. Our event coordinator will give the group leader the building key for building access and recommend using only the main and deck entrances for safety.
2. The group leader must return the key the first business day after the event.
3. Our event coordinator will set up a one-time alarm code for the event.
4. The code will be given to the group leader along with written instructions on how to disarm and arm the alarm system.
5. We will provide a walk-through of the system prior to the use.

### *6.19.6  Mechanical Room Access*

Access to the mechanical equipment room and the geothermal heating and cooling system will be given to promote the environmentally friendly and nature preserving mission of the NYNJTC. The event coordinator will encourage the group to view (not touch) the system and will provide a pamphlet describing the system, its capabilities and benefit to the outdoors.

## 6.20  Supplies – P2 – Peter M.

**Owner: Staff TBD**

Develop procedures for monitoring and ordering supplies for kitchen, bathrooms, etc.

All staff will be cognizant of everyday levels of supplies for kitchen, bathroom and office needs.

1. As current supplies run out, please complete the Supply Reorder Form and notify XXXX or XXXX of the need
2. Back stock will be used to replace current supplies.
3. All supply reorders will be made by XXXX and approved by XXXXX based on the level of back stock.
4. Back stock will be kept in the second floor storage room.

## 6.21  Storage Areas  *-- RELEASED 11/5/2015*

**Owner: Jeremy A.?**

### 6.21.1  Overview

There are multiple storage areas throughout the building.  Whenever placing an item in a storage area, care should be taken to make sure items are:

- Placed in their appropriate storage location (e.g. empty binders should all be stored in one location if possible, rather than scattered in multiple storage areas).
- Put neatly into the space, especially if the area is open and visible to building occupants.  Open shelving should appear presentable, and boxes are encouraged to not be stored in open shelving areas if possible.
- Accompanied by a written identification, if necessary (such as a label on a box).
- Not placed on the floor in such a way that may restrict movement of those using the space.
- Not placed in front of or on top of other storage items in such a way that makes the other items difficult to see or access, unless the other items do not need to be accessed.

The following are storage areas within the building.  Preferred storage items and restrictions are included for some of the storage areas listed here, and the staff manager of each area is indicated:

### 6.21.2  First Floor

#### 6.21.2.1        Janitor's Closet (1st floor)

- Storage in this space is restricted to cleaning supplies.
- Manager:  Operations Director.

#### 6.21.2.2        Meeting Room (105)

- Tables (folded and/or unfolded) and chairs (stacked and/or unstacked) can be stored.
- Other items should not be stored here, with the exception of short term storage prior to or following a meeting or other event utilizing the space.
- Manager:  Membership and Development Director.

#### 6.21.2.3        Janitor's Closet (1st floor)

- Storage in this space is restricted to cleaning supplies.
- Manager:  Operations Director.

#### 6.21.2.4        Historic stairway coat closets

- The closet adjacent to the Executive Director's office contains fold-up coat racks.  Additional storage in this space should be restricted to membership and development storage needs.
- The closet adjacent to the Membership and Development office area should be restricted to membership and development storage needs.
- Manager:  Membership and Development Director.

#### 6.21.2.5        Catering kitchen (110)

- Items not related to the functions of this room should not be stored here.
- To free up space in the front desk area, however, a utility moving cart for moving packages or other boxes can be stored in this room when it the room is not in use.

● Manager:  Membership and Development Director.

### 6.21.2.6    Tool Storage Room

● Storage of items in this room is restricted to trail tools and associated supplies.  Storage and removal of items should be coordinated through assigned staff or other check-in/check-out procedure.
● Specific storage uses and access could be addressed by Kevin S.
● Manager:  [STAFF POSITION].

### 6.21.2.7    Front Desk/Sales Area (111)

● Storage in the cabinets and counters of this front desk area should be restricted to items used by front desk and fulfillment staff and volunteers.
● When possible, counters accessible or clearly visible to visitors should not be used for storage; if they are used for storage, items should be placed neatly.
● Shelves in the front desk area should be restricted to items available in the store, including maps, books, t-shirts, and other items.
● Manager:  Membership and Development Director.

### 6.21.2.8    Sales Office (112)

● Storage in this office should be restricted to items used by the fulfillment coordinator, including packaging and shipping supplies and boxes of assembled maps.
● Manager:  Fulfillment Coordinator.

## 6.21.3  Second Floor
### 6.21.3.1    Storage Room (2nd floor)

● Storage in this room should be considered a last resort if a more suitable storage area is not available. Before placing an item in storage here, one should make sure it does not belong in another designated storage area (such as office supply shelves in the Print room, or packing supply cabinets in the Fulfillment office).
● As much as possible, similar or associated items should be stored in the same area (e.g. map assembly items in one area, additional shipping supplies in one area, extra TrailWalker boxes in one area, etc.).
● Storage items should be placed on metal shelves.  The primary exception is a row of boxes, 1 box deep, along the back walls, where stacks of book boxes and assembled map boxes can be stored.
● Boxes or other items should not be placed in the walkways between shelves, or in the open area near the door in front of the various electrical panels.
● If a new storage item (or items) will occupy a large area of the storage room (such as 2 or 3 shelves, or more), contact the room's storage manager to ensure there is enough room and to allow items to be moved around if necessary to accommodate the storage.
● If you are in need of space in the storage room, but don't see any available space, contact the room's storage manager.

- The manager will assign a staff person to regularly perform a walkthrough of the storage room and assess/report any issues that may need to be addressed.  Potential issues include storage items that have accumulated in walkways, storage items that present safety hazards related to sprinklers and the electrical panel, and very disorganized shelves or items lacking proper labeling.
- Manager: Operations Director.

### 6.21.3.2        Server/File Room (203)

- Server hardware and associated systems are stored in a black metal enclosure at one end of the room.  This enclosure should not be moved, and access to both the sides and the front should not be restricted by filing cabinets or other storage.
-  Files can be stored in the filing cabinets.  Labels should be added to the cabinet exteriors to indicate each cabinet's contents.
- The limited surface on top of the filing cabinets can be used for storage, including storage of extra computer and phone hardware.
- On the long exterior wall, empty space behind the filing cabinets may be used for long-term storage.  This space is difficult to access, so consideration should be given to how frequently stored items may need to be retrieved.
- Boxes or other items should not be placed in front of filing cabinets in such a way to restrict access to the server enclosure or restrict access to any of the cabinets.
- Manager:  Operations Director.

### 6.21.3.3        Open Staff Office Non-cubicle Areas (204)

- Floor space around meeting tables should not be used for long-term storage.  Short term storage of items like outreach materials or materials for upcoming events is acceptable, but these meeting spaces should not be an area where miscellaneous items accumulate.
- Files can be stored in the filing cabinets near the historic stairway entrance to the room.  Labels should be added to the cabinet exteriors to indicate each cabinet's contents.
- The surface counter above the filing cabinets should be kept clean and neat.  Storage or organization of papers or other overflow items from cubicle areas is acceptable on the counter, but other long-term storage or storage of large boxes is discouraged.
- Manager:  Operations Director.

### 6.21.3.4        Printer Room (205)

- Shelves in the print room should be restricted primarily to office supplies and printing supplies.
-  Floor space between shelves, as well as between filing cabinets on the opposite wall, should be restricted primarily to office supplies and printing supplies, such as boxes of letterhead, plotter paper rolls, and large easel drawing pads.
- The surface counter above the shelves should be kept clean and neat.  Storage or organization of office supplies or papers is acceptable on the counter, but other long-term storage is discouraged to keep much of this counter space open for poster/map work and document assembly purposes.
- Filing cabinets are available for storage of files or other items.

- Boxes or other items should not be placed in front of the shelves in such a way to restrict access to the plotter printer or restrict access to any of the shelves.
- Manager: Operations Director.

### 6.21.3.5 Open Volunteer Office Area (209)

- Workstation tables and computer terminal area should remain clear of storage items.
- Floor space underneath workstation tables and the computer terminal area should remain clear of storage items.
- Overhead shelving area should be kept neat and presentable, and storage of boxes in this area is discouraged.
- Counter space by the shelves should be kept neat and presentable.  Long-term storage of items is discouraged, but short-term storage, such as for map assembly purposes, is acceptable.  Care should also be taken to ensure counter space is maintained for volunteer sign-in procedures and related materials.
- Shelving area below the counter should be kept neat and presentable.  Long-term storage or short-term storage, such as for map assembly purposes, is acceptable.
- Manager: Operations Director.

### 6.21.3.6 Break Room (210)

- Storage bins near the windows are to be used for trash and recycling receptacles.  The surface on top of the storage bins should remain open or be used for only short-term storage.
- Kitchen items and supplies should be stored in the various cabinets and drawers.  Storage on top of the refrigerator and on top of cabinets is discouraged.  When possible, items should not be stored on the counter unless they are too large to store within the cabinets.
- Manager: Operations Director.

### 6.21.3.7 Large Meeting Room Cabinet (214)

- There is storage available in this cabinet.
- The surface on top of the cabinet should only be used for temporary storage, such as for map assembly purposes, so that it can be cleared easily for various meeting room uses.
- Manager: Operations Director.

### 6.21.3.8 Small Meeting Room Cabinet (215)

- Storage in and on this cabinet should be restricted to first aid medical supplies.
- Manager: Operations Director.

### 6.21.3.9 Janitor's closet (2nd floor)

- Storage in this space is restricted to cleaning supplies and should not be used for other kitchen supplies or food.
- Manager: Operations Director.

### *6.21.4 Restricted Storage Areas*

The following are areas within the building where storage is restricted or not encouraged:

- Equipment room – No storage is allowed, beyond certain items related to the mechanical systems in the equipment room.
- Crawl space – No storage is allowed.
- Closets directly under historic stairway – No storage is allowed.
- Front Lobby – Storage, aside from library books on shelves, is discouraged in this space.
- Attic – Storage is discouraged in this space, which is largely occupied by the HVAC system. [Is storage permitted at all in attic space, regardless of how difficult it may be to access?]

 Also please see the Restricted Areas - Restricted Areas section.

## 6.22 Trash and Recycling  *-- RELEASED 11/5/2015*

**Owner: Don W.**

1. All non-recyclable refuse should be placed in appropriate trash containers.

2. Trash containing food residue should be discarded in the break room kitchen trash receptacle, not in other waste baskets around the building or the restrooms.

3. Paper and cardboard cannot be recycled at the Trail Conference.  Please feel free to bring any paper/cardboard home for recycling; otherwise, paper should be discarded as trash.

4. Metal cans and plastics containing a recycling number (1-7) are recyclable and should be discarded in the recycling receptacles, in the kitchen or behind the building.

5. Trash is picked up weekly, on Thursdays.  Filled trash bags must be brought to the dumpster. Please replaced with empty trash containers with plastic bags, which are located in

6. For recycling pickup dates, please refer to the Township of Mahwah website, Public Works Recycling Center and Schedule page: http://www.mahwahtwp.org/Cit-e-Access/webpage.cfm?TID=64&TPID=6771

7. If you need to take any recyclables directly to the recycling center, it is located at 142 Railroad Ave. https://goo.gl/maps/6DHtXeWCnVN2

## 7 BUILDING SYSTEMS – P1 – PAT M., STAFF, VOLUNTEERS

**Owner: Pat M., Staff TBD**

### 7.1    Building Energy Goals – Ed G.

What are the Building and/or site Energy Goals?

## 7.2    Building Systems Spare Parts – Pat M.

What spares do we have and where are they?

## 7.3    Electrical – Pat M.

O&M of the domestic water and sanitary waste systems.

Pat M. volunteered to label all electrical and plumbing equipment and develop maintenance schedules and basic operating instructions.

## 7.4    Elevator Controls – Peter M.

- Our elevator is a two stop use for up to 1,400 pounds.
- Fire or emergency instructions are posted outside the elevator door on each floor and in the elevator.
- Do not use the elevator in case of smoke or fire.
- The following summary by the manufacturer, Custom Elevator Manufacturing Company, includes a description of controls & features, operating instructions, and troubleshooting. For safety instructions, see section 3. For security, see section 5. For scheduled maintenance, see section 11.
- Insert manufacturer summary

## 7.5    Equipment Room – Pat M.

## 7.6    Geothermal Water Pumps – Pat M.

## 7.7    Hot Water Heater – Pat M.

## 7.8    HVAC  – Pat M.

Thermostat setting

Balancing

Filters

Bathroom vents

HVAC control conditions?

## 7.9    Lighting – Pat M.

Timers

Sensors

Switches

## 7.10 Plumbing – Pat M.

Pat M. volunteered to label all electrical and plumbing equipment and develop maintenance schedules and basic operating instructions.

## 7.11 Sump Pumps – Pat M.

# 8 BUILDING STRUCTURE – P3 - Doug S.

**Owner: Doug S.?**

## 8.1 Gutters

## 8.2 Historic Site Considerations

Limitations?

Which part of the building is considered historic?

How are repairs and preventive maintenance to be handled?  Any historic building considerations?

How are repairs to be handled?

TC is legally required to maintain the Schoolhouse portion of the building according to preservation plans.

Easement on building. (Ed?)

## 8.3 Roof

## 8.4 Windows

Custom gasketing for original bldg. sashes

Open/Close ???

Window treatments for sun glare and bathroom privacy

# 9 GROUNDS

**Owner: Staff TBD**

## 9.1    Landscaping & Grounds Maintenance – **P3** - Linda R.

## 9.2    Lighting **– P3** - Doug S.

Timers

Sensors

Bulbs used

How to change

## 9.3    Hardscapes Maintenance *– P3 - Doug S., Kevin S.*

### 9.3.1  *Landing and Bridge – P3 - Doug S.*

### 9.3.2  *Parking Maintenance – P3 - Doug S.*

What needs to be done to maintain parking lot

### 9.3.3  *Walkways Maintenance – P2 - Kevin S. (10/1 - took over from Doug S.)*

## 9.4    Snow Removal **– P1** – Doug S.

We need to contract for this service ASAP.

## 9.5    Watering System **– P3** - Doug S.

## 9.6    Trail/Trailhead on Schoolhouse property *– P3 - Doug S.*

This is for future trail yet to be built

# 10    IT AND TELECOMMUNICATIONS – Mary P.

**Owner: Mary P.**

## 10.1  Internet Service Provider *– P3* – staff TBD

## 10.2   IT infrastructure – *P3* – Staff TBD (Jeremy A. file servers)

Overview of what infrastructure consists of

Point to inventory and who's responsible to maintain list of assets.

### 10.2.1 Archives

### 10.2.2 Backups and Restores

### 10.2.3 Desktop PCs

### 10.2.4 Laptops

### 10.2.5 Servers - *Jeremy A.*

### 10.2.6 Software Applications

### 10.2.7 Peripheral Devices – *P3* – staff TBD

### 10.2.8 Passwords Management – *P2* – staff TBD
### 10.2.9 Wired and Wireless Network Access – *P1* – *Mary P.*

A written policy that addresses access to public Wi-Fi is needed.

## 10.3   Telephone System – *P3* – staff TBD

## 10.4   Website

# 11      SCHEDULED MAINTENANCE – P1 – Pat M.

**Owner: Staff TBD, Pat Marcotullo**

Based on staff, expected visitors and events, flooring and location of building, a daily cleaning of trafficked areas is highly recommended.  Like most if not all office buildings it should be cleaned in the evening when there is minimal or no occupancy. 4 man-hours of cleaning per day is recommended.

According to financial ability, a contract with a cleaning contractor or directly hired personnel could be used. A major scrubbing of wood floors and stairs by an expert person should be done monthly.

Neglected wood floors will eventually need to be replaced, a very expensive proposition.

Take and record temperature and pressure readings weekly on geothermal supply and return lines and possibly on off circulating pumps to determine efficiency of system. Again, this is good bookkeeping practice. Replace HVAC filter on a monthly basis. Others might recommend a longer period. From my personal experience, the added small investment is warranted in efficiency and protection. Keep close attention to heat pumps condensate drain as in the summer they have a tendency to clog and cause condensate pan to overflow on ceilings

In winter the building manager will assure that in addition to a snow removal contractor service, sidewalk cleaning and salting or sanding of outside areas is assigned to available employees. This will assure a safe environment for staff and visitor alike

### 11.1.1  Daily Tasks

### 11.1.2  Weekly tasks

### 11.1.3  Monthly Tasks

### 11.1.4  Yearly Maintenance

Elevator inspection and repairs as required.

Fire sprinkler and extinguishers inspection as required.

Ideally, windows should be cleaned twice a year - spring and fall. In our case exterior cleaning can only be done by insured professionals. Interiors could be done in house.

Gutters will have to be cleaned yearly unless they are fitted with gutter protection and even in such case a periodic cleaning will be required.

Contract with a reputable snow removal company

Establish a volunteer landscape committee to help maintain exterior area clean and attractive.

### 11.1.5  Routine inspections

## 11.2  Long Range Maintenance Planning

### 11.2.1  HVAC

The average expected lifespan for HVAC equipment is 10 years. This consists of circulating pumps, heat pumps , motorizes dampers, relays and thermostats, crawl space de-humidifier and exhaust fans.

In the interim period it's also possible that some fire sprinkler joints and sprinkler heads need replacement or repairs.

### *11.2.2 Elevator*

The average expected lifespan for the elevator is 20 years.

### *11.2.3 Interior and Exterior Painting*

Different factors make it difficult to predict exterior painting needs, however it would be good practice to plan and budget for a 10 year implementation.  Some old window repair or replacement should be incorporated in to the project.

Interior painting is a straight forward project that also should be implemented in the 10 year planning.

### *11.2.4 Roofing*

Normal asphalt roof shingle life expectancy is 20 years or less.

Wood shingle roof life expectancy is 20 years or more depending on moss causing conditions like surrounding trees that provide shade to the roof.

Periodic cleaning and washing of wood shingle roofs with a bleach solution to maintain it's appearance and extend life expectancy is highly recommended.

### *11.2.5 Parking, Walkways and Bridge*

Repairs and maintenance to exterior walkways and future bridge should be considered.

Parking area striping, sealing and resurfacing has to be part of the yearly and long range planning estimates


## 12    EMERGENCY OPERATION

**Owner: Mary P.**

## 12.1    Emergency Conditions and Procedures

Determine building emergency response classification for various conditions.

What is procedure/steps for each emergency condition?

### *12.1.1 Data Loss and Network Outage – P2 – staff TBD*


### *12.1.2 Inclement Weather – P2 – staff TBD*


### *12.1.3 Emergency Closure – P1 – Mary P.*

Outgoing message needs to change on telephone system

Message needs to be posted on website

### *12.1.4 Power Outage – P2 – staff TBD*

### 12.1.5  HVAC Malfunction  – P2 – staff TBD

### 12.1.6  Sump Pumps  – P2 – staff TBD

### 12.1.7  Toilet Room  – P2 – staff TBD

### 12.1.8  Water Supply  – P2 – staff TBD

## 12.2   General Emergency procedure – P2 – staff TBD

In general what is the procedure: calling tree, etc.

# 13       ASSET MANAGEMENT – P3 – Mary P.

**Owner: Mary P.**

Considerations for this section:

- What are existing assets in building, where is list maintained?
- How are assets managed?
- Who is responsible for maintaining inventories as items change?
- How often are asset/inventory lists updated?
- Building sale annual reporting to county and municipality
- Building value formula

# 14       LONG RANGE OPERATION FINANCIAL CONSIDERATIONS – MAY NOT BELONG IN THIS DOC

**Owner: TBD**

The following financial estimates for long term equipment replacement and repair needs are derived from present costs and consideration should be given to future inflationary situation.

Short term estimated costs are based on present need and could vary based on implementation estimated yearly.

YEARLY

1) Housekeeping personnel 4 hours per day…………………………………………………………………………$ 15,000

2Exterior window cleaning spring and fall…………………………………………………………………….$ 4,000

3)Gutter and wood shingle cleaning…………………………………………………………………$ 2,500

4) Monthly hardwood floor maintenance……………………………………………………… $2,500

5)Fire sprinklers and elevator inspection……………………………………………………$1,000

6)Cleaning supply and AC filters……………………………………………………………………$ 500

7) snow removal contract……………………………………………………………………………$3,000

8)parking lot sealing and striping…………………………………………………………………$2,500

9)Optional HVAC maintenance contract………………………………………………………$3,500

Unscheduled emergency  repairs………………………………………………………………$4,000

TOTAL ESTIMATED YEARLY UPKEEP………………………………………………………………$38,500

NOTE: Property and liability insurance, applicable taxes and other fixed expenses like utilities, etc ,should be part of the yearly operating budget


LONG RANGE REPLACEMENT AND UPKEEP 10 YEARS

1)HVAC  replacement  or overhaul………………………………………………………………$50,000

2)Exterior painting…………………………………………………………………………………$25,000

3)Interior painting……………………………………………………………………………………$20,000

4) Parking lot resurfacing and stripes…………………………………………………… $15,000

5) General unforeseen repairs and improvements……………………………………………$8,500

TOTAL ESTIMATED 10 YEAR UPKEEP……………………………………………………………….$118,500


LONG RANGE REPLACEMENT AND UPKEEP 20 YEARS

1)Shingles asphalt roof………………………………………………………………………………$15,000

2) Shingles wood roof…………………………………………………………………………………$40,000

3) Outdoor lighting……………………………………………………………………………………$20,000

4)HVAC replacement…………………………………………………………………………………$50,000

5)Exterior painting……………………………………………………………………………………$25,000

6)Interior painting……………………………………………………………………………………$20,000

7)Parking lot resurfacing and striping…………………………………………………………$15,000

8)General unforeseen repairs and improvements…………………………………………$16,000

TOTAL 20 YEAR REPLACEMENT AND UPKEEP……………………………………………………………………..$201,000

From the above estimate we need to spend  $319,500 in today's dollars within the next 20 years to maintain our facility in a satisfactory manner.

# 15	OPERATIONS RECORDS *– P2 – Mary P.*

**Owner: Mary P.**

What records, forms, and logs are maintained to track preventive maintenance, repairs, and warrantee issues?

# 16	POLICIES AND PROCEDURES *– P2 – Mary P.*

**Owner: Mary P.**

What are the policies that pertain to site?

# 17	APPENDIX: SITE AND BUILDING DOCUMENTATION *– P3 – Mary P.*

**Owner: Mary P.**

This section is a list pointing to where various documents are and who's responsible

## 17.1	Assets

## 17.2	Certifications

## 17.3	Contracts and Agreements

Contractual Agreements are in place for the following maintenance and site services functions, and where are thy located?

- Sprinkler system?
- HVAC?
- Water?
- Electric?
- Housekeeping?
- IT?
- Internet service provider?
- Web services?
- Other?
- Non-contractual agreements?

## 17.4   Diagrams

Site interior and exterior diagrams

## 17.5   Drawings

All drawings listed, where located, who has them

## 17.6   Forms

### 17.6.1 Meeting Room Reservation Form

Please read and complete the reservation form below and return it to the Meeting and Special Events Coordinator.

A deposit of $50 is payable at the time of reservation. All rental fees are due no later than a week before the date of use by the organization. If there are no charges for damages or cleaning of the facility after use, the deposit check will be returned within five working days of the event. No decorations may be tagged, tacked, nailed or stapled to any areas of the building.The sponsoring organization will be held responsible for the behavior and actions of their guests

**Please include a self-addressed, stamped envelope with your deposit check.**

If the room(s) is not clean and put back into proper order, or there is damage, you will forfeit your $50 security deposit and pay for any additional expense caused by your organization.

Please remember our policy of **NO use of alcohol or tobacco in any area of the building.**

**CLEANUP CHECKLIST**

- ❏ Tables and chairs wiped clean and put back in original position
- ❏ Garbage placed in plastic bags and removed from the premises
- ❏ Floors swept clean
- ❏ Windows and doors closed and locked
- ❏ Restroom toilets flushed
- ❏ If refreshments have been served, food areas must be cleaned
- ❏ Lights turned off

**RENTAL FEES**

Groups or business meeting for not-for-profit $10 per hour

Private gathering $10 per hour

Schools, Government $10 per hour

Programs with the purpose of sales or profit $20 per hour

**New York-New Jersey Trail Conference Meeting Room Reservation Form**

Contact Information

Today's Date _____

Name of

Organization_____

Purpose of Reservation _____

Date of Reservation _____

Beginning Time _____ Ending Time _____

Name of Main Contact Person _____

Daytime phone number _____

Email _____

Attendance Number _____

Equipment Needed Tables_____ Chairs _____

Kitchen Facilities Required _____

By submitting this reservation form to use the meeting room in the NYNJTC building, I

assume responsibility for the following:

1. Reimbursing the Conference for missing equipment and repairs to the room(s) and

furnishings for damages which occurred during the duration of my event.

2. I agree as an authorized agent to abide by the Conference regulations of the facility.

Signature _____ Date _____

**Open questions from Suzan Gordon:**

1. **Who will take responsibility to be the Room Reservations/Special Events Coordinator?**
2. **Insurance issues: Does each organization need their own liability insurance or are they covered by the NYNJTC policy? Getting individual insurance is costly and a hassle from a personal experience.**
3. **Should rental fees be more? Security depoit enough?**
4. **More needed on checklist?**
5. **What staff will be there after regular hours for night meetings?**
6. **Procedures for key(s) received and to lock up?**

### *17.6.2Facilities Use Form*

### *17.6.3Supply Reorder Form*

### *17.6.4Repair/problem report*

## 17.7    Historic Archives

What documents exist that need to be properly archived?

## 17.8    Insurance

What property and liability insurance exists and where it policy info kept?

## 17.9    Keys Inventory

List of staff and volunteers who have been issued keys

## 17.10  Manuals

What exists, where located?

## 17.11  Manufacturers

Include contact details, maintenance schedules, warrantee info

## 17.12  OSHA

OSHA rules we must comply with

## 17.13  Physical Plant Schedules

Maintenance of physical/mechanical plant

## 17.14  Spares List

## 18    REVISION HISTORY – MARY D.

| Version | Date | Description | Author |
|---|---|---|---|
| 0.0 | 7/15/2015 | ● First draft of document design with proposed sections.<br>● Added notes for most sections on what should be included.<br>● Added a research & reference section with list of web resources used to research and design this plan. It may be a handy section to keep for future reference. | Mary D. |
| 0.1 | 7/30/2015 | ● 1st version shared with staff.<br>● Updated to include priorities for each section, also reflected in the Table of Contents. The priorities are based on a first pass review with Ed Goodell and Mary P. on 7/24/15, intended to focus on the most pressing issues being dealt with on a daily basis.<br>● Added an "About this Document" section to describe what content we expect for each section, and document development and release process. | Mary D. |
| 0.2 | 8/19/2015 | ● Updated to include resources for each P1 section. Sections marked as "Staff TBD" will need a staff volunteer.<br>● Added an "Owner" for each section. The Owner is the go-to person to maintain and update the particular procedure as needed.<br>● Added Records Archives, Retention & Management section<br>● Expanded IT & Telecom section<br>● Expanded notes throughout on what should be included.<br>● Version will be used by Ed Goodell for staff meeting. | Mary D. |
| 0.3 | 9/1/2015 | ● Update section owners to include additional volunteers<br>● Integrated and edited Security/Building Access, Keying System, 3rd Party Use and Site Operation/Kitchen Areas drafts from Peter.<br>● Added a new "Retail Space" section under Site Operation, and new sections in Appendix (Forms, Drawings, Keys Inventory)<br>● Updated About this Document – document development process | Mary D. |

| | | | |
|---|---|---|---|
| | | ● Numbered sections for easier referencing | |
| 0.4 | 9/18/2015 | ● Completed Intro section content and updated contact info in section 2.<br>● Updated sections owned by Peter Morris before uploading doc to google docs.<br>● Expanded list of topics to consider in various sections.<br>● Updated About this document section – document development process to include how we're incorporating use of google docs.<br>● Prepare doc to import to google docs. | Mary D. |
| | 9/25/2015 | ● Incorporated Kitchen section content from Sona and Peter D.<br>Significant edits to incorporate comments from 9/23/2015 B&G Committee review meeting:<br>● Introduction section updated with review comments, expanded to include maps and diagrams, as well as building access points (more work needed on maps & diagrams)<br>● Security section no longer exists, all content moved to Site Operation.<br>● Site Operation - Alarm Systems section now covers system description, operation, procedures. Also moved video alarm system as this another layer of the building security.<br>● Site Operation - Building Access section consolidates hours of operation, open/close procedures, access points, and access for contractors, off-hours, restricted areas, handicapped, and visitors.<br>● Site Operation - Special Events & 3rd Party is now consolidated<br>● Removed Building Systems - Fire Detection Alarm System and Security sections as these are covered under Site Operation.<br>● Added opening/closing procedure comments from the 9/23 review, for Gary W. and staff to address | Mary D. |
| | 10/5 | ● Included 3rd party room reservation content from Suzan Various comments from Peter M.<br>● Added key distribution chart from Peter M. | Mary D. |
| | 10/16, 10/19, 10/26 | ● added contributions from Don W, Jeremy A. and comments from Gary W.<br>● reviewed and accepted online comments from Hank O. | Mary D. |

| | | | |
|---|---|---|---|
| | | ● Updated "About Document" section to more accurately reflect the google docs document management process | |
| | 10/30/2015 | ● Added and edited Amber's Internal Signage section | |
| | 11/5/2015 | ● Accepted comments from Amber & Peter<br>● Revised Keying section to reflect final key plan.<br>● included Decor: Art & Memorabilia section from Brendan C. | |
| 1.0 | 11/5/2015 | The following sections are completed and released for staff implementation:<br><br>● 2.3.3 Building Access Points<br>● 6.4.5 Site Operation - Restricted Areas Access<br>● 6.9.2 Site Operation - Break Room Kitchen area<br>● 6.15.1 Site Operation - Handicapped Parking<br>● 6.15.4 Site Operation - Shared Driveway<br>● 6.21 Site Operation - Storage Areas<br>● 6.22 Site Operation - Trash and Recycling<br>This version of the document is downloaded as docx and archived on the OFFICE server. Note that some text in red may need to be worked through as part of the implementation. | Mary D. |

# 19    FMOP RESEARCH & REFERENCES – MARY D.

**Owner: Mary D.**

Many internet resources and the unique aspects of the Headquarters site were used to design the FMOP document outline and content. In addition all internal documents such as meeting minutes and site reports were copied into this document to ensure that every topic and issue previously discussed has a new home and that it is dispositioned. Here is a summary of the resources used:

- Building & Grounds meeting April 16, 2015 minutes, included in this document, grey highlights
- Present and Future Maintenance needs and costs – 4/24/2010, Pat M., , grey highlights
- Discipline of Facilities and Commercial Property Management:
  - o Managing and operating facilities and buildings require knowledge about a broad range of topics. Academic graduate and undergraduate degrees as well as professional accreditations are specifically designed for this field. I used the details in the Commercial Property Management and Facilities management certifications programs as guide for the topics we need to address. http://www.scps.nyu.edu/academics/departments/schack/academic-offerings/noncredit/certificate-in-commercial-property-management.html

    http://www.scps.nyu.edu/academics/departments/schack/academic-offerings/noncredit/certificate-in-facility-management.html

- o http://www.bomi.org/ - offers independent education and certification programs.
- Industry and professional standards:
  - o https://www.ashrae.org - American Society of Heating, Refrigerating, and Air-Conditioning Engineers
    - ▪ https://www.ashrae.org/resources--publications/free-resources/ashrae-terminology - Great glossary with more than 3700 terms and definitions related to the built environment, with a focus on heating, ventilating, and air conditioning (HVAC), as well as refrigeration, building envelope, electrical, lighting, water and energy use, and measurement terms.
    - ▪ https://www.ashrae.org/resources--publications/free-resources - free resources
  - o http://www.nibs.org/?page=fmoc_resources – National Institute of Building Sciences is a nonprofit bringing together industry, government, construction professions and consumer interests. The Institute's public interest mission is to serve the Nation by supporting advances in building science and technology to improve the built environment. The NIBS Facility Operations & Maintenance Committee(FOMC) resource page provides several papers with guidelines on operations and maintenance, historic building considerations, sustainable practices.
  - o http://www.wbdg.org/ - Whole Building Design Guide, a NIBS program. Codes, standards, operations and maintenance references.
  - o http://www.boma.org/Pages/default.aspx - Building Owners and managers Association
- Industry resources:
  - o http://edocuments.co.uk/document-production/operating-and-maintenance-manuals - documentation support for the construction industry
  - o https://www.opm.gov/policy-data-oversight/classification-qualifications/classifying-general-schedule-positions/standards/1100/gs1176.pdf - job descriptions
  - o http://bgm.stanford.edu/bfm/roles_responsibility - job description
  - o http://facilityexecutive.com/2010/12/business-continuity-management-ansi-standard-released/ - ANSI standards
- Buildings and Facilities Operations & Management Examples and Templates:
  - o http://vtvsa.org/school-energy-management-program.php - Vermont School Energy Management Program, Facilities Operating Plan template
  - o http://bgm.stanford.edu/bfm/index - Stamford University Buildings & Facilities Management website is clearly more that needed. Good resource for topics to cover, how to organize and streamline information.
  - o http://www.enterprisecommunity.com/resources/ResourceDetails?ID=63985.pdf – Operations and Maintenance template
  - o http://www.oxfordproperties.com/corp/corporate/pdf/oxford-si-operations_office.pdf - sustainable building
  - o https://www.fm.virginia.edu/docs/servicesGuide/servicesGuide2011.pdf - UVA Facilities Management guide
  - o https://www.system100.com/pdf/Operations%20Manual-Building.pdf – operations manual including topics for business operation as well
  - o http://www.greenseal.org/Portals/0/Documents/IG/PHA%20Manuals/Green_Building_OM_Manual_PHA_Southwest.pdf - although much broader in scope than needed for TC, good guidelines for cleaning considerations
  - o http://www.mass.gov/anf/docs/dcam/ofm/14-july-fmms-manual.pdf
  - o http://www.wbdg.org/resources/sustainable_hp.php - sustainable historic preservation

- o  http://www.wbdg.org/design/optimize_om.php - optimize O&M practices
- o  http://www.wbdg.org/resources/sustainableom.php - sustainable O&M
- o  http://www.wbdg.org/resources/rcm.php - reliability centered maintenance
- Legal considerations:
  - o  https://www.sba.gov/content/workplace-posters - Required HR signage and posters
  - o  http://webapps.dol.gov/dolfaq/go-dol-faq.asp?faqid=537
  - o  https://www.nonprofitrisk.org/advice/faqs/employment2.shtml