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Welcome to your GLCAP Headquarters!

Open-Office Etiquette

Noise: Success in our environment necessitates consideration and cooperation relative to noise that distracts. Here are some pointers to maintain concentration in a collaboratively focused setting.

✔ Modulate your voice. No need to whisper—just be considerate of your neighbors when speaking near individual workspaces.
✔ Don’t talk through workstation walls or shout to a co-worker across the aisle.
✔ Use phone discretion. When participating on a conference call or in webinars, use a headset. Try to pick up your phone after one or two rings or send it to voicemail. Set the ringer volume at a low level. When not at your desk, place your phone on DND (do not disturb); the call will go directly to your voicemail. NOTE: Please make sure your voicemail greeting is accurate so callers are aware of your schedule. This helps the Receptionist handle incoming calls, as well as you being respectful to your callers. See Attachment A for additional phone instructions.
✔ Be conscious of non-verbal noise. Keep cell phone and other devices on vibrate or on a low ringtone. If you have a large quantity of copies to be made, utilize the Staff Services workroom.
✔ Take advantage of huddle and gathering spaces. Move noisy conversations away from individual work settings. Lounge and café spaces are designed for impromptu, small group meetings.
✔ Reserve enclosed spaces when needed. Conference rooms are available for larger or longer meetings. Intake rooms are provided for one-on-one conversations.

Privacy and Interruptions: Successful co-existence in an open office setting relies on clear communication and mutual respect.

✔ Use headphones or other methods to manage distractions and to indicate that you are engaged in focused work.
✔ Read and respect privacy cues and personal boundaries. If your neighbor is wearing headphones or otherwise signaling they are doing focused work, hold your thought for another time or send them a message.
✔ Never enter someone’s work space without permission. Behave as though the workstations have doors. Do not enter before you have eye contact “permission” from your co-worker.
✔ Do not sneak up behind someone in their workstation. Approach from the side, not from behind. Announce yourself at their doorway or lightly knock on the wall.
✔ Allow co-workers to complete calls. Don’t lurk outside of their workstation. Drop a note on the desk or return later.
✔ Don’t “prairie-dog” over the tops of workstations or peek in as you walk past each one.
✔ Don’t chime in to conversation you hear over your wall. Whether it’s a work question you can answer or a private conversation you’d rather not hear, ignore comments that aren’t directed at you.
Confidentiality: In an open office environment, confidential matters should be discussed in a setting that supports the privacy of that conversation. Use discretion and judgment.

- Utilize enclosed spaces. Conference rooms are available for sensitive or confidential face-to-face or telephone conversations. Remember, we all deal with confidential information and if you do overhear something, you need to ensure that the information remains confidential.
- Store any confidential documents at the end of your work day.

Sharing Spaces: Enjoy the plethora of shared spaces, common and meeting areas, but please consider the next occupant.

- Honor your reservation time. Make a reservation for spaces that require it. See Attachment B for room reservation procedures. Update or cancel your appointment if meetings shift or end earlier than expected.
- Return to order. Ensure you leave all spaces as you found them. Allow sufficient time before vacating to clean the room so it is ready for use by the next party.
  - Turn off A/V equipment
  - Clear tables
  - Return furniture to its original layout - Push chairs back into place
  - Dispose of food and drink waste appropriately in the café

Visual Cleanliness: The openness of our space provides a fresh, appealing visual for our employees and our visitors. We must all control clutter and help keep it that way.

- Utilize storage provided. Coats should be hung in designated areas. Personal items should be stored in desk cabinets or lockers.
- Maintain access to daylight. Do not stack items on top of overheads or higher than panels.
- Refrain from attaching paper or pictures to walls, glass and other vertical surfaces visible by others.
- Tidy as you go. When you’re leaving your workspace, especially for an extended period of time, push in your chair, turn off task lights, organize your piles and make sure that the space is visually clean.
- Keep personal items to a minimum – no more than two family photos – and do not decorate with so much that no one can find any of your work.

Odors: In an open environment, odors are experienced by all members within a close space.

- Enjoy heated snacks and lunch in the café. A good rule of thumb is to never eat hot food or strong-smelling cold food at your desk. Food odors can bother your hungry or nauseous neighbors.
- Keep food under wraps. Store food in sealed containers in the café area.
- Clear food from activity spaces. Dispose of all food and waste from meetings or other group events in the café before vacating enclosed rooms.
- Steer clear of scents. Avoid using strong-smelling perfumes, lotions and room fresheners.
Wellness: We have planned our space with centralized services that encourage movement and access to daylight. We encourage you to take advantage of all opportunities to preserve mental and physical health and well-being.

- Maximize movement. Take the stairs whenever possible instead of the elevator. Enjoy a walk at lunch. Consider a standing meeting.
- Bring your healthy self to work. Leave "sick" germs at home to keep shared spaces and close working environments healthy for all.
- Conceal cords and clutter. Extensive power outlets are provided. Avoid tripping hazards by containing loose items and keeping cords out of traffic patterns.

Sustainability: Small efforts by all help us to live green and reduce our carbon footprint.

- Recycle. Use designated receptacles to dispose of paper, cans and bottles.
- Minimize. Bring only what you will use in a day to store in refrigerators.
- Conserve power. Turn off equipment at the end of day
- Dispose of trash. Keep our building and parking lots litter-free. Use designated receptacles.
Building Access and Security

All staff are required to wear an identification (ID) badge. An access keycard is provided to staff that work within the headquarters, as well as others that frequently visit the facility. All other staff must enter through the front door and have their ID badge viewable; otherwise, they will be required to check in as a visitor. (Refer to the Visitors section.)

The access keycard allows you to enter through the designated staff doors on the corner of Garrison Street and Bidwell Avenue and on the north side of the building off of our parking lot. It also allows you entry through the secure doors in the front lobby. If loading/unloading your vehicle, you can use the secure entrance in Staff Services. Do not hold any of the key card accessible doors open for any other staff. The access card is assigned specifically to you and is tracked. Do not allow any other person to use it. If you lose it, report immediately to the Staff Services Coordinator.

The front door is unlocked at 9:00 a.m. and locked at 4:30 p.m. for the public. Employee access to the building during non-traditional work hours will be limited. The majority of employees have access to the building from 7:00 a.m. – 7:00 p.m., Monday – Friday. There is a small amount of staff that have additional access because of their job duties.

Café and Coffee Stations

The café is located on the basement level for coffee breaks, lunch breaks, or small impromptu meetings. The café includes a double sink and countertop, a large commercial-sized refrigerator/freezer, three microwaves, a coffee brewer, a countertop icemaker, vending machine(s), dishes for staff everyday use, disposable plates and utensils, a dishwasher (to be used only for large trainings or events), a television, and recycling bins.

There is a coffee station on floors 1, 2 and 3. Each station includes a single sink and countertop, a small refrigerator and a coffee brewer. Filtered water is available at the drinking fountains on all four levels.

Refrigerators: There is a large refrigerator/freezer in the café for staff to place lunches. There is a small refrigerator at each coffee station for staff to place smaller snack-type items such as yogurt, string cheese, etc. You are encouraged to label your items. Also, if you have an item such as coffee creamer, place a red dot (provided by the refrigerators) to indicate this is an item not to be thrown away. Refrigerators are cleaned on the first Friday of the month. All items are to be removed and taken home or thrown away. Anything not removed or that does not have a red dot will be thrown away.

Coffee brewers: Any staff member can make coffee. If you take the last cup, make a new pot. If it is during the afternoon work hours, you might consider making only a half-pot to avoid waste. You are encouraged to check with others on the floor to determine if another full pot is needed. Empty coffee cups should not be left in the sink or on the counter. Please take them back to your work area.

Microwaves: Microwaves are located in the café only. Remain at the microwave when your food is heating to remove promptly and allow the next person to heat their food. When your food is done heating, check the microwave for any splattering from your food and wipe it down accordingly. As
a courtesy to others, refrain from cooking foods with unpleasant odors such as fish, etc. If you are cooking popcorn, pay attention and remove it as necessary to prevent burning.

**Dishes:** There are everyday dishes available for staff use. You must wash, dry and put away the dishes you use before you leave the café.

**Dishwasher:** The dishwasher is only to be used for large trainings or events where food is being provided.

**Vending Machines:** Vending machines with beverages, snacks and food items are located in the Café at the basement level. Any issues (item not received, change not received, etc.) should be brought to the attention of the Staff Services Coordinator.

**Recycling Bins:** Recycling bins are located in the Café. Please dispose of your waste appropriately and help us keep our environment clean.

**Basic Clean-Up:** A spray bottle with cleaner and towels are located under the sinks at each station. Please use these to clean the counters when messes are made. It is not just one person’s responsibility to keep the areas clean ... **it is everyone’s responsibility.**

Please be cognizant of the fact there are others working near the coffee stations. Taking time to meet or visit is a great thing, but we must remain courteous to others working nearby.

**Intake Rooms**

Private intake rooms are available for staff to see participants or have private conversations. Staff should escort the participant(s) to the intake room via the public hallway or advise them of what room in which they will be meeting. Staff should utilize the secure lobby doors and enter the respective intake room from the opposite door.

If all rooms are occupied, staff can use conference room 120, if available. Do not sit in any open areas while working with a participant.

There is also a Participant Resource Room (that can be utilized for intake) where all of our brochures and updated postings can be found.

**Mail and Supplies**

**Mail:** All incoming mail is opened and date stamped by Staff Services in the morning. The mail is then distributed either directly to individuals or to an assigned staff person within your department. All workstations have a hanging triple file pocket. The top pocket is designated for all incoming mail. Additionally, office staff have a designated spot for delivery marked “incoming.” This includes interoffice mail. There are no centralized mailboxes for staff in the headquarters, only for outlying sites. Staff from outlying sites that bring mail can deliver directly to the individual or leave in Staff Services in a designated mail box, and Staff Services will deliver as needed.

All outgoing mail to post office and/or UPS should be taken to Staff Services no later than 3:30 pm and placed in the designated area marked “outgoing.”
**Supplies:** All supplies are located in Staff Services. Specific items needed should be e-mailed to: cmlaurer@glcap.org. The Purchasing Specialist is the only staff person within headquarters that orders supplies.

**Parking**

All GLCAP-owned vehicles should be parked in the 127 S. Front lot located on the north side of the building. The lot east of the employee entrance across Bidwell Avenue is reserved for GLCAP staff. All employee vehicles are required to have a parking pass hanging from the rear view mirror. This lot is on a first come, first served basis. Additional parking is available in the vacant city lot located behind the Strand building. Do not park on Garrison or Front Streets. The police department is monitoring street parking and issuing citations; however, if you are only going to be at headquarters for a brief time, you can park on Bidwell Avenue. Also, as a courtesy to the downtown merchants, do not park in the Brady’s public lot. There are spaces in the 127 S. Front lot reserved for loading/unloading and handicapped.

**Restrooms & Medical Room**

**Restrooms:** Restrooms are located on all floors. Men and women restrooms are located on the basement level and floors 1 and 2. There are unisex restrooms located on floor 3 and in the lobby. The lobby restroom also has a changing table. Notify Staff Services if you notice the restrooms are out of supplies or if there is an issue with a sink or toilet. **These are your restrooms, please keep them clean.**

- ✓ Remember to wash your hands with soap and hot water to prevent spreading germs.
- ✓ Flush the toilet after use and clean off the seat if necessary.
- ✓ Don’t leave seat covers on the toilet.
- ✓ Paper towels go in the trash cans, not on the floor.

**Medical Room:** If you are in need of a private area for any type of medical issue, there is a private room on floor 2 with a locking door. It is equipped with a sink, first aid kit and a medical waste container. Notify Staff Services if anything requires attention in the room.

**Visitors**

Any visitor going past the intake rooms through the secure lobby doors must check in at the receptionist desk. Staff are notified of their visitor(s) and are responsible for escorting them to and from the lobby.

Anyone that requires use of the wheel chair ramp located near the staff entry must be escorted to the lobby and check in as a visitor or be seen in an intake room.
Attachment A – Phone Instructions

**ANSWER INCOMING CALL**
Lift Handset - OR - Press

**PLACE OUTGOING CALL**
Press an unlit Call Key button & dial the number

**PLACE INTERCOM CALL**
Dial extension number
Lift handset to make call private

**PLACE CALL ON HOLD**
While on call, press
Hang up or dial another number

**REDIAL AN EXTERNAL NUMBER**
Press
Lift handset to make call private

**RETRIEVE CALL ON HOLD**
Press Call Key or IC where you left call

**TRANSFER A CALL**
While on call, press
Dial extension number
Hang up or announce call then hang up
OR press Call Key to cancel transfer

**DO NOT DISTURB**
Press DND button or 9372
Dial 2-digit code or scroll using and
Press # to select the message
Enter 2nd line of text, if desired
Press

<table>
<thead>
<tr>
<th>01- Do Not Disturb</th>
<th>11- Out of Town 'Til</th>
</tr>
</thead>
<tbody>
<tr>
<td>02- Leave a Message</td>
<td>12- Out of Office</td>
</tr>
<tr>
<td>03- In Meeting Until</td>
<td>13- Out Until</td>
</tr>
<tr>
<td>04- In Meeting</td>
<td>14- With A Client</td>
</tr>
<tr>
<td>05- On Vacation 'Til</td>
<td>15- With A Guest</td>
</tr>
<tr>
<td>06- On Vacation</td>
<td>16- Unavailable</td>
</tr>
<tr>
<td>07- Call Me At</td>
<td>17- In Conference</td>
</tr>
<tr>
<td>08- At The Doctor</td>
<td>18- Away From Desk</td>
</tr>
<tr>
<td>09- On A Trip</td>
<td>19- Gone Home</td>
</tr>
<tr>
<td>10- On Break</td>
<td>20- Out To Lunch</td>
</tr>
</tbody>
</table>

**TRANSFER CALL TO VOICE MAIL**
While on call,
Press the Voicemail key
Dial Mailbox Number and Hang Up

**CONFERENCE CALLS**
While on call with first party, press CNF
Call 2nd party and announce the conference
Press CNF to place call on hold
Press CNF again to connect all parties

Enter the letters or numbers using the keypad
To backspace, press
To forward space, press

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7
**PROGRAM STATION SPEED DIALS**
You can program up to 10 personal speed dial numbers on your phone.
When phone is idle, press 9383
Select location (0-9) on your keypad
Enter the desired name for the speed-dial number.

Enter the letters using the keypad
To backspace, press " replay"
To forward space, press " suspend"
Press # to save the name
Enter the telephone number to be stored.
Press # to save the number.

**CHANGE RING TONE**
When phone is idle, press 9398
Use ▲ and ▼ to scroll through options
Press 🔄 to set.

**DIALING STATION SPEED DIAL NUMBERS**
When phone is idle, press 9382
Select desired location (0-9) on your keypad

NOTE: If you will use the Station Speed Dial feature, you may want to use an available button to program Station Speed Dial.

**PROGRAM UNUSED/BLANK BUTTONS**
When phone is idle, press 9397
Press the button to be programmed
Enter the Feature Code or ext. number
(If button shows as NON-PROGRAMMABLE KEY, you will not be able to program it)
Voicemail:

SETTING UP VOICE MAIL

One of the first things you should do is initialize your mailbox.
1 – Lift the handset, press the **Voice Mail key**.
2 – **When voice mail answers** - Press * to identify yourself as a subscriber
3 – Enter your mailbox number and your default password (**same as your extension number**)
4 – **If you want a password**, enter a new password using digits 0-9 (up to 12 digits), then press #. Voice mail plays back your password. **If you do not want to use a password**, just press #. Follow the prompts to save your password
5 – Voice mail will then prompt you to record your directory name. Say your name at the tone, and then press #. Follow the prompts to save your directory name.

The system then plays a prompt that introduces you to the basic voice mail features. You can press the # key to bypass this.

You may then record a personal greeting:
1 – Press 4 (personal options)
   Press 1 (record greeting)
   Press 1 (primary greeting)
2 – At the tone, record your greeting, and then press #. Follow the prompts to save your greeting.

**Suggested greeting:**
Hello, this is __________. I am either on another line or away from my desk and cannot take your call at this time. Please leave a detailed message, and I will return your call as soon as possible. Thank you.

**TO RETRIEVE MESSAGES WHEN MSG KEY IS LIT**
1 - Lift handset and press the flashing **MSG** key
2 - Enter your PASSWORD then press #
3 - Press 1 for NEW MESSAGES OR 3 for SAVED MESSAGES
4 - Press 7 to SAVE or 9 to DELETE as prompted at end of message

**TO RETRIEVE MESSAGES FROM OUTSIDE THE OFFICE**
1 – Dial 419-333-6000 (Follow the prompts)
2 – Enter your Mailbox
3 - Enter your PASSWORD then press #.

**TO LEAVE A MESSAGE IN SOMEONE’S MAILBOX**
1 – Dial the voice mail extension number or press the **Voice Mail** button
2 - Enter desired MAILBOX NUMBER
3 - Leave message at the tone, then hang up to deliver message

**TO TRANSFER AN OUTSIDE CALLER INTO SOMEONE’S MAILBOX**
1 – While on a call - Press **Voice mail** button
2 - Dial desired MAILBOX NUMBER then hang up to complete transfer
TO MAKE CHANGES IN YOUR MAILBOX
1 - Dial the voice mail extension number or press the Voice Mail button
2 - Press * then enter your MAILBOX NUMBER
3 - Enter your PASSWORD, and then press #
4 - Press 4 for PERSONAL OPTIONS MENU
4 - Follow prompts to change
   GREETING - Press 1, then press 1 again for your PRIMARY GREETING or press 2 for your
   ALTERNATE GREETING - Follow prompts (When you record an alternate greeting for vacation or
   other extended absence, that recording will be in effect until you go back into your options and
   select your Primary Greeting again)
   DIRECTORY NAME - Press 2 - Follow prompts
   PASSWORD - Press 3 - Follow prompts
   MESSAGE ENVELOPE - Press 4 - Follow prompts
Attachment B – Conference and Intake Room Reservations

In the GroupWise email system, the conference and intake rooms are listed in the address book. You are responsible for scheduling the time that you need in any of the rooms.

If you have never viewed the conference and intake rooms' calendars, you must first do the following steps:

Add the conference and intake rooms to your list of available proxies: (Please note that test and/or obsolete names are used, but the steps remain the same.)

- Go to the top menu and select “File”, and then select “Proxy” or click on the “Mode” icon and select “Proxy”
The proxy dialog box will appear, and will show you a list of proxies that you currently have. Most will have only their own mailbox listed. (See Note below.)

- Click on the “Address Book” icon to bring up the address book

**Note** – Your name and information will appear here.
To see all of the conference and intake rooms, you must be sure to have the “Novell GroupWise Address Book” selected. You can use the drop down box to select it if something else appears for you in this window.

The conference and intake rooms will appear with a 📌 icon next to them as shown in the example above.
The following are the available conference and intake rooms:

- Conference Room 10 (Basement)
- Conference Room 14 (Basement – shared with 15)
- Conference Room 15 (Basement – shared with 14)
- Conference Room 120 (Floor 1)
- Conference Room 206 (Floor 2)
- Conference Room 213 (Floor 2)
- Intake Room 107 (Participant Resource Room)
- Intake Room 108
- Intake Room 109
- Intake Room 110
- Intake Room 111
- Intake Room 112

Browse through the address book, and double click on the room you wish to view. This will add that room to your list of available proxies. (When added, you will be viewing the conference room’s inbox, you will need to click on calendar as detailed below.)

**You will need to repeat these steps for each room you wish to view.**

Return to your own mailbox by going to “File” and then select “Proxy” and click on your name to return to your inbox.

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To view the conference and intake rooms’ calendars via proxy:

- Go to the top menu and select “File”, and then select “Proxy” or click on the “Mode” icon and select “Proxy”
The proxy dialog box will appear, and will show you a list of the conference and intake rooms’ calendars that you have access to via proxy.

Double click on the conference room you wish to view. Your view will change to the conference room mailbox. The conference room mailbox will appear.
Click on the “Calendar” icon and then select the calendar view you would like by using the icons above the calendar view pane. In this example, we are using the “Month” view.

To make a reservation using Personal Appointment:
Click on the down arrow next to “New Appt” and select “Personal Appointment.”
Enter your appointment information, then tap the “Post” icon.

Your reservation is complete!