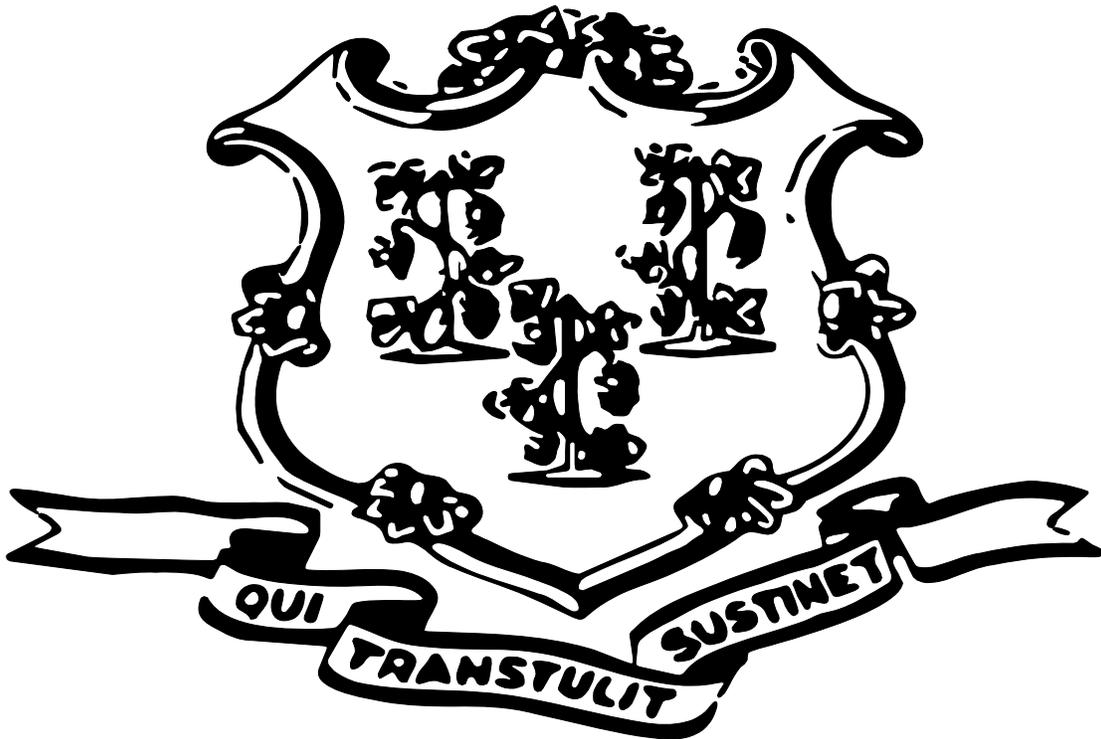


STATE OF CONNECTICUT



410-474 CAPITOL AVENUE COMPLEX

Revised Date August 2000

TABLE OF CONTENTS

TABLE OF CONTENTS 1

A. INTRODUCTION..... 1

THE MANAGEMENT COMPANY 1

AGENCY APPROVAL..... 1

AGENCY REPRESENTATIVE COMMITTEE..... 3

HISTORY OF 410 - 474 CAPITOL AVENUE COMPLEX..... 3

IMPORTANT PHONE NUMBERS..... 5

B. GENERAL OPERATING GUIDELINES..... 1

BUILDING HOURS..... 1

SMOKING POLICY 1

SIGNAGE 1

 Permanent Signage..... 2

 Temporary Signage..... 2

WORKSTATION CONDITIONS 2

 Wall Mounted Items 3

 Coffee Pots, Refrigerators and Cooking 3

 Electrical Safety..... 3

 Food..... 3

TELEPHONE SYSTEM..... 4

LOST AND FOUND..... 4

C. THE MANAGEMENT COMPANY 1

MAINTENANCE REQUESTS 1

 Temperature Problems 1

 After Hours, Holidays and Weekend Heating and Air Conditioning 2

 Lights Out 3

 General Repairs..... 3

 Tenant Work and Special Projects 4

RECYCLING PROGRAM 4

 Colored/Mixed Paper 4

 Newspaper 5

 Bottles, Cans and #2 Plastic..... 5

 Cardboard 5

 STATE RECYCLING CONTRACTOR PICK-UP DAYS 5

JANITORIAL SERVICES 5

 Summary of Services 5

D. BUILDING SECURITY 1

BUILDING ACCESS 1

 Employee Access 1

 Identification Badges 2

AFTER HOURS AND WEEKEND EMPLOYEE ACCESS 3

VISITORS 3

 Visitor Access and Guest Passes 3

 Visitor After Hours Access 4

E. EMERGENCY PROCEDURES 1

EMERGENCY TELEPHONE NUMBERS 1

IN THE EVENT OF A MEDICAL EMERGENCY 1

TO REPORT A NON-EMERGENCY INCIDENT: 1

FIRE SAFETY AND BUILDING EVACUATION PLAN 1

 General Information 1

EVACUATION PROCEDURES 3

 When an Alarm Sounds 4

 General Precautions 4

EMERGENCY PROCEDURES FOR BUILDING PERSONNEL 5

 Security Guards 5

 Security Guard - After Hours 5

 Building Management Staff 6

 Building Manager 6

 Fire Captains' Responsibilities 6

 Building Safety Coordinators' Responsibilities 7

 Tenants' Responsibilities in a Fire Emergency 7

 Return to Building 7

GAS LEAK (ODOR): HOW TO RESPOND 8

FLOOD IN THE BUILDING: HOW TO RESPOND 8

POWER OUTAGE IN THE BUILDING: HOW TO RESPOND 8

HURRICANE: HOW TO RESPOND 8

FIRE AND LIFE SAFETY SYSTEM 9

 Simplex 4100 System: 9

FIRE AND LIFE SAFETY EQUIPMENT, 410 - 474 CAPITOL AVENUE 10

RALLY POINTS FOR EMERGENCY EVACUATIONS 11

TRAPPED IN AN ELEVATOR 11

IN CASE OF SUSPICIOUS ODORS OR FUMES (NON LIFE THREATENING) 11

SIGNS OF A SUSPICIOUS PACKAGE OR LETTER 12

IF YOU RECEIVE A THREATENING PHONE CALL OR BOMB THREAT 13

F. PARKING PROCEDURES & REGULATIONS..... 1

DISBURSEMENT OF ON-SITE AND OFF-SITE PARKING SPACES 1

CARPOOLING AND VANPOOLING 1

PARKING LOT ACCESS FOR EMPLOYEES..... 2

CARD USAGE 2

REGISTRATION 2

LOST CARDS 3

HANDICAPPED PARKING..... 3

TEMPORARY PARKING FOR EMPLOYEES WITH SHORT TERM MEDICAL NEEDS..... 3

VISITOR PARKING 3

ADDITIONAL PARKING FOR EMPLOYEES 4

CAPITOL AVENUE TRANSFER SHUTTLE SERVICE (CAT) 4

PARKING RULES AND REGULATIONS..... 4

AFTER HOURS ACCESS TO FOREST/SISSON STREET LOT 4

UNAUTHORIZED VEHICLES 5

TOWING POLICY 5

NIGHT, WEEKEND AND HOLIDAY PARKING 5

LIABILITY 6

INSURANCE CLAIMS..... 6

MAPS..... 6

DIRECTIONS TO 410 - 474 CAPITOL AVENUE 6

DIRECTIONS TO THE COMPLEX..... 6

 From I-91 (north or south) and from east of the river 6

 From the West..... 7

DIRECTIONS TO FOREST AND SISSON (LOT C) 7

 From I-91 (north or south) and from east of the river 7

 From the West..... 7

DIRECTIONS TO OAK AND CAPITOL (LOT E)..... 7

From I-91 (north or south) and from east of the river 7
 From the West..... 7

DIRECTIONS TO WEST LOT (LOT D)..... 8
 From I-91 (north or south) and from east of the river 8
 From the West..... 8

G. COMPLEX AMENITIES..... 1

CONFERENCE ROOM RESERVATION AND USAGE..... 1
 Reservations..... 1
 Security 1
 Additional HVAC 1
 Catering..... 1

CONFERENCE ROOM CAPACITY AND FURNITURE CONFIGURATION 2

LOCKER ROOM POLICY 2

AUTOMATIC TELLER MACHINE (ATM)..... 3

DEPOSITORY 3

MAIL/MESSENGER SERVICES (This does not apply to DMR or OPM) 3
 Messenger 4
 Equipment Available in the 410 Mail Room..... 4

OVERNIGHT/EXPRESS MAIL 4

TRANSPORTATION INFORMATION BULLETIN BOARD..... 4

PUBLIC TRANSPORTATION..... 4

LOADING ZONES /LOADING DOCK ACCESS/DELIVERIES 5
 Loading Zones 5
 Loading Dock 5
 Scheduling Deliveries 5

BICYCLE RACK 5

FOOD SERVICES..... 5

H. HEALTH & SAFETY ISSUES 1

What is a Hazardous Material? 1

Hazardous Materials Safety Data Sheets (MSDS)..... 1

Hazardous Material Inventory 1

Hazardous Material Disposal 1

Construction/Demolition..... 2

Traffic Control 2

Security 2

Fire/Life Safety Issues 2

Air Quality 2

Unruly Visitors 2

Executive Order No. 16 5

VIOLENCE IN THE WORKPLACE..... 6

Workplace Violence Overview 6

Lock-down Emergency Procedures 6

SIGNS OF A SUSPICIOUS PACKAGE OR LETTER 7

IF YOU RECEIVE A THREATENING PHONE CALL OR BOMB THREAT 8

I. EXHIBITS..... 1

Exhibit 1 1

Exhibit 2..... 2

Exhibit 3..... 3

Exhibit 4..... 4

Exhibit 5..... 5

Exhibit 6..... 6

Exhibit 7..... 7

Exhibit 8..... 8

Exhibit 9..... 9

Exhibit 10..... 10

Exhibit 11..... 11

Exhibit 12..... 12

Exhibit 13..... 13

Exhibit 14..... 14

Exhibit 14A..... 14

Exhibit 15..... 16

Exhibit 16..... 17

Exhibit 16..... 18

Exhibit 17..... 19

Exhibit 18..... 20

Exhibit 19..... 20

Exhibit 20..... 21

Exhibit 21..... 23

Exhibit 22..... 24

Exhibit 22A..... 25

Exhibit 22B..... 26

Exhibit 23..... 26

A. INTRODUCTION

THE MANAGEMENT COMPANY

We at Servus Management Corporation on behalf of the Department of Public Works, welcome you to 410 - 474 Capitol Avenue. We are here to provide you with courteous and quality service. Servus Management is proud to be managing this fine State office complex for the Department of Public Works.

This tenant handbook has been developed as an informational guide to answer questions that tenants may have concerning building services. Some of the policies and procedures contained in the handbook were established to ensure that the buildings remain in first class condition. It is of utmost importance to the Department of Public Works and Servus Management Corporation that your agency be comfortable and safe in your work environment.

The Servus Management office is located on the first floor of building 450, adjacent to the security command center and is open Monday through Friday from 8:30 a.m. – 4:30 p.m. Our phone number is 418-8792.

The Servus Management Office is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day. Since the day after Thanksgiving is not a State holiday, Servus will provide maintenance personnel on that day. Even though our office is closed on holidays and weekends, we are always available on a 24-hour basis to respond to any emergency situations in the complex. In the event of an emergency, our team can be reached by calling 278-2040.

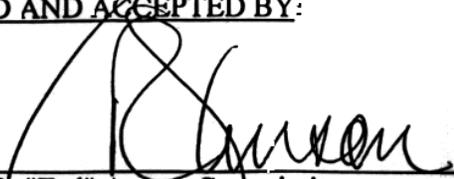
Our mechanical/engineering staff is available to assist or help with problems you may encounter in your space. We will make every attempt to respond to calls made through your agency representative as quickly as possible.

AGENCY APPROVAL

We, the Heads of the Agencies, which occupy the Capitol Avenue complex have read the Tenant Handbook and agree to abide by the guidelines contained herein. The tenant handbook was developed by members of our staff, called the Agency Representative Committee, in conjunction with the Department of Public Works and the property management team with the following goals:

1. To provide the building occupants and their clients with a safe, clean, and professional office environment
2. To operate the facility in the most efficient and cost-effective manner possible, while still adequately serving the needs of the tenants

APPROVED AND ACCEPTED BY:



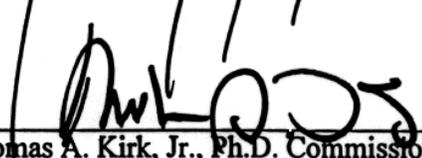
 T. R. "Ted" Anson, Commissioner
 Department of Public Works

11/8/00
 Date



 Joxel Garcia, M.D., Commissioner
 Department of Public Health

 Date



 Thomas A. Kirk, Jr., Ph.D. Commissioner
 Department of Mental Health and
 Addiction Services

9/7/00
 Date



 Peter H. O'Meara, Commissioner
 Department of Mental Retardation

8/28/00
 Date



 Marc S. Ryan, Secretary
 Office of Policy and Management

8/9/00

 Date



 Raymond J. Gorman, Commissioner
 Office of Health Care Access

8/23/00
 Date

AGENCY REPRESENTATIVE COMMITTEE

In an effort to provide the agencies who occupy the Capitol Avenue complex with a high level of service as tenants, the Department of Public Works requires that members of the property management firm hired to run each State facility hold monthly tenant meetings with representatives from each agency. The meetings are held with the purpose of addressing any and all areas of concern the agencies may have with regard to facility maintenance and operations.

Guidelines for operating each facility are established by the tenant agencies and the property management firm after approval by agency Commissioners. These guidelines are published in the tenant handbook. The majority of the policies and procedures were established by DPW many years ago to efficiently operate State owned facilities, and the procedures have been updated as necessary to adapt to changing environments and/or different facilities.

If it is determined that certain procedures are not acceptable to the agencies who occupy a given facility, the issue will be discussed at the monthly tenant meeting. If there is a better or more efficient way to address an issue, and the new procedure is approved by DPW and the Agency Commissioners, the change will be incorporated into the tenant handbook. We view the handbook as a guideline for occupants of the Capitol Avenue complex to follow. We also see the handbook as a document that will continually evolve and improve as better procedures are developed.

<u>AGENCY REPRESENTATIVE</u>	<u>AGENCY</u>	<u>TELEPHONE</u>
M. Diane Valenti	DMHAS	418-6934
Fred Ferris	DMHAS	418-6880
Addie Roberts	DMR	418-6020
John Tierney	DMR	418-6137
Cathy Kennelly	DPH	509-7220
Roger Langlois	DPH	509-7500
Deborah Newton	OHCA	418-7060
Marianne Courchaine	OPM	418-6237
Joy Gutis	OPM	418-6285

HISTORY OF 410 - 474 CAPITOL AVENUE COMPLEX

The site known as 410-474 Capitol Avenue is uniquely significant in the industrial and economic history of Hartford and Connecticut. Since the 1850's, the site has been occupied by the Sharps Rifle Manufacturing Company, the Weed Sewing Machine Company, the Pope Manufacturing Company (manufacturer of Columbia Bicycles), the Pratt and Whitney Machine Tool Company, Pratt and Whitney Aircraft, Aetna Insurance Company, and the State of Connecticut. The site embodies the origins and growth of Connecticut's industrial history, its transition from a manufacturing to a service economy, and stands as a microcosm of the American economy from 1850 to 1950.

On this site have been produced precision-made rifles, which answered the needs of Northern troops in the Civil War; sewing machines, which served the domestic needs of American families; bicycles, automobiles, and airplane engines, which answered the transportation needs of civilians, and the military; precision machine tools, which made possible the manufacture of rifles, sewing machines,

bicycles, automobiles and airplane engines; insurance coverage and state services, which have superseded manufacturing in the 20th-century Connecticut economy.

The existing buildings on the site are remnants of the Pope Manufacturing Company and date from the period 1890-1910. They were adaptively redesigned for the Aetna Insurance Company under the direction of Hartford architect Jack Dollard.

*David J. Corrigan, Museum Curator
Museum of Connecticut History*

Aetna Insurance Company purchased the 410-474 Capitol Avenue Complex, and completed major renovations to each building in the early 1980's. The complex was purchased by the State of Connecticut in the spring of 1995. The location of the complex provides easy access for tenants and visitors due to its location just outside the City's Central Business District, and due to its close proximity to both major highways. The complex consists of four buildings containing approximately 404,000 square feet of space. Eight elevators (including two freight elevators in buildings 410 & 450) service the complex. There is a full service cafeteria operating in building 470.

The complex is occupied by approximately 1,200 people who work for the following agencies:

Dept. of Mental Health & Addiction Services (DMHAS)	Building 410, Floor 4
Department of Mental Retardation (DMR)	Building 460, Floors 1-3
Department of Public Health (DPH)	Building 410, Floors 1-3
	Building 450, Floor 1
Office of Health Care Access (OHCA)	Building 410, Floor 3
Office of Policy & Management (OPM)	Building 450, Floors 2-5

IMPORTANT PHONE NUMBERS

Emergencies - Police/Fire/Ambulance	911
State Police	800-968-0664
Security Command Center - Building 450.....	418-6075
Security Desk Building 450.....	418-3401
Security Desk Building 460.....	418-6076
Security Desk Front of Building 410.....	509-5292
Security Desk Concourse Building 410	509-4785
Capitol Avenue Property Management Office	
Joseph J. Rubera	418-8798
Amanda Morrill	418-8792
Capitol Avenue Property Management Office Fax	247-5702
Maintenance Office	
Steve Link, Phil Prue, Louis St. John	418-8792
Servus Management, One Financial Plaza, Main Office...	278-2040
Servus Management, One Financial Plaza, Fax	527-0143

B. GENERAL OPERATING GUIDELINES

BUILDING HOURS

The 410 - 474 Capitol Avenue Complex is unlocked from 7:00 a.m. - 5:00 p.m., Monday through Friday, excluding state holidays. Employees are allowed access from 6 a.m. - 7 a.m. and 5 p.m. - 7 p.m. via card access (to their own building) or by ringing the security bell at the rear entrance to building 450. (Except for Department of Public Health – their cards are programmed to access the building 7:00 a.m. – 5:00 p.m..)

If an agency employee requires access at any other time than stated above, please refer to **Section D on page 3, After Hours and Weekend Employee Access**, for proper procedures to follow.

SMOKING POLICY

The 410-474 Capitol Avenue Complex is smoke-free in accordance with the laws of the State of Connecticut. Designated smoking areas are located outside each building as follows:

Locations:	410	Rear of the building adjacent to loading dock
	450	Rear of the building
	460	Rear of the building
	470	Courtyard at the rear of the building, West side.

Signage and ash tray receptacles are in place at these designated smoking areas.

Smoking is prohibited at the main building entrances (facing Capitol Avenue and the Capitol Avenue parking lot) as this detracts from the appearance of the building for visitors as well as building employees.

SIGNAGE

In order to keep a clean appearance, no signs or notices should be posted in any common areas, including hallways, doors, bathrooms, elevators, lobbies, etc. Signs and notices may be posted on designated bulletin boards, provided approval is received from the agency representative within that agency. Each agency will determine which items may be posted on bulletin boards within their space. Repairs made to the building as a result of removing unauthorized notices will be billed to the appropriate agency. Bills will reflect the actual cost to repair the damage (including labor and materials), such as patching a wall and having it repainted. Servus Management Corporation reserves the right to remove illegally posted signage throughout the complex.

Permanent Signage

Requests to add, update, or change signage for the property should be submitted in writing to your agency representative, who after proper agency approval will forward it to the property manager. Signage requests will be charged to the appropriate agency.

Changes and additions to all signage including building directories, offices, and workstations must be approved by the property manager and coordinated through the management office to ensure consistency of the signage program throughout the complex.

The procedure for making changes is as follows:

1. Please complete a signage request form, which specifically outlines your signage needs, **Exhibit 1, Signage Request Form.**
2. Obtain fiscal officer approval of the requisition.
3. Submit completed form to Servus Management for processing and confirmation of request.

Temporary Signage

All temporary signage must be posted on bulletin boards and NOT on wall surfaces. Please see your agency representative for specific bulletin board locations.

Servus Management reserves the right to remove any illegally posted signage.

WORKSTATION CONDITIONS

Each agency shall ensure that workstations and common areas are maintained in a manner, which is safe, sanitary, professional in appearance, and does not impede routine maintenance.

The property manager and a representative from DPW will periodically inspect the entire complex, and if any issues or potential hazards are discovered, they will be brought to the attention of the agency representative. This is for the protection of all employees.

Items including plants, pictures, and seasonal ornaments, should not be placed on the top of workstation cabinets, file cabinets, or perimeter heat units. Hanging plants from ceilings or walls is not permitted within or around workstations. When items are placed on top of workstations, file cabinets, etc., the cleaners have difficulty cleaning the area, causing an accumulation of dust and other debris. Similarly, the heating and air conditioning systems in the complex are designed to serve an "open" or workstation office environment. When items are placed on top of cabinets and workstations, they prevent the air from circulating properly in turn causing hot and cold spots. Both the accumulations of dust and improper ventilation can lead to complaints about poor air quality. When items are placed on top of the perimeter heat units, the units get starved for air and do not function properly. This not only causes temperature problems but also is a potential fire hazard.

When limited storage space is available for a particular agency, space outside and above workstations and on top of file cabinets may be used for storage, provided the location does not cause a fire hazard. Items stored in these areas will be clearly visible and should therefore be neat in appearance. This can be achieved through the use of small storage and file cabinets, bookcases, etc.

Paper signs, memos, maps, pictures, etc., should not be hung on the outside of workstations, or inside or outside of elevators. Tables, boxes and other similar items should not be placed outside or around workstations. It is important that aisles be kept free for possible evacuation. Our goal is to maintain a neat and clean appearance for agency employees as well as clients and visitors, and to provide an efficient working environment.

Wall Mounted Items

Requests for items to be wall mounted will be handled on a case by case basis with the building manager and the agency representative. Building management staff are the only people authorized to hang items at 410-474 Capitol Avenue. The appropriate agency will be charged for any repairs that have to be made. Bills will reflect the actual cost to make the repair, including labor and materials.

Coffee Pots, Refrigerators and Cooking

To keep your work place safe, no electrical appliances, such as coffeepots, refrigerators, microwaves, toasters, toaster ovens, hot plates, etc., shall be placed within the workstations. Break rooms, or other approved designated areas, are equipped with state-owned appliances, which may be utilized at any time. Employees are not permitted to bring in appliances for personal use. If an agency determines additional coffee areas and/or refrigerators are needed to accommodate the number of employees, building management will work with the particular agency to review its needs. Automatic timers are available for use on State owned coffeepots. They can be set to shut off at the end of each day and therefore eliminate the possibility of a fire.

Electrical Safety

Space heaters and fans are not permitted in the complex since these items can be a fire hazard, and often detract from the efficient operation of the building heating and air conditioning system. If individuals are too hot or too cold, the problem should be addressed with the agency representative who will contact the building maintenance staff so the problem can be properly identified and remedied. Do not assume that we are aware of any uncomfortable temperature problems. They should all be reported as they occur. If there is an area that remains uncomfortable, building management will meet with the agency representative to determine another solution. Unfortunately not all employees will feel comfortable at all times because of individual temperature preferences. Additionally, items such as halogen torchiere lights, humidifiers/dehumidifiers are not allowed in the facility.

Food

All food debris should be properly disposed of in covered trash receptacles, which are located in each break room and other locations throughout the complex. If problems with odors or pests develop, food will then be restricted to designated coffee/break rooms or the

food service area. Notify your agency representative immediately when spills occur. Servus Management will remove food products and clean the large refrigerators in the break rooms each Friday and before a holiday weekend. They will schedule cleaning of small refrigerators upon request.

Agency parties may be held in the food service area in building 470 where a designated area has been established. Catering functions and events can be scheduled through the Capitol Avenue Training Center Services for the Blind. The Capitol Avenue Training Center Services for the Blind is also available for catering conferences, parties, and similar events in the cafeteria. They can be reached at 418-6480. The agency is responsible for clean up after the event. If the agency chooses to host an event in their space during which food is served, the food debris should be disposed of by the agency in covered trash receptacles.

TELEPHONE SYSTEM

The 410 - 474 Capitol Avenue complex has an automated telephone system. Instructions to access the automated receptionist are as follows:

1. Dial 418-6199
2. Choose one of the following options:
 - a.) Enter an extension number
 - b.) Press "1" to dial by name
Enter the last name of the person you are calling followed by the first name.
Press # when you are finished and you will be connected or have the option to leave a voice mail message.

LOST AND FOUND

The Building Management office will be the location to turn in lost articles found by employees. To inquire about lost and found articles you may call the office between 9:00 a.m. and 4:00 p.m. at 418-8792.

C. THE MANAGEMENT COMPANY

MAINTENANCE REQUESTS

Servus Management is proud to be able to provide seasoned and knowledgeable maintenance personnel at 410 - 474 Capitol Avenue. The main objective of the maintenance personnel is to serve the tenants and ensure that all of the mechanical systems within the building are functioning properly. Some of the more common functions that the maintenance personnel perform are temperature adjustments, light bulb replacement, and general repairs.

Our maintenance mechanics are currently on-site Monday through Friday from 7:00 a.m. until 4:30 p.m. The mechanics are there to respond to tenant problems and complaints as they are received from the agency representative within each agency. We will make every effort to respond to the maintenance calls in a timely manner, but please keep in mind that repairs will be addressed according to priority.

Servus Management provides 24-hour service for urgent maintenance, repair items, and emergencies. Should you require maintenance service before 4:30 p.m., please contact your agency representative. In the event of an after hours or weekend emergency, please call the Security Command Center at 418-6075, or if you need additional assistance, call Servus Management Corporation's main phone number at 278-2040. It is imperative that detailed information is provided as to the exact location and nature of problem.

- 1. Daytime Emergency: Call Security 418-6075**
- 2. After Hours Emergency: Call the Security Command Center 418-6075 or if you require additional assistance, call Servus Management's Main Office at 278-2040**

Again, should you ever have any questions, concerns, or if you believe a maintenance request was responded to inappropriately, please notify your agency representative who will contact the property manager. Employees will receive the fastest response to unanswered problems and concerns by following this procedure.

Temperature Problems

Should you have any problems with your office being too hot or too cold, contact your agency representative.

In order to provide a comfortable work environment, temperatures will be maintained between 65 and 78 degrees Fahrenheit in all occupied areas, per State Statute. These temperatures are maintained Monday through Friday (Holidays Excluded), between the hours of 7:00 a.m. and 7:00 p.m.

Although our maintenance personnel will do whatever possible to keep employees comfortable, we cannot deviate from the above temperature range to satisfy personal preference. Since each heating and air conditioning unit serves a particular zone, which encompasses several offices and/or workstations, we must maintain this average temperature within each zone. Should you have a chronic problem, which you feel has not been corrected to your satisfaction, or if you feel a situation was handled inappropriately, please call your agency representative immediately and inform him/her of the situation.

In order to gain maximum efficiency from the air conditioning system, we ask that all window blinds be closed each evening during the summer months. During periods of extreme heat or cold, closing the blinds during the day will also help maintain comfortable temperatures within the building. The window blinds will act as an additional layer of insulation during this time period when extreme temperatures are experienced.

Employees are not permitted to make any modifications to the heating and air conditioning system, such as closing or blocking air diffusers. If you believe your particular area is either too hot or too cold, notify your agency representative so that the problem can be handled properly. Any type of unauthorized alteration to the system could have a significantly negative impact on a large area and therefore affect many co-workers.

It is imperative that the perimeter heat pump units are kept clear. Do not store items on top of these units at anytime. This will cause the unit to starve for air and therefore function improperly. It also presents a potential fire hazard.

Windows throughout the complex should remain closed at all times. Open windows make it difficult to maintain temperatures within the parameter set by State Statute, make the HVAC system work harder, and also cause unfiltered debris and insects to enter the complex.

After Hours, Holidays and Weekend Heating and Air Conditioning

Although we do have the ability to adjust the heating and air conditioning system to provide comfortable temperatures after hours (7 p.m. to 7 a.m. weekdays, holidays, and on weekends), this must first be approved by your fiscal officer as a charge is assessed to the agency requesting such additional service. After hours HVAC (Heat, Ventilating & Air Conditioning) service is billed hourly, at the rate of \$50.00 per floor for weekdays after 7 p.m., holidays, and weekends.

In order to provide after hour's service, 48-hours notice is necessary so that adjustments to the system can be made. **For your information, the mechanical systems in each building require manual adjustment each time heat or air conditioning are required after hours. 410 Capitol is the only building that currently has a computerized energy management system whereby adjustments can be made via computer input.**

Each agency will be provided with a form to be completed and approved by the fiscal officer. The form will include requests for information such as the time, date, the floor on which service is required, and other pertinent information. See **Exhibit 2, After Hours HVAC Request Form**, for a copy of the form. If the maintenance mechanic is called in after hours to perform this service, the agency requiring the work will be billed at the prevailing overtime rate, which is presently \$50 per hour. Also, a minimum of four hours is billed to respond to any after hours call.

If employees choose to work in the complex after-hours, without heat or air conditioning, they may do so provided they are aware that somewhat uncomfortable temperatures may exist.

Lights Out

As with temperature calls, we ask that you go through your agency representative to report lights that are out. We ask that you call to report lights out in both the public spaces and in your office. Although maintenance personnel do routine checks of the lights, sometimes they are missed.

General Repairs

Our mechanical personnel are available to perform general repairs and services for each agency such as picture hanging, installing shelving, etc. However, our first priorities are maintaining comfortable temperatures and maintenance of the buildings' mechanical systems.

Provided our mechanical personnel do not have scheduling conflicts, we can respond to special agency requests. Since these items may be billed directly to your particular agency, they must first be approved by your fiscal officer. The billing rate for special services provided by the on-site mechanic is presently \$40 per hour with minimum billing of one-half hour for work done during normal business hours, 7:00 a.m. to 4:30 p.m. Any work done during non-business hours would be billed at \$60 per hour. Although difficult to define, special services are items that will require a significant amount of time and/or materials from the building mechanical staff (such as relocation of workstations, installing new electrical outlets, etc.). Servus Management will provide a written estimate for agency approval before work commences.

If for some reason we are not able to perform a particular job, we will recommend a contractor for your use. We will assist each agency in the development of specifications for larger jobs. Under no circumstances shall an agency or employee hire someone or take it upon themselves to perform general repairs without first having received approval from the property manager. Agencies will be billed for damage to walls or other areas occurring from unauthorized work.

When your agency has a specific request for work to be performed by building maintenance, the following procedure should be followed using **Exhibit 3, Tenant Work/Specific Project Form**:

1. Obtain agency department head approval for the specific job to be completed.
2. Return the form to Servus Management for an estimate.
3. When estimate is received, obtain approval of the Fiscal Officer.

RECYCLING PROGRAM

Office Paper/White Paper

Cardboard desk top containers have been provided for occupants of Capitol Avenue buildings 410, 450, and 460. These desk top containers should be used for collection of recyclable paper. It is the responsibility of the agency employee to empty their desktop container into the intermediate container located by the copy machines and elsewhere. The cleaning staff will dump the intermediate containers into the 90-gallon roll cart containers. Cleaners transport the 90-gallon roll cart containers to the loading dock at 450 Capitol Avenue to await pick-up from the recycling company.

The following items are acceptable for the office/white paper desktop containers:

- White bond paper
- Windowless white envelopes
- Pink & white interdepartmental mail envelopes (after all address sections have been used)
- White report covers
- Lined white paper

Colored/Mixed Paper

There are containers labeled mixed/colored paper located by the copy machines and/or elsewhere. These containers will be emptied into the 90-gallon roll carts labeled "mixed/colored paper" by the cleaners. The 90-gallon containers are then transported to the loading dock at 450 Capitol Avenue to await pick-up by the recycling company.

The following items are acceptable for the mixed/colored containers:

- Tinted/colored non-glossy paper including Post-Its
- Colorful report covers
- Envelopes with windows
- Lined yellow legal paper

Newspaper

Orange 14-gallon containers labeled "Newspaper Only" have been strategically placed near elevators on various floors throughout the complex as well as the building 470 cafeteria. The containers will be emptied by the cleaners into the 90-gallon roll carts labeled "Newspaper Only". The 90-gallon containers are transported to the loading dock at 450 Capitol Avenue to await pick-up by the recycling company.

The following items are acceptable for the orange "Newspaper Only" containers:

- Newspapers, newsletters, bulletins
- Long rolled paper used for Mapping and Facilitation Meetings
- Telephone books

Bottles, Cans and #2 Plastic

Orange 14-gallon containers have been distributed for the collection of bottles, cans and #2 plastic. These containers have been distributed in the lunchrooms on the various floors. These containers are emptied by the cleaners into the 90-gallon roll carts labeled "Bottles & Cans". The 90-gallon containers will then be transported down to the loading dock at 450 Capitol Avenue to await pick-up.

Cardboard

Cardboard should be left in a designated area labeled "trash" (Servus Management has signs that say "trash" in both English and Spanish) within each agency to be picked up by the cleaning staff each evening. The cardboard boxes will be broken down by the cleaning staff and stored in a designated recycling bin for pick-up by the recycling company.

STATE RECYCLING CONTRACTOR PICK-UP DAYS

Office Paper/White Paper	Monday
Colored/Mixed Paper/Newspaper	Monday
Bottles, Cans, and #2 Plastic	Monday
Cardboard	Wednesday

JANITORIAL SERVICES

Summary of Services

Too often, tenants are not aware of what to expect from the night cleaning service. Whether it is your office or any of the public space, we expect the cleaning staff to maintain a clean and acceptable work environment. If you have a special request or feel the need to issue a complaint about cleaning, please call your agency representative who will communicate the information to building management.

The following is a brief summary of specific cleaning tasks for 410 - 474 Capitol Avenue and how frequently they are performed:

- * empty all trash receptacles daily (change liners as needed)
- * sweep and mop tile floors daily
- * maintain acceptable wax finish appearance on tile floors
- * vacuum all carpeted areas at least 2 times a week
- * spot shampoo carpets as needed
- * dust and wipe clean tabletops daily. Low dust file cabinets, window sills weekly.
- * clean water coolers daily
- * clean all glass furniture tops daily
- * dust baseboards and detail edge vacuum monthly
- * clean windows and interior glass one time per year
- * shampoo all carpet at least once per year

Please note that the cleaning staff will not clean a desk top covered with paper. See Exhibit 21 for Desk Cleaning Schedule.

Day Porters can be dispatched daily and are available between 7 a.m. and 3:30 PM.

D. BUILDING SECURITY

Security services are provided and managed by a contracted guard service, currently Argenbright Security. Argenbright maintains a very close relationship with the Connecticut State Police and the Hartford Police Department as well as the Department of Public Works Police, and they are effective in providing a safe environment for employees and visitors to the building.

410 - 474 Capitol Avenue complex has 24-hour security guard service on-site seven days a week. The Security Command Center is located off the main lobby of building 450 where numerous camera monitors are located. These cameras monitor building entrances as well as strategic locations throughout the complex and on-site parking lot.

Three "**panic or help**" buttons are located in the parking lot (see parking lot diagram, **Exhibit 4, Panic Buttons Location**). They are not handicap accessible. If a dangerous or threatening situation arises, a person may summon immediate help by pressing the panic button (see * below). Although the parking lot is monitored by cameras and security personnel, employees are advised to keep vehicles locked and valuables out of view.

When there is an instance of theft, call the agency representative who will contact building security. Security will obtain details from you in order to fill out a report.

If an employee of an agency located in the complex encounters a problem with a security guard, please notify your agency representative.

*This will automatically dial into the 450 Security Command Center. The telephone LCD display will indicate the location of the duress station. The security officer and the individual who pressed the panic button will be able to communicate via this emergency intercom system. The guard will respond accordingly.

BUILDING ACCESS

Employee Access

In order to control access to the complex, entrance doors at the following locations will be unlocked during normal working days at the following times:

Building 410 (front and rear doors)	7 a.m. to 5 p.m.
Building 450 (front door only)	7 a.m. to 5 p.m.
Building 460 (front door only)*	7 a.m. to 5 p.m.

*The security guard also covers 460-rear entrance when needed by Administrative Support. When the guard is moved to the rear entrance, the front entrance is locked and becomes "card access" only.

All other entrance doors will remain locked at all times. Each employee's access card is programmed for their building only, from 6 a.m. to 7 p.m., except DPH. In order to unlock the secured doors to your building, please use your card by swiping it through the card reader adjacent to the door. If you are entering the facility when the doors are locked and you do not have an access card, proceed to building 450, and ring the bell at the rear door for assistance by Security.

Identification Badges

In an effort to maintain a secure working environment, employees must have their State photo identification name badge available to present to security when entering the complex. In addition, their identification badge must also be visible when entering another agency's space in the complex. Employees who do not have a State identification name badge must sign the Security employee log book when entering the complex and sign out at the end of the day. When signing in, the employee will be issued a temporary identification badge that must be worn at all times in the complex.

ID badges for new employees and/or replacements can be obtained by filling out **Exhibit 20, New Employee Registration form**. This form must also be approved and signed by an Agency representative and returned and/or faxed to Servus Management at 247-5702.

The photo identification badges are issued every Friday after payday (employees should contact the management office ahead to ensure that photos are on schedule). These pictures are taken in the mailroom located in building 410. The ID badge will be issued at no charge for new employees. If an employee needs a replacement badge due to loss or theft, there will be a five-dollar charge to cover the film expense.

AFTER HOURS AND WEEKEND EMPLOYEE ACCESS

After hours access, (7:00 p.m. to 6:00 a.m. weekdays, holidays and weekends) to the building is strictly controlled and monitored. In order to gain access to the building after hours, on weekends, and holidays, employees must receive prior approval from the appropriate agency representative.

Security guards will not allow anyone to enter the building unless their names are included on an approved list. For your convenience, agency representatives can provide building management with a "standing list" of agency employees who are authorized to access their office space 24 hours a day. Additionally, a weekly or daily access list will be accepted.

Employees wishing to gain access to the building after hours must use the building entrance at the rear of 450 Capitol Avenue, show proper identification (State photo I.D. or driver's license) and sign in at the security station before proceeding further. Employees must also sign out upon leaving the building. If heating and air conditioning is required during these visits, arrangements must be made in advance (see **After Hours and Weekend Heating & Air Conditioning, Section C, Page 2**). This request will then be charged to the appropriate agency.

Note: Those few employees in buildings 410 and 460 having 24-hour card access should call the Security Command Center in building 450 (418-6075) when accessing their building after hours and leaving the building. This is necessary in the event there is an emergency situation.

VISITORS

Visitor Access and Guest Passes

All visitors to 410 - 474 Capitol Avenue will be required to show some form of identification when signing in unless accompanied by a complex employee, and will be issued a visitor's badge (this includes visitors from other State agencies). This visitor's badge must be displayed at all times while on the complex premises.

Once the visitor has signed in, the employee that the visitor intends to see will be telephoned by security and should meet their guest at the security desk or instruct the guard to send the visitor to the proper floor. When the visitor has concluded their visit, they must also sign out when leaving the complex.

Visitor After Hours Access

After hours visitors to the Capitol Avenue complex not accompanied by an authorized after hours entrant will only be admitted to the complex if an agency representative has provided Servus Management Corporation with prior written authorization of a scheduled visitor. Upon entering the building the visitor must sign in and receive a "visitor's pass" from the security guard at building 450. The employee expecting a visitor must meet their guest at the security console and accompany the visitor at all times during the visit.

E. EMERGENCY PROCEDURES

EMERGENCY TELEPHONE NUMBERS

POLICE/FIRE/AMBULANCE	911
STATE POLICE – TROOP H	800-968-0664
BUILDING SECURITY	418-6075
BUILDING MANAGEMENT	418-8798 or 418-8792
BUILDING MANAGEMENT AFTER HOURS	278-2040

IN THE EVENT OF A MEDICAL EMERGENCY

Be sure to provide specific instructions to the 911 dispatcher and security console guard regarding the exact location, nature of the emergency, etc.

1. Call **911 IMMEDIATELY**.
2. Call the Security Desk at 418-6075 to report the incident.

NOTE: Do not attempt to assist in medical emergencies unless you have been trained in appropriate first aid and bloodborne pathogen skills.

TO REPORT A NON-EMERGENCY INCIDENT:

Call Building Security at 418-6075 to complete an incident report. Incident reports may be required by your insurance company when claims are filed.

FIRE SAFETY AND BUILDING EVACUATION PLAN

General Information

The purpose of this Fire Safety and Building Evacuation Plan is to provide fire and life threatening health and safety emergency evacuation procedures for the Capitol Avenue complex. The objective of this plan is to establish a training and familiarization program for all employees and tenants. The program is designed to assure prompt reporting of fires and emergencies, immediate response to a fire alarm, and an orderly and systematic vacating of an area or building.

The objective of the emergency evacuation plan is to provide continuing employee and tenant education, the response to fire alarm as designated, and the immediate initiation of safety procedures to safeguard life until the arrival of the Fire Department.

When to pull the building fire alarm pull station

There are fire alarm pull stations located throughout the complex. These alarms are to be used to evacuate the building not only during a fire, but also in the event of a life threatening health and safety situation. An example of a potential life threatening health and safety situation is a

prevalent odor that has adversely affected several people in that work area.

The following should be followed when pulling the fire alarm:

1. Always dial 911/pull fire alarm. This will begin the evacuation process. The person/persons who pull alarm need to go to the 450 security guard shack located in the parking area and report the problem.
2. If you have enough time, call security command center at 418-6075 and report the problem; then evacuate from your area.
3. When evacuating, report to your designated rally points located under the bridge in the parking area.

The fire alarm system located through the entire complex is on a battery back up and is also connected to the complex emergency generator. This system is tested twice a year.

NOTE: Once the alarm has been activated, the full evacuation process is to proceed from start to finish. No Partial Evacuation.

Communication to Building Management

During an emergency situation, the following must be followed:

1. Contact the security command center at 418-6075 or the management office at 418-8792/8798 and report the situation.
2. If you do not have time to call the security command center or the management office, go to a manned security station and report the situation. All security stations are equipped to call the command center with either radios or phones.
3. If you do not pass a guard post, use the blue light emergency communication poles located in the rear parking area. These emergency poles have a push button that rings directly to the security command center. Report the situation.

Designated Rally Points

Each agency is assigned a rally point for their employees to proceed to during a fire alarm or building evacuation. If during a building evacuation these rally points are not accessible, proceed to the cafeteria at 470 Capitol Avenue.

These rally points are designed to perform employee counts and to explain the situation to their employees. Once the situation is under control, the employees will be given further instructions.

Command Center

The command center is located in the Servus Management office at 450 Capitol Avenue on the 1st floor. This command center will be equipped with vests, bullhorns and emergency radios for the agency liaisons once all employees have proceeded to their designated rally points.

When summoned, the agency liaisons should do the following:

1. Proceed to the Command Center/SMC office in 450 Capitol Avenue. If for some reason the command center is not accessible, the back-up command center will be 410 Capitol Avenue, DPH Conference Room I located on the 2nd floor. The alternate command center, should the entire building be inaccessible, will be at the DPW office located at 165 Capitol Avenue, Ground Level (GL), Room G-4, phone number 713-5675.
2. When you arrive to the command center, an emergency kit will be distributed to the designated agency liaisons. This emergency kit is equipped with a vest, bullhorn and a radio. These radios will have direct contact with the emergency personnel/building personnel to pass on important information and updates of the situation. Once the emergency kit is picked up, proceed to your rally point and wait for further information.

NOTE: At conclusion of event all emergency kits are to be returned to the security command center.

Designated Command Center

The Command Center will be manned with the appropriate emergency personnel. The following communication between the agency liaison and emergency personnel will be via radio contact.

How?

Via radio contact/quikpage system/bull horn

When?

You will be updated every ½ hour or sooner if information is available.

Who?

The emergency personnel/building management will notify the 5 designated agency liaisons via radio/bull horns or quikpage system. It is the agency liaison’s responsibility to forward the information to their employees via bullhorn at the designated rally points.

Chain of Command

1. Fire Chief, Note: When on site, the Fire Chief has complete authority until he/she relinquishes it.
2. Servus Management Corporation
3. DPW Commissioner
4. Agency Commissioners

EVACUATION PROCEDURES

In the event an emergency evacuation is necessary, all occupants are to evacuate the building by using the nearest emergency stairwell. **DO NOT USE THE ELEVATORS. DO NOT USE THE MAIN STAIRWELLS IN BUILDINGS 450 AND 460.** Familiarize yourself with the floor plan for your floor and the closest emergency stairwell to your area. Once outside, you should assemble in the parking lot in an area assigned specifically to your agency, **Exhibits 5 through 9, Evacuation Assembly Areas.**

When an Alarm Sounds

1. Evacuate the building by the nearest emergency exit. **WALK QUICKLY, BUT DO NOT RUN! Do not use the phone, flip light switches, or unplug electrical appliances in the area. They are a possible source of ignition.**
2. **DO NOT PANIC!** Remain calm, wait for help if necessary. Do not go back for personal property or for any other purpose.
3. **DO NOT USE ELEVATORS** for emergency evacuation. Use the emergency exit stairs unless otherwise directed.
4. In **BUILDING 450, DO NOT USE THE MAIN STAIRCASE**, as it is equipped with pressurized sprinklers.
5. Handicapped personnel should wait in the designated area of refuge for the Fire Department to evacuate them.
6. If exposed to heat or smoke, stay low to the floor.
7. **DO NOT** open doors that feel **HOT**.
8. Close all doors behind you.
9. **DO NOT SMOKE IN THE BUILDINGS.**
10. Regardless of which emergency exit is used, you must report to your main rally point
11. Report to your fire captain at your designated rally point.
12. Remain at your rally point until you receive further instruction.
13. Do not return to the building until advised to do so by Building Management or Security.

General Precautions

1. Become acquainted with the nearest emergency fire exit locations. Always know the various alternate means of escape.
2. Know the location of your floor's local fire alarm box(es).
3. Keep several flashlights with fresh batteries accessible for emergency use.
4. Do not prop open fire exit doors, or permit doors to remain open.
5. Auxiliary fire fighting equipment, such as fire extinguishers and hoses, should be kept accessible for immediate use by trained personnel. **EMPLOYEES SHOULD NOT ATTEMPT TO FIGHT A FIRE.**
6. Keep premises in a safe and clean condition. Aisles, corridors and exit doors are to be kept free of obstructions. The best fire protection is fire prevention!
7. Coordinate a drill organization and hold drills in conjunction with the Building Safety Coordinator appointed by your agency. Familiarize employees with fire exits and fire alarm procedures, etc. Be sure Security has information on any employees with special needs. Complete a **Special Needs Form, Exhibit 10.**
8. Employees that have visitors at the time of an evacuation are requested to

assist them to a safe evacuation route.

EMERGENCY PROCEDURES FOR BUILDING PERSONNEL

The key to coping with any emergency is through a coordinated team effort. The ability to respond by trained people will reduce, if not eliminate the possibility of personal injury and extensive property damage. This team effort can only be achieved by establishing, training, and maintaining an effective organization. It is the aim of the Department of Public Works and Building Management to assist in the development of that organization.

Employees needing assistance to evacuate the building during an emergency situation should have previously completed **Exhibit 10, Special Needs Form**.

General information and responsibilities of various building personnel are listed below.

Security Guards

1. In the event an emergency situation is confirmed, Security should call the Fire Department **immediately**.
2. Block off all parking entrances to ensure vehicles do not obstruct the exiting of employees.
3. Report all hazardous or questionable conditions to Building Management.
4. Proceed to the parking lot guard station to assist Building Management, and wait until you are informed it is safe to return to the building. At that time you will assist in informing each fire captain that it is safe for building occupants to return.

Security Guard - After Hours

1. Call the Fire Department **immediately**.
2. Locate fire at Simplex panel.
3. Open parking gates and front doors for Fire Department.
4. Contact Building Management staff on call.
5. Inform Fire Department where the fire is located.

Building Management Staff

1. Go to Simplex fire alarm panel and locate fire alarm area.
2. Go to area to confirm location of fire alarm.
3. Establish contact with the Security Console/Building Management office and inform them of the situation.
4. Upon arrival of Fire Department, inform the officer in charge of the location and nature of the alarm, and then stand clear and assist as directed.
5. Vacate floor if conditions become untenable.
6. After "all clear" is given by Fire Department, Building Management and/or security will notify building occupants to return to the building.

Building Manager

1. Proceed immediately to the Security Command Center in building 450, and work in conjunction with the Security supervisor as necessary.
2. Instruct Security to direct all employees to the appropriate meeting area outside the building.
3. Confirm that lobby area is prepared for arrival of Fire Department (lobby door open, pedestrians cleared, parking gates open).
4. Report to the parking lot guard station. The Building Safety Coordinators will be reporting to this area about any employees remaining in the building. If there are handicapped individuals on the floors, the Building Safety Coordinator must notify the Building Manager on which floor they are located.
5. Go to the main lobby desk in building 450 and inform the Fire Department whether or not everyone is out of the building. If they are not, inform Fire Department on which floors there are people.
6. Assist Fire Department wherever requested, particularly in reference to facts about the building.
7. Allow Fire Department to assume full control.
8. During evacuation, after all internal sources of information are gathered, the severity of the problem may meet the criteria to summon the liaisons to the Command Center. If it does not meet the criteria then liaisons will not be summoned. The Building Manager will make this determination.

Fire Captains' Responsibilities

1. To ensure that all people are out of their respective floors through the nearest emergency exit door in accordance with the evacuation procedure.
2. To ensure that people are not behind partitions and have vacated rest rooms, lounges, libraries, desk areas, closets, training rooms, conference rooms, workrooms, and copy rooms.
3. To ensure that all visitors are located and that they follow correct evacuation procedures.
4. Leave the building immediately after completing these tasks.
5. Inform the Building Manager of the following:
 - (a) all the above items have been accomplished

(b) where employees with a special need are located

Building Safety Coordinators' Responsibilities

1. To get a report from the fire captains that the above has been accomplished.
2. To get a report from the fire captains that all his/her staff have been accounted for.
3. To account for the evacuation of all visitors to the building.
4. Report to the Building Manager at the guard station in the center of the parking lot.

Tenants' Responsibilities in a Fire Emergency

1. If an employee sees a fire, make sure fire alarm has been activated by pulling the nearest fire alarm pull station located near each stairwell exit.
2. Notify building Security of fire conditions and locations only. Please refrain from calling the Building Management office or Security for information concerning the evacuation. The telephone lines must be kept open for emergency use.

Return to Building

When "all clear" is given, use the system developed for speedier return to your building as follows:

- | | |
|--------------|---|
| Building 410 | <p>Floor 1 Occupants, use rear (north) building entrance adjacent to loading dock</p> <p>Floor 2 Occupants, use rear (north) building entrance adjacent to loading dock and use elevator 1 (right hand elevator)</p> <p>Floor 3 Occupants, use main entrance under building and use elevator 3 (left elevator)</p> <p>Floor 4 Occupants, use main entrance under building and use elevator 4 (right elevator)</p> |
| Building 450 | <p>Floor 1 Occupants, use rear (north) building entrance</p> <p>Floor 2 & 3 Occupants, re-enter building using main (rear) entrance and use elevator 1 (left hand elevator)</p> <p>Floor 4 & 5 Occupants, re-enter building using main (rear) entrance and use elevator 2 (right elevator)</p> |
| Building 460 | <p>Floor 1 Occupants, re-enter through front and rear door of building</p> <p>Floor 2 Occupants, use stairs, if possible</p> |

Floor 3 Occupants, use elevator at front of building

GAS LEAK (ODOR): HOW TO RESPOND

1. If there is an odor in the building that is causing you to exhibit symptoms of sickness, use fire alarm system to cause people to exit the building.
2. Leave the immediate area of the odor and dial 911/pull fire alarm. This will begin the evacuation process. If you have enough time, call the security command center at 418-6075 and report the problem then evacuate from the building.
3. The person/persons who pull alarm need to go to the 450 security guard shack located in the parking area and report the problem.
4. Then report to your designated rally points located under the bridge in the parking area.

NOTE: Once the alarm has been activated, the full evacuation process is to proceed from start to finish. No Partial Evacuation.

FLOOD IN THE BUILDING: HOW TO RESPOND

1. If there is a flood in the building and evacuation is necessary, the fire alarm system may be used to cause people to exit the building. If evacuation is not necessary, Building Management will keep key personnel within each agency informed on the status of the flood.
2. It is extremely important that all sources of electricity are eliminated from the flooded area. If power or light switches are readily accessible and are not anywhere near the water, they should be turned off.
3. If it is at all possible, remove any equipment or documents from the area, or at least to a higher location. Close all file drawers. If time allows, move any larger furniture or valuables to higher areas.
4. Evacuate the area if so instructed.
5. Building operations staff will turn off the water source and shut down all electrical and gas supply to the building.
6. Continue to listen carefully to the instructions given by your agency personnel.

POWER OUTAGE IN THE BUILDING: HOW TO RESPOND

1. If the power goes out in the building, the emergency generator will automatically begin to operate. The building will lose all normal power, but the following will remain operable:
 - emergency lights in building including exit lights and stairwell lights
 - entire life safety system
 - telephone system
2. Building Management staff will immediately contact key agency personnel to update tenants as to the status of the power outage and instructions on evacuating if necessary.
3. If evacuation is necessary, the routine building evacuation plan should be followed.

HURRICANE: HOW TO RESPOND

1. Listen carefully to key agency personnel for updates and instructions for evacuation.
2. All windows and doors should be closed and locked.
3. All curtains and blinds should be closed to avoid airborne glass due to possible breakage.
4. All small office equipment including calculators should be locked in cabinets or storage areas within the tenant space.
5. Store all loose items (i.e. paper) in drawers or cabinets.
6. Unplug all electrical appliances; remove from window areas and if items are small, store in drawers or cabinets.
7. Move all valuables to the center of the tenant space.
8. If an evacuation is necessary prior to the arrival of the storm, Building Management will keep key personnel within each agency informed on how the evacuation should proceed. If arrival of the storm does not allow for a safe evacuation of the building, key agency personnel will receive instructions on where their employees should go to wait out the storm.

FIRE AND LIFE SAFETY SYSTEM

The 410 - 474 Capitol Avenue complex is equipped with a Simplex 2001 fire and life safety system. Each building has a Simplex 2001 panel that ties into the Simplex 4100 panel Security Command Center located in building 450.

Simplex 4100 System:

If a pull station, smoke detector, or heat detector is activated, this Simplex fire and life safety system immediately performs the following function:

1. A general building alarm will sound (a loud buzzer).
2. The alarm sends a signal to the main Simplex panel in building 450, at the Security Command Center.
3. The type and location of the alarm is indicated.
4. All main air handler systems shut down until the Simplex system is reset.
5. Fire doors between the buildings are automatically closed.

FIRE AND LIFE SAFETY EQUIPMENT, 410 - 474 CAPITOL AVENUE

1. Fire Extinguishers Two per floor - mounted at or near each emergency stairwell door. **EMPLOYEES SHOULD NOT ATTEMPT TO FIGHT A FIRE.**
2. Standpipes Each emergency stairwell has a standpipe (basement through penthouse) with hose connectors for fire fighters to use as a water source to extinguish a fire.
3. Heat Detectors Located in boiler room, telephone and electrical closets and fan rooms will respond when its element becomes heated to a predetermined level.
4. Smoke Detector Located in the air distribution system within the building. Smoke detectors located in the elevator lobbies only recall the elevators to the ground floor. All smoke detectors except elevator recall will create a priority one alarm.
5. Horns/Strobe Lights Both a loud horn and flashing strobe light as required by code are activated in an alarm situation.
6. Sprinklers The entire complex is protected by a vast automatic sprinkler system.
7. Tamper Switches Located on every sprinkler valve, warns of valves being tampered with
8. Emergency Generator In a power failure, the emergency generator automatically switches on. This will then power:
 1. Emergency lights in building including exit lights and stairwell lights.
 2. Entire life safety system.
 3. Telephone system
9. Pull Stations Located near each emergency stairwell and at other locations in the lobby and lower levels.
10. Fire Doors Located on the concourse level between building 410 and 450 and also between building 450 and 460. When the alarm is activated, these door automatically close. Once “all clear” is given, they are manually reset and opened.

RALLY POINTS FOR EMERGENCY EVACUATIONS

Refer to **Exhibits 4 through 9, Emergency Evacuation Assembly Areas**, for agency rally points. **Division Directors may designate section rally points within their assigned areas using landmarks in the parking lot.**

TRAPPED IN AN ELEVATOR

All elevators are equipped with an emergency telephone that rings directly into the 450 Security Command Center. If you are trapped in an elevator:

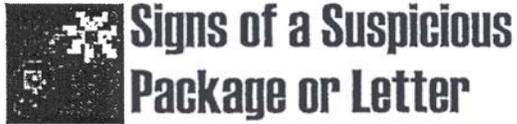
1. DO NOT PANIC, you will NOT run out of air, elevator shafts are air filled tunnels going upwards and out to the roof.
2. Stand clear of the elevator doors.
3. NEVER try to force the elevator doors open.
4. Utilize the elevator emergency phone which automatically rings into the 450 Security Command Center and inform them of the following:
 - a. Your name.
 - b. How many people are in the elevator?
 - c. If there is anyone ill or injured.
 - d. Approximate floor elevator is closest to.
 - e. Whether the lights are on.

IN CASE OF SUSPICIOUS ODORS OR FUMES (NON LIFE THREATENING)

If you smell any unknown odor or fumes within the building, the following should be observed:

1. Quickly contact the 450 Security Command Center at 418-6075.
2. Inform them as to the following:
 - a. Your present location.
 - b. Location of odor or fumes.
 - c. If odor or fumes are making you or anyone else ill.
 - d. Follow all directions given to you by the Security Command Center.
 - e. Inform everyone in the area of odor or fumes.

SIGNS OF A SUSPICIOUS PACKAGE OR LETTER



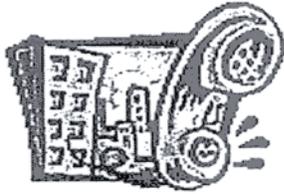
- Foreign Mail, Air Mail, and Special Delivery
- Restrictive markings, such as personal
- Excessive postage
- Handwritten or poorly typed addresses.
- Titles that are incorrect
- A Title but no name
- Misspellings of common words
- Oily stains or discolorations
- No return address
- Excessive weight
- Rigid or bulky envelope
- Lopsided or uneven envelope
- Wires or tinfoil protruding from package/envelope
- Excessive masking tape, string, or other wrappings securing materials
- Visual distraction

What Should Employees Do?

1. *If you see a suspicious object, leave the area immediately and call security or the police.*
2. *Never touch or disturb a suspicious package, letter, or object. Do not lift it, kick it, pull on anything, submerge it in water, or place it into an enclosed space. Leave it alone!*

Source:

- *Working Toward a Secure Workplace*, New Jersey Department of Personnel

IF YOU RECEIVE A THREATENING PHONE CALL OR BOMB THREAT

If You Receive a Threatening Phone Call or Bomb Threat

Things to Do

1. Remain Calm. A bomb threat caller is the best source of information regarding the bomb.
2. Jot down the time and date of the call.
3. Let the caller finish the message without interruption. Listen for the exact words of the caller. If necessary, ask the caller to repeat the message and write as much as possible. Do not rely on your memory.
4. Keep talking. Do not hang up.
5. Signal a coworker to get on an extension.
6. Ask where the bomb is and when it is set to go off.
7. Signal a coworker to call 911 or the police. Use any preset signals or code words.

Additional Questions to Ask

8. Ask what the bomb looks like.
9. Ask what type of bomb it is.
10. Ask what will cause the bomb to detonate.
11. Ask why they are doing this.
12. Ask where the caller is calling from.
13. Try to get the caller's name, exact location, and phone number.

Listen for Clues to the Caller's Identify

14. Listen carefully to the voice. Is it a man or a woman? What is the pitch or accent?
15. Listen so that you can describe the voice. Is it calm? Slow? Rapid? Deep? Nasal? Angry? Stressed? Broken? Stutter? Disguised lisp? Sincere? Giggler? Crying? Squeaky? Excited? Loud? Slurred? Normal? Stressed accent? Young? Old?
16. Listen for any background noises (cars, trains, music, talking, etc.)

Things to Do Immediately After the Call

17. Jot down the time the call terminates.
18. Notify security/police, Human Resources, and you immediate supervisor and note the time.

Sources:

- *Dealing with Workplace Violence: A Guide for Agency Planner*, Office of Workforce Relations, U.S. Office of Personnel Management: <http://www.opm.gov/workplac/index.html-ssi>
- GSA Federal Protection Service, 18th & F Streets, NW, Washington, DC 20405
- *Working Toward a Secure Workplace*, New Jersey Department of Personnel

F. PARKING PROCEDURES & REGULATIONS

There are 528 parking spaces located "on-site" at the Capitol Avenue complex, including 12 handicapped spaces, 24 visitor spaces and 20 car/vanpool parking spaces.

The total number of spaces allocated to each agency is on a pro-rata basis, according to the total number of people each agency employs, who are on site at least 50 percent of the time. The assignment of reserved spaces adjacent to each building is the responsibility of each designated agency. The remainder of the on-site parking is free-flowing, with parking on a first-come first-served basis.

After 3 p.m. all employees who desire may park their vehicles at the Capitol Avenue on site lot.

DISBURSEMENT OF ON-SITE AND OFF-SITE PARKING SPACES

Access to on-site parking is given only to certain employees as determined by each agency. The number of parking cards issued to each agency is determined by the total number of people each agency employs who are on site at least 50 percent of the time. Since parking privileges are only given to certain employees, cards may not be loaned to others for any reason. Parking card allocations will be reviewed and audited on an annual basis to determine if any changes are necessary.

Parking spaces in the "off-site" lots are also distributed according to the number of people employed by each agency. These parking lots, which are located close to the complex, will be served by a shuttle bus that will travel periodically between the parking lots and numerous State-owned buildings. Parking lots located closest to the Capitol Avenue complex will be considered "more desirable," and each agency has received an allocation of spaces in each of the "off-site" lots to distribute to employees at the agency's discretion.

Special circumstance parking cards can be requested via your agency representative and issued by Servus Management to employees on a temporary basis and may be withdrawn at any time without notice.

CARPOOLING AND VANPOOLING

Since there are a limited number of on-site parking spaces, we encourage carpooling and vanpooling and use of public transportation. This also helps to conserve energy and protect our environment. Sufficient spaces in the lot will be reserved for carpool and vanpool parking. In order to utilize a reserved space, a carpool must contain three or more State employees and be registered with building management. Vanpools are handled by the Rideshare Company, and employees may contact Rideshare directly by calling 1-800-972-EASY (1-800-972-3279). A copy of the application for carpooling and vanpooling is available as **Exhibit 11, Application for Carpool Parking Permit, and Exhibit 12, Application for Vanpool Parking Permit**, in addition to the applicable rules shown in **Exhibit 13, Carpool/Vanpool Parking Ground Rules**.

PARKING LOT ACCESS FOR EMPLOYEES

An access card for the 410-470 complex is issued to each eligible employee and is programmed to provide access to certain parking areas. Information on each registered parker is maintained by the management office and/or the agency representative.

There are two parking lot entrances on Capitol Avenue. One is located between Hartford Office Supply and building 410, and the other between buildings 450 and 460. The parking lot exit is located between buildings 410 and 450.

During rush hour from 3 p.m. to 5 p.m., all locations will be used for exiting. We will also have the parking access gates raised from 7 a.m. to 9 a.m. and from 3 p.m. to 6 p.m. to alleviate unnecessary delays.

CARD USAGE

Access cards are distributed to employees by the agency representative. The card must be used when entering the lot by swiping it in the card reader at the entrance. The first cards are issued free of charge to the agency and its employees. After that there will be a \$10 charge to the employee for any lost or damaged card.

The card access system allows for strict monitoring of lot usage. With the limited number of spaces available at the property, this type of system is necessary to prevent abuse of parking privileges. In addition, the card readers are manufactured so that they require a car to be present in front of the card reader in order for the card reader to operate, consequently the gate arm would not raise if you were to walk up to the card reader and swipe your card.

If by chance your card will not operate the gate arm after having inserted it into the card reader, please use the intercom to notify security so that the gate arm can be raised. Please bring the card immediately to Building Management (or the next day, if after hours) so the problem can be resolved.

REGISTRATION

Personnel and Human Resource offices will distribute a parking registration form to each employee who plans to drive to work. This form contains specific information on vehicle identification including license plate and driver information. Once completed, these forms will be kept in a secure location in the Property Management office. This information is required for each car an employee might use, and is required in the event of an emergency. See **Exhibit 14, Parking Permit Application, and Exhibit 14A, DPW Parking Policies.**

LOST CARDS

Lost or stolen access cards will be replaced upon the payment of **\$10.00** for a new access card. Lost parking hang tags will cost **\$5.00** to replace. This money is non-refundable. The money not only goes toward the cost of a replacement card, but also for the labor and administrative costs associated with programming a new card. Purchase of new parking hang tags should be made through your agency representative. Checks should be made out to: Servus Management.

Since the access cards are valuable, please treat them as such. Do not leave them on your desk or in your car in plain sight of others. Also, do not leave your card in direct sunlight as this may damage it.

HANDICAPPED PARKING

There are twelve (12) parking spaces designated for handicapped use. They are in compliance with the Americans with Disabilities Act standards. Handicapped "van accessible" parking spaces are also striped within the lot.

TEMPORARY PARKING FOR EMPLOYEES WITH SHORT TERM MEDICAL NEEDS

Occasionally, the agencies will need to issue temporary handicapped parking to their employees when someone breaks a leg, etc. When this situation arises, an authorized representative from the agency should request in writing from Servus Management a temporary pass for the individual. Servus Management will need the individual's name, phone number, license plate, type of vehicle, effective date and the date of expiration in order to process the temporary pass.

VISITOR PARKING

There are a total of 24 spaces available for use by visitors. The designated visitor parking area is located adjacent to building 450 and spaces are labeled "Visitor". After 9:30 a.m., unused van pool slots are available.

If fewer than 5 visitors are expected for a meeting, parking may be available in "Visitors" spaces at the Capitol Avenue lot. "Visitors" spaces are on a first come, first served basis. If no visitor's spaces are available, guards will advise guests to proceed to the Capitol & Oak lot and/or the Forest & Sisson lot, whichever is available. **(Refer to Directions in Section F, Page 7, and the Hartford Map, Exhibit 15.)**

If more than five visitors are expected for a meeting, all attendees should be directed to Forest and Sisson for parking and to take a shuttle bus to the 410-474 Capitol Avenue complex.

ADDITIONAL PARKING FOR EMPLOYEES

Additional parking for employees is available at a number of satellite parking lots in the area. More specifically, parking is currently available at the following locations:

- * Oak & Capitol parking lot
- * West lot
- * Forest & Sisson parking lot

CAPITOL AVENUE TRANSFER SHUTTLE SERVICE (CAT)

The Capitol Avenue Transfer Shuttle Service, "CAT" run by the Department of Public Works, has been established for the convenience of agency employees and visitors to the 410- 474 Capitol Avenue Complex. CAT provides service to the following locations:

- 410-474 Capitol Avenue Complex
- Oak and Capitol Parking Lot
- Forest & Sisson Parking Lot
- 25 Sigourney Street

The CAT schedule runs from 6:25 a.m. to 6:20 p.m., Monday through Friday, excluding holidays and weekends.

Please refer to the **Capitol Avenue Transfer Schedule, Exhibit 16**, a.m. and p.m., for specific arrival and departure times to and from off-site parking locations.

PARKING RULES AND REGULATIONS

The following parking violations may result in immediate ticketing and/or towing at the owners' expense:

1. Parking in unauthorized or reserved area (including loading zones)
2. Double parking
3. Parallel parking
4. Overnight parking without permission from building management
5. Parking on a sidewalk, entrance or exit
6. Parking in a Fire Lane
7. Blocking traffic
8. Creating a safety hazard
9. Impeding snow removal operations
10. Obstructing normal business operations (i.e., parking in a loading or delivery area, or blocking a dumpster)
11. Parking in a handicapped space without displaying a current valid state permit - sign or marker plate
12. Parking outside existing parking lines

AFTER HOURS ACCESS TO FOREST/SISSON STREET LOT

In the event a vehicle gets locked in the lot after 6:30 p.m. do the following:

- Contact the 25 Sigourney Street security console at 951-9509.
- The 25 Sigourney Street Security personnel will contact Argenbright's roaming security vehicle to meet you at a predetermined location (they will either pick you up and give you a ride to the Forest/Sisson lot or meet you at the Lot). Depending on the location of the road supervisor, it may take up to an hour for the officer to arrive.
- When at the Forest/Sisson lot the guard will unlock the gate, wait for you to obtain your vehicle and then re-secure the lot.
- The lot is reopened at 6:15 am and closed on weekends and holidays.

In the event you have to contact the 25 Sigourney Security Console by phone, the number is 951-9509. Although we are not responsible for maintenance of this lot or supervision of the security officer at this location, all incidents should be reported to the Servus Management office at 418-8792. We will relay the information to the responsible party.

UNAUTHORIZED VEHICLES

Employees assigned to park in the Capitol Avenue lot should display their brown parking tag in their vehicle at all times. Cars not displaying a brown parking tag will be given a warning. After two warnings, a third infraction of parking rules will result in your car being ticketed. After a fourth violation, your car may be towed and may result in the loss of parking privileges.

TOWING POLICY

Designated Servus Management and security personnel with the approval of DPW, shall have the authority to ticket, tag, remove or relocate vehicles parked at the Capitol Avenue site, and any of the satellite lots, should they be in violation of any of the above rules and regulations.

If Servus Management personnel are able to resolve a violation by having the violator immediately move the vehicle, they will endeavor to do so. This is optional on the part of management personnel and parking lot violators should expect to be either ticketed or towed.

NIGHT, WEEKEND AND HOLIDAY PARKING

Unless having received prior approval from the management office, any car left in the parking lot overnight (excluding State vehicles), between midnight and 6:00 a.m., or on weekends or holidays by persons not signed in with Security, will be considered illegally parked and will be ticketed and/or towed. Agencies should advise Servus Management of State of Connecticut cars which must remain in the lot.

LIABILITY

Neither Servus Management nor the State of Connecticut is liable or responsible for the loss or theft of cars, parts of cars, or any articles or items in cars. In addition, neither Servus Management nor the State of Connecticut assume liability for any damage resulting from vandalism or accidents on State owned property.

INSURANCE CLAIMS

Any claim of damage to an employee's vehicle should be reported immediately to security personnel so an incident report may be filled out. This report may be required by insurance representatives when making a claim. All claims made against the State of Connecticut must be done by contacting the State of Connecticut Office of the Claims Commissioner at 566-2024

MAPS

See **Exhibit 15, Hartford Map**; and **Exhibit 17, Visitor Parking**, complex Parking Lot, which outlines visitors' parking and entrances to the Capitol Avenue complex.

DIRECTIONS TO 410 - 474 CAPITOL AVENUE

The 410 - 474 Capitol Avenue complex is a series of renovated brick, turn-of-the-century, factory buildings located on Capitol Avenue in Hartford, approximately one-half mile west of the State Capitol.

Entrance driveways are located between Hartford Office Supply and building 410, and buildings 450 and 460. After entering, proceed to the security station located in the center of the lot. Visitors to a particular agency should park in the assigned visitors parking spaces, and sign in with a security guard or receptionist to obtain a guest pass. If the visitors' spaces are full, please see the security guard for assistance.

DIRECTIONS TO THE COMPLEX

From I-91 (north or south) and from east of the river

In Hartford, take I-84 west, in less than a mile from the I-91 interchange, get off at Asylum Street, Exit 48. At the signal light at the bottom of the ramp, make a gradual right, staying to the left of the fork on to Farmington Avenue. Take an immediate left at the signal light onto Broad Street, (at the YWCA). Take the first right at the signal light onto Capitol Avenue. The Capitol Avenue complex is two blocks on the right just past the signal at the base of Putnam Street.

From the West

Take I-84 east to Capitol Avenue, Exit 48B, bearing right toward the Capitol area and staying to the right of the ramp. At the bottom of the ramp, turn right on to Capitol Avenue. The Capitol Avenue complex is on the right just past the signal at the base of Putnam Street.

DIRECTIONS TO FOREST AND SISSON (LOT C)From I-91 (north or south) and from east of the river

In Hartford, take I-84 west. Take Exit 46, Sisson Avenue. At the end of the exit ramp, turn left at the signal light onto Sisson Avenue. Take your first left onto Capitol Avenue. Take your first left onto Forest Street. The parking lot is on your left and is labeled State of Connecticut. A shuttle bus to take you to our offices will either be waiting, or will appear in a few minutes. See shuttle schedule, **Exhibit 16**.

From the West

Take I-84 East to Exit 46, Sisson Avenue. At the end of the exit ramp, turn left at the light onto Sisson Avenue. Take your first left onto Capitol Avenue. Take your first left onto Forest Street. The parking lot is on your left and is labeled State of Connecticut. A shuttle bus to take you to our offices will either be waiting, or will appear in a few minutes. See shuttle schedule, **Exhibit 16**.

DIRECTIONS TO OAK AND CAPITOL (LOT E)From I-91 (north or south) and from east of the river

In Hartford, take I-84 west, in less than a mile from the I-91 interchange, get off at Asylum St, Exit 48. At the signal at the bottom of the ramp, make a gradual right, staying to the left of the fork onto Farmington Avenue. Take an immediate left at the signal onto Broad Street at the YWCA. Take the first left at the signal onto Capitol Avenue. The Oak and Capitol Avenue lot is one block on the right. Take a left onto Oak Street at the signal. A shuttle bus to take you to our offices will either be waiting, or will appear in a few minutes. See shuttle schedule, **Exhibit 16**.

From the West

Take I-84 east to Capitol Avenue, Exit 48B, bearing right toward the Capitol area, staying in the lane that allows you to go straight. At the bottom of the ramp go straight across Capitol Avenue and onto Oak Street which is opposite Exit 48B ramp. The parking lot is on the corner of Capitol Avenue and Oak Street. A shuttle bus to take you to our offices will either be waiting, or will appear in a few minutes. See shuttle schedule, **Exhibit 16**.

DIRECTIONS TO WEST LOT (LOT D)

From I-91 (north or south) and from east of the river

In Hartford, take I-84 west; in less than a mile from the I-91 interchange, get off at Asylum St, Exit 48. At the signal at the bottom of the ramp, make a gradual right, staying to the left of the fork onto Farmington Avenue. Take an immediate left at the signal light on to Broad Street. Take the first right at the signal light onto Capitol Avenue. After the fourth signal light, turn right. Once inside the parking area, proceed to the back of the lot towards the guard shack.

From the West

Take I-84 east to Capitol Avenue, Exit 48B, bearing right toward the Capitol area, staying in the lane that allows you to go straight. At the bottom of the ramp, turn right onto Capitol Avenue. After the sixth signal light, turn right. Once inside the parking area, proceed to the back of the lot towards the guard shack.

G. COMPLEX AMENITIES

CONFERENCE ROOM RESERVATION AND USAGE

The Capitol Avenue complex has four common area conference rooms and five configuration plans that may be used by the various agencies who occupy the complex. Three of the conference rooms, A, B, and C are located in Building 470, adjacent to the cafeteria; and one is located in the concourse basement level of building 450.

Reservations

In order to reserve one of these rooms, we ask that you complete a **Conference Room, Reservation Request, Exhibit 18**. Should cancellation be necessary, 24-hours notice is requested.

Security

To secure buildings 410, 450 and 460 from access by anyone using the conference rooms after hours, gates have been installed between buildings 470 and 460 at the ramp on the first floor, and in the concourse between buildings 460 and 470. After business hours these gates are locked at 8 p.m. and unlocked at 6 a.m. from Monday through Friday. The gates remain locked during weekends and holidays.

Additional HVAC

Request for additional HVAC is recommended for your comfort when reserving the conference rooms after normal business hours. Please indicate this on the **Conference Room Reservation Request Form, Exhibit 18**.

Catering

If catering is desired, the agency may hire a caterer to serve its event. As a reminder, the Capitol Avenue Training Center, Services for the Blind, is also available for catering services. **Capitol Avenue Training Center, Services for the Blind cafeteria staff can be reached by calling 418-6480.**

The agency, or the caterer, should take the necessary precautions to protect the furniture from damage, since the appropriate party will be billed for any damage.

CONFERENCE ROOM CAPACITY AND FURNITURE CONFIGURATION

Listed below are the capacity and room dimensions of each room. If your agency requires a different furniture configuration than the usual set up, Servus Management will be able to accommodate minor changes. If a major furniture change is necessary, or if the agency requires additional audio/visual or other equipment, the agency should make its own arrangements to reconfigure the furniture, rent additional equipment, etc. Please be advised that if an agency desires to reconfigure the furniture, it must first receive approval from Building Management. The agency will be responsible for the cost of the reconfiguration, including labor and rental of furniture, etc., and the conference rooms must be returned to their original configuration immediately following the event. The agency will be responsible for any damage incurred to furniture, walls, doors, etc., if the room is reconfigured.

Conference Room A

Location: Building 470

Capacity: 12

Conference Room B

Location: Building 470

Capacity: 12

Conference Room A/B

Location: Building 470

Capacity: 36, as a combo

Conference Room C

Location: Building 470

Capacity: 170, auditorium style (chairs only)

Capacity: 72, classroom style (table with chairs)

450 Capitol Conference Room

Location: Building 450 Basement

Capacity: 40, table set-up only

Seating may vary depending upon room set-up. To reserve conference rooms, the booking must be a **minimum of fifty percent of the room capacity.**

Equipment available: TV/VCR, overhead projector, projection screens, sound system. Projection screens are permanently installed in the conference rooms.

LOCKER ROOM POLICY

Women's and Men's locker rooms and showers are available in the concourse (basement) level of Building 450 Monday through Friday between 7:00 a.m. and 7:00 p.m. These facilities are available for use by agency employees only.

Lockers are available in both women's and men's facilities. Personal combination/pad locks can be used to secure belongings during a workout. Neither the Department of Public Works nor Servus Management will assume responsibility for items lost, stolen or left in locker rooms.

AUTOMATIC TELLER MACHINE (ATM)

A Webster Bank ATM is located outside the cafeteria in building 470. All ATM cards are accepted for cash dispensing. Any problems with the ATM should be reported to the management office at 418-8792. We will in turn contact Webster Bank for follow-up.

DEPOSITORY

The depository is available for the deposit of State of Connecticut monies. Before State Agencies use this depository they must contact the State Treasurer's office for permission to use this convenience. State Treasurer personnel will advise you of the correct procedure and supply the required forms.

MAIL/MESSENGER SERVICES (This does not apply to DMR or OPM)

Department Liaisons:

DMHAS:	Scott MacDonald	X6979
	Leroy Smith	X6981
OHCA	Joan Peters	X7001
DPH	Sal Lantieri	X7171
	Pat Barone	X7172
DMR	Gerry Stabile	X6038
	Marguerite Albert	X6000

U.S. and interdepartmental mail for DPH, OHCA and DMHAS will be sorted each morning by approximately 10:30 a.m. DMHAS staff will pick up mail from the mail room at approximately 10:30 a.m.

Express mail will be delivered with the regular mail in the morning. Later deliveries will be made if needed.

Mail pick-ups from DPH and OHCA will be between 8:30 and 9:00 a.m., between 10:45 and 11:00 a.m., and again at approximately 1:00 p.m. for DPH and 2:00 p.m. for OHCA. DMHAS staff will deliver outgoing interdepartmental and U.S. mail to the mailroom before 1:00 p.m. each day.

U.S. mail should be sealed by the sending agency, or nested if not sealed, except for bulk mail. DMHAS staff are requested to segregate heavier pieces of U.S. mail from regular weight envelopes when mail is dropped off at the mail room and to accompany outgoing certified mail with a completed log.

Please call the 410 mailroom (X7171 and ask for Pat or Sal) before beginning preparation of a bulk mailing.

Messenger

Hand carries are made daily to 55 Elm Street, LOB, and the State Capitol. DMHAS staff are able to deliver Hand carries to the mailroom by 2:00 p.m. each day.

If an emergency trip is needed, call the mail room supervisor (Sal or Pat, X7171) for availability of personnel and timing.

Equipment Available in the 410 Mail Room

The following equipment is available in the mailroom: Folding machine, copier (up to 11" x 17"), mail meter with cost center accountability.

Note: OHCA and DMHAS have each appointed a liaison to work with DPH mail room staff to ensure that each department's needs are met and to address new needs as they arise.

OVERNIGHT/EXPRESS MAIL

An Airbourne Express drop box is located at the rear entrance to 450 Capitol Avenue. Last scheduled pick-up is 6:00 p.m. Monday through Friday. DPH, OHCA and DMHAS may drop off express mail for pickup at the DPH mailroom: Airbourne Express and any other express mail company before 3:30 p.m.

TRANSPORTATION INFORMATION BULLETIN BOARD

A bulletin board for transportation information has been installed in the basement of building 460 en route to the cafeteria. Individuals looking for riders/drivers from your commuting area should fill out a 3" x 5" index card outlining your transportation needs and drop it off with a security guard at the building 450 security desk. Servus Management Corporation will see that all cards are posted on the bulletin board. In addition to your name, telephone number, and commuting needs, cards should also include the current date as they will be removed from the bulletin board after one month on display to make room for new cards. If your transportation needs are not met after one month, we kindly ask that you complete a new card.

PUBLIC TRANSPORTATION

The State of Connecticut encourages public transportation; therefore State employees receive a \$3.00 subsidy when a monthly bus pass is purchased directly from Connecticut Transit (located at the downtown public transportation sales outlet) or by using Connecticut Transit pre-paid fares mail-in program. If you need information regarding public transportation or bus passes, please call Connecticut Transit at 522-8101.

LOADING ZONES /LOADING DOCK ACCESS/DELIVERIES

Loading Zones

When it is necessary for State employees to load or unload materials to or from vehicles, the employee should use one of the loading docks or pull up close to one of the building entrances, being cautious that vehicles are not blocking traffic or emergency egress.

Loading Dock

There are two loading docks at the 410 - 474 Capitol Avenue complex. One at building 410 and one at building 450. Hours are from 8:00 a.m. to 3:30 p.m.

Scheduling Deliveries

As soon as you are aware of a large/important delivery requiring use of the loading dock, please schedule the delivery by calling Building Management at 418-8792 and provide the following information:

- Date
- Time
- Loading Dock Location (410 or 450)
- Agency Accepting Delivery
- Contact Person
- Telephone Number

Please schedule all deliveries as far in advance as possible so that your needs can be accommodated.

BICYCLE RACK

Two (2) bicycle racks are located at the 410 - 474 Capitol Avenue Complex, one behind building 410 and the other behind building 450.

Tenants and visitors are welcome to use personal combination locks to secure bicycles during building hours of 7:00 a.m. - 5:00 p.m., Monday through Friday. Neither the Department of Public Works nor Servus Management Corporation is responsible for stolen items at the 410 - 474 Capitol Avenue Complex. Bicycles cannot be brought into the Complex.

FOOD SERVICES

The Capitol Avenue complex has a full service cafeteria with a complete menu of hot and cold dishes located in building 470. Operating hours for the cafeteria are 7:00 a.m. to 3:30 p.m. with lunch being served between the hours of 11:00 a.m. and 2:00 p.m.

A coffee station is located on the concourse level between buildings 450 and 410 and is open during the hours of 7:30 a.m. and 11:00 a.m. In addition to coffee and tea, the coffee station serves pastries, donuts, bagels and assorted morning snacks.

Catering service is available within the Capitol Avenue complex. Please call Capitol Avenue Training Center, Services for the Blind, at 418-6480 for complete menu selection, pricing, and scheduling.

Vending machines are also operated by Capitol Avenue Training Center, Services for the Blind, and comments and questions should be directed to the training center at 418-6480. If you encounter problems or need assistance with the operation of a vending machine, please speak with a cashier located at the building 470 cafeteria.

H. HEALTH & SAFETY ISSUES

The Department of Public Works, Servus Management and the Agency leaders are committed to providing a safe and healthy environment for the employees who work in the Capitol Avenue Complex. Therefore, we have established a "Health & Safety Committee" which is comprised of representatives of the agencies and employees of Servus Management. This committee meets on a monthly basis to review health & safety concerns. This portion of the Tenant Handbook is designed to address any health and/or safety issues/problems that may arise within the Capitol Avenue Complex. Any topic not covered should be directed to the Servus Management Office at 418-8792.

What is a Hazardous Material?

A material is considered hazardous if it is:

1. Specifically listed in the law, 29 CFR, part 1910, Subpart Z, Toxic and Hazardous Substances (the Z list).
2. Assigned a threshold limit value (TLV) by the American Conference of Governmental Industrial Hygienist Inc. (ACGIH).
3. Determined to be cancer causing, corrosive, toxic, an irritant, a sensitizer, or has damaging effects on specific body organs.

Hazardous Materials Safety Data Sheets (MSDS)

The objective of the Material Safety Data Sheet (MSDS) is to concisely inform you about the hazards of the materials you work with so that you can protect yourself and respond to emergency situations. The purpose of the MSDS is to tell you:

1. The material's physical properties or fast-acting health effects that makes it dangerous to handle.
2. The first aid treatment to be provided when you are exposed to a hazard.
3. The preplanning needed to handle spills.
4. How to respond to accidents.

Immediately notify Servus Management at 418-8792 of all hazardous chemical spills and/or odors. Do not attempt to clean up a hazardous chemical spill. Spills are to be cleaned and the area decontaminated by experienced personnel only.

Hazardous Material Inventory

Material Safety Data Sheets are maintained in the Servus Management office on the 1st floor of 450 Capitol Avenue. These include products utilized by our maintenance crew, the cleaning crew, the landscaping contractor, the exterminator and the cafeteria. All hazardous materials stored in the complex should be reported to the Servus Management office at 418-8792 so that they can be included in the overall complex list. Each agency shall provide Servus Management with quarterly updates on the status of their materials. New materials entering into the complex shall be immediately reported to Servus Management.

Hazardous Material Disposal

It is the responsibility of each agency to properly dispose of any hazardous materials used by their

employees. For information on disposal of copier toner cartridges or any other equipment product disposal, please contact your agency business office. Servus Management recycles all florescent light bulbs.

Construction/Demolition

Construction activities within the complex, including “demolition,” are performed according to procedures established by the regulatory authorities. Coordination of construction activities at the complex is accomplished by Servus Management.

For specific information, please contact the Servus Management office at 418-8792.

Traffic Control

Servus has installed a variety of signs and speed bumps to address vehicular traffic in the parking lot. Offenders of safe driving in the parking lot are reported to Security who in turn reports them to the agency human resources representative for disciplinary action. Any questions and or complaints should be directed to your agency representative or to the Servus Management office at 418-8792.

Security

All security issues and concerns should be reported to the Security Command Center at 418-6075. If you require further assistance contact the Servus Management office at 418-8792.

Radio Communications – Every security officer and member of the Servus Management team possess a handheld two-way radio for instant communication capabilities throughout the complex.

Fire/Life Safety Issues

Servus Management conducts two unannounced fire drills per year. This is to ensure that all employees are familiar with evacuation procedures in the event of an emergency situation. We also offer yearly training for all fire captains/floor monitors and agency representatives. For additional information please contact your floor captain, refer to Section E in the tenant handbook or contact the Servus Management office at 418-8792.

Air Quality

The Department of Public Works and Servus Management are committed to providing acceptable air quality levels throughout the complex. Indoor air quality (IAQ) parameters are maintained within OSHA standards and within American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE) guidelines specifically for fresh air make up and temperature levels. Periodic monitoring of these parameters is performed to ensure comfort of occupants. Additionally, air-handling systems receive routine preventative maintenance and air filters are replaced three times per year. Contact Servus Management at 418-8792 if you have any IAQ questions or complaints.

Unruly Visitors

Any indication of an unruly visitor should be reported to the Security Command Center at 418-6075 or 911 directly, depending upon the situation. If you do call 911 first, please be sure security is notified immediately afterwards. Security will in turn take appropriate actions (i.e. immediately proceed to area, contact the police, etc.). If an unruly visitor arrives at one of the security consoles the security officer has been instructed to attempt to keep the individual at the console, notify the agency contact and the Security Command Center for additional assistance.



STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT
Office of Labor Relations

August 4, 1999

General Notice No. 99-05

TO: Agency Heads and Labor Relations Designees

SUBJECT: Workplace Violence Policy

Attached is a copy of a policy concerning workplace violence and prohibiting weapons and dangerous instruments in the workplace. The policy is effective immediately and was prepared at the direction of the Governor. It supersedes any existing Agency policy.

The policy is consistent with what has been called a "Zero Tolerance" approach. Violence or the threat of violence by or against any employee of the State of Connecticut is unacceptable and will subject the perpetrator to serious disciplinary action and possible criminal charges. There is no such thing as a "joke" when dealing with this subject. It is not funny when employees speak about "going postal", "getting" another employee or anything remotely similar.

The State of Connecticut is committed to providing its employees a reasonably safe and healthy work environment, free from intimidation, harassment, threats and/or violent acts. According to the National Institute for Occupational Safety and Health (NIOSH), workplace violence is defined as:

"any physical assault, threatening behavior or verbal abuse occurring in the work setting. It includes, but is not limited to beatings, stabbings, suicides, shootings, rapes, near suicides, psychological traumas such as threats, obscene phone calls, an intimidating presence, and harassment of any nature such as being followed..."

The worksite is any location, either permanent or temporary, where an employee performs any work-related duty. This includes but is not limited to the buildings and the surrounding perimeters, including the parking lots. It includes all state-owned and leased space, including vehicles, and any location where state business is conducted.

The policy is part of an Executive Order that was signed by the Governor and applies to all state employees in the Executive Branch. Any questions regarding this policy or matters regarding this issue should be directed to your Human Resource representative.

Executive Order No. 16

<http://www.state.ct.us/governor/executiveorders/no16.htm> - hlt500130378

VIOLENCE IN THE WORKPLACE

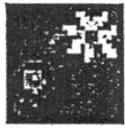
Workplace Violence Overview

All agencies in the Capitol Avenue Complex are committed to employee safety and will work with their employees to maintain a work environment free from violence, harassment, intimidation or other disruptive behavior. Complete cooperation and endorsement from all employees is needed for the implementation of this policy.

Lock-down Emergency Procedures

In an emergency situation at the Capitol Avenue Complex, Servus Management will notify agency representatives (via phone or personal contact) as soon as possible. If the situation warrants immediate action, Servus may lock down all appropriate entrances/exits before contacting agencies. Information and/or further direction will be shared with agencies as it is received by Servus Management.

SIGNS OF A SUSPICIOUS PACKAGE OR LETTER



Signs of a Suspicious Package or Letter

- Foreign Mail, Air Mail, and Special Delivery
- Restrictive markings, such as personal
- Excessive postage
- Handwritten or poorly typed addresses.
- Titles that are incorrect
- A Title but no name
- Misspellings of common words
- Oily stains or discolorations
- No return address
- Excessive weight
- Rigid or bulky envelope
- Lopsided or uneven envelope
- Wires or tinfoil protruding from package/envelope
- Excessive masking tape, string, or other wrappings securing materials
- Visual distraction

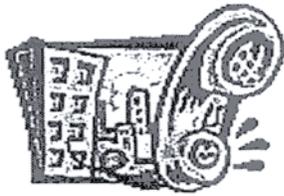
What Should Employees Do?

1. *If you see a suspicious object, leave the area immediately and call security or the police.*
2. *Never touch or disturb a suspicious package, letter, or object. Do not lift it, kick it, pull on anything, submerge it in water, or place it into an enclosed space. Leave it alone!*

Source:

- *Working Toward a Secure Workplace*, New Jersey Department of Personnel

IF YOU RECEIVE A THREATENING PHONE CALL OR BOMB THREAT



**If You Receive a Threatening Phone Call
or Bomb Threat**

Things to Do

1. Remain Calm. A bomb threat caller is the best source of information regarding the bomb.
2. Jot down the time and date of the call.
3. Let the caller finish the message without interruption. Listen for the exact words of the caller. If necessary, ask the caller to repeat the message and write as much as possible. Do not rely on your memory.
4. Keep talking. Do not hang up.
5. Signal a co-worker to get on an extension.
6. Ask where the bomb is and when it is set to go off.
7. Signal a co-worker to call 911 or the police.

Additional Questions to Ask

8. Ask what the bomb looks like.
9. Ask what type of bomb it is.
10. Ask what will cause the bomb to detonate.
11. Ask why they are doing this.
12. Ask where the caller is calling from.
13. Try to get the caller's name, exact location, and phone number.

Listen for Clues to the Caller's Identity

14. Listen carefully to the voice. Is it a man or a woman? What is the pitch or accent?
15. Listen so that you can describe the voice. Is it calm? Slow? Rapid? Deep? Nasal? Angry? Stressed? Broken? Stutter? Disguised lisp? Sincere? Giggler? Crying? Squeaky? Excited? Loud? Slurred? Normal? Stressed accent? Young? Old?
16. Listen for any background noises (cars, trains, music, talking, etc.)

Things to Do Immediately After the Call

17. Jot down the time the call terminates.
18. Notify security/police, Human Resources, and your immediate supervisor and note the time.

Sources:

- *Dealing with Workplace Violence: A Guide for Agency Planner*, Office of Workforce Relations, U.S. Office of Personnel Management: <http://www.opm.gov/workplac/index.html-ssi>
- GSA Federal Protection Service, 18th & F Streets, NW, Washington, DC 20405
- *Working Toward a Secure Workplace*, New Jersey Department of Personnel

Developed by State of Connecticut Office of Policy and Management for Dept. of Administrative Services Fall 1999

I. EXHIBITS

Exhibit 1

**SIGNAGE REQUEST FORM
410-474 CAPITOL AVENUE COMPLEX**

Date _____

Person Requesting Signage _____

Agency _____ Phone Number _____

Is this request a Change _____ Addition _____

TYPE

LOCATION

- _____ Main Directory _____
- _____ Sub Directory _____
- _____ Directional _____
- _____ Office _____
- _____ Workstation _____
- _____ Other _____

Change to _____

New _____

Specific Instructions _____

This will be a chargeback to the agency. Signature of the fiscal officer for your agency will serve as authorization for this request and must be obtained prior to any work being performed.

(Print) Fiscal Officer

(Print) Title

(Signature) Fiscal Officer

**AFTER HOURS HVAC REQUEST FORM
410-474 CAPITOL AVENUE COMPLEX**

DATE: _____

PERSON REQUESTING HVAC: _____

AGENCY: _____ PHONE NUMBER: _____

DATE(S) REQUESTING HVAC: _____

SPECIFIC AREA(S) REQUIRING HVAC: _____

BUILDING: _____

FLOOR: _____

LOCATION: _____

HOURS OF OPERATION: _____

You will be billed directly at the rate of \$50.00 per hour/floor for after-hours HVAC requests. Signature of the fiscal officer for your agency will serve as authorization for this request and must be obtained prior to any work being performed.

(print) FISCAL OFFICER

(signature) FISCAL OFFICER

48-hours prior notice is necessary so adjustments can be made to the HVAC system.

**TENANT WORK/SPECIFIC PROJECT FORM
410-474 CAPITOL AVENUE COMPLEX**

**PROCEDURE: 1. Fill out Phase I information, get approval of Department Head.
2. Return to Servus Management for estimate.
3. When estimate received, obtain approval of Fiscal Officer to go forward with project.**

PHASE I

TO BE COMPLETED BY AGENCY PERSONNEL

DATE _____ PERSON REQUESTING WORK _____

AGENCY _____ BUILDING _____ FLOOR _____ PHONE NUMBER _____

LOCATION AND SPECIFIC JOB TO BE COMPLETED:

DEPARTMENT HEAD APPROVAL TO REQUEST ESTIMATE

(Signature necessary before sending to Servus Management) *Title*

SID to be charged

PHASE 2

TO BE COMPLETED BY SERVUS MANAGEMENT

ESTIMATED HOUR (S) TO COMPLETE (IF IN HOUSE) _____

ESTIMATED COST OF MATERIALS _____

ESTIMATED CONTRACT LABOR _____

PHASE 3

TO BE COMPLETED BY AGENCY FISCAL OFFICER

Signature of the fiscal officer for your agency will serve as authorization to go forward with this request and must be obtained prior to any work being performed.

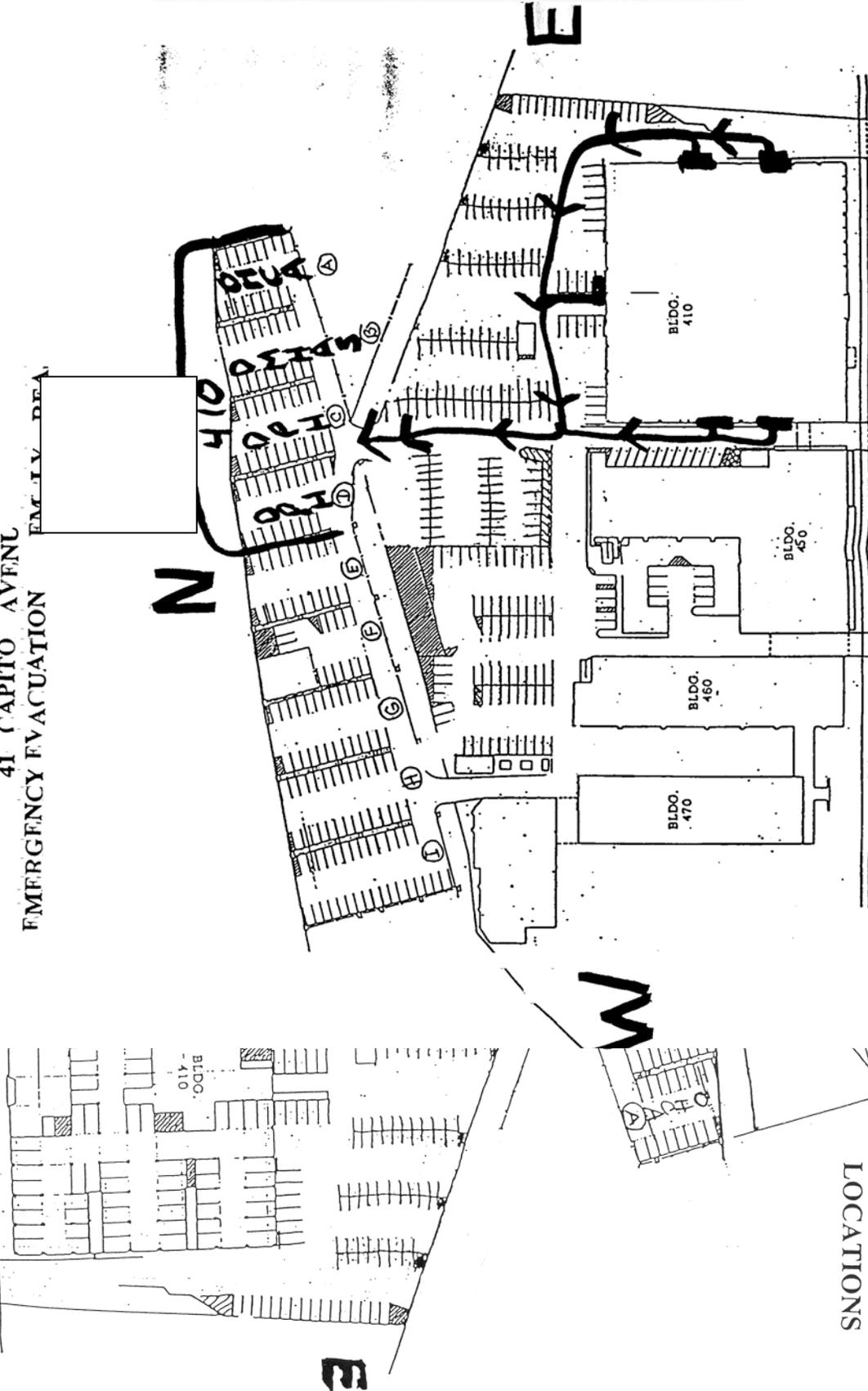
(Print) Fiscal Officer

(Signature) Fiscal Officer

SOUTH STAIRWELL
ASSEMBLY AREA
LOCATIONS

41 CAPITOL AVENUE
EMERGENCY EVACUATION

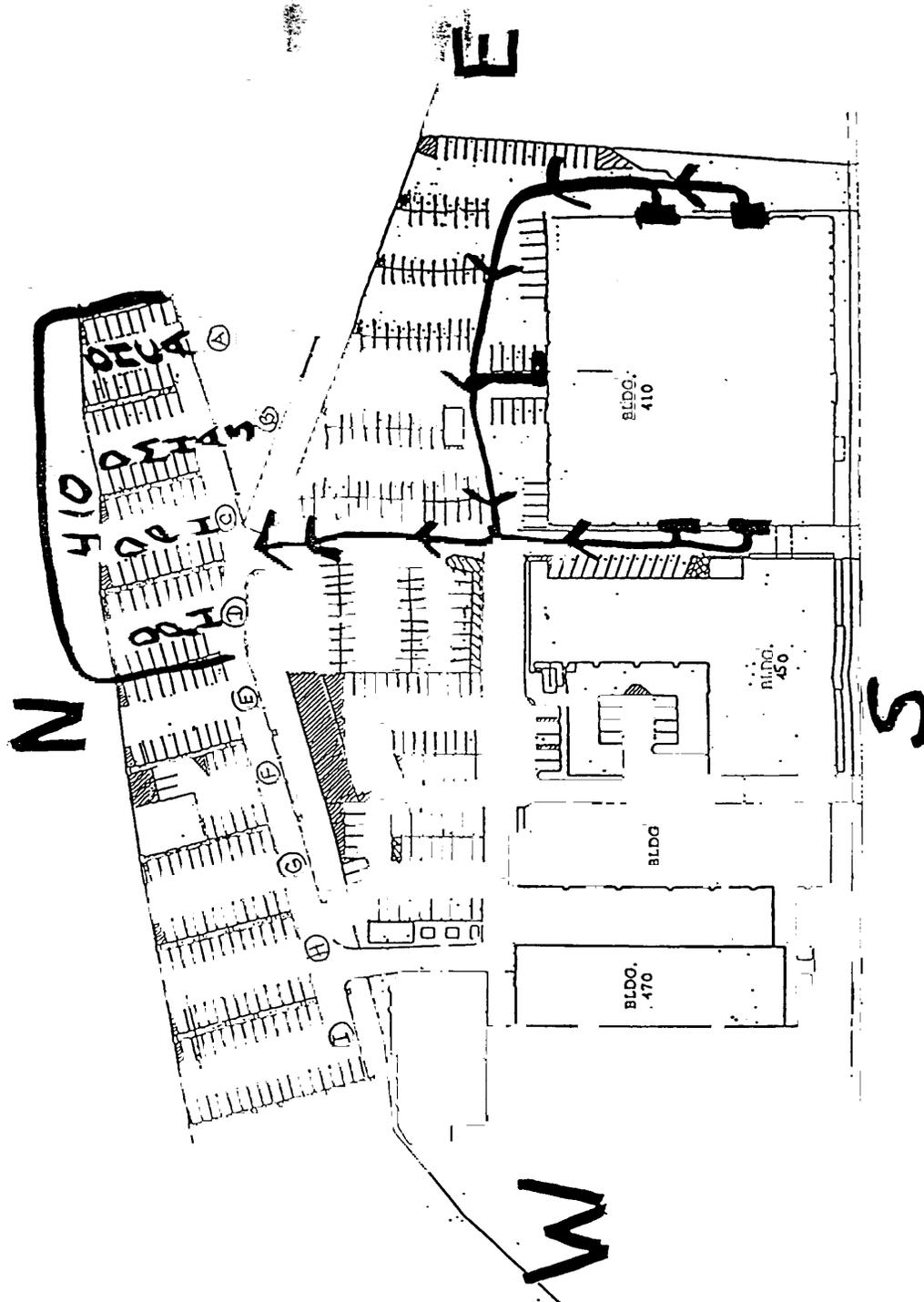
S



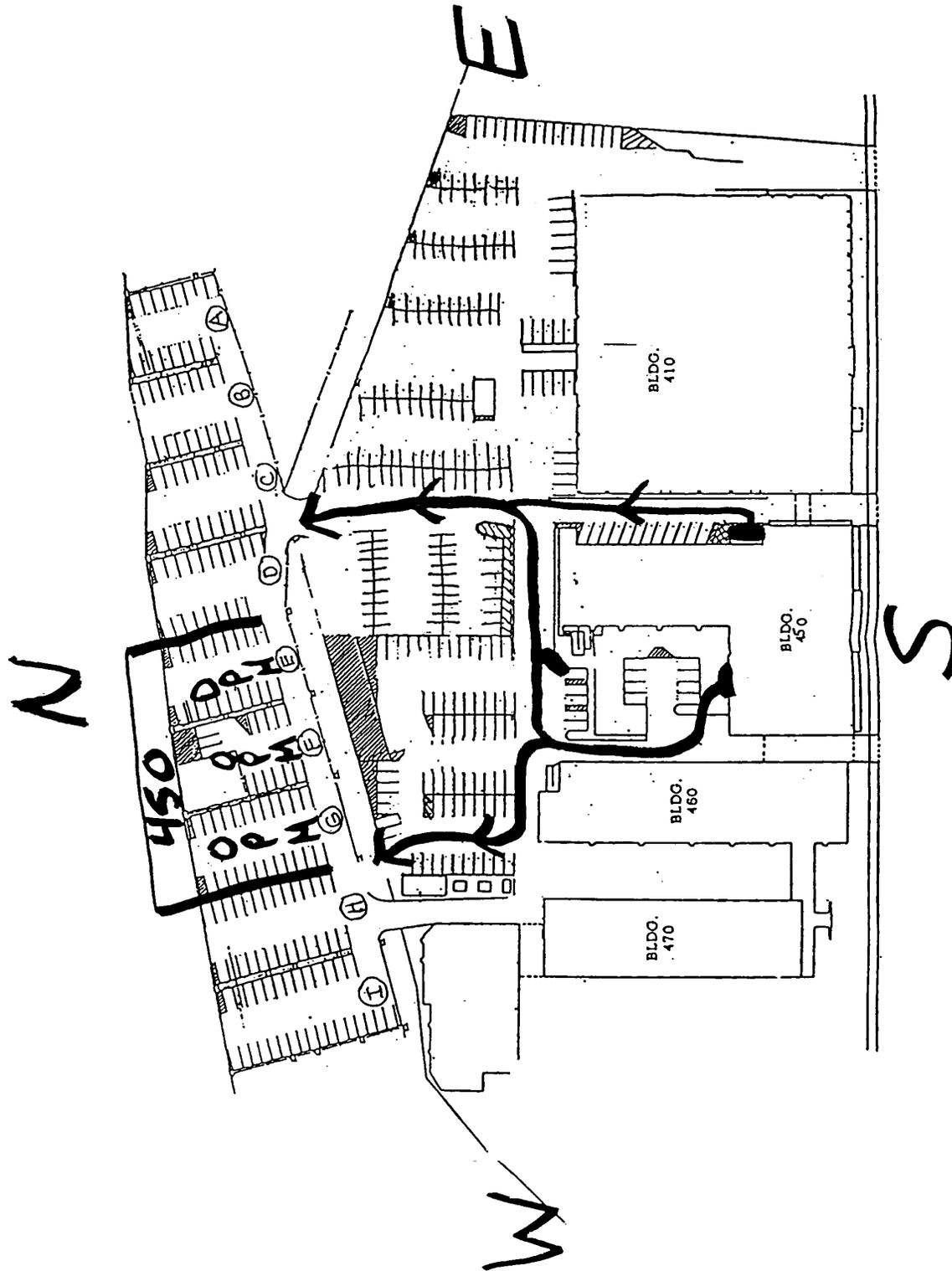
410-474 CAPITOL AVENUE

EMERGENCY
EVACUATION
ASSEMBLY
LOCATIONS

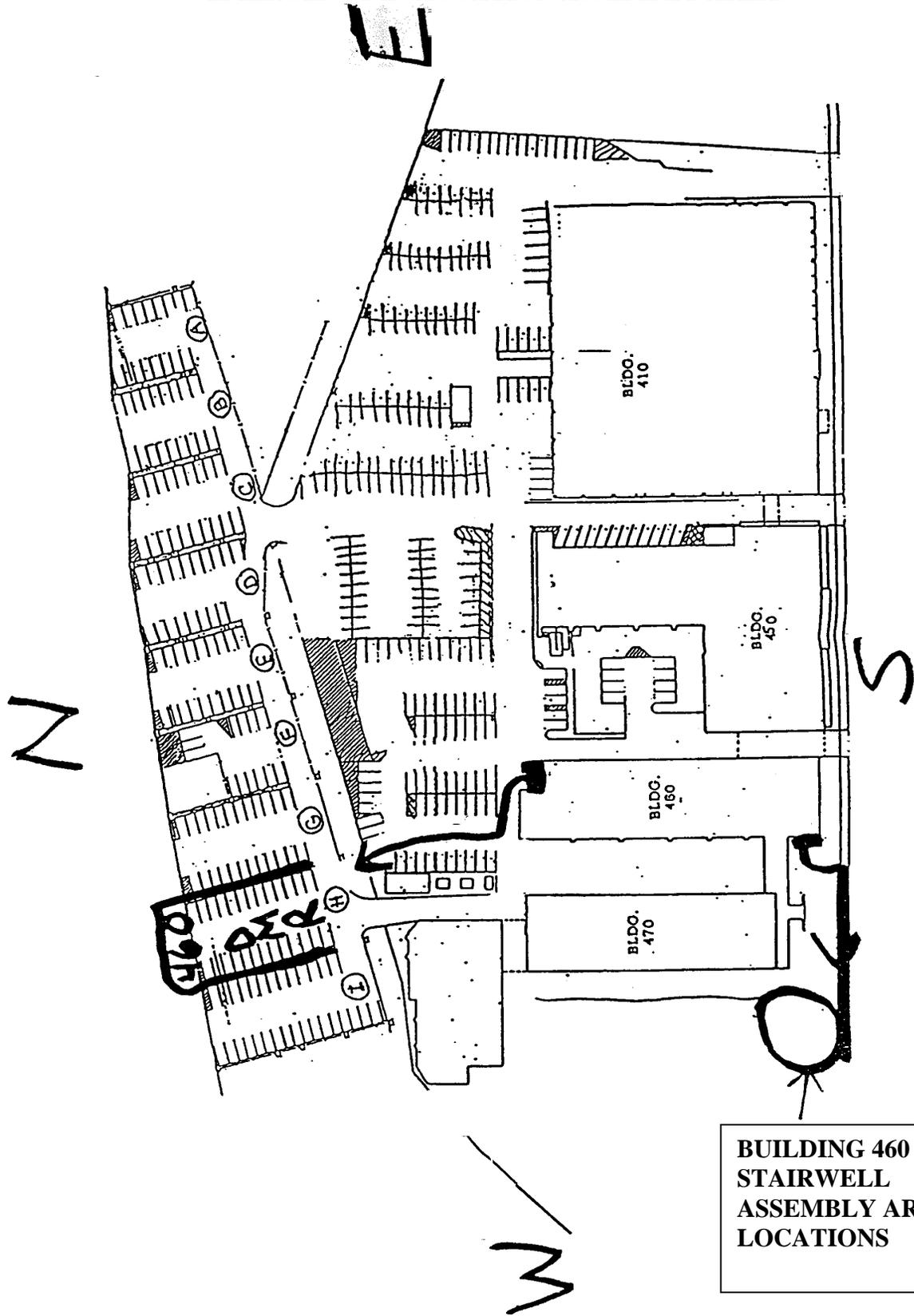
410 CAPITOL AVENUE EMERGENCY EVACUATION ASSEMBLY AREAS



**450 CAPITOL AVENUE
EMERGENCY EVACUATION ASSEMBLY AREAS**

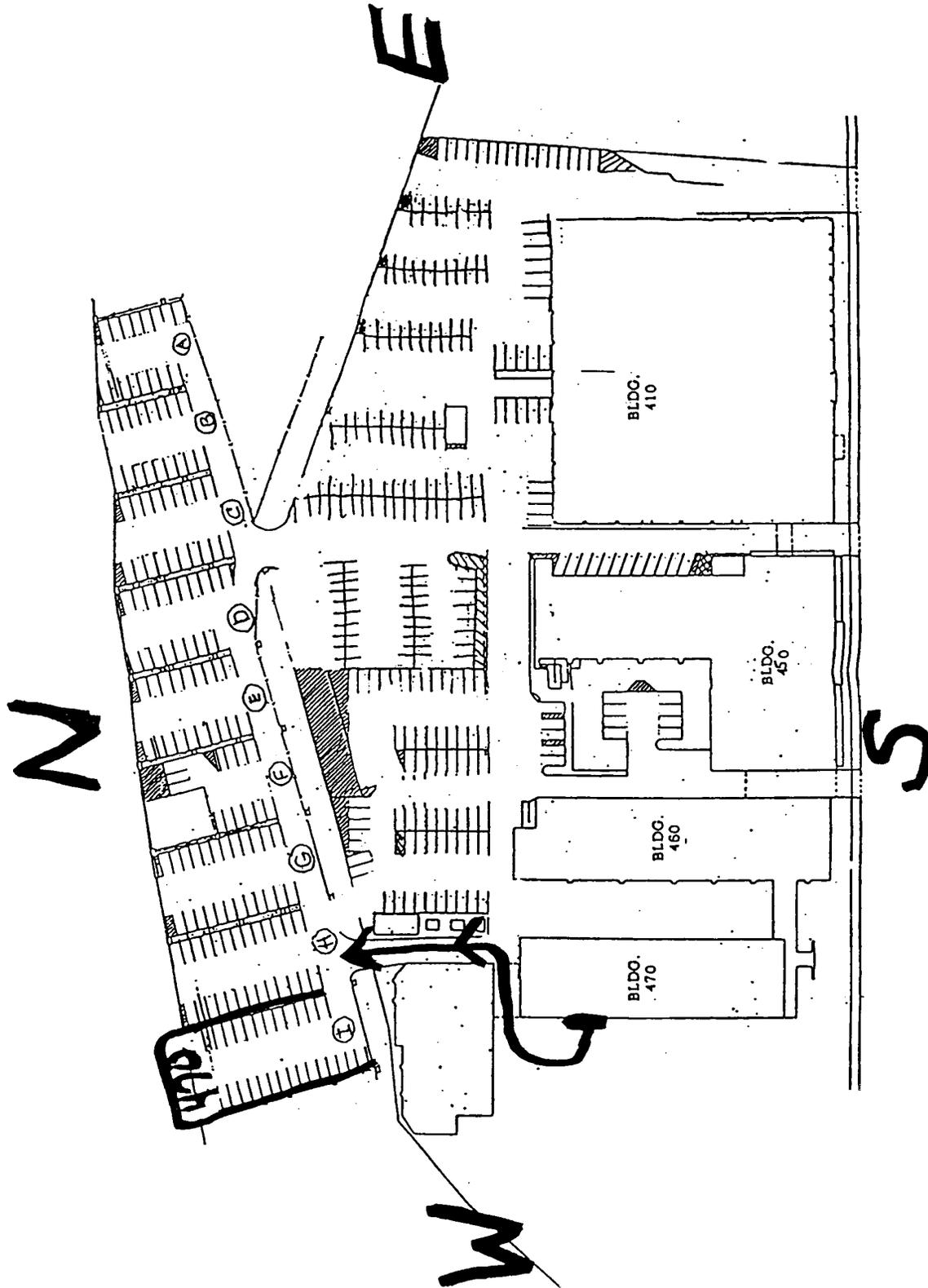


**460 CAPITOL AVENUE
EMERGENCY EVACUATION ASSEMBLY AREAS**

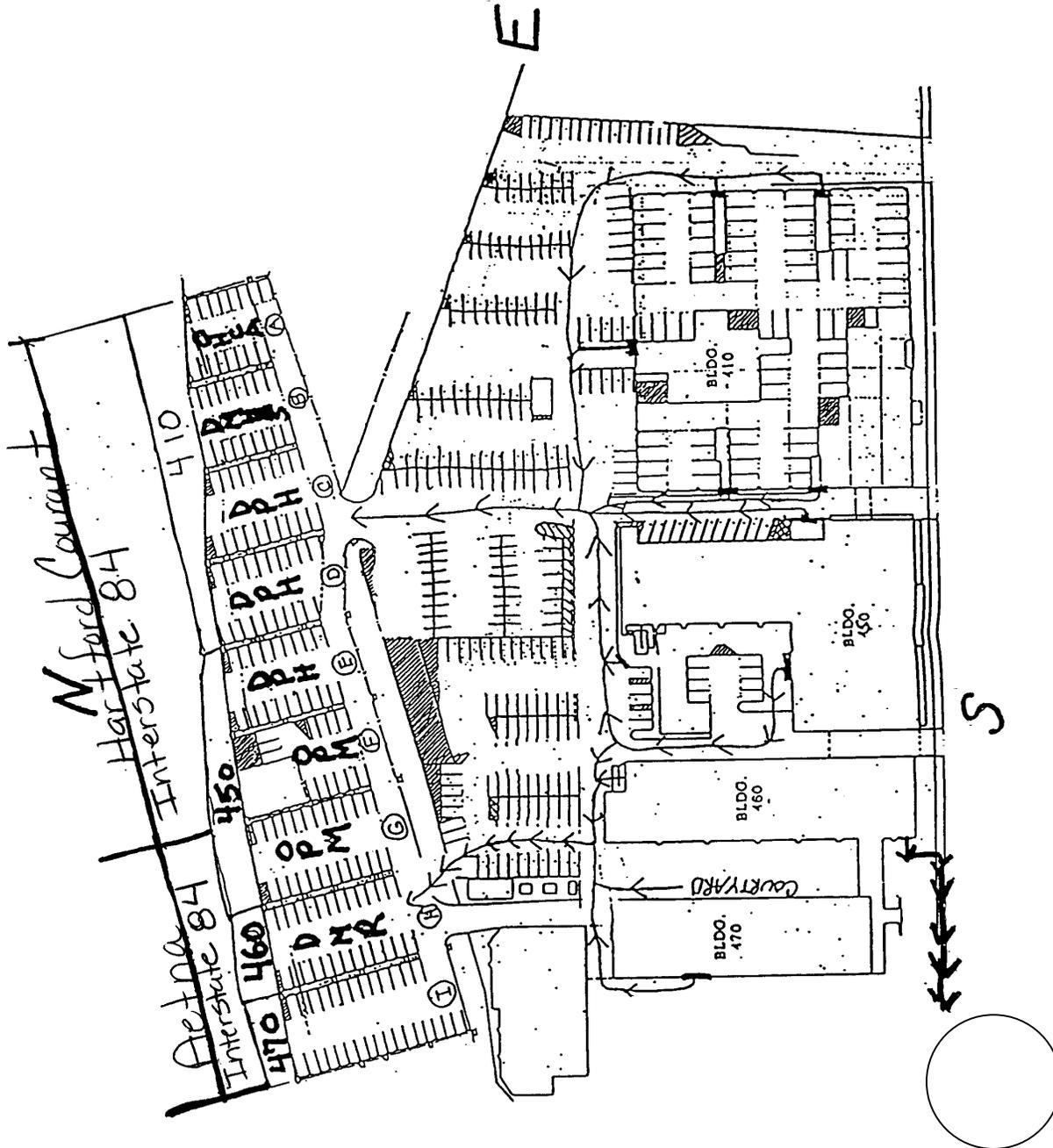


**BUILDING 460 SOUTH
STAIRWELL
ASSEMBLY AREA
LOCATIONS**

**470 CAPITOL AVENUE
EMERGENCY EVACUATION ASSEMBLY AREAS**



410-474 CAPITOL AVENUE
EMERGENCY EVACUATION ASSEMBLY AREAS



UPON EXITING,
PLEASE PROCEED
DIRECTLY TO
ASSIGNED RALLY
POINT

BUILDING 460
SOUTH
STAIRWELL
ASSEMBLY AREA
LOCATION

EVACUATION

SPECIAL NEEDS FORM

410 – 474 CAPITOL AVENUE COMPLEX

DATE: _____

AGENCY: _____ **PHONE NUMBER:** _____

DIVISION: _____ **SUPERVISOR:** _____

NORMAL WORK LOCATION: _____

SAFETY OFFICER: _____

SPECIAL ASSISTANCE DEVISE: _____

AREA OF REFUGE: _____

SPECIAL INSTRUCTIONS: _____

CARPOOL/VANPOOL PARKING GROUND RULES

1. Park in designated carpool/vanpool location.
2. Keep your windshield sticker or hang tag visible to avoid a fine.
3. There must be at least three State employees in the carpool/vanpool.
4. Report all changes.
5. Carpool/vanpool spaces are held until 9:30 a.m.
6. An employee cannot have an on-site parking space and be a carpool/vanpool participant.

FOLLOWING ARE PARKING VIOLATIONS:

1. Parking in a handicapped space without displaying a current valid state permit – sign or marker plate.
2. Parking in an unauthorized or reserved area.
3. Double-parking.
4. Parallel parking.
5. Overnight parking without permission.
6. Parking on a sidewalk, entrance, exit.
7. Parking in a fire lane.
8. Blocking traffic.
9. Creating a safety hazard.
10. Impeding snow removal operations.
11. Obstructing normal business operations (i.e. parking at a loading dock or blocking a dumpster).
12. Not displaying a proper parking permit.
13. Parking outside existing parking lines.
14. Unauthorized vehicles.

ENFORCEMENT OF PARKING POLICY

Violators will be subject to immediate ticketing/towing. If a Security Officer is able to resolve a violation by having the violator immediately move the vehicle, the officer will endeavor to do so. This is optional on the officers part and parking lot violators should expect to be either ticketed/towed.

LIABILITY

Neither Servus Management Corporation nor the State of Connecticut is liable or responsible for the loss or theft of cars, parts of cars, or any articles or items in employees' cars. In addition, neither Servus Management Corporation nor the State of Connecticut assume liability or responsibility for any damage resulting from vandalism or accidents in the provided parking locations.

CERTIFICATION

We certify that we are members of a Carpool/Vanpool and commute to and from work on a regular basis (at least three days each week). We have read and agree to abide by the Ground Rules printed on this application as well as the parking regulations for the Department of Public Works with the understanding that violations on our part may result in the cancellation of the Carpool/Vanpool space. We realize that, should any of the information contained herein, specifically relating to the Carpool/Vanpool be found to be untrue, the special parking privileges will be revoked.

Signature: _____

Date: _____

Signature: _____

Date: _____

Signature: _____

Date: _____

Rev 2/29/00

**STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC WORKS
PARKING PERMIT APPLICATION**

APPLICATION GUIDELINES

To keep parking as orderly and accident free as possible, the following guidelines must be observed:

- All cars must be registered before being parked in any DPW parking facility.
- One (1) parking permit per person.
- When a vehicle is sold or traded, the permit must be updated.
- A \$10.00 fee will be charged for a replacement access card, and a \$5.00 fee will be charged for a parking hangtag.
- Employee's agency representative as verification of employment must sign application.
- Parking assignments are TEMPORARY and can be withdrawn at any time at the discretion of DPW or when the long-range use of any parking facility changes.
- Re-assignment to another facility will only be authorized upon return of the previously issued hangtag and revised application.

PARKING PERMIT APPLICATION

State Employee Driver _____

Agency Address _____

Handicap Permit No. _____ Width Required _____ Van _____ Vehicle _____

Primary Vehicle:

Make _____ Model _____ Year _____ Color _____

To Whom Registered _____ Marker Plate No. _____

Second Vehicle:

Make _____ Model _____ Year _____ Color _____

To Whom Registered _____ Marker Plate No. _____

Third Vehicle:

Make _____ Model _____ Year _____ Color _____

To Whom Registered _____ Marker Plate No. _____

State Agency _____ Division _____

Agency Address _____ Work Phone _____

Approved by Agency Representative:

Signature _____ Title _____ Date _____

I have read and agree to abide by the State Department of Public Works Parking Guidelines and Policies.

Applicant Signature _____ Date _____

FOR OFFICE USE ONLY		
Assigned Facility	Color	Number

Rev 2/29/00

Parking privileges at any DPW facility are subject to the following:

- Employees are only allowed to park in designated areas.
- Unless designated “RESERVED”, parking areas are “first come, first served”. Reserved spaces are not available for general parking use.
- Parking privileges cannot be assigned. Hang tags and/or key cards, which allow entrance to certain parking lots, cannot be “loaned” or “given” to others on a temporary basis. Reserved spaces cannot be utilized by anyone other than the designee. Under no circumstances can anyone park in a reserved space until his/her space becomes available.
- The following parking violations will result in immediate ticketing or towing at the expense of the vehicle owner:
 1. Parking in a handicapped space without displaying a current valid state permit – hang tag, sign, or marker plate.
 2. Parking in an unauthorized or reserved space or area.
 3. Double-parking.
 4. Parallel parking.
 5. Overnight parking without permission. See your Tenant Representative or, if an emergency, see the guard.
 6. Parking on a sidewalk, entrance, or exit.
 7. Parking in a fire lane.
 8. Blocking traffic.
 9. Creating a safety hazard.
 10. Impeding snow removal operations.
 11. Obstruction normal business operations at a loading dock.
 12. Blocking a dumpster
 13. Not displaying a current DPW parking permit hang tag and/or windshield sticker.
 14. Cars must be parked within existing parking space lines.
 15. Parking of unauthorized vehicles.
 16. Use of someone else’s hang tag.

Enforcement of Parking Guidelines and Policies

Violators will be subject to immediate ticketing or towing. If a DPW Police Officer or building management is able to resolve a violation by having the violator immediately move the vehicle, they will sometimes try to do so. This is, however, optional and violators should expect to be either ticketed or towed.

Liability

The State of Connecticut and its agents are not liable or responsible for the loss or theft of cars, parts of cars, or any articles or items in employee’s cars. In addition, the State of Connecticut or its agents assume no liability or responsibility for any damage resulting from vandalism or accidents in DPW provided parking locations.

These rules may be reviewed and modified periodically. DPW will make final decisions regarding parking lots, the interpretation of parking guidelines and policies, and the enforcement of rules.

**(CAT) CAPITOL AVENUE TRANSFER SCHEDULE
MORNING SERVICE
MARCH 1, 1999**

<u>COLUMN #1</u> <u>Forest & Sisson</u> <u>DEPARTURE</u>	<u>COLUMN #2</u> <u>25 Sigourney</u> <u>ARRIVE</u>	<u>COLUMN #3</u> <u>450 Capitol</u> <u>ARRIVE</u>	<u>COLUMN #4</u> <u>Oak/Capitol</u> <u>DEPARTURE</u>	<u>COLUMN #6</u> <u>470 Capitol</u> <u>ARRIVE</u>
6:25	6:28	6:30	6:32	6:35
6:40	6:43	6:45	6:47	6:50
6:55	7:08	7:10	7:12	7:05
7:10	7:13	7:15	7:17	7:20
7:25	7:28	7:30	7:32	7:35
7:40	7:43	7:45	7:47	7:50
7:55	7:58	8:00	8:02	8:05
8:10	8:13	8:15	8:17	8:20
8:25	8:28	8:30	8:32	8:35
8:40	8:43	8:45	8:47	8:50
8:55	8:58	9:00	9:02	9:05
9:10	9:13	9:15	9:17	9:20
9:25	9:28	9:30	9:32	9:35
9:40	9:43	9:45	9:47	9:50
9:55	9:58	10:00	10:02	10:05
10:10	10:13	10:15	10:17	10:20
10:25	10:28	10:30	10:32	10:35
10:40	10:43	10:45	10:47	10:50
10:55	10:58	11:00	11:02	11:05
11:10	11:13	11:15	11:17	11:20
11:25	11:28	11:30	11:32	11:35
11:40	11:43	11:45	11:47	11:50

INSTRUCTIONS:

1. Please note: Flower Street has been removed from the shuttle route effective 2/22/99. We no longer park in this lot and, therefore, the shuttle will no longer service this location.
2. Effective March 1, 1999, the extra peak shuttle buses have been eliminated. We will be running one 33-passenger bus the entire day. This new schedule reflects that change.
3. For afternoon schedule see additional page.
4. TO READ THIS SCHEDULE: read straight across columns 1-3 OR 4-6 (i.e., the 7:05 shuttle departs Forest, stops at Sigourney at 7:08 and reaches 450 Capitol at 7:10.)
5. Travel times arrive at Capitol Avenue every 15 minutes.
6. Shuttles arrive and depart from official "stops" marked with blue "DPW SHUTTLE STOP" signs. The stop for Oak Street is on Oak Street, just before the driveway into the lot.
7. Occasional delays may result from bad weather or heavy traffic. Drivers set watches to TIME @ 524-8123
8. Lot access times:
 - ◆ Forest Street: Opens at 6:15 a.m.; Locked at 6:30 p.m. (For after hours access, call Sigourney Street Security at 951-9509.)
 - ◆ Oak & Capitol: Security guard on duty 6:30 a.m. - 6 p.m.
 - ◆ West Lot (new parking area that replaces Flower Street): Security guard on duty 6:30 a.m. – 6:00 p.m. (lot gets secured at 7:00 p.m. and reopens at 5:00 a.m.)
9. Service and schedules subject to change by DPW after review by agency representatives.
10. If working late there is the option to bring your car to the Capitol Avenue site after 3:00 PM. See your supervisor to arrange.

DISTRIBUTION: DOUBLE A, SERVUS, TUNXIS, DPH, DMHAS, DMR, OPM, OHCA, and DPW

Rev 3/1/99

**(CAT) CAPITOL AVENUE TRANSFER SCHEDULE
AFTERNOON SERVICE
MARCH 1, 1999**

COLUMN #1 <u>Forest & Sisson</u> <u>DEPARTURE</u>	COLUMN #2 <u>25 Sigourney</u> <u>ARRIVE</u>	COLUMN #4 <u>450 Capitol</u> <u>ARRIVE</u>	COLUMN #5 <u>Oak/Capitol</u> <u>DEPARTURE</u>	COLUMN #6 <u>470 Capitol</u> <u>ARRIVE</u>
11:55 AM	11:58 AM	12:00	12:02	12:05
12:10	12:13	12:15	12:17	12:20
12:25	12:28	12:30	12:32	12:35
12:40	12:43	12:45	12:47	12:50
12:55	12:58	1:00	1:02	1:05
1:10	1:13	1:15	1:17	1:20
1:25	1:28	1:30	1:32	1:35
1:40	1:43	1:45	1:47	1:50
1:55	1:58	2:00	2:02	2:05
2:10	2:13	2:15	2:17	2:20
2:25	2:28	2:30	2:32	2:35
2:40	2:43	2:45	2:47	2:50
2:55	2:58	3:00	3:02	3:05
3:10	3:13	3:15	3:17	3:20
3:25	3:28	3:30	3:32	3:35
3:40	3:43	3:45	3:47	3:50
3:55	3:58	4:00	4:02	4:05
4:10	4:13	4:15	4:17	4:20
4:25	4:28	4:30	4:32	4:35
4:40	4:43	4:45	4:47	4:50
4:55	4:58	5:00	5:02	5:05
5:10	5:13	5:15	5:17	5:20
5:25	5:28	5:30	5:32	5:35
5:40	5:43	5:45	5:47	5:50
5:55	5:58	6:00	6:02	6:05
6:10	6:13	6:15	6:17	6:20

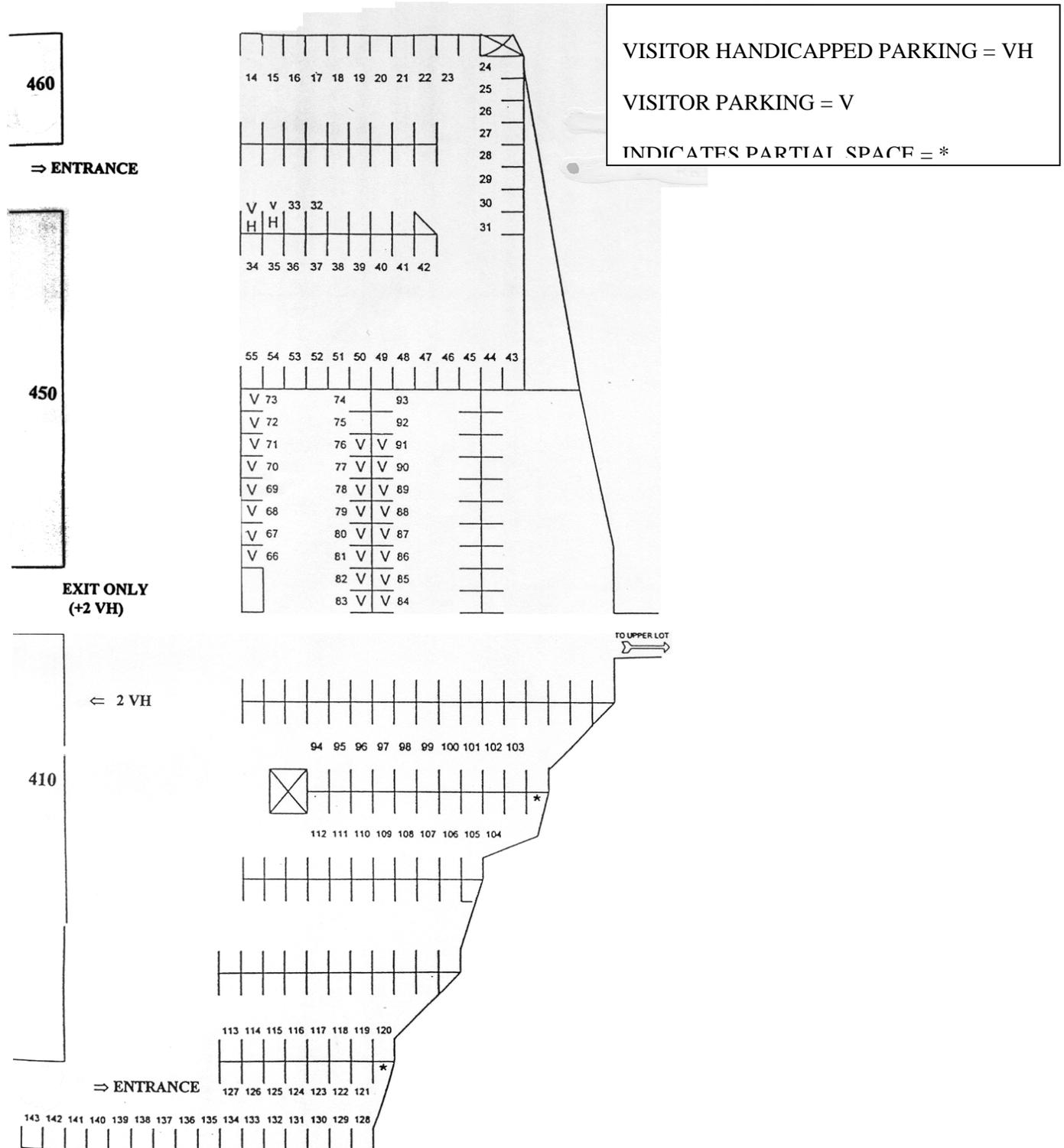
INSTRUCTIONS:

1. Please note: Flower Street has been removed from the shuttle route effective 2/22/99. We no longer park in this lot and, therefore, the shuttle will no longer service this location.
2. Effective March 1, 1999, the extra peak shuttle buses have been eliminated. We will be running one 33-passenger bus the entire day. This new schedule reflects that change.
3. For afternoon schedule see additional page.
4. **TO READ THIS SCHEDULE:** read straight across columns 1-3 OR 4-6 (i.e., the 7:05 shuttle departs Forest, stops at Sigourney at 7:08 and reaches 450 Capitol at 7:10.)
5. Travel times arrive at Capitol Avenue every 15 minutes.
6. Shuttles arrive and depart from official "stops" marked with blue "DPW SHUTTLE STOP" signs. The stop for Oak Street is on Oak Street, just before the driveway into the lot.
7. Occasional delays may result from bad weather or heavy traffic. Drivers set watches to TIME @ 524-8123.
8. Lot access times:
 - ◆ Forest Street: Opens at 6:15 a.m.; Locked at 6:30 p.m. (For after hours access, call Sigourney Street Security at 951-9509.)
 - ◆ Oak & Capitol: Security guard on duty 6:30 a.m. – 6:00 p.m.
 - ◆ West Lot (new parking area that replaces Flower Street): Security guard on duty 6:30 a.m. – 6:00 p.m. (lot gets secured at 7:00 p.m. and reopens at 5:00 a.m.)
9. Service and schedules subject to change by DPW after review by agency representatives.
10. If working late there is the option to bring your car to the Capitol Avenue site after 3:30 P.M. See your supervisor to arrange.

DISTRIBUTION: DOUBLE A, SERVUS, TUNXIS, DPH, DMHAS, DMR, OPM, OHCA, DPW

Rev 3/1/99

**VISITOR AND HANDICAPPED PARKING
410-470 CAPITOL AVENUE**



CONFERENCE ROOM RESERVATION REQUEST

Date of Request: _____ **Reservation Date:** _____

Agency (Group) Using Room: _____

Person Requesting Reservation: _____ **Phone:** _____

Available Conference Rooms

<u>LOCATIONS</u>	<u>NAME</u>	<u>CAPACITY</u>	<u>CHECK CHOICE</u>
BUILDING 470	A	12	_____
BUILDING 470	B	12	_____
BUILDING 470	A/B as combo	36	_____
BUILDING 470	C	170	_____
BUILDING 450 CONCOURSE	CAPITOL	40	_____

Depending on room set-up request, there will be a charge of \$20 per hour.

Name of Meeting Leader: _____

Name of Meeting: _____

Number of People Attending _____ **Number of Visitors** _____

Hours of use: from _____ **to** _____

Room Configuration: _____

(Include diagram if other than auditorium style) Room must be left in the standard configuration and all materials removed after each use. Details will be discussed at the time room reservations are made.

EQUIPMENT NEEDED: *Permanent projection screens are installed in above conference rooms.*

TV/VCR Overhead Projector Projection Screen Sound System

Only if additional HVAC or Security service is needed, please obtain the signature below. Thank you.

Do you need additional HVAC at \$50 per hour? **YES** **NO**
(If yes, please specify the time frame for additional HVAC hours after 7 p.m.)

Do you need additional Security at \$25 per hour? **YES** **NO**
(If yes, please specify the time frame for additional security hours after 5 p.m.)

(print) Fiscal Officer

(print) Title

(signature) Fiscal Officer

Please deliver completed form to Building Management Office or fax to 247-5702. Servus Management will contact you for confirmation of this reservation. Call 418-8792 you have questions.

Stay calm, Be courteous. Listen. Don't interrupt. Keep the person talking. Take notes. Notify security immediately.

Date: _____ Time of call: _____

What the Caller Said

Exact message/words used: _____

Information about the Bomb

Location of bomb: _____

Detonation time: _____

Type of bomb: _____

What will cause the bomb to detonate? _____

What does the bomb look like? _____

Why are they doing this? _____

Information about the Caller

From where is the caller calling? _____

Caller's name: _____ Phone: _____

Background noises? _____

Voice Description (Circle those that apply)

Male female young old calm excited slow rapid deep nasal loud angry stressed

Broken stutter disguised lisp sincere giggler crying squeaky slurred normal

stressed accent other: _____

After the call Ends

Time call terminated: _____

Your name: _____

Phone: _____

Name of person notified: _____

Time: _____

Exhibit 20

NEW EMPLOYEE REGISTRATION REQUEST

DATE OF REQUEST _____	AGENCY _____
-----------------------	--------------

EMPLOYEE'S NAME _____	NEW	TEMP	CHANGE
BUILDING _____	FLOOR _____	CUBICLE NUMBER _____	PHONE _____

ACCESS CARD

REQUEST FOR BUILDING ACCESS CARD	YES	EMPLOYEE
	NO	TEMP
		REPLACEMENT
ACCESS CARD # _____		
PROGRAM CARD FOR:	_____ Agency Building	_____ 24-Hr Access
	_____ On-Site Parking	_____ Agency Computer Room
	_____ 450 Entrance	_____ Mail Room Elevator
	_____ Cafeteria	_____ Other
PARKING APPLICATION ATTACHED: YES NO If no, please fill outh the following:		
PARKING LOT ASSIGNMENT _____	VEHICLE PLATE _____	
HANG TAG NUMBER _____	VEHICLE PLATE _____	
<i>This information is needed in order to program the access card. There is a \$10 charge for lost, stolen, or damaged cards.</i>		

ID BADGE

REQUEST FOR BUILDING I D BADGE	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
<p>BUILDING I D BADGE PHOTOGRAPHS ARE TAKEN: <i>WHERE: 410 LOADING DOCK AREA, OFFICE OFF THE MAIL ROOM</i> <i>WHEN: EVERY FRIDAY FOLLOWING EACH PAY DAY</i> <i>TIME: 9:00 A.M.</i></p> <p><i>There is a \$5 charge for lost or damaged replacement badges.</i></p>				

APPROVAL:

Agency Designee (Print Name)	Title
Agency Designee (Signature)	

PLEASE RETURN THIS FORM TO: SERVUS MANAGEMENT OFFICE, 450 CAPITOL AVENUE, 1ST FLOOR, OR FAX TO 247-5702.

TO: Agency Representatives
FROM: Amanda Morrill
DATE: July 6, 1999
SUBJECT: **Desk Cleaning Schedule**

The following is the monthly desk cleaning schedule. If an employee wants to have their desk cleaned **ON THE APPOINTED EVENING FOR THEIR AREA**, they will need to clear their desk of everything except the computer and phone. The night cleaners will only clean desks that are cleared.

<i>TIME</i>	<i>LOCATION</i>
1 st Tuesday of Every Month	460 - 3 rd floor -
1 st Wednesday of Every Month	460 - 2 nd floor -
1 st Wednesday of Every Month	460 - 1 st floor -
1 st Thursday of Every Month	450 - 5 th floor -
1 st Thursday of Every Month	450 - 4 th floor -
1 st Friday of Every Month	450 - 3 rd floor -
2 nd Tuesday of Every Month	450 - 2 nd floor -
2 nd Wednesday of Every Month	450 - 1 st floor -
2 nd Thursday of Every Month	410 - 4 th floor EAST (rest rooms as border)
2 nd Friday of Every Month	410 - 4 th floor WEST -
3 rd Tuesday of Every Month	410 - 3 rd floor EAST -
3 rd Wednesday of Every Month	410 - 3 rd floor WEST -
3 rd Thursday of Every Month	410 - 2 nd floor EAST -
3 rd Friday of Every Month	410 - 2 nd floor WEST -
4 th Tuesday of Every Month	410 - 1 st floor EAST -
4 th Wednesday of Every Month	410 - 1 st floor WEST -
4 th Thursday of Every Month	1 st Holiday of month make-up.
4 th Friday of Every Month	2 nd Holiday of month make-up

REMINDER: Desks must be cleared of all papers, etc. Items remaining on desks will not be moved. Computers or other equipment (i.e., calculators) will not be cleaned. Phones will be cleaned at this time.

**410-470 CAPITOL AVENUE COMPLEX
TELEPHONE SYSTEM
Move, Add, Change (MAC) Trouble Report**

Please Circle Agency: DMHAS OHCA OPM DMR

Name: _____ Date: _____

Telephone Number: _____
(Number to be worked on: if more than one number use separate forms)

Floor: _____ Division: _____ Please Circle Priority: High Medium Low

Office Space Number: _____

Description of Problem or modification Requested:

Supervisor's Signature: _____ Title: _____

If your request is to change buttons or features on a telephone please use Exhibit 22B.

**ALL REQUESTS SHOULD BE SENT TO: ROBERT BROWNSTEIN
DMHAS 4th Floor, MS 14 ISD**

or drop the form off in the mailbox outside the PBX Room in the Basement of 450 Capitol Avenue. Telephone MAC's/Trouble Reports can be called into Bob Brownstein at 418-6602 or 6198. They may also be faxed to 418-6699 however, **all telephone calls must be followed up by this written request so accurate record keeping can be maintained.**

Do not write below this line.

Date Received	Assigned To:	Date Closed:	Elapsed Time	Work Order #
___/___/___	_____	___/___/___	_____	_____

**DEPARTMENT OF PUBLIC HEALTH
410-450 CAPITOL AVENUE COMPLEX
TELEPHONE SYSTEM
Move, Add, Change (MAC)/Trouble Report**

Agency Req. #: _____ Date: _____

Employee Name: _____ Title: _____

Procedures: **MOVE** Complete both columns
 ADD Complete **NEW/CHANGE** columns
 CHANGE Complete both columns
 TROUBLE Describe below

Present Service

New/Changed Service

Bureau/Office: _____
Division: _____
Section: _____
Building/Floor: _____
Workstation # _____
MS Number: _____
Telephone #: _____
Floor Jack #: _____
Funding Codes: _____

Bureau/Office: _____
Division: _____
Section: _____
Building/Floor: _____
Workstation # _____
MS Number: _____
Telephone #: _____
Floor Jack #: _____
Funding Codes: _____

SID FUNCTION ACTIVITY

SID FUNCTION ACTIVITY

Description of Problem or modification Requested:

Supervisor's Signature: _____ Title: _____

If your request is to change buttons or features on a telephone please use Exhibit 22C.

ALL REQUESTS SHOULD BE SENT TO:

**DENNIS BLASCHINSKI
DPH 3RD FLOOR MS# 13 PUR
509-7248**

Do not write below this line.

Date Received Assigned To: Date Closed: Elapsed Time Work Order #
____/____/____ _____ ____/____/____ _____ _____

**FUJITSU F9600
INSTRUMENT SURVEY FORM**

Please circle type of phone:

DT12 DT12S DT12D/DT12DS DT24DS

Button models. Show how your telephone is now laid out using **Blue/Black Pen or Pencil** and show changes to buttons or features in **RED pen or Pencil**.

--	--	--	--	--	--

--	--	--	--	--	--

--	--	--	--	--	--

--	--	--	--	--	--

FIXED FEATURE BUTTONS

NEW CALL	PARK
FLASH	CAMP ON
TRANSFER	MIC OFF
HOLD	SPEAKER

OLD NO. _____

NEW NO. _____

NAME _____

DEPT. _____

HUNT GROUP _____

PICK UP GROUP _____

INTERCOM GROUP NO. _____

CLASS OF SERVICE _____

RESTRICTION CLASS _____

FORWARDING CONDITIONS

PRIME EXT. DOES NOT ANS. FWD TO _____

PRIME EXT. IS BUSY FWD TO _____

SECOND EXT. DOES NOT ANS. FWD TO _____

SECOND EXT. IS BUSY FWD TO _____

VOICEMAIL "O" OPTION _____

CUSTOMER APPROVAL

NAME _____

DATE _____

DATE: _____ AGENCY: _____

REPRESENTATIVE NAME: _____ PHONE #: _____

PERSON REQUESTING WORK: _____ PHONE: _____

BUILDING: _____ FLOOR: _____ CUBICLE OR AREA: _____

DESCRIPTION: _____

OFFICE USE ONLY

PRIORITY CODE: 1 2 3 4 TRADE: _____

START DATE: _____ COMPLETION DATE: _____

TOTAL TIME: _____ CALL BACK? (Y/N) _____

CHARGE? (Y/N) _____ WAS THIS A BREAKDOWN? (Y/N) _____

ACTION TAKEN: _____

LIST OF MATERIAL USED: _____

PURCHASE ORDER #: _____ ORDER DATE: _____

MECHANIC NAME: _____ DATE: _____

**The Routine Work Order Request form is strictly for building maintenance issues (i.e. temperature, leaks, lights, etc). All other work orders should be requested on Exhibit 3, Tenant Work/Specific Project Form. PLEASE FAX TO SERVUS MANAGEMENT CORPORATION AT 860-247-5702. THANK YOU.
Rev 3/1/00