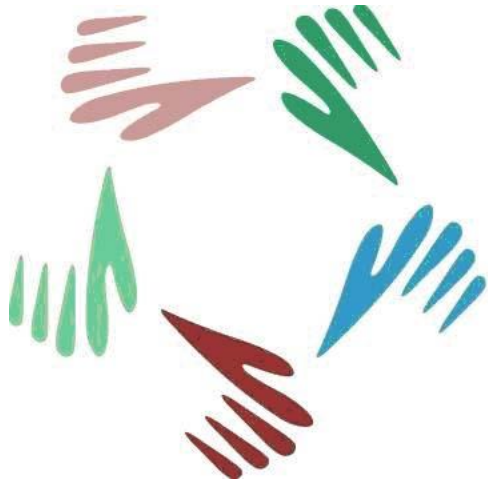


# THE CAROL GROTNES BELK



CHILDREN &  
FAMILY  
SERVICES CENTER

## FACILITY GUIDE

Revised September 2021

*Strengthening the Charlotte area's nonprofit community through access to facilities and services that leads to greater impact and efficiency.*

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## QUICK CONTACT GUIDE

**CFSC  
ADMINISTRATIVE  
OFFICE:**

**Mailing address:**

Children & Family Services Center  
601 East 5th Street, Suite 450  
Charlotte, NC 28202

Becca Dolan  
CFSC Executive Assistant/Building Coordinator  
704-943-9409

[bdolan@childrenfamily.org](mailto:bdolan@childrenfamily.org)

Shelley White  
CFSC President & CEO  
704-943-9631

[swhite@childrenfamily.org](mailto:swhite@childrenfamily.org)

**SECURITY:**

**Officers:**  
**M-F 7:15am-3:00pm**  
**M-F 3:00pm-8:00pm**  
**On-Call**

**Lobby Security Desk:**

704-943-9521

[lobby@childrenfamily.org](mailto:lobby@childrenfamily.org)

Lemuel (Lem) Clark  
MarQuail Wells  
Call Weiser Security Services

**After Hours Security  
Scheduling:**

Weiser Security Services, Inc.  
704-535-1441

**PROPERTY  
MANAGEMENT:**

**TKC Management  
Services  
Property Manager  
704-319-8161  
[tkcservice@tkcmgmt.com](mailto:tkcservice@tkcmgmt.com)**

**OTHER INFORMATION:**

**Inclement weather info:  
Mecklenburg County  
Employee Information  
Line  
980-314-4444**

## **ABOUT THE CHILDREN & FAMILY SERVICES CENTER FACILITY GUIDE**

The Children & Family Services Center (CFSC) (Center) Facility Guide is intended to introduce you to the Center and provide you with information relating to its use and maintenance.

Questions or concerns regarding any of the policies, procedures or guidelines contained in this document, should be directed to your supervisor, office manager, or CFSC Executive Assistant/Building Coordinator or President and CEO.

CFSC reserves the right to modify or eliminate any policy, procedure, or guideline contained in this document without prior notice.

CFSC will attempt to keep tenants advised of any significant changes to this document; however, changes to policies, procedures and guidelines may occur before written revisions are circulated.

Please review this guide thoroughly.

## WELCOME TO THE CENTER!

**OUR MISSION:** To improve the lives of children and families through an innovative partnership of community resources that promotes strong families and advocates for change.

This beautiful facility is home to over three hundred fifty employees who work each day to bring quality human services to the children and families of our community. CFSC is a testament to the generosity of this community, and the commitment to human services by our dedicated donors, board members, and volunteers whose generosity and hard work made this facility possible. In fact, it is named for Carol Grotnes Belk, wife of Irwin Belk, as a way to acknowledge their generosity to this project and the community.

This Center is also a physical representation of the passion and commitment of the executive directors, past and present, of the twelve partner agencies that work through a collaborative process enabling provision of services in a more effectively and efficiently.

The Center operates on the premise of the belief that the children and families of our community are our reason for being. This drives our decision-making and daily activities. The Center was designed to provide a safe, welcoming environment in which children and families receive vital services, and employees work together to best serve clients' needs.

We are all partners in assuring that the Center building and grounds are well maintained and safe. This is essential in demonstrating respect for the clients we serve, fellow employees, and those individuals who made this facility possible.

We are committed to collaboration and ethical, honest, respectful relationships. We hope you enjoy working and serving clients in our Center.

Best Regards,

Shelley D. White, CPA  
CFSC President & CEO

## CENTER FACTS

The Center is a hub for nonprofit activity in the First Ward of Charlotte. It includes twelve partner agencies, three market tenants, a suite for small/incubator agencies called HopeWorks, and the administrative offices of the Children & Family Services Center, Inc. and CFSC Shared Services, LLC.

What makes us unique is collaboration. We strive to share space, technology, programs, and administrative services among the collaborating agencies.

The work of the agencies' staffs, boards, and volunteers allowed the dream of this center to become a reality through many years of planning and hard work.

Construction of the Center began in December 2001 and was completed with occupancy beginning in March 2003. Design of the Center was completed by two local companies: Little and Associates, and Stanfield Studio. Shelco Inc. was the general contractor for the Center. All contractors involved provided either in-kind services or services at reduced fees to support the creation of this unique facility.

The Center contains 100,000 square feet, five stories and offers a great view of uptown Charlotte. The Center contains:

505 tons of steel	2,493 cubic yards of concrete
225 gallons of paint	1,369 light fixtures
16,867 square feet of glass	

The Charlotte-Mecklenburg Police Department headquarters are located across 5th street.

Conference and training rooms, and a boardroom, are available on the first floor. Additional conference rooms are located on the 3rd and 5th floors.

A break room containing vending machines, refrigerators, microwave ovens, dishwasher (on some floors), and ice machine are available on all floors.

A shared mailroom and kitchen are located on the first floor.

Art within the public areas was generously donated and is for the enjoyment of tenants and visitors. The art cannot be moved, removed, or changed without permission from CFSC staff.

## CENTER OPERATING HOURS

**The Center's regular operating hours are Monday - Thursday: 7:15AM – 8:00PM, and Friday: 7:15AM – 5:00PM.** The parking lot door is locked at all times; however, the front entrance doors lock at 8:00pm Monday through Thursday and at 5:00PM on Friday. Employees entering the Center before or after regular operating hours, or on weekends, may access the building at both entrances using their electronic access cards.

The Center is closed on the Federal holidays collectively observed by the Partner Agencies as follows:

New Year's Day

Martin Luther King Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Building services and security will not be provided on these holidays.

During inclement weather, the Center follows the Mecklenburg County Government closing schedule. This information is reported via recorded message on the Mecklenburg County employee information line, **980-314-4444**, their website and their social media. Tenant employees should obtain this information before leaving for work on inclement weather days.

CFSC offers a SMS text emergency notification system. To enroll, text **7777777** (seven sevens) to **95643**. Some small phone carriers block communication to five digit codes (text vs. full phone number), so you may have to call customer service and ask them to allow the phone number (five-digit code). Once you are granted access to text to a five-digit code, you can enroll. (Message and data rates may apply). You will need to enroll in this service every six months.

## CENTER PARTNER AGENCIES

Each agency in the building operates independently, and has individual work hours/schedules. For information about a specific agency, please contact the agency directly.

Care Ring, Suite 140 & 150, 704-375-0712, [www.careringnc.com](http://www.careringnc.com)

Communities In Schools, Suite 300, 704-335-0601, [www.cischarlotte.org](http://www.cischarlotte.org)

Community Link, Suite, Suite 220, 704-943-9490, [www.communitylink-nc.org](http://www.communitylink-nc.org)

Council for Children's Rights, Suite 510, 704-372-7961, [www.cfcrights.org](http://www.cfcrights.org)

RAIN, Suite 470, 704-372-RAIN (7246), [www.carolinarain.org](http://www.carolinarain.org)

Renaissance West Community Initiative, Suite 330-B, [www.rwci.org](http://www.rwci.org)

Safe Alliance, Suite 400, 704-332-9034, [www.safealliance.org](http://www.safealliance.org)

Socialserve, Suite 550, 704-334-8722, [www.socialserve.com](http://www.socialserve.com)

Smart Start, Suite 500, 704-377-6588, [www.smartstartofmeck.org](http://www.smartstartofmeck.org)

Supportive Housing Communities, Suite 255, 704-593-3052,  
[www.supportivehousingcommunities.org](http://www.supportivehousingcommunities.org)

Survivor Resource Center, Suite 530, 704-367-2731,  
<https://www.safealliance.org/programs/survivor-resource-center/>

Thompson Child and Family Focus, Suite 230, 704-376-7180,  
<https://www.thompsoncff.org/>

United Way of Central Carolinas, Suite 350, 704-372-7170,  
<https://uwcentralcarolinas.org/>

## CENTER MARKET TENANTS

Autism Speaks, Inc., Suite 120, 888-288-4762, [www.autismspeaks.org/site-wide/north-carolina](http://www.autismspeaks.org/site-wide/north-carolina)

Community Building Initiative, Suite 460, 704-943-9763, <http://cbicharlotte.org/>

Law Offices of Anderson, Hunt, Wray, Suite 100, 704-926-7551



## HOPEWORKS TENANTS (SUITE 330)

**HopeWorks is a co-working suite that provides small organizations the opportunity dream, work, learn, and grow together.**

Ada Jenkins Center

Arts+

Blue Ridge Community Action

Charlotte Family Housing

Hispanic Federation

McColl Center For Art + Innovation

NC MedAssist

ONE Charlotte Health Alliance

## PARKING

Guest parking spaces are provided in the gated lot adjacent to the Center. Reserved spaces for handicapped vehicles are marked appropriately. Vehicles parked in reserved handicapped spaces must have a valid, state-approved handicapped tag. Partner Agencies are allotted a certain number of employee parking spaces in the CFSC lot. Each agency decides which of their employees are designated to park in their allotted spaces. These employees must have a parking lot access card in order to park in the CFSC lot.

Agencies are responsible for obtaining and paying fees for parking in adjacent lots. If an employee loses their parking tag for another lot, they **are not allowed to park in our lot**, they are required to pay to park in a surrounding lot.

Vehicles should never be parked outside designated spaces, in a manner that blocks driveways or fire lanes, or obstructs the movement of other vehicles or that overlaps more than one space.

Parking meters are located in front of the building along 5th street, and are available for use until 4pm with a 2-hour limit between 9am and 4pm, as is standard for all meters in the Uptown area.

Vehicles should not be left running while unattended. Non-company vehicles should not be left overnight in the parking lot without prior authorization from CFSC.

Any vehicle parked on the CFSC property containing an unattended child should be reported to the Charlotte Mecklenburg Police Department immediately by calling 911.

Vehicles are not allowed in the building. There are bike (pedal or motorized) areas in the parking lot to secure these vehicles.

Unauthorized vehicles will be towed at owner's expense. Owners of such vehicles will be charged \$50 for any day or partial day they are parked in our lot.

Contact Information for Monthly Parking Lots:

### LAZ Parking

Ann Marie Gibbs

704-332-2929

[amgibbs@lazparking.com](mailto:amgibbs@lazparking.com)

### Preferred Parking

Jillian Cooper

704-412-2921

[Jillian@preferredparking.com](mailto:Jillian@preferredparking.com)

## **CFSC AMENITIES**

### **Guests and Reception**

A security officer is located at the reception desk in the front lobby to direct visitors to the correct agency and to enforce building policies.

All visitors to the Center MUST sign in at the front desk. Visitors will be directed to the appropriate agency after signing in. Upon leaving, visitors must sign out at the security desk and, when appropriate, will receive a token to exit the CFSC parking lot.

### **Solicitation is Prohibited**

All solicitation is prohibited in the Center and on CFSC property. Do not send vendors from your agency to another unless they have an appointment with that agency.

### **Building Access**

For their safety, children under the age of 16 must be accompanied at all times, including in hallways, waiting areas, rest rooms, break rooms, conference and training rooms and the lobby of the Center.

Employees of the tenants are required to show their agency ID badge to the security officer each time they enter the Center. Those who do not have ID badges must identify themselves and their organization, and sign in at the reception desk.

The role of the security officer is to provide security and enforce the rules of the Center. To assure the safety of employees and visitors, your cooperation is expected and appreciated.

There is a phone located at the security desk for use by visitors. Public pay phones, copiers, and change machines are not available in the Center.

### **Electronic Access Cards and Photo ID Badges**

Employees of tenants are issued electronic building access cards. These allow employees to enter the Center after regular business hours and enter the first floor stairwells. Employees must safeguard their card and never allow anyone else to use it.

Lost, stolen, or broken electronic building access cards must be immediately reported to the security officer. The security officer will issue a replacement access card at a cost of \$10.00.

Photo ID badges are required for all tenant employees. Employees participating in Shared Services will receive a photo ID Badge during the onboarding process. Other tenant employees should set up an appointment with the CFSC Executive Assistant/Building Coordinator in Suite 450 to have their picture taken and ID badge made on their first day of employment. Employees must display their photo ID badge to the security officer each time they enter the Center. Employees without a photo ID badge will be required to sign in at the security desk and should obtain one that day.

Employees must surrender their electronic building access card, photo ID card and keys to their office manager or supervisor immediately upon termination of employment. The office manager or supervisor must surrender the electronic building access cards and photo ID cards to the security officer on the employee's last day of employment.

### **Keys**

The keys and locks in the Center are part of a master system and are vital to ensure the safety of our employees and visitors. As a result, all keys and locks must be issued and installed by a CFSC-sanctioned locksmith. Tenants must not have additional keys made or locks added or changed without the express permission of the CFSC staff.

Employees should safeguard their individual keys. Each tenant is responsible for assuring that employees return keys and electronic building access cards upon termination. The CFSC security officer is not allowed to open doors to suites or offices without permission from the tenant's leader or their designee. If an employee forgets his/her keys they must wait until another employee of the agency arrives to gain access to their suite or ask the security officer to contact the appropriate person.

### **Deliveries**

The CFSC loading zone is located at the corner of 5th and Davidson Streets, and can be utilized weekdays between 7am and 4pm. Freight/commercial deliveries are directed through the building parking lot entrance. Delivery of food and drinks ordered for business meetings or groups, FedEx, and UPS is allowed through the front entrance of the building. Catering service personnel must sign in at the security desk. The security desk must be alerted ahead of time that catering deliveries are expected, so they can be directed to the correct area.

Delivery personnel with small items such as flowers or balloons will be directed to the appropriate suite. When ordering food for delivery, please include your suite number for ease of directing it to the proper suite.

## Janitorial Services

General janitorial services are provided through a contract. Trash receptacles are emptied and common areas are cleaned each weeknight after 5:00 pm. Suites are vacuumed in detail weekly (5<sup>th</sup> floor on Monday, 4<sup>th</sup> floor on Tuesday, etc.). Desks and other furniture are not dusted unless requested. All employees are responsible for ensuring that offices, workstations, hallways, and meeting rooms are maintained in a clean and orderly manner.

For trash removal, please make sure that:

- All trash is put in appropriate receptacles
- Trash and trash receptacles do not obstruct passageways
- Items too large to fit in trash cans or bins are clearly marked with the “trash/basura” labels (these can be obtained by the Executive Assistant/Building Coordinator)
- Large boxes should be broken down for removal
- Tenants should notify TKC if they anticipate a large amount of trash, such as boxes on a given day, so that TKC can arrange for the dumpster to be emptied
- Disposal of furniture is the responsibility of each tenant. Furniture should **not** be placed in the dumpster or in the dumpster area.

Special cleaning or janitorial requests should be directed to the Building Coordinator who will coordinate the request with the janitorial company. For safety reasons, piles of discarded papers, publications, etc. may not be stacked on the floors in any office, workstation, walkway or common area. Please be specific in the work order request.

Please notify the security officer if you observe any problems in the building, lobby, elevators, stairwells, parking area, corridors, as well as interior space. Any spills should be reported immediately so they can be cleaned up as soon as possible.

## Maintenance Requests

Each agency has assigned employees with the ability to submit maintenance requests. Please contact your office manager to submit a request, and be thorough in the description. Please note that suite maintenance includes HVAC and light issues. For other suite maintenance, please contact Bar Green at 704-552-6483.

## Recycling

Recycling is available through our waste removal contractor. Paper goods in your office trash will be recycled as long as it is not mixed with food or drink. To ensure the maximum recycling, food and drink items should be disposed of in the break rooms

rather than in employee trash bins. EMPTY aluminum cans and plastic bottles can be placed in employee trash bins.

### **Breakrooms and Vending Services**

Each breakroom door is equipped with code access. The codes are all 950\_ (insert the floor number).

Vending machines are provided in the break room locations throughout the building. Problems experienced with vending machines should be reported immediately to the customer service representative indicated on the machine.

Please cover all food heated in the microwaves. If food spatters while heating, please wipe out the microwave. For safety reasons, do **not** leave microwaves, toaster ovens, toasters, etc. unattended while in use.

Do not leave dirty dishes in the sinks. Please clean up anything spilled on the counters, floors, chairs and tables.

For sanitation purposes, please use the scoop provided with each ice machine; do not use your personal vessels or utensils.

All coffee making machines must contain an automatic shut off feature.

The janitorial contractor will clean the refrigerators the last Friday of each month. Condiments may be left in the refrigerator doors, but all other items will be discarded. The janitorial contractor is not responsible for items disposed of during this process.

### **Mail Delivery and Pickup**

Locked mailboxes are provided for all tenants. Mail is delivered to, and picked up from, the mailroom located on the first floor. Each tenant is responsible for retrieving, sorting and distributing mail to their employees. The US Postal Service has prescribed the following format to be used on all correspondence:

Staff Name

Agency Name

601 E. 5th Street, Suite -----

Charlotte, NC 28202 (zip+4: zip codes vary throughout the building)

The postage machine located in the mailroom is available for use by all tenants. Tenants desiring to use the postage machine will be provided an account code and will be billed monthly based on usage.

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

## CONFERENCE AND TRAINING ROOM USAGE

### Available Rooms

Conference and training rooms are located throughout the Center and must be reserved in advance through the CFSC scheduling process. **The Boardroom and Room 520 must be scheduled through the CFSC Executive Assistant/Building Coordinator at least 48 hours in advance.** Available rooms include:

Room 103 – First Floor – Capacity 8  
Room 104 – First Floor – Capacity 6  
Room 105 – First Floor – Capacity 8  
Room 106 – First Floor – Capacity 15  
Board Room – First Floor – Capacity 60  
Training Room 1 – First Floor – Capacity 60  
Training Room 2 – First Floor – Capacity 40  
Room 376 – Third Floor – Capacity 45  
Room 520 – Fifth Floor – Capacity 17

### Scheduling Rooms

Scheduling priority is given to the Partner Agencies and the CFSC administrative office. Room requests should be made as soon as possible to assure the specific space will be available. Room scheduling is managed electronically through the CFSC calendar system by inviting the desired room to your meeting. Each tenant has multiple employees with access to the conference and training room calendars. Scheduling of meeting rooms can be done no more than six months in advance, and recurring meetings can be scheduled up to the end of the current calendar year.

Tenant employees are responsible for ensuring that furniture in all rooms is returned to the configuration indicated and that tables are free from food or drink. Employees must ensure that trash is placed in proper receptacles. For events on weekends, trash must be removed from receptacles and placed in the exterior dumpster and receptacle liners replaced. All food trash and overflowing trash must be removed from receptacles and placed in the exterior dumpster and receptacle liners replaced. The security guard can provide additional liners. If a room is found to be out of compliance, the agency that left the room in disarray will be charge a \$50 fine.

Alternate room configurations and equipment set-up are the responsibility of each tenant.

Please allow enough time for setup and cleanup when scheduling rooms.

## **Conference and Training Room Fees, Scheduling Form and Usage Agreement**

Partner tenants have unlimited use of conference and training rooms. Market tenants can use conference and training rooms up to five hours per month free of charge. Room fee charges apply for any additional hours or fraction thereof, [click to view current fees](#). Other nonprofit organizations should email the CFSC Executive Assistant/Building Coordinator at [facilities@childrenfamily.org](mailto:facilities@childrenfamily.org) to obtain the form required to schedule conference rooms, the fee schedule and usage agreement. Their usage of the CFSC conference and training rooms will be billed at the current rates.

## **After-Hours Security Officer Scheduling**

In the event a meeting will end after regular operating hours or on weekends, the hosting organization must schedule in advance, and pay, for after-hours security. These arrangements must be made through Weiser Security by emailing the request to Brian Blackwell at [brianb@weisersecurity.com](mailto:brianb@weisersecurity.com) at least two weeks in advance of the meeting.

## **Audio/Visual Equipment**

An LCD projector and conferencing (spider) phone are available for use in conference rooms and must be scheduled through the Outlook Calendar. This equipment can be reserved while scheduling the meeting or event by inviting them as a resource. All equipment must be checked out and returned to the CFSC Administrative Office, Suite 450. Equipment must not be removed from the building.

The Boardroom is equipped with a wireless keyboard and mouse, a computer, two televisions and video conferencing equipment. Equipment must not be removed from the Boardroom.

Room 106, 376 and 520 are equipped with video conferencing equipment. Equipment must not be removed from any of the conference rooms.

## **Training Room Dividing Wall**

The Training Rooms are equipped with a movable dividing wall. Please contact [facilities@childrenfamily.org](mailto:facilities@childrenfamily.org) if you need the wall moved as it requires a special tool. Tenants are responsible for the cost of repairing the wall in the event it is damaged.

## **Personal Use**

Use of conference and training room for personal meetings, lunch, telephone calls or any other personal use is strictly prohibited.



## **BE A GOOD CENTER CITIZEN**

In order to ensure a pleasant and productive work environment, tenant employees must behave in a manner that does not disturb, interrupt, or annoy other tenant employees. Loud noises, music, conversation, and other disturbances disrupt the workplace and harm working relationships. It is essential that employees behave professionally and act as good neighbors toward their colleagues and employees of the other tenants.

### **Personalizing of Offices or Workstations**

The design, function, and maintenance of offices and workstations are essential to the productivity of our employees. Every effort has been made to ensure that employees work in areas that are productive, pleasant, comfortable, and safe.

Employees spend a lot of time in their offices and workstations. While these areas are the CFSC's property, employees are permitted to personalize their offices and workstations with pictures and other mementos. Such items, however, must conform to professional standards and good taste. Decorations and other personal items must never be offensive or make other employees feel harassed, uncomfortable, threatened, annoyed, or insulted. Employees must never decorate, change, or adjust office fixtures, wall surfaces, doors or ceilings.

Affixing any items to windows or exterior doors is strictly prohibited.

### **Office Decorations**

Employees working in offices may place pictures, paintings, and other such materials on desks and tables. Care must be taken to never damage or discolor office walls, ceilings, and doors. Changes to paint or wall coverings require prior approval of the CFSC Executive Director.

### **Workstation Decorations**

Employees are allowed to place pictures, paintings, and other such items on desks and tables. Employees can also place these items on workstation panels as long as they are attached by approved hangers and do not extend above the top of the workstation. Care must be taken to never tear or discolor workstation wall fabric.

## Plants

Employees are permitted to have plants as long as the plants are:

- No higher than the workstation
- Not protruding outside the workstation
- Placed on a shelf or desktop
- Protected by an overflow reservoir to prevent leaks
- Bug-free and disease-free
- Trimmed and in healthy condition

Plants must not be placed where they will obstruct walkways. Tenants are responsible for the care of their plants.

## Personal Devices in Offices and Workstations

Employees are **NOT** allowed to have the following types of devices in the Center:

- Air conditioners
- Air filters and humidifiers
- Crock pots
- Devices that present a hazard
- Fans
- Grills
- Hair Dryers
- Heaters
- Heating blankets or pads
- Hot plates
- Irons
- Mug warmers
- Personal coffee pots/makers
- Personal extension cords
- Personal microwaves
- Personal TV or video players
- Refrigerators
- Stoves or ovens

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

## Storage

No items of any type may be stored in the hallways. This includes boxes, files, bags, equipment, carts, books, or stacks of paper. Storage of active files should be in file cabinets placed in each office suite. Supply storage should be in storage cabinets.

## Bulletin Boards

Bulletin Boards are available in the break rooms for personal notices. No other surface areas are to be used.

## Pets

Per the building guidelines outlined in each lease, personal pets of any kind, except for those utilized as part of the American Disabilities Act, are not permitted in the building.

## **Food and Beverages**

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

When eating or drinking in meeting rooms, every care should be taken to maintain the room in a neat and clean manner. Tenants must ensure that trash is removed and is placed in proper receptacles.

## **Lights**

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

## **Heating and Air Conditioning**

The standard hours for heating and air conditioning are weekdays from 7am to 7pm and on Saturdays from 8:00am until 1:00pm. Temperature settings are set electronically and monitored by TKC.

Areas in the building are zoned, and the thermostats are set by building management according to industry standards (70-74 degrees). Any temperature complaints should be directed to the tenant's office manager. Employees who are uncomfortable due to temperature should inform their office manager, who, if appropriate, will contact TKC to place a work order request. Please be specific in the work order request.

Requests for heat or air conditioning beyond regular business hours should be made in writing at least 48 hour in advance to TKC by the tenant's office manager. The tenant will be billed in four hour blocks at the then prevailing rate.

## **Smoking**

**All CFSC facilities are smoke-free.** A designated smoking area has been established in the picnic table area behind the building. Employees using the designated smoking area are responsible for ensuring that all smoking materials are properly extinguished and disposed of in the receptacles provided. This also applies to smokeless tobacco.

## **Safety**

See CFSC's Emergency Management Manual for all safety related topics.

## COMMUNICATIONS POLICIES

### Internal Communications

CFSC maintains an intranet site that holds important documents and announcements. All partner agency and shared services agency employees may access SharePoint here: <http://cfsc-sp2016/SitePages/Community%20Home.aspx>. To submit an item to be uploaded to SharePoint, please email the document to [facilities@childrenfamily.org](mailto:facilities@childrenfamily.org).

### External Communications

The main CFSC website is available at [www.childrenfamily.org](http://www.childrenfamily.org). Partner agencies may contribute content, but any announcements or events must be emailed to [facilities@childrenfamily.org](mailto:facilities@childrenfamily.org).

CFSC distributes *Collaborations Quarterly*, a quarterly e-newsletter that includes updates from all building tenants. To sign up for the distribution list, please email [facilities@childrenfamily.org](mailto:facilities@childrenfamily.org).

### Social Media Policy

CFSC maintains several social media accounts and will share posts from partner agencies. You are encouraged to follow CFSC on social media.

Our accounts include:

Facebook: [facebook.com/CFScenter](https://www.facebook.com/CFScenter)

Instagram: [childrenfamilyct](https://www.instagram.com/childrenfamilyct)

LinkedIn: <https://www.linkedin.com/company/children-and-family-services-center/>

Twitter: [childfamilyct](https://twitter.com/childfamilyct)

## **CENTER RULES AND REGULATIONS (INCLUDED IN ALL LEASES)**

- 1.** Tenant shall not place anything, or allow anything to be placed near, the glass of any window, door, partition or wall which may change the appearance of the Building or appear unsightly from outside the Premises; provided, however, that Landlord may furnish and install a Building standard window covering at all exterior windows. Tenant shall not sunscreen any window or interfere with, or change in any manner, any Building standard window covering installed by Landlord.
- 2.** The sidewalks, hall, passages, exits, entrances, elevators and stairways shall not be obstructed by any tenant or used by any tenant for any purpose other than for ingress and egress. No tenant, or any employees of any tenant, shall go on the roof of the Building without the written consent of Landlord.
- 3.** Tenant shall not alter any lock or install any new or additional locks or any bolts on any doors or windows of the Premises. Without the prior written consent of Landlord, no article shall be fastened to or holes drilled or nails or screws driven into the walls or partitions, nor shall the walls or partitions be painted, papered or otherwise covered or in any way marked or broken. Any tenant desiring to put in a telephone junction or control boxes in its Premises will notify Landlord, who will designate where the same shall be placed. No mechanics or contractors shall be allowed in or about the Building other than those employed by the Building manager without the written consent of Landlord first having been obtained.
- 4.** The toilet rooms, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed and no foreign substance of any kind whatsoever shall be disposed of in them. The expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant who, or whose employees or invitees, shall have caused it.
- 5.** Tenant shall not in any way deface any part of the Premises. Tenants, and their employees and invitees, shall not make or commit any improper noises or disturbances of any kind in the Building, smoke in the elevators, or mark or defile the water closets, or toilet rooms, or the walls or doors of the Building, or interfere in any way with other tenants or those having business with them. No tenant shall cause unnecessary labor by reason of carelessness and indifference to the preservation of good order and cleanliness in its Premises and in the Building. In order that the Premises may be kept in a good state of preservation and cleanliness, each tenant shall, during the continuance of its lease, permit the janitor of Landlord to take charge of and clean its Premises.

- 6.** No furniture, freight or equipment of any kind shall be brought into the Building without prior notice to Landlord. All moving of the same into or out of the Building shall be done at such time and in such manner as Landlord shall designate. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy equipment brought into the Building and also the times and manner of moving the same in and out of the Building. Safes or other heavy objects shall, if considered necessary by Landlord, stand on supports of such thickness as is necessary to properly distribute their weight. Landlord will not be responsible for loss of or damage to any such safe or other property from any cause and all damage done to the Building by moving or maintaining any such safe or other property shall be repaired at the expense of Tenant.
- 7.** Tenant shall not use, keep or permit to be used or kept any foul or noxious gas or substance in the Premises, or permit or suffer the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors and/or vibrations, or interfere in any way with other tenants or those having business therein, nor shall any animals or birds be brought in or kept in or about the Premises or the Building.
- 8.** No cooking shall be done or permitted by any tenant on the Premises, nor shall the Premises be used for the storage of merchandise, for washing clothes, for lodging, or for any improper, objectionable or immoral purposes.
- 9.** Tenant shall not use or keep in the Premises or the Building any kerosene, gasoline or inflammable or combustible fluid or material, or use any method of heating or air conditioning other than that supplied by Landlord.
- 10.** If tenants desire to introduce signaling, telegraphic, telephonic or other wires and instruments into the Premises, Landlord will direct the electricians as to where and how the same are to be placed, and without such directions no placing, boring or cutting for wires will be permitted. Landlord shall in all cases retain the right to require the placing and using of electrical protecting devices to prevent the transmission of excessive currents of electricity into or through the Building, and to require the changing of wires and of their placing and arrangement as Landlord may deem necessary, and further to require compliance on the part of all using or seeking access to such wires with such rules as Landlord may establish relating thereto, and in event of non-compliance with such requirements and rules Landlord shall have the right to immediately cut and prevent the use of such wires.
- 11.** On Saturdays from 1:00 p.m. to 8:00 a.m. the following Monday and on other days between the hours of 7:00 p.m. the preceding day and 7:00 a.m. the following day, access to the Building or to the halls, corridors, elevators or

stairways in the Building or to the Premises may be refused unless the person seeking access is known to the person or employee of the Building in charge and/or has a pass or key or is properly identified. Landlord shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of invasion, mob, riot, public excitement, or other commotion, Landlord reserves the right to prevent access to the Building during the continuance of the same by closing of the doors or otherwise, for the safety of tenants and protection of property in the Building and the Building.

- 12.** Landlord reserves the right to exclude or expel from the Building any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of the rules and regulations of the Building.
- 13.** No vending machine or machines of any description shall be installed, maintained or operated upon the Premises without the prior written consent of Landlord.
- 14.** Landlord shall have the right, exercisable without notice and without liability to Tenant, to change the name and street address of the Building of which the Premises are a part.
- 15.** Tenant shall not disturb, solicit, or canvass any occupant of the Building and shall cooperate to prevent same.
- 16.** Without the written consent of Landlord, Tenant shall not use the name of the Building in connection with or in promoting or advertising the business of Tenant except as Tenant's address.
- 17.** Landlord shall have the right to control and operate the public portions of the Building, and the public facilities, and heating and air conditioning as well as facilities furnished for the common use of the tenants, in such manner as it deems best for the benefit of the tenants generally.
- 18.** All entrance doors in the Premises shall be left locked when the Premises are not in use, and all doors opening to public corridors shall be kept closed except for normal ingress and egress from the Premises.
- 19.** Only persons authorized by Landlord will be permitted to furnish ice, drinking water, towels, vending services and other similar services to the tenants, and only at hours and under regulations fixed by Landlord. No tenant shall employ any person or persons, other than the janitor of Landlord, for the purpose of cleaning the Premises, and it is understood and agreed that Landlord shall not be responsible to any tenant for any damage done to the furniture or other effects

of any tenant by the janitor or any of its employees, or any other person, or for any loss of property of any kind whatever from the Premises, however occurring. Tenants will see each day that the doors are securely locked before leaving the Premises.

- 20.** Each tenant shall promptly and at its expense execute and comply with all laws, rules, orders, ordinances and regulations of the City, County, State or Federal Government, and of any department or bureau of any of them, and of any other governmental authority, having jurisdiction over the said Premises, affecting the tenant's occupancy of the Premises or the tenant's business conducted thereon.
- 21.** Landlord reserves the right to rescind any of these rules and to make such other and further rules and regulations as, in Landlord's judgment, may from time to time be needed for the safety, care, maintenance, operation and cleanliness of the Building, and for the preservation of good order therein, which, when so made, and notice thereof shall have been given to Tenant, shall have the same force and effect as if originally made a part of the foregoing Lease; and such other and further rules, shall not, however, be inconsistent with the proper and rightful enjoyment by Tenant under the foregoing Lease of the Premises therein referred to.
- 22.** Smoking is not permitted in the Building. Smoking is only permitted in the areas designated by Landlord, if any.
- 23.** NO FIREARMS OF ANY TYPE ARE PERMITTED IN ANY TENANT'S PREMISES OR IN THE BUILDING, EXCEPT THOSE CARRIED BY DULY AUTHORIZED LAW ENFORCEMENT OFFICERS.

**WE HOPE YOU ENJOY WORKING AT THE CENTER!**



## DIRECTORY BY FLOOR

### FIRST FLOOR

Autism Speaks – Suite 120  
Boardroom  
Care Ring: Administrative Offices - Suite 140 and Clinic – 1st floor rear lobby  
Community Kitchen  
Conference Rooms 103, 104, 105, 106  
General Break Room  
Law Offices: Anderson, Hunt, Wray – Suite 100  
Library adjacent to front lobby  
Mail Room  
Server Room  
Training Rooms 1 and 2

### SECOND FLOOR

Break Room  
Community Link/Travelers Aid – Suite 220  
Smart Start MECK Pre-K – Suite 200  
Supportive Housing Communities – Suite 255  
Thompson Child and Family Focus – Suite 230

### THIRD FLOOR

Break Room  
Communities In Schools – Suite 300  
Conference Room 376  
HopeWorks – Suite 330  
United Way – Suite 350

### FOURTH FLOOR

Break Room  
CFSC & Shared Services Administrative Office – Suite 450  
Community Building Initiative – Suite 460  
RAIN – Suite 470  
Safe Alliance – Suite 400

### FIFTH FLOOR

Break Room  
Conference Room 520  
Council for Children’s Rights – Suite 510  
Smart Start – Suite 500  
Survivor Resource Center – Suite 530  
Socialserve – Suite 550

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## ALPHA DIRECTORY

Autism Speaks – Suite 120  
Boardroom – 1st floor  
Break Rooms – all floors  
Care Ring: Clinic – 1st floor rear lobby  
Administrative Offices - Suite 140  
CFSC Administrative Office - Suite 450  
CFSC Shared Services LLC – Suite 450  
Community Building Initiative – Suite 460  
Communities In Schools – Suite 300  
Community Kitchen – 1st floor  
Community Link – Suite 220  
Conference Rooms 103, 104, 105, 106 – 1st floor  
Conference Room 376 – 3rd floor  
Conference Room 520 – 5th floor  
Council for Children’s Rights – Suite 510

HopeWorks – Suite 330  
Law Offices: Anderson, Hunt, Wray – Suite 100  
Library - 1st floor (adjacent to front lobby)  
Mail room – 1<sup>st</sup> floor rear lobby  
RAIN – Suite 470  
Server Room – 1st floor  
Safe Alliance - Suite 400  
Smart Start – Suite 500  
Smart Start MECK Pre-K – Suite 200  
Socialserve – Suite 550  
Supportive Housing Communities – Suite 255  
Survivor Resource Center – Suite 530  
Thompson Child and Family Focus – Suite 230  
Training Rooms 1 & 2 – 1st floor  
United Way of Central Carolinas – Suite 350

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