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I. PERTINENT BUILDING HOURS AND FACILITIES MANAGEMENT STAFF

A. CU-Denver Building

Building Access: 6:00am – 8:00pm, Monday – Friday
7:30am – 5:00pm, Saturday
*Closed on Sundays and common holidays
*Card access all other times

Security: **Mon, Tues, Wed, Thurs, Sat, Sun**
Shift 1 → 12:00am – 8:00am
Shift 2 → 8:00am – 4:00pm
Shift 3 → 4:00pm – 1:00am
Friday
Shift 1 → 12:00am – 6:00am
Shift 2 → 6:00am – 2:00pm
Shift 3 → 2:00pm – 9:00pm
Shift 4 → 9:00pm – 1:00am

Dock Hours: 6:00am – 6:00pm, Monday – Friday
* 20 minute loading and unloading all times
* Must sign in at the security officer's desk.

B. Lawrence Street Center Building

Building Access: 6:00am – 8:00pm, Monday – Friday
7:30am – 5:00pm, Saturday
*Closed on Sundays and common holidays
*Card access all other times

Security: **Monday - Thursday**
Shift 1 → 5:00am – 2:00pm
Shift 2 → 2:00pm – 10:00pm
Friday
Shift 1 → 5:00am – 9:00am
Shift 2 → 9:00am – 2:00pm
Shift 3 → 2:00pm – 10:00pm

Saturday → 7:30am – 5:00pm

Sunday → 9:00am – 5:00pm

Dock Hours: 6:00am – 6:00pm, Monday – Friday
* 20 minute loading and unloading all times
* Must sign in at the security officer's desk.

C. Business School Building

Building Access: 7:00am – 9:30pm, Monday – Thursday
7:00am – 7:00pm, Friday
7:30am – 5:00pm, Saturday
9:00am – 5:00pm, Sunday
Closed on common holidays
*Card access all other times

Security: **Monday - Friday**
Shift 1 → 7:00am – 3:00pm
Shift2 → 3:00pm – 11:00pm
Saturday → 7:30am – 5:00pm
Sunday → 9:00am – 5:00pm

D. Student Commons Building

Building Access: 6:00am – 8:00pm, Monday – Friday
7:30am – 5:00pm, Saturday
Closed on Sundays and common holidays
*Card access all other times

Floors 3 through 5 8:00am – 5:00pm, Monday – Friday
* Card access all other times

Security: Community Resource Officer on site
Auraria police will respond to emergencies and non-emergencies

Dock Hours: 6:00am – 6:00pm, Monday – Friday
20 minute loading and unloading all times

E. Holiday Schedule:

Common Holidays

The following holidays will be observed at all UC Denver campuses and locations. All Denver campus buildings will be closed on the following days.

Independence Day
Labor Day
Thanksgiving
Christmas
Alternate Holiday
New Year's Day
Memorial Day

Holiday Policy

Holiday schedule can be found on the HR website at the following link:
<http://www.ucdenver.edu/about/departments/HR/Pages/default.aspx>

II. FACILITIES MANAGEMENT STAFF

1. BUILDING MANAGEMENT STAFF

A) Office Team (main dispatch number: 303-315-7777)

Jim Nelson, Assistant Director

Dictates overall building policy

Newman Forrester, Manager

Oversees building budgets

Oversees daily building operations

Oversees campus maintenance

Oversees construction projects

Principal vendor contact

Claudette Iacino, Administrative Assistant

Main point of contact for CU Denver Campus

Coordinates parking for CU Denver Campus

Electronic access, building manuals

Anna Harnden, Administrative Assistant

Back-up for Claudette Iacino

Distributes tenant correspondence

B) Event Setup Services

Lauren Daly, Event Setup Supervisor

Main point of contact for CU Denver Campus

C) Building Maintenance Team

Keith Lemieux, PMTIII, Campus Supervisor

Oversees building maintenance and minor construction projects

Phil Petty, Electronic Specialist III

Locksmith, repairs building locks, distributes keys, electronic access

Mike Mohwinkle, Lead Pipe Mechanical Trades II

Provides building maintenance

Mike Anselmo, Electrician II

Provides electrical trades support

Plumber II, Vacant

Provides plumbing trades support

Steven Trujillo, Pipe Mechanical Trades I

Provides building maintenance

Sam Avila, Pipe Mechanical Trades I

Provides building maintenance

Robert Macri, Pipe Mechanical Trades I

Provides building maintenance

2. AZTEC HOUSEKEEPING DUTIES

Information on Aztec housekeeping services can be found at this following link:

<http://www.ucdenver.edu/about/departments/FacilitiesManagement/BuildingsGrounds/Pages/CustodialDutiesSchedule.aspx>

III. BUILDING PROCEDURES

The Office of Facilities Management at the University of Colorado Denver is committed to maintaining a safe and pleasant working environment for all tenants on the Denver Campus. As a tenant, your participation is essential. With this in mind, please abide by the following building policies:

A. General Building Policies:

The following are **strictly prohibited** in the Lawrence Street, CU Denver, Student Commons Building and Business School Buildings:

- Smoking
- Pets *(with the exception of service dogs)
- Bicycles in Building (see "Parking" this section for bike procedures)
- Unattended children
- Illegal drugs
- Alcohol, except as permitted for special functions
- Use of electric heaters - *must adhere to campus policy link below:

<http://www.ucdenver.edu/about/departments/FacilitiesManagement/PoliciesGuidelines/Documents/Internal/103-105.pdf>

- Solicitation by outside parties
- Disposal of any foreign material down drains is prohibited.
- No skateboarding, roller skates or Segways are allowed in the buildings
- Tenants working on the building or making any kind of changes to it is strictly prohibited (i.e. electrical, painting, etc.)
- Scooters or any type of combustion engine are not allowed on property, including patios areas.

B. Postings:

For posting information or announcements, please contact Facilities Management at 303-315-7777 or go to the following link:

<http://www.ucdenver.edu/about/departments/FacilitiesManagement/PoliciesGuidelines/Pages/ForUniversityCommunityGeneralPublic.aspx>

C. Security

For your security, the CU-Denver, Lawrence Street and Business School buildings are staffed with security officers during the following hours:

CU-Denver:	24 hours a day/7days a week
LSC:	5:00am – 10:00pm, Monday-Friday 7:30am – 5:00pm, Saturday 9:00am – 5:00pm, Sunday
Business School:	7:00am – 11:00pm, Monday-Friday 7:30am – 5:00pm, Saturday 9:00am – 5:00pm, Sunday

Student Commons Building: Community Resource Officer on site and Auraria police will respond to emergencies and non-emergencies

Please participate in our efforts to keep a safe building environment by doing the following:

- Lock all entrances & exits to your suite each evening.
- Lock office doors when unattended during the day.
- Lock up valuables such as purses or wallets.
- Report all thefts, no matter how small to security officer in LSC, CU and Business School immediately and for AB1 report to Community Resource Officer immediately, so an incident report can be filed. **(Note: 911 calls made on a landline in LSC, CU and Business School will go directly to Denver police, and 911 calls made on a landline in AB1 will go to Auraria police.)**
- Please note: Facilities Management is not responsible for lost or stolen personal items. Please report solicitors or suspicious individuals immediately to security officer at **303-315-6000 CU, 303-315-6001 LSC, 303-315-8006 Business School. To report solicitors or suspicious individuals at Student Commons Building, please contact the Community Resource Officer at 303-556-5000.**

D. Procedures

1. After-Hours

- Employee and student I.D. access cards are required to enter the CU-Denver, Lawrence Street, Student Commons Building and Business School buildings during non-business hours. All personnel need to sign in when entering CU-

Denver, LSC and Business School after hours. Individuals entering AB1 after 10pm that are not approved for after-hours access may be ticketed by Auraria PD. Tenants should also carry a key to their suites at all times.

- Lost or stolen I.D. cards should be reported immediately to Facilities Management at (303) 315-7777.
- I.D. cards & keys of all terminated employees must be collected & returned to the Facilities Management Front Help Desk. If necessary, suites will be re-keyed at tenant's expense.
- Faculty and staff who have after-hours visitors will need to meet the visitors in the lobby to escort them in.
- Contractors after hour access will be approved and requested through Facilities projects.

All access requests need to be authorized, approved and Cc'd to your appropriate Department Head, (Dean, Assistant Dean, Chair, Chancellor, Vice Chancellor, or Director). Failure to do so will result in your request being denied!

In the event of the breakdown or failure of any building equipment, please call 303-315-7777.

2. Deliveries/Pick-ups

Tenants must accept & sign for their deliveries. Building and security personnel cannot take responsibility for accepting deliveries.

Tenants are responsible for any damage caused by their delivery personnel. Instruct delivery personnel as follows:

- All deliveries using carts or dollies must use the dock entrance
- All floors are to be covered with Masonite when moving heavy items.
- Freight elevator is to be used.

3. Floor Load

- Building structure requirements prohibit placing loads that exceed 70 lbs. live load per square foot on floors. Should you find it necessary to utilize equipment that exceeds this rating, you must receive prior written approval from Facilities Management

4. Moves

- All moves in the CU-Denver, Lawrence Street, Student Commons Building and Business School buildings can be requested by filling out the 'move services' form online at the following link: <http://www.ucdenver.edu/about/departments/FacilitiesManagement/Forms/Pages/Forms.aspx> or it can be done directly through Roxanna Winslow at (303)-724-1158).
- Moving services are provided by an outside vendor.
On the day of move:

- Movers, entering CU-Denver, LSC or the Business School, are to check in with security officer prior to loading or unloading materials
- All items moved in or out must be taken through the loading dock

- No items are to be moved across the lobby floor
- Masonite is to be laid from the dock entrance door to the elevator
- Elevator edge protection is to be used on all floors being accessed
- Only the freight elevator is to be used for moving
- Tenant and moving company are responsible for leaving the area moved from clean and free of trash generated in the moving process
- Any damage to the elevators, doors, corridors, tenant spaces or building grounds caused by the tenant or moving company will be the responsibility of the tenant.

5. Work Requests

- Tenant Work Requests are available via request form at <http://www.ucdenver.edu/about/departments/FacilitiesManagement/Forms/Pages/Forms.aspx> or call 303-315-7777.
- If you are uncertain or need information about your request prior to submitting it, call the Facilities Management Help Desk at (303) 315-7777.
- Tenant Work Requests include requests for small remodeling projects (painting, carpet cleaning etc)
- Facilities Management will handle the request upon receipt and tenant will be contacted for coordination and planning of request.

6. Film Approval Process for Faculty and Students

All filming and or pictures require approval; please follow the instructions found at:

<http://www.ucdenver.edu/about/departments/FacilitiesManagement/Services/Pages/PhotoFilmVideo.aspx>.

It also should be noted that the process may take up to two weeks before permission is granted.

7. Remodeling

All tenant building remodels, no matter how small must go through Facilities Management Projects. **No Contractors are allowed to work in or on the buildings, which include the grounds without prior approval from Facilities Management or Facilities Management Projects.**

These include but are not limited to:

- Carpentry
- Carpeting/Tile
- Ceiling Work
- Electrical
- Heating, Ventilation and Air Conditioning (HVAC)
- Painting/Wall covering
- Plumbing
- Carpet cleaning

Facilities Management will manage remodeling projects through every phase of planning and construction including:

- meeting with the tenant to determine exact requirements
 - retaining architectural services for working drawings if required
 - obtaining bids from and selecting a contractor to perform work
 - coordinating and monitoring construction through its completion
- Facilities Management will work with the tenant to ensure that design and contractor specifications are performed to your satisfaction.**

8. Key Requests

All building keys must be requested through Facilities Management by filling out a key request at the following link:

<http://www.ucdenver.edu/about/departments/FacilitiesManagement/Forms/Pages/Forms.aspx>

Requests should be completed and submitted electronically to ensure that they are legible.

Every effort will be made to have keys delivered to tenant within 3 business days.

All requests need to be authorized, approved and Cc'd to your appropriate Department Head (Dean, Assistant Dean, Chair, Chancellor, Vice Chancellor, or Director). Failure to do so will result in your request being denied!

9. Building Access: LSC, CU, Student Commons Building and Business School

- Send building access requests to the following email address:
Downtown.Access@ucdenver.edu

All requests need to be authorized, approved and Cc'd to your appropriate Department Head (Dean, Assistant Dean, Chair, Chancellor, Vice Chancellor, or Director). Failure to do so will result in your request being denied!

10. Signage

- Facilities Management provides all way finding signage.
- Payment is required for all other services.

11. Parking

Wait List Policy

CU-Denver, Lawrence Street Center and Business School Buildings: Spaces will be awarded on a first come, first serve basis and only to University of Colorado Denver employees.

Parking Garage Door Dimensions

CU-Denver Building ----- 6' 8" clearance, 20' wide

LSC Building (upper & Lower) ----- 6' 2" clearance, 18' wide

Business School Building----- 6' 2" clearance, 9' 6" wide

The University of Colorado Denver is not responsible for theft or damage to automobiles. Be sure your vehicles are locked and valuables secured.

Bicycle Racks

LSC: Bike racks are available in the upper parking garage through the door which connects the loading dock area with the upper garage. This door is equipped with a card reader and is designated for bicycle parkers ONLY.

CU: Bike racks are located on the 14th street side and bike cages are on parking level one in the CU garage.

To obtain a key to the bike cage or an access card to the garage bike door, your bike MUST be registered with Facilities Management. Registration is mandatory and failure to do so will result in access denial. Keys and access is limited to fifty applicants, first come first serve.

Business School: Bike racks are located on the Lawrence street side of the building.

Student Commons Building: Bike racks are located on the Larimer St. side and in the building courtyard.

The University of Colorado Denver is not responsible for theft or damage to your bike. Be sure your bikes are secure. Bicycles are not permitted in buildings. Bicycles are not to be left on the bike racks longer than two days, bicycles that are left on bike racks longer than two days will be turned over to University Police.

Motorcycle Parking

- Motorcycles may park in assigned spaces only.
- There are motorcycle stalls located in the Lawrence Street Center and Business School parking garages at the established monthly rate.

IV. STANDARD SERVICES

A. CU-Denver, Lawrence Street, Student Commons Building & Business School Buildings

1. HVAC is provided for:

CU-Denver, Lawrence Street, Student Commons Building & Business School

Monday - Friday-----6:30am - 10:00pm

Saturday-----8:00am - 5:00pm

For Hot/Cold or other HVAC problems call the Facilities Management help desk at 303-315-7777 & provide information. Your request will be dispatched to the next available operator.

2. Recycling (Single Stream)

Recycling is provided in the CU-Denver Building through Recycle America, a partner of Waste Management. The program is administered by the management office and carried out by our contracted cleaning company, **AZTEC Services**. The list below shows those items which will be accepted for recycling and those which will not. This list has been reproduced for posting in the appendix of the manual.

UC Denver's Downtown buildings and Anschutz Medical Campus offer single stream recycling.

Recyclable:	Not Recyclable:
Paper: Office, fax, colored, coated, Post-It notes, Staples, Paper clips & Clamps	Bathroom, Food or Kitchen Waste
Manila or Colored Folders, Junk mail	Carbon paper, photographs, transparencies
Envelopes	Chipboard- including wax chipboard and wax cardboard
Newspapers and Magazines	Label backing or sheets
Aluminum Cans & Plastics #1-7	Liquids, Window Glass, wet or soiled paper, Carpet
Cardboard (Flattened), Brown Paper bags, Paperboard	Oil or Styrofoam, Plastic bags, Plastic tubs
Glass Bottles & Jars, Steel Cans & Empty Aerosol Cans	Rubber bands, string or rope

Cardboard: Please break cardboard down as much as possible and label it as recycling.

Recycling items, if properly labeled, will be picked up by the cleaning crew. If you wish to take the items to the dumpster, please note the following:

- **All recycling items go in the designated dumpster**
- **Paper items can be placed in the dumpster without being bagged.**
- **Please NO plastic bags or garbage.**

For questions or concerns about recycling and paper shredding, please contact Facilities Management's Customer Help Desk at 303-315-7777. You can also email Melissa Caron (melissa.caron@ucdenver.edu) or call her at 303-724-1028

3. Insect/Pest Control

- For insect or pest problems call the Facilities Management Help Desk at 303-315-7777. **Personnel that have plants/flowers that do attract insects or cause smells within the building will be asked to remove them.**

4. Loading Dock/Deliveries

- The loading docks in the CU-Denver, Lawrence Street buildings and Student Commons Building (6am – 6pm) only.
- The loading area for the Business School is in front of the Lawrence Street entrance main door and is only 30 minute parking, this is controlled by the city of Denver parking office.
- Person utilizing loading dock must sign in at the security officer's desk when using the CU or LSC loading docks.
- Person can be there for a maximum of 20 minutes.

5. Fed Ex/ Mailboxes

Overnight Drop Box

- Located in the vending machine area on the main Lobby of the Lawrence Street Center.
- Pick-up is at 6:00pm for Lawrence Street building.

Intercampus Mailboxes on Denver Campus

- Located in the main lobbies of the 1st Floor in LSC, CU, AB1 and Business School. Mail is picked up every day between 11:00 and 12:00

U.S. Mailboxes

- Located just outside the main lobby of Lawrence Street Center.
- Located just outside the 15th Street side of the Business School.

For mailbox questions and concerns, please contact Facilities Management's Customer Help Desk at 303-315-7777

6. ATM Machine

- For the convenience of CU-Denver employees and students, an ATM machine is located at the entrance of the CU-Denver building.

7. Event Setup Services can be schedule through EMS

<https://schedule.ucdenver.edu/VirtualEms/>

8. Vending Machines and Lounge Area Locations

CU-Denver: *Vending machines are located on the third floor off of the elevator lobby*

LSC Building: *Vending machines are located on the first floor and towards the mail room. The LSC coffee cart (**The Lift**) is located in the front elevator lobby on the 1st floor. It sells coffee, beverages, breakfast, and lunch items.*

Business School Building: *Udi's is located in the lobby on the 1st floor. It sells coffee, beverages, breakfast, and lunch items. Vending machines are located on the second floor next to room BUS-2403.*

Student Commons Building: *Qdoba's is located on the 1st floor. It sells coffee, beverages, breakfast, lunch and dinner items. Vending machines are located on the 1st floor next to the elevators.*

For coffee cart/vending machine questions, concerns, or refunds, please contact Facilities Management's Customer Help Desk at 303-315-7777 or Maria Portelli. She can be reached at 303-724-6643 or by email at maria.portelli@ucdenver.edu