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## **MESSAGE FROM EXECUTIVE DIRECTOR**

The Interchurch Center was conceived in the 1950's as a visible symbol of Christian cooperation; an instrument for encouraging such cooperation; and, as a high-caliber, affordable office building for non-profit agencies. TIC soon expanded its vision to embrace not only the ecumenical movement but also the interfaith movement. In so doing, it now houses agencies whose concerns include religion, education, culture and social services.

TIC offers a collaborative and consensus-building setting, with the goal to provide a positive working environment for religious and non-profit groups conducive to the achievement of their respective missions.

Welcome!

## **MISSION STATEMENT**

The Interchurch Center is owned and managed under the auspices of several Christian organizations as a Class A office facility, with the mission to provide a working environment that is conducive to ecumenism and interreligious involvement.

To further this Mission, The Interchurch Center:

- Maintains a high quality, state-of-the-art building with superior accessibility and a range of convenient tenant-related services;
- Draws on traditions of hospitality within the Christian heritage, which intentionally promote a sense of community and respect for diverse religious views;
- Establishes programs that support Tenant Agencies, and offers opportunities for networking and exchange among all tenants;
- Seeks to be a positive presence in the surrounding neighborhood and New York City.

# INTRODUCTION TO THE INTERCHURCH CENTER

Welcome to The Interchurch Center (TIC). This manual is designed to provide factual information to enable all members of TIC's "family" to understand our operations and to achieve a high degree of mutual support and good will as we work together in this rather special building. It contains helpful information as well as selected rules and regulations to assist occupants. (Additional rules and regulations are set forth in each Tenant Agency's respective lease.) Changes to the rules and regulations are made known by interim announcements to the heads of Tenant Agencies for all building occupants.

TIC is organized on a non-profit basis. Ordinary costs are shared by tenant organizations in several ways. The basic costs of operation and maintenance—heat, electricity, cleaning, elevator service, etc.—plus depreciation and a capital projects fund are recovered through rent that reflects a professional judgment on the relative values of leased space. Monthly charges, based upon experience, are adjusted the following year with a final charge or credit after the annual audit.

The cost of the telephone system, in which Tenant Agencies participate, is recovered through a billing system based upon telephone usage.

Above-normal costs are paid by that Tenant Agency, which places a work order for special services, e.g., after-hours need for heat or air conditioning, security, occasional special porter service, as well as the painting of tenant-occupied areas.

Twelve organizations contributed working capital to start TIC, loaning a portion of the money needed for construction. (The bulk of the money required was obtained through a commercial loan; there were also gifts from individuals and foundations.) These bodies, known as the Beneficiary Board (the "Corporation"), appoint "members" to this Board. Ultimate responsibility for TIC rests upon the Corporation members. The Corporation annually elects a board of 22 trustees. The Trustees have immediate responsibility for TIC, and work through committees and subcommittees.

As a building for non-profit agencies, The Interchurch Center uses 3-tier leasing to ensure its identity and foster its mission.

1. Religious organizations
  - a. Beneficiary Board members
  - b. Christian organizations
  - c. Other religious agencies
2. Educational
3. Other eleemosynary ("charitable") not-for-profits

The President/Executive Director of TIC is the chief executive officer. The President oversees the staff of TIC on behalf of the Trustees and the contracted services. Most of the services are contracted through a real estate managing agent (Newmark Knight Frank). The agent employs the Senior Property Manager and a staff.

## ADMINISTRATION & EMERGENCY PHONE NUMBERS

Below is a select list of emergency and TIC administration staff extensions/phone numbers. (A more complete list of contact information for staff, as well as for Tenant Agencies, can be found in the [TIC Tenant Agency Directory](http://www.interchurch-center.org), as well as on TIC's website, [www.interchurch-center.org](http://www.interchurch-center.org).) When calling from outside TIC's telephone network, dial **(212) 870 + 4-digit extension** (except for *ext. 4600 and 7006*).

### EMERGENCY NUMBERS

Emergency	Extension / Phone	Procedure
<b>BUILDING PROBLEMS</b>	<b>3035</b> <i>After Hours: 3111</i>	--
<b>ELEVATOR ENTRAPMENT</b>	--	Press alarm button—alarm rings at Security Desk in Main Elevator Lobby.  <b><i>Do not attempt to force open the elevator doors.</i></b>
<b>FIRE / SECURITY</b>	<b>2140</b>	<ul style="list-style-type: none"> <li>• There are 3 pull stations located at each stairway on floors 2 – 19; Go to any Pull Station, and pull alarm.</li> <li>• Call 911.</li> </ul>
<b>GARAGE</b>	<b>2920</b>	--
<b>MEDICAL</b> (Wellness Center)	<b>3053</b> <i>After Hours: 3111</i>	Call 911.
<b>RECEPTION</b> (Front Desk, Claremont Avenue Lobby)	<b>2410</b>	--
<b>SECURITY</b>	<b>2140</b>	--

Building Management .....	<b>3011 / 3035</b>
Food Service .....	<b>3043</b>
Loading Dock.....	<b>7006</b>
<b>Main Number</b> .....	<b>2200</b>
Night Cleaning Supervisor .....	<b>3311</b>
President/Executive Director.....	<b>2940</b>
Reception ( <i>Suite 240</i> ) .....	<b>2933</b>
Security ( <i>general</i> ) .....	<b>2140</b>
Telecommunications.....	<b>3012</b>
Tenant Relations .....	<b>2954</b>
Wellness Center ( <i>health/non-emergency</i> ).....	<b>3053</b>

# THE BUILDING

## Access Hours & Special Days

On business days (Monday – Friday, excluding building holidays), the building is open from 7:30 AM - 5 PM. *Only* those with a valid and visible TIC building ID or Visitor Pass will be admitted.

However, the building is accessible 24 hours/day, 7 days/week for those with a valid Building ID.

- **Emergencies**

In those rare cases when the authorities discourage coming to work or encourage early dismissals, and in the even rarer case when a catastrophic emergency (*force majeure*) requires it, the Executive Director may declare an “Emergency Situation.” When the decision is made overnight—making the next day a special building holiday, tenants should call the Main number **(212-870-2200)** to see if Building Management is open and if services are available. Additionally, each Tenant Agency *should* create its own emergency telephone network to notify its employees in regard to such emergency situations.

- **Holidays**

A holiday schedule for building and food service staff for the upcoming year is announced annually. On these holidays, access to the building is restricted in the same manner as on weekends.

Tenant Agencies have the option of making such holidays regular work days for their respective organizations, in which case, a charge will be incurred for building services needed, i.e., HVAC, security, garage and cafeteria, please notify the building management for further information. The charge is divided equally when two or more agencies receive services for the same time period.

## **Inclement Weather**

TIC remains open at all times, including in inclement weather. It is the responsibility of each Tenant Agency to decide whether or not it will remain open during this time. To find out whether administration offices are open or closed, call the Main number **(212-870-2200)**.

## **Building (“ID”)**

A Building ID is issued to all tenant employees by TIC’s Administration Office (Suite 240, ext. 2933). Carrying your Building ID or Visitor pass is *required* at all times. The holder of either ID *must* have it so that it is readily visible while passing the turnstiles. ***Anyone refusing to show his/her pass if requested by building security will not be allowed access.***

- Upon authorization of employment, an employee working in TIC is issued an employee Building ID. Each Building ID is personal and *cannot* be given or loaned to another person. The ID bears the employee’s picture, name, and identification number which is encoded in the back. ***Upon termination of employment, The Building ID should be returned to TIC’s Administration Office (suite 240) for cancellation.*** (This may be done by the individual or the relevant Tenant Agency.)
  - Employee Building ID are *not* issued to offsite employees. For short-term employees, the ID is coded and will automatically expire on a specified date.
  - If lost, the loss *must* be reported promptly to TIC’s Administration Office (Suite 240, exts. 2933 / 2954). TIC will issue a replacement for a lost, stolen or mutilated Building ID upon payment of a \$15 cash. In such circumstances, the ID holder *must* obtain authorization from his/her employing Tenant Agency, along with the requisite fee.
  - A Building ID that is not used within a period of 30 days will automatically go into sleep mode and will need to be reactivated. An authorized person must send an email to [TICID@interchurch-center.org](mailto:TICID@interchurch-center.org) to reactivate.
  - **Building IDs are the property of TIC, even while in the employee’s possession, and are subject to revocation *without* notice and *at the landlords discretion*. Violation of TIC’s policies and security regulations may lead to revocation of an ID.**

### • **BUILDING ID database**

In order for a new on-site employee to obtain a Building ID, An Authorized Employee of their Tenant Agency *must* notify the administration office by emailing us at [TICID@interchurch-center.org](mailto:TICID@interchurch-center.org). It is the responsibility of each Tenant Agency to make sure that all the required fields are included i.e. First Name, Last Name, Tenant Name, Email and Extension. For temporary employees please include an expiration date.

## **Visitors**

The handling of visitors will be expedited and made more pleasant if the appropriate procedures are followed.

- Reception Desk attendants on the first floor, the garage and loading dock attendants issue Visitor Passes and do so *only* when a visitor(s) is specifically registered in the Visitor’s Management system.
- Prior to an expected visit, Tenant Agencies *should* pre-register visitors using the visitor’s management system.
- Authorization is valid only for a particular date and are defaulted to expire by 5:00PM unless otherwise specified.
- A new authorization *must* be granted and a new pass issued for a visit on a subsequent date.

- If a visitor arrives without prior notification, the Reception Desk attendant will call the agency for authorization to issue a Visitor ID.

***Visitors are not admitted to TIC outside of business hours (after 5:00 PM or weekends or during Building Holiday) unless their names have been registered in advance using the Angus Visitor's Management System.***

- Visitors pass, like employee Building ID, must be carried when passing checkpoints and at all times when on office floors and shown if requested by building security
- Unregistered visitors WILL NOT be given access to the building after hours or weekends/building holidays. Security personnel will not call for such authorization. It is the responsibility of the tenant to ensure visitors are properly registered in Angus.
- Handicapped visitors *should* enter the building at the street level, Claremont Avenue entrance, and obtain a pass in the same manner as other visitors.
- ***Each tenant organization is responsible for the behavior of all persons for whom agency personnel issue or authorize the issuance of a Visitor Pass. Passes remain the property of TIC and may be revoked without notice and without cause. Misuse of a pass, failure to wear the pass as required in this Manual, or, attempting to evade the requirements for a pass are likely to result in revocation of a pass and delays in subsequent issuance of a pass to this visitor.***

## **Security Policy**

TIC's Security Policy is for the protection of those who work in and visit The Interchurch Center, which includes all tenant organizations, as well as their property.

- **Checkpoints**

During normal business hours (7:30 AM – 5 PM), a regular checkpoint has been established and is located near the elevators on the first floor where Security Officers are stationed. You must tap your pass at the turnstiles and clearance must be granted in order to gain admittance to the elevators. After business hours, and weekends and holidays, the Reception Desk in the Claremont Avenue Lobby serves as the security officer's station.

- **Deliveries / Pickups**

All deliveries and pickups should be directed to use the loading dock (8:30AM – 4:30PM) on the West 119<sup>th</sup> Street side of the building. Persons using the loading dock and entering the freight elevators at the basement or sub-basement level *must* have ID visible to the elevator operator.

- **Inspections & Permits**

All packages, briefcases, etc. are subject to inspection upon entering or exiting through a checkpoint. TIC's occasional waiver of the inspection should *not* be construed as a withdrawal of TIC's reserved right to inspect at its discretion.

The removal of office equipment, audio-visual equipment and/or other property is subject to presentation of the Interchurch Center yellow form entitled *Permit To Remove Packages, Furniture, Office or A/V Equipment From The Building*, issued and signed by an authorized officer or delegate of a Tenant Agency. The permit should be surrendered at the Lobby checkpoint or given to the operator of the freight loading dock elevator.

- **Problems**

Persons detecting theft; malicious damage to, or disappearance of, property; harming or threat of harming individuals; or, the presence in the building of unauthorized persons are requested to *immediately* telephone the Security Officer on duty (ext. 3111). They *must* also give a written report to the Senior Property Manager *within 24 hours*.

- **Reception Desk**

TIC's Reception Desk is located in the Claremont Avenue Lobby. The Reception Desk is staffed on normal business days (Monday – Friday, excluding holidays), from 7:30 AM to 5:00 PM. Night security personnel staff the Reception Desk between 5 PM and 7:30 AM on normal business days, and 24 hours on Saturdays, Sundays and holidays. Reception Desk personnel issue Visitor ID to those who are pre-registered.

For visitors who wish to call a Tenant Agency, Reception Desk personnel can direct them to the house telephone or, for those Tenant Agencies not on The Interchurch Center telephone system, a public phone on the Lower Level. Telephones at the Reception Desk may *only* be used by receptionists and building security staff.

The doors at the **Riverside Drive entrance are locked at all times**, those wishing to use that entrance must use their valid Building ID to gain access to the building.

- **Tenant Agency Responsibility**

At *no* time should a person be on an office floor *without* a valid Building ID in a visible manner. Before 7:30 AM, after 5 PM and on Saturdays, Sundays, and holidays, uninvited persons should *not* be present on office floors other than the floors of the Building ID holder's employing agency, or the visitor's destination agency. Building ID and Visitor Passes are issued *only* to permit access to the offices of a single Tenant Agency and do not permit access to the whole building.

***Violations of the Security Policy by an employee of, or visitor to, a tenant organization may jeopardize other tenant organizations. Therefore, all tenants/visitors are asked to cooperate with The Interchurch Center's Security Policy and to present their ID when so requested.***

## **General**

- **Orientation**  
Building orientation are held for new tenants. Arrangements will be made accordingly. Building Information sessions are held quarterly and are announced in advance. Agencies are encouraged to permit and promote participation in this session. Information is readily available under the building resource tab on our website [www.interchurch-center.org](http://www.interchurch-center.org).
- **Alcoholic Beverages**  
The consumption or use of alcoholic beverages in the building's common spaces is prohibited before 4:30 PM. After 4:30 PM, wine or beer may be served in TIC's common space on the Main floor.
- **Corridors & Lobbies**
  - The entrances, lobbies, passages, corridors, stairways and halls must *not* be used for any purposes other than entering and exiting, with the exception of a building-wide emergency relocation.
  - Singing, whistling, yelling and noise of a disturbing nature are *not* permitted.
  - Eating and drinking in such areas are *not* allowed.
  - The distribution of papers, leaflets and pamphlets and the solicitation of signatures on petitions in such areas are *forbidden*. No obstacles of any kind are to be placed in the corridors on any floor of the building.
- **Recycling Requirements**  
The New York Sanitation Department requires that Tenants source separate their refuse into three different groups: Garbage/Paper/Metal, Glass, Plastics, and Beverage Cartons. Tenants should contact the Management Office at 870-3011 (Suite 240) to learn more about how to meet the sanitation requirements.
- **Signs & Posters**  
No signs, posters or other papers are to be attached to any common area walls (e.g., meeting rooms), facilities or tenant entrance doors. The use of easels and display stands is encouraged. Upon request, TIC's Administrations and Operations Manager (ext. 2954) can provide easels.
- **Vendors, Solicitors, Private Business**  
This building and its facilities are operated on a tax-exempt basis for the organizations housed here. Sales and solicitation of sales and gifts are prohibited, other than when salespersons and other vendors call on organizations for the purpose of serving their needs. No personal enterprises are to be carried on within the building.

## **Notices / Messages**

- **Kiosk / Flat Screen**  
The electronic message boards located in the Main Lobby, Cafeteria and elevators update tenants about upcoming meetings, building events and holidays. This information can also be found and downloaded on our website at [www.interchurch-center.org](http://www.interchurch-center.org)

## Services

- **Building**
- Before & After Business Hours
  - If a group of 50 or more people is invited to a meeting or other event in the building which begins or ends outside the hours of 7:30 AM to 5 PM, Building Management (ext. 3029) and/or the Administration and Operations Manager (ext. 2954) *must* be notified at least *one (1) week* (5 business days) in advance requests should be made via Angus Anywhere so that arrangements can be made for HVAC and for overtime duty of security personnel. In the case of such meetings, the responsible organization will be charged at the building's standard hourly rate for the respective service(s).
  - Heating, Ventilating & Air Conditioning

HVAC services are routinely supplied on normal business days (Monday – Friday), from 7:30 AM until 5 PM. An overtime charge will be billed to tenants receiving these services on weekends, building holidays and after 5 PM. Contact Building Management, ext. 3029, for more information.
- Cleaning

Cleaning operations occur on normal business days (Monday – Friday), starting at 5 PM and lasting until approximately 12:30 AM the following day.

  - Windowsills *must* be kept clear at all times; window washing may be omitted when a sill is not clear. Exteriors of windows are not cleaned during inclement weather or high wind conditions. Window cleaning occur on normal business days (Monday – Friday) between the hours of 6:00 and 8:00AM. Tenants will be notified in advance.
- Maintenance - Tenant Agency Space
  - Daytime maintenance staff is available to assist in clean-up of minor spills on the floor, changing building standard light bulbs, delivery and pickup of trash bins, etc. At the Tenant Agency's expense, special maintenance services are provided *only* upon submission of a tenant Work Order Request to Building Management via the Angus Anywhere Software systems by an authorized representative of a Tenant Agency.
  - In cases of emergency, e.g., water leaks, noxious odors, unauthorized person(s) on a floor, hazardous conditions, etc., Building Management *should* be contacted *immediately* (exts. 3011 or 3029) Tenants should *not* leave their recycled trash, cardboard boxes, delivery boxes, etc. in the corridors near the freight elevator before 4:30 PM.

## Meeting Rooms (Common Space)

### ○ Regulations

- Rooms are *only* for the use of: tenant organizations, The Interchurch Center Corporation, neighboring institutions by special arrangement. A Tenant Agency may permit an outside organization to conduct a meeting under its sponsorship, provided that: the sponsored event is directly related to the tax-exempt purposes of the tenant; the meeting is conducted in accordance with rules of the building and an authorized representative of the tenant sponsor is present.
- For all meetings in common spaces, the tenant organization *is responsible for* personnel conduct, responsiveness to security situations, etc.
- *No* sales or solicitation of sales or contributions is permitted.
- *Nothing* is to be affixed to the walls of any of the common facilities, even temporarily. The Tenant Agency will be responsible for the cost of any damage to the premises incurred during the meeting.
- *All* catering must be handled by TIC's contracted food service organization.
- Evening meetings *must* be adjourned so that attendees leave the building by 10 PM.
- Service Requests
  - HVAC, Audio/Visual and room configuration requests *must* be made in writing *one (1) week* (5 business days) prior to the event. The tenant organization named on the form will be charged a fee for last-minute requests. (Contact Administration and Operations Manager, ext. 2954, for more information).
  - A requesting tenant organization will be charged for extra costs incurred by TIC in connection with the use of meeting rooms after 5 PM and on holidays or weekends. Extra costs include overtime security, HVAC, Audio/Visual and/or porter service for an evening meeting or repairs.
  - At its discretion, TIC reserves the right to override a Tenant Agency's requests should circumstances, e.g., outside temperatures, necessitate additional services. ***The Tenant Agency will subsequently be billed for the added cost(s).***
- **ROOMS WILL NOT BE BOOKED FOR TENANT AGENCIES WHOSE RENT IS IN ARREARS.**

### ○ Reservations

- Reservations *must* be made at least *one (1) week* (5 business days) in advance.
- Meeting space can be requested through an assigned person in your organization that is authorized and registered to use the Resource Scheduler (<https://interchurchcenter.resourcescheduler.net/resourcescheduler/>),
- The reservation is *only* confirmed when an approved confirmation has been sent to the requesting personnel.
- Cancellations *must* be made *through resource scheduler* at least *48 hours* (two days) in advance. For catered functions, cancellations *must* be made *one (1) week* (5 business days) prior to the event. **If catering and services are *not* canceled in writing in a timely manner, the requesting Tenant Agency will be *required* to pay *all* food and service costs.**

○ Rooms

- TIC has a number of rooms which can *only* be used by tenants in the pursuit of their tax-exempt activities. These facilities *must* be reserved at least *one (1) week* (5 business days) in advance. There is *no* charge for the use of these rooms during business hours. Contact the Administration and Operations Manager (Suite 240, ext. 2954) for more information.
- Fund raising events are subject to the following stipulations.
  - Fund raising events sponsored by a Tenant Agency for the benefit of its organization and programs are permitted. Each fund raising event *must* have prior approval from TIC's Executive Director.
  - Events *cannot* include raffles, lotteries, BINGO or other forms of gambling.
  - Funds raised must *not* be used for the purpose of supporting non-Tenant organizations, including non-Tenant affiliates, or special causes not part of the ongoing purposes of a tenant organization.
  - Since TIC's Board of Trustees anticipates that most fund raising events held in the building will be either dinners, receptions or concerts, when other kinds of events are planned or the purpose of the event requires a decision about its appropriateness in The Interchurch Center, TIC's Executive Director will consult the Board's Committee on Ecumenical, Interfaith & Community Concerns (CEICC).

Book signings and sales are *only* permitted when funds raised are for the Tenant Agency sponsoring the event.

Equipment

- On 5-days' notice to the Administration Office, the following can be provided in the common meeting rooms *free of charge*.
  - Easels
  - Grand Piano (Chapel)
  - Internet-ready service
  - Standing lectern
  - Studio piano
  - Table lectern
- The following items are available for a rental *fee*.
  - A/V Projection Package
  - Grand Piano (other than Chapel)
  - Microphones: lapel (only available for use in the Chapel), wired, wireless
  - Projection screens: extra-large portable, rear
  - Dance Floor
  - Platform (portable stage)

## **Food Service**

Food service is operated by a catering firm under contract with TIC.

### ○ **Cafeteria**

#### ▪ **Eat-In Service**

The Riverside Cafe on the Lower Level is open daily, Monday – Friday, from 7:30 am until 3 pm, as follows:

<b><u>HOURS OF OPERATION</u></b> <b><u>(Monday – Friday)</u></b>	
<b>Breakfast</b>	<b>7:30 – 10:30 AM</b>
<b>Lunch</b>	<b>11:30 AM - 2 PM</b>
<b>Coffee &amp; Snacks</b>	<b>2 – 3 PM</b>

#### ▪ **Take-Out Service**

Food and beverages may be purchased for take-out at The Riverside Café during times shown above. Disposable plates and tableware are available.

### ○ **Catering** (above 1<sup>st</sup> floor)

Catering is available upon request by placing an order online via the **CATERTRAX** Program (<https://interchurchnyc.catertrax.com>).

- For a delivery charge, group orders from the Cafeteria can be delivered to any room above the 1<sup>st</sup> floor.
- TIC's contract for food services does *not* permit other caterers to supply food or beverages in common meeting spaces.
- Tenants who use outside caterers for an event in their respective offices are *required* to pick up the food in the Lobby—outside caterers may *not* deliver food to tenant spaces, nor may they set up food service anywhere in the building *without* the *written* permission of the Administration and Operations Manager.

### ○ **Clean-up**

- **Afternoon Event** - If an afternoon function extends beyond 3 PM, TIC's food service contractor *must* be allowed to remove the remaining food, dishes, flatware, etc. *before* that hour or the Tenant Agency *must* arrange with the contractor for overtime service for that purpose. Clean-up *cannot* occur *after* the end of the business day (5 PM).
- **Evening Event** - When there is an evening function, the food service contractor *must* remove the remains before departure of the contractor's employees, and the tenant organization *must* either permit removal during the event or pay for the additional employee time if removal is deferred until adjournment of the event.

## Mail Service

- Incoming

The U.S. Postal Service (USPS) provides mail deliveries to each tenant organization, except where the organization has arranged for its mail to be picked up at a Postal Service station.

Generally, delivery is to one location within an organization, and the organization is responsible for further sorting and delivery to its personnel. On a daily basis, a substantial quantity of mail that is undeliverable by USPS reaches the Administration Office; the Office seeks to redirect it to the intended recipient person or office, but often lacks the information to do so. Therefore, it is advisable to ask all correspondents to indicate the name of the tenant organization (not merely the name of a division or unit) as well as the room number when addressing mail to an employee of a Tenant Agency. Personnel should be discouraged from using 475 Riverside Drive as a personal address.

USPS does not make regular mail deliveries or Express mail deliveries to the building on Weekends or on building holidays, and TIC staff is *not* authorized to accept deliveries of packages or letters. Therefore, deliveries to TIC by package delivery firms or by messenger services on a Wednesday or holiday is feasible *only* if the receiving organization provides a pass holder as an escort when the delivery person arrives, or, accepts delivery in the Lobby and then promptly removes delivery item(s) to its leased space. Deliveries are not to be left in public corridors. Carriers who leave packages unattended outside offices will be instructed to take them back.

- Outgoing

Mail bins for outgoing mail are placed in the Lobby near the ATM at approximately 3:30 PM each afternoon for use of tenant organizations and employees. Federal Express and UPS boxes are located in the Basement Lobby adjoining the parking garage.

Hours for pickup are as follows,

<b>Outgoing mail</b>	<b>5:00 PM</b>
<b>Federal Express</b>	<b>7:30 PM</b>
<b>UPS</b>	<b>8:00 PM</b>

- Interoffice

Mail for another organization in the building may be left in the appropriate compartment of the mail sorting cabinet located in Suite 240. **Tenant Agencies are urged to pick up their Interoffice Mail regularly.**

Shipping & Receiving

TIC's Loading Dock is located at 621 West 119<sup>th</sup> Street, near Claremont Avenue. The Dock's bay accommodates two (2) trucks. Two (2) elevators are designated for freight use—one at the Loading Dock and one at the sub-basement level. Hand trucks and other equipment for the handling of freight are *not* to be used on the passenger elevators. Forklifts and pallet jacks are *not* allowed on tenant floors.

Tenant Agencies *must* specify on their purchase orders and contracts with vendors that delivery is *only* on business days between 8:30 AM and 4:30 PM. A representative of the Tenant Agency *must* be present to accept the delivery. TIC's Security Officers and Administration Staff do *not* accept deliveries on behalf of Tenant Agencies or their employees.

## Parking

- Availability

Vehicle parking is provided at levels beneath the building. The number of vehicles that can be parked is strictly limited, permits are assigned to Tenant Agencies according to their rentable square footage. In turn, Tenant Agencies assign the spaces to their respective employees. Access to the garage is granted to assigned employees by tapping their building ID at the gate. Building ID is required to enter and exit the garage.

- Guest Parking

A few spaces in TIC's parking area are reserved for daily assignment at the request of tenant organizations, such as a volunteer officer of the organization briefly visiting the agency. These are assigned, when available, by the Administrative Office.

- The Office will *not* assign these spaces to the same person for consecutive days, nor to any given tenant organization for more than a few days in any one month.
- A parking space that is assigned for daily assignment will be registered into the Angus Visitors Management System specifying the space number in the NOTES section of the page.

- Hours of Operation

TIC's parking area is open on business days from **7 AM - 9:30 PM**. Vehicles left in TIC's garage after 10 PM will be subject to towing at vehicle owner's expense.

- Motorcycles & Bicycles

Motorcycles parked in TIC's garage are handled in the same general manner as for cars and vans, except that because of the small number of motorcycles, a system of rationing spaces among the agencies is not required.

Convenient parking for bicycles is located in the garage. Employees are encouraged to use the Bike Room or the bicycle racks. Instructions to access spaces are as follows:

- Bike Room

- To use the bike room employees must fill out an application form and submit it to Reception Desk in Suite 240 to activate your building ID, your ID will allow you to enter the building through the garage level.
- To gain access, please inform the parking attendant.
- The use of the Bike Room is limited to the person to whom access is granted and is valid *only* so long as the holder is employed at The Interchurch Center;
- Bicycles *must* be walked when going up and down the entrance driveway.
- *All* bicycles must be chained and locked. Bicycles may *not* be left overnight.

- Responsibilities of Tenant Agencies

While the assignment of parking spaces is the responsibility of each Tenant Agency, the Administrative Office *must* be able to identify the driver using the space on any given day—in the event of an emergency (fuel leaking from a vehicle's tank), the garage attendant *has to* be able to locate the driver promptly. When a parking space is not going to be used (as when a driver is out of the office),

the agency's Parking Liaison Officer can issue a daily permit for the space to another driver by using the Angus Visitor Management System and specifying in the space number in the notes section.

- Parking Liaison Officers

Each Tenant Agency *must* designate an employee to serve as its 'parking liaison officer.' All requests for parking *must* be made to the Administrative Office through the agency's liaison, who then issues a space for distribution to users. The users building ID will be coded to allow them access to the garage. Any changes to parking should be reported to the Administrative Office as soon as possible.

## **Voice & Data**

The Interchurch Center provides internet and voice communications for its Tenant Agencies.

- **Additions, Changes, Moves**

Requests for all Adds, Changes and Moves in service and/or equipment *must* be made in writing to the Telecommunications Department. Applicable charges will apply for work on a half-hourly basis at a rate of \$55/half hour. An estimate of charges will be provided for approval before work begins. Charges will appear on the monthly Telephone Detail Report under the header, "One-Time Charges."

- **Billing**

Monthly Telephone Detail Reports are generated for each Tenant Agency for review. Any questions and/or disputes regarding any elements in the monthly Telephone Detail Report should be brought to the attention of the Telecommunications Department.

- Tenant Agencies are advised to make the full payment with the understanding that a credit will subsequently be issued if an investigation indicates there was an improper charge.

- **Data Services**

TIC's data service offers tenants the maximum quality of service and bandwidth for its needs. For connection to the Internet, TIC currently uses 1 Gbps as its primary connection and 500 Mbps as its redundant connection. As a courtesy to tenants and guests, we offer a free Wi-Fi connection to the Internet. This wireless connection is available in the meeting rooms on the 1<sup>st</sup> floor and in Cafeteria areas.

- **Tenant Networks**

Equipment or devices that may interfere with TIC's infrastructure *cannot* be attached or connected without advance notification to the Telecommunications Department.

- **Voice Services**

Voice and data services consist of Redundant Cisco Unified Communications Managers for call processing; redundant Unity Connection server for voice messaging; and, various voice gateways for PSTN interface (T1's). The Telecommunications Manager Servers and Unity Connection server are installed on the virtual instance defined on two, Cisco BE 7000M servers for redundancy.

## Additional Services

- **Exhibits**

Art exhibits can be viewed in the Treasure Room and in the corridor cases on the 1<sup>st</sup> floor. During the year, a diverse selection of fine arts and crafts is exhibited on a rotating basis.

- **Library & Archives**

- Archival Services

The Library has a professional archivist who, for a modest fee, can provide archival services to help Tenant Agencies organize their documents and create order, i.e.:

- Determine what materials belong in the tenant's archive;
- Improve access to a tenant's archive, making its historical assets easier to find;
- Recommend the most efficient archival storage and management solutions based on a Tenant Agency's needs and resources;
- Create history and timelines of important dates;
- Learn how the archive of the organization can be used to further its mission.

- Books

The Ruth Stafford Peale Library (Suite 250) serves the information and research needs of TIC's diverse Tenant Agencies. The Library holds 17,000 books and receives 55 periodical titles. The main focus of the collection is religious in nature, but it also includes material on health, non-profit management, the arts, and aspects of life in New York City.

***Patrons are responsible for replacing lost or damaged books. Patrons who lose books or fail to return books on a consistent basis will have their borrowing privileges revoked.***

- To search the Library's Catalog, go to <http://interchurch-center.library.net>.
- Provided ample time is given, the Library can obtain books not in its collection through an inter-library loan.
- The Library is the depository for the historical records of The Interchurch Center.
- The Library also maintains a book exchange, and has two (2) computers for patron use.
  - Book Club & other programs  
The Library conducts a Book Club that meets once a month; a Creative Writing Group that meets twice a month; plus other special programs. To follow the Book Club on Facebook, go to:  
<https://www.facebook.com/login/?next=https%3A%2F%2Fwww.facebook.com%2Fgroups%2F1652301251763874%2F>

- Clientele

The Library's primary clientele are staff members of the Tenant Agencies. While students and faculty of Columbia University, Union Theological Seminary, New York Theological Seminary and Jewish Theological Seminary can visit the Library, they do *not* have borrowing privileges.

- **Music**

- Choirs

The Interchurch Center sponsors two (2) choral organizations, each of which performs several times during the September through May season.

- Gospel Choir – The Choir offers a range of styles spanning both traditional and contemporary Gospel music. It rehearses in The Chapel each Thursday, from 1 - 2 PM. Although sight-reading skills are not necessary, some choral experience is desirable given that the rehearsals are relatively short.
- TIC Chorus – The Chorus performs a variety of works from the choral repertoire, often accompanied by instrumental ensembles. Though no auditions are required, it is desirable that participants have some choral experience and/or sight-reading ability. Rehearsals are held every Wednesday from 1 - 2 PM, in The Chapel.

- Wednesday Noonday Concerts

From mid-September through May, TIC sponsors a series of programs by professional artists from the New York metropolitan area and beyond. Programs range from string quartets to woodwind ensembles, traditional African folk music to Celtic songs and dances, medieval to jazz, vocal soloists to choirs, and emerging artists to established professionals.

TIC's Music Director, Christopher Johnson, arranges a broad spectrum of quality programming that is designed to appeal to the widest possible audience. The programs, which last one half-hour, take place during the lunch hour in The Chapel, beginning at 12:05 PM. While the primary purpose of the series is to provide a cultural respite for the tenants in the midst of the workweek, all are welcome.

- **Wellness Center**

The Wellness Center, located in Suite 241, is open on business days from 9 AM to 4:30 PM. It provides a variety of services to Tenant Agencies, with *no charge for emergency services* (acute illness or injuries). However, there is a charge for immunizations and travel vaccinations, which cover the medical supplies used during the procedures and contribute to the Wellness Center's operating expenses. The wellness center does not accept insurance plans.

- Blood Drives

The Wellness Center holds blood drives in February and September that anyone can participate in.

- Exercise Classes

Under the auspices of the Wellness Center, certified trainers conduct exercise classes which are available throughout the year. There is a charge for the exercise classes. Contact the Wellness Center for an up-to-date schedule.

- Fitness Center

The Wellness Center maintains and oversees a small fitness center, available from 9:00 am to 3:30 pm offered to all who work in The Interchurch Center. The fitness center contains a treadmill, an elliptical cross-trainer and a recumbent bicycle; there is *no charge for use of the equipment*. All employees who use the fitness center **must**

- Complete medical history and consent forms;

- Health Fair

The Wellness Center conducts a health fair in October that is open to all who work in TIC.

- Immunizations  
The Wellness Center offers the flu vaccine and travel vaccinations.
- Mammograms  
Periodically scheduled, appointments can be made for no-cost digital mammograms and clinical breast exams from a mobile care clinic van for women 40 and older with a NYC mailing address who have not had mammogram in the past 12 months.
- Training & Certification
  - On an on-going basis, the Wellness Center offers free training and certification in Cardio-Pulmonary Resuscitation (CPR). An automated external defibrillator (AED) is located on each floor of the building;
  - The Wellness Center offers free First Aid training to all who work within The Interchurch Center.

### **Supplementary Services**

- **Lactation Room**

A lactation room is located on the 2<sup>nd</sup> floor and is available for use by nursing mothers during working hours (9 AM - 4:15 PM). The room is equipped with a comfortable chair, a small table and a sink. It is kept locked; the key is available upon request from the Reception Desk in Suite 240 and *must* be returned to the Reception Desk after use. The room is accessible on a first-come, first-served basis. Reservations are not required.

- **Automated Teller Machine**

For the convenience of building employees, a Chase Bank teller machine is located in the Claremont Avenue Lobby. It may be used at any time, subject to the security regulations of TIC. Outside of TIC's business hours, the ATM is *only* available to those persons authorized to be in the building; the night watchman is *not* authorized to admit persons to the building after hours in order to use the machine.

Problems with this ATM should be addressed to Chase Bank at (614) 213-5213.

- **Lost & Found**

Any items found should be brought to the office of the Senior Property Manager in Suite 240. Lost items may be reported to that office on ext. 3035.

- **Restrooms (Lower Level)**

The restrooms on the lower level are locked daily after 5 PM. Tenants may gain access by using their Building Pass at the entrance door. These doors will remain unlocked while an after-hours event is in progress on the Main Floor.

### **Showers**

Showers installed in the restrooms on the Lower (Cafeteria) Level are available for use by Tenant Agency employees *only*. To gain access, employees should tap their Building ID.

- To use showers, employees *must* sign a disclaimer.
- Regulations governing use of the showers are available at the Reception Desk.

## Telephones

Conversations between visitors on the 1<sup>st</sup> floor and tenant employees in their offices are *only* to be conducted on the house phone or public telephones. The telephones of the Front Desk Attendants (Receptionists), the Security Officer and the Cafeteria are for use **Only By These Employees; No One Else Should Ask To Use These Telephones.**

- House  
House phones for internal communication with those on TIC's telephone system are located in the Claremont Avenue Lobby and in the stairwells of the garage.
- Public  
A coin telephone for public use is located on the Basement Level in the corridor leading to the parking area.

## Regulations

### Fire Protection

- Alarms & Advice

TIC is a modern, fire-resistant building equipped with an automatic sprinkler system. The building is constructed so that most fires will be confined to one floor and generally only to a part of that floor. When smoke enters the ventilating system, the main air intake and exhaust dampers close and the fans shut off so that the smoke will not be circulated to other parts of the building.

There are also automatic detection devices which set off the fire alarm when conditions signify a possible fire.

- There are three (3) alarm boxes on each upper floor (no person is more than 100 feet from an alarm box). Volunteer Fire Wardens *must* be appointed for each floor by each Tenant Agency on that floor and a floor's Fire Warden *must* sign in at the Lobby entrance when they arrive for work.
- Fire extinguishers are placed throughout the building.
- There are three (3) emergency stairways (**A**, **B** and **C**). (See *Stairways below for more information.*)
- Elevators are sometimes automatically cut off from normal operation when a fire alarm sounds. They return to the Main Lobby, open and after a short time, close. ***If you are in an elevator car under these circumstances, get out when the doors open, and stay out to avoid the possibility of being trapped inside.***

***IF AN ALARM HAS BEEN ACTIVATED AND THE ELEVATORS CONTINUE TO OPERATE, DO NOT ENTER THE ELEVATOR.***

- Many precautions have been taken for the safety of building occupants. Nonetheless, all personnel are urgently requested to obey the instructions of Fire Wardens and the Fire Department and if instructed, leave promptly.

#### Fire Alarm Procedures (in case of an alarm)

***DO NOT PANIC.*** Follow the procedures shown below, and proceed swiftly but deliberately, being aware of the need to avoid causing injury or other difficulty to anyone around you or those on stairs ahead of you. ***DO NOT TRY TO USE A PASSENGER ELEVATOR AS A MEANS OF EVACUATION.***

- When a fire alarm is set off within the building, the emergency signal is sounded both on the floor where the fire or condition causing the signal has occurred, as well as on the floor immediately above. A fire alarm is transmitted to the local fire department. The Fire Tone signal will sound on other floors. (See *Signals section below for more information.*)
- The Fire Safety Director proceeds to the Lobby Fire Command Station, where there is a visual indication of the floor where the emergency condition has developed as well as the kind of detection device that gave the alarm.
- The Fire Safety Director stationed at the Lobby Fire Command Station asks Fire Wardens on the fire alarm floors to report conditions on their respective

- floors via the Fire Warden Phone located outside the Men's Room on each floor. The Fire Safety Director will inform tenants after receiving reports from floor Fire Wardens.
- Personnel on relevant floors, i.e., floors on which the alarm sounds, *should* go to a stairwell entrance, and then follow the instructions of the Fire Warden on their floor. The Fire Safety Director may order selective evacuation and ask those on other floors to 'stand by.' When 'stand by' instructions are issued, personnel are urged to remain at the stairwell entrance until given an 'all clear' command by the Fire Safety Director.
  - The Fire Warden on each floor may override the 'stand by' instruction and order an evacuation if, in his/her judgment, this is warranted. All personnel should follow the instructions of the Fire Warden for their respective floor.
  - Personnel may return to their work areas after the highest ranking Fire Department officer on the scene grants permission. The Fire Safety Director will communicate this as an 'all clear' command.
  - Personnel should *not* enter an elevator while a fire condition alarm is sounding—if elevators are still in operation, there is a danger that the elevator could stop and doors open on the fire floor. Once there is an 'all clear' command, elevators and *not* stairs should be used by evacuated personnel to return to work stations.
  - Personnel who have evacuated office floors *must* display Building Passes in order to be re-admitted past the security checkpoints. Anyone who cannot do so *must* get a Visitor Pass from a Front Desk Attendant. As at other times, a Visitor Pass will be issued *only* after authorization has been obtained in the customary manner. (*See under Security Policy/Visitor Passes.*)
  - If a full building evacuation is required, each Tenant Agency *should* evacuate to its designated remote report area.
  - ***Do not telephone to inquire about the details of an emergency.*** Phone lines *must* remain clear in order to receive and make urgent, necessary calls to deal with the emergency.
  - ***Do not initiate conversations with security officers or other building staff during the time between a fire alarm and the 'all clear' announcement.*** The safety of all will be improved if these personnel are not distracted from their duties.
- Handicapped Personnel  
Personnel who cannot easily negotiate the stairs may seek refuge at their level in the stairwell (**Stairway C**) on the Claremont Avenue side of the building where there is a high degree of temporary safety (assuming there is no fire or smoke condition in this stairway). Such personnel *must* be accompanied by two (2) tenant employees designated from their respective Tenant Agency. In the event a hazard develops, Fire Department personnel are generally expected to rescue handicapped personnel who are in the Claremont Avenue stairwell.
  - Signals  
TIC uses two (2) types of fire signals.

- Fire Alarm: A rising and falling horn signal accompanied by strobe lights indicates possible fire on a floor and/or the floor directly below it (fire alarm floors).
  - Fire Tone: A series of short beeps indicates a paging call for the Fire Safety Director and the principal Fire Wardens on each floor—other than the fire floor and the floor directly above—to report to the Fire Command Stations (Warden Phone) on their respective floors. Voice instructions in plain speech are given by the Fire Safety Director to the Fire Wardens over the fire communications system, which are heard throughout each floor.
- Stairways
- **Stairways A, B and C** are primarily for emergency evacuation. They terminate as follows: **A**/North corridor on Main floor; **B**/South corridor on Main floor; and, **C**/just outside the ADA entrance on Claremont Avenue. **Stairway C** is near an air shaft that remains free of smoke, even under extreme conditions.
  - A person so exiting is subject to challenge by a Security Officer.
  - Tenants who wish to use the stairs to go down to or up from the Main Lobby may do so by using **Stairway A**. They *must* tap their building identification card at the 'card swipe' by the door in the North Lobby
  - Since access through this door can affect building security, **Stairway A** is monitored at all times via a CCTV system. The door to **Stairway A** should *not* be held for others, nor should anyone *without* the required building identification be allowed access to this stairway. If someone without a building ID follows you into the stairway, *immediately* notify Lobby Security.

### Non-Fire Hazards

The above procedures are also generally followed in the case of non-fire hazards that occur in the building or surrounding area. Depending upon the circumstances, the emergency signal is likely to be sounded on all floors and a general evacuation may be required. In such cases, the Fire Safety Director, in consultation with police authorities on the scene, determines when personnel may return to their work areas.

## **CHANGES AND EXCEPTIONS**

Management reserves the right to change any of the policies and practices set forth within this Manual. To the extent practicable, notice of such changes will be distributed to representatives of the Tenant Agencies. Management also reserves the right to make exceptions, without notice, to any of the policies and practices set forth herein.