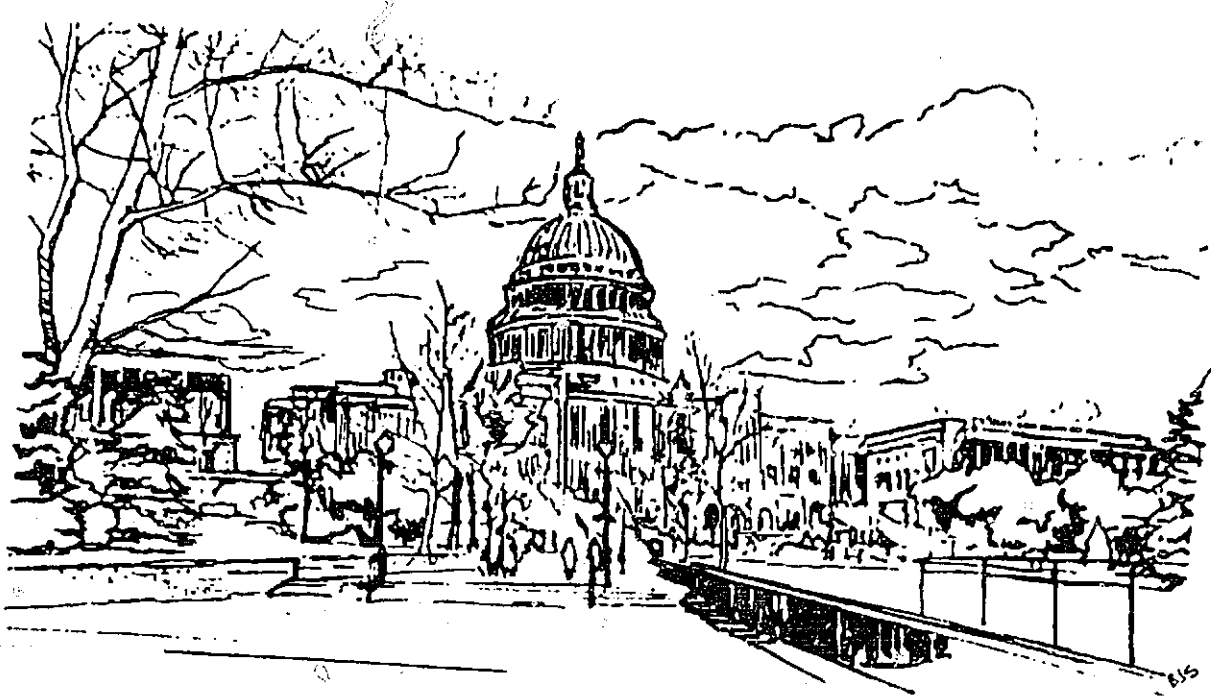


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CAPITOL COMPLEX BUILDING TENANTS MANUAL



DEPARTMENT
OF
ADMINISTRATION

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INTRODUCTION

Over 6,000 Colorado State officials and employees are housed in a group of buildings collectively known as the Capitol Buildings Complex. The Department of Administration is charged with the maintenance operations at the complex and it is our goal to maintain the buildings as smoothly and efficiently as possible.

Unfortunately, things can and do go wrong. Water pipes leak, lights go out, carpets get dirty and temperatures go awry. This manual is for those times when things go wrong. Its purpose is to tell you what services we provide and the fastest way for you to obtain them.

Glance through the manual at your leisure so that you can become familiar with our services and procedures. When you need help, refer to the table of contents to find the section that best fits your need, then go to that section to find how our services can satisfy the need.

We have done our best to anticipate any problems that may arise and cover them in the manual. If you cannot find the answer inside, don't give up! Call Barb Steinmeyer at 866-5496 or Jack McLaughlin at 866-2163. It is our goal to provide you with the best service possible.

R. Garrett Mitchell
Executive Director

A. Y. Levine
Deputy Director

Barbara J. Steinmeyer
Manager
Housekeeping and Grounds Section

Jack McLaughlin
Manager
Physical Plant Maintenance

TELEPHONE DIRECTORY

HOUSEKEEPING AND GROUNDS SECTION

Barbara Steinmeyer, Manager.....866-5490
Security (Days).....866-5496
Security (after 4:00 p.m.).....866-2600

PHYSICAL PLANT MAINTENANCE

Jack McLaughlin, Manager.....866-2163

MISCELLANEOUS SERVICES

Parking Space Rental.....866-2107
Conference Room Reservations.....866-2107
Telephone (problems).....866-2200
Telephones (installation, change of service).....866-2341

The following is a list of personnel who act as liaisons between their agency and the service agencies listed above. If you are an employee of one of these agencies, please route your service requests through the contact person designated below.

<u>AGENCY</u>	<u>CONTACT PERSON</u>	<u>PHONE NUMBER</u>
Social Services Building All Occupants	Ray Rank/Bill LaVance	866-3448
Department of Education (State Office Building)	Dub Martin	866-2404
Department of Regulatory Agencies	Sue Molloy	866-3304
Department of Revenue	Ron Meyer	866-5608
General Government Computer Center	Molly Campbell	759-1221
Colorado Bureau of Investigation	Corinne Mendez	759-1100
Department of Higher Education	Kathy Nunn	866-4035

EMERGENCY TELEPHONE NUMBERS

POLICE DEPARTMENT.....575-2011
or
911

BOMB SQUAD.....575-3541

FIRE DEPARTMENT.....911

EMERGENCY MEDICAL ASSISTANCE.....911

COMPLEX SECURITY - DAYS.....866-5496

COMPLEX SECURITY - NIGHTS (AFTER 4:00 P.M.).....866-2600

CAPITOL SECURITY - DAYS.....866-2260 or
866-3660

CAPITOL SECURITY (AFTER 4:00 P.M.).....837-8615

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HOUSEKEEPING AND GROUNDS SECTION

The people who work for Housekeeping & Grounds provide the following services for 14 buildings, 7 parking areas, and 25 acres of landscaped grounds:

1. Building Security
2. Building Services
3. Custodial Maintenance
4. Landscaping and Grounds Maintenance
5. Parking Lot Supervision and Maintenance

It is the goal of this Section to maintain a pleasant and secure environment in which employees and the public may conduct State business.

To help us provide efficient service, please direct your requests, inquiries, and/or complaints to our main office number, 866-5496. Please provide the following information:

1. Name
2. Phone Number
3. Building and Room Number
4. Nature of request or service needed.

Service calls are divided into two groups: emergency (involving a health or safety hazard such as broken glass, spills, etc.), and routine (all other calls).

Upon receipt of a routine service call, a work order is placed in the appropriate supervisor's mail slot. Day supervisors check their mail twice per day; swing shift supervisors pick up their mail at the beginning of the shift. The supervisor or representative will contact the requesting agency by the end of the work shift to make arrangements for the work needed. When the job is done, the service person will present the work order to the caller for signature to verify for our records that the work was completed satisfactorily.

When an emergency call is received, a supervisor is immediately paged and dispatched to the location to arrange for service. A follow-up work order is processed in the same manner as a routine call.

PLEASE NOTE:

Some agencies prefer that their service calls be routed through a contact person within their agency. These people and their phone numbers are listed in the directory in the front of this manual.

The custodial staff is responsible for maintaining clean and sanitary conditions in the buildings that make up the Capitol Buildings Group.

IN-HOUSE OPERATIONS

Each building is staffed by at least one day shift custodian who is responsible for policing high traffic areas (restrooms, hallways, entrances, conference rooms). Due to the unique requirements of the Capitol, that building has a larger day staff than others on the complex. In addition to custodial maintenance, they also provide elevator service to Capitol tenants and visitors. Each building is also staffed by a swing shift crew which performs the bulk of custodial maintenance.

CONTRACT SERVICES

As stipulated by the Legislature custodial maintenance is provided in six buildings by an outside contractor:

- | | |
|-----------------------------|-----------------------------|
| 1. Social Services Building | 1575 Sherman Street |
| 2. Lincoln Street Building | 1550 Lincoln Street |
| 3. "Old" Archives Building | 1530 Sherman Street |
| 4. State Office Building | 201 East Colfax Avenue |
| 5. State Library | 1362 Lincoln Street |
| 6. GGCC/CBI Building | 2002 So. Colorado Boulevard |

Housekeeping and Grounds Section is responsible for monitoring the contract for the State. While the staffing pattern may be different in those buildings than in ones maintained by State employees, the standards and quality of service required by the contract remain the same. Building tenants should follow the procedures outlined in "Service Calls," page 2, to report problems or request service.

DUSTING FURNITURE

Custodians are careful not to disturb paperwork or materials on any surface (desks, tables, cabinets). They will dust your desks or work tables provided that you clear them first. Should you wish to set up a regular dusting schedule for desk areas, contact the main office at 866-5496 to make arrangements with your building's custodial supervisor or contractor representative.

All other furniture is dusted or cleaned as often as necessary to keep it free of dust and dirt.

NOT MOVING FURNITURE

We cannot honor requests to move furniture. Moving services are provided by laborers from the Colorado Correctional Center, Department of Corrections. To make arrangements, contact Steve Garcia, Marketing Manager, at 831-7676. We will, however, provide cleaning services required on moving day. Please give us 24 hours advance notice.

"SPRING" CLEANING

Sometimes it is necessary for tenants to clean out their files, desks and offices to unload old papers and make room for new. If your throw-aways are too much to handle, our personnel can assist in transporting the load from office to dumpster. Please call our main office (5496) at least 24 hours in advance for assistance.

FLOOR CARE

Periodic floor care such as strip, seal and wax, and carpet shampooing is handled on a semi-annual or annual schedule. However, should you need a floor job done for a special occasion we will be as accommodating as personnel and equipment limitations allow. Call our main office at least one week in advance if possible.

HOW TENANTS CAN HELP

In the final analysis, clean buildings are the result of a co-operative effort between tenants and the custodial staff. Please avoid storing files and papers on the floor. Use the trash containers. Help us discourage roaches and other pests by storing food and drink in sealed containers.

CUSTODIAL TASK FREQUENCY GUIDE

Each building contains areas unique to the building that require more than routine maintenance. All custodial supervisors will make every effort to coordinate any special cleaning tasks needed by building tenants and provide as much extra care as reason and resources allow.

The "frequency" column is a guide to how often a cleaning task is performed, it establishes the minimum standards that this section will try to uphold. Custodial crews will strive to perform any cleaning task whenever it is needed regardless of how often it is listed in the "frequency" column.

Services provided by the swing shift complex crew are:

Entrances, Hallways, Lobbies

- | | |
|---|---------------|
| 1. Vacuum carpets wall-to-wall | Daily |
| 2. Spot clean carpets | Weekly |
| 3. Shampoo carpets | Semi-annually |
| 4. Dust mop hard floors, damp mop for spills | Daily |
| 5. Wet mop and high buff hard floors | Weekly |
| 6. Scrub, wax, buff hard floors - 1 coat | Annually |
| 7. Strip, seal and refinish hard floors - 3 coats | Annually |
| 8. Empty trash receptacles | Daily |
| 9. Clean trash receptacles | Weekly |
| 10. Clean and polish drinking fountains | Daily |
| 11. Dust high and low areas (clocks, partitions
woodwork, etc) | Weekly |
| 12. Spit polish brass, other brightwork | Bi-weekly |
| 13. Empty and clean ash urns | Daily |

Offices and Conference Rooms

- | | |
|--|------------|
| 1. Empty trash receptacles | Daily |
| 2. Clean trash receptacles | Monthly |
| 3. Empty and damp wipe ashtrays | Daily |
| 4. Dust furniture, horizontal surfaces | Tri-weekly |
| 5. Dust window blinds | Weekly |
| 6. Dust high and low areas | Tri-weekly |

- | | |
|--|---------------|
| 7. Dust overhead light fixtures | Semi-Annually |
| 8. Spot clean walls, doors, light switches | Weekly |
| 9. Clean door, partition glass | Bi-Weekly |
| 10. Spot desks and furniture for spills | Daily |
| 11. Dust mop hard floors, damp mop for spills | Daily |
| 12. Wet mop and high buff hard floors | Monthly |
| 13. Scrub, wax, buff hard floors - 1 coat | Annually |
| 14. Strip, seal, refinish hard floors - 3 coats | Annually |
| 15. Vacuum open area carpets (obvious dust and dirt) | Tri-Weekly |
| 16. Thorough vacuum carpets | Bi-Weekly |
| 17. Shampoo carpets and upholstery | Semi-Annually |
| 18. Conference rooms only - clean chalkboard and erasers | Daily |

Restrooms

- | | |
|--|------------|
| 1. Clean, sanitize fixtures and brightwork | Daily |
| 2. Clean mirrors | Daily |
| 3. Stock supplies | Daily |
| 4. Dust and spot wash walls and partitions | Daily |
| 5. High dusting, airvents | Weekly |
| 6. Empty and clean waste receptacles | Daily |
| 7. Dust and wet mop floors | Daily |
| 8. Wax and/or buff floors | Bi-Monthly |
| 9. Strip, seal and wax floors | Quarterly |
| 10. Flush and disinfect floor drains | Bi-Weekly |

Elevators

- | | |
|---|-----------|
| 1. Dust and wash cab walls and floors | Daily |
| 2. Polish metal surfaces and doors | Weekly |
| 3. Clean thresholds and tracks | Bi-Weekly |
| 4. Dust and spot wipe ceiling, light fixtures | Monthly |

Cafeterias

- | | |
|------------------------------------|--------------|
| 1. Dust and wet mop hard floors | Daily |
| 2. Wax and/or buff hard floors | Monthly |
| 3. Thoroughly vacuum carpets | Daily |
| 4. Shampoo carpets | Tri-Annually |
| 5. Strip, seal and wax hard floors | Tri-Annually |

- | | |
|--|-------|
| 6. Empty and clean waste receptacles | Daily |
| 7. Dust and wipe airvents | Daily |
| 8. Spot wash and dust wall, ledges and sills | Daily |
| 9. Clean doors, door and sidelite glass | Daily |

Janitor Closets

- | | |
|---------------------------------|--------|
| 1. Clean and put away equipment | Daily |
| 2. Clean and organize closets | Weekly |

Miscellaneous

- | | |
|-----------------|-----------|
| 1. Snow removal | As needed |
|-----------------|-----------|

Services provided by the day shift complex crew are:

Restrooms

- | | |
|---|-----------|
| 1. Spot clean, check and restock supplies | Bi-weekly |
|---|-----------|

Entrances

- | | |
|--|-------|
| 1. Wash door glass inside and out | Daily |
| 2. Vacuum carpet runners | Daily |
| 3. Dust mop hard floors, damp mop for spills | Daily |
| 4. Dust high and low areas | Daily |
| 5. Sweep outside walks and steps | Daily |
| 6. Clean around trash dumpsters | Daily |

Other

- | | |
|--------------------------------------|------------|
| 1. Pick up recycle paper | Tri-weekly |
| 2. Snow removal | As needed |
| 3. Special and/or emergency clean-up | As needed |

GROUND S M A I N T E N A N C E

The grounds maintenance crew performs landscaping and maintenance services on 25 acres of landscaped grounds on the complex and at the Colorado Executive Residence.

Their responsibilities include:

1. Turf Management
2. Forestry Management
3. Landscape Design and Installation
4. Floral Display Design, Installation and Maintenance
5. Trash Removal
6. Irrigation
7. Snow Removal
8. Equipment Maintenance

During the winter months, they also perform utility work as needed inside the buildings.

IRRIGATION

We hold a special irrigation permit issued by the Denver Water Board which allows us to irrigate from 6:00 a.m. to 12:00 p.m. Monday through Friday. The frequency and rate of irrigation is determined by climatic conditions and a special formula so as not to waste water. Generally, we try to replace 1 inch of lost soil moisture per week.

MOWING

The mowing schedule is as follows:

<u>MONDAY</u> Lincoln Street Park - So. Side Capitol Grounds - West Side (South Section)	<u>WEDNESDAY</u> Capitol Grounds - East Side (South Section)
<u>TUESDAY</u> Lincoln St. Park - No. Side Capitol Grounds - West Side (North Section) Capitol Grounds - East Side (South Section) GGCC/CBI Building	<u>THURSDAY</u> Complex - North Side Complex - South Side

Weather and equipment permitting, we try to accomplish all mowing by the noon lunch hour. If you are planning an outdoor activity in any of the areas listed that may conflict with the mowing schedule, we will be glad to adjust the schedule as possible. Please give us at least 24 hours advance notice.

SNOW REMOVAL

During the winter months, the grounds crew is responsible for snow removal on the complex walks. We try to clear one path through the entire complex by 8:00 a.m. If you are physically disabled and require special assistance on snowy days, please contact our main office at 866-5496.

Housekeeping and Grounds Section is responsible for routine maintenance of the State-owned parking areas and enforcement of parking regulations in those areas. Assignment of parking space is handled by the Division of Administrative Services. Statute requires that the State rent parking spaces at rates comparable to other parking lots in the area. A survey of these lots is conducted annually to determine State rates. The State is not liable for damage to or loss of vehicles, their occupants and/or contents on State property. For information on parking space rental, please contact 866-2107.

AUTOMOBILE PARKING

There are seven parking areas for automobiles on the complex. All lots open at 6:00 a.m. and close at 6:00 p.m.

Currently, the tan lot at Lincoln Street and Colfax Avenue is an attendant monitored lot, with no in and out privileges. As of spring, 1982, it will convert to an assigned space, in and out lot with no attendant on duty.

The parking garage at 1555 Sherman Street is an assigned-space, in and out lot. There is meter parking available on the first floor. The garage is rented to a local restaurant from 6:00 p.m. to 6:00 a.m. on weekdays and all day weekends.

The yellow lots, on either side of 1530 Lincoln are assigned-space, in and out lots; as are the green lot, south side of the Museum Building and the orange lot at Lincoln Street and 14th Avenue. The yellow lots at 1530 Lincoln are also rented to a local restaurant from 6:00 p.m. to 6:00 a.m. and all day weekends.

The Capitol circle parking area is reserved during Legislative Session for legislator parking, Governor's staff and the State Patrol. Between sessions, some legislator parking is converted to meter parking and out-of-state visitor parking on the east side. Governor's staff parking is reserved year round.

MOTORCYCLE PARKING

A limited number of motorcycle parking spaces are located on the north side of the Museum Building at Sherman Street and 14th Avenue.

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BICYCLE PARKING

Several parking areas for bicycles are available for rental in the parking garage and off the alley north of State Services Building.

There are also bicycle racks located at the Centennial Building and the north entrance to the Capitol.

PARKING REGULATION ENFORCEMENT

Parking guards are authorized to issue parking violation tickets to vehicles on State property. Vehicles that are illegally parked or that do not display the proper decal will be ticketed. If you have a problem with a ticket issued by a parking guard, contact the Division of Administrative Services at 866-2107. All matters concerning tickets issued by Denver Police must be directed to the City and County of Denver.

Building security is provided on the Capitol Complex by both State-employed security guards and a contract security service. Three shifts of guards provide the following watchman services:

1. Secure doors, windows and gates.
2. Report needed mechanical, structural repairs and/or safety hazards to the proper maintenance crew.
3. Assist in emergency evacuation or relocation.
4. Watch for prowlers, vandals.
5. Provide information and assistance to building tenants and visitors.

Guards are not armed and do not have police enforcement powers. The six major buildings on the complex have a guard post. The building security office is located off the lobby in Room 136 of the State Services Building, 1525 Sherman Street.

LOST AND FOUND

The complex "lost and found" is located in the building security office north of the lobby, 1st floor, of the State Services Building. You can turn an item in at any guard post or the main office. Guards will make a reasonable attempt to locate the owner before holding the item in the "lost and found". To locate a "found" item or report a "lost" one, call 866-5496 (days), 866-2600 (after 4:00 p.m.).

OFFICE CRIMES

Please report any thefts, break-ins, et cetera first to the Denver Police Department and then to Housekeeping and Grounds Section Security (866-5496).

Building tenants can help prevent office crimes by:

1. Leaving valuables at home. Unfortunately, Denver Police Department statistics show that most office thefts are committed by the victim's co-workers.
2. Be familiar with the faces of those people who work around you; not only in your office, but also on your floor. Agencies may purchase photo identification cards for their employees from Central Services Division. These cards are extremely helpful in distinguishing people who belong in an area from those who don't. For more information about these cards, contact Central Services at 866-3575.
3. Be alert for strangers "casing" the buildings and let them know you are interested in their presence. Use the "concerned public servant" ploy; ask if you may provide direction or assistance. Your interest may be enough to dis-interest potential thieves.

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4. Keep purses, briefcases, et cetera locked in desk drawers.
Do not leave keys or loose change on your desk or in unlocked drawers overnight.
5. Ask repairmen for identification. All vendors doing business with the State are required to provide company identification to their employees. If a person says he is a police officer, ask for identification. Do not accept badges as identification; real police officers will gladly show their photo identification card.
6. Report immediately suspicious persons or activities to the Housekeeping and Grounds Security office (days: 866-5496, nights: 866-2600). Report immediately crimes in progress to the Police Department.

SOLICITING

Soliciting is not permitted under any circumstances in any of the State buildings in the Capitol Complex. Report immediately any solicitors to Security.

LOITERING

Report any persons loitering in the buildings to Security. We will dispatch a guard to determine if the person has legitimate business in the building and take appropriate action.

PUBLIC EVENTS

The use of the complex grounds for parades, demonstrations, rallies or other events must be approved by the manager of Housekeeping and Grounds Section. (Demonstrations and picketing is not permitted in the State Capitol or any building in the Capitol Complex) Requests must be in writing and must include:

1. Name, address, phone number and description of organization sponsoring the event.
2. Location, time and date of event.
3. Number of people expected to attend.
4. Reason for event.
5. Arrangements made by sponsor to clean up area used after the event is held.

In addition, sponsors must obtain approval from the Housekeeping and Grounds manager to block the Capitol circle. Sponsors must provide their own barricades and electrical equipment.

Groups or individuals who wish to set up displays or sponsor events inside the buildings must also obtain permission from the manager of Housekeeping and Grounds Section. The procedure is the same

described above. For all events, approval will be issued on a first-come, first-served basis. Approval will be in writing and the sponsor must have a copy of the permit on his/her person at all times during the event.

Address requests for the use of Complex Grounds or Buildings to:

Capitol Complex Public Events Calendar
Manager, Housekeeping & Grounds Section
1341 Sherman Street
Denver, Colorado 80203

Allow 10 days turn around time to process requests.

BUILDING ACCESS AFTER-HOURS

State buildings are closed on weekends, holidays and after regular business hours on weekdays. Access is limited to those people attending posted public meetings and to those State employees and officials conducting State business.

To obtain entry after-hours, you must show proper identification and sign in and out. Acceptable identification is 1) State employee photo identification cards, or 2) Driver's license or Colorado resident identification card.

Persons who refuse to present identification and/or fail to sign in and out may be denied future after-hours access to the buildings.

The building services include structural maintenance services in the buildings and on the grounds, plus miscellaneous services to individual agencies in the Capitol Buildings Group.

Structural maintenance includes:

1. Repair or replacement of window hardware, glass, venetian blinds.
2. Repair and maintenance of door closures, hinges and locks.
3. Cut new keys (See next page).
4. Replace old or damaged ceiling, wall and floor tile
5. Patch minor carpet tears.
6. Replace burned out light bulbs or ballasts. Trace other light problems to the source for referral to Physical Plant Maintenance.
7. Minor repairs to building exteriors: broken rain gutters, downspouts, small roof leaks, concrete patching on walks, steps and floor areas.

Miscellaneous services include:

1. Hanging bulletin boards and chalkboards.
2. Opening jammed desk drawers and file cabinets.
3. Adjusting overhead lighting (raise or lower).
4. Repair broken furniture in the Capitol Building.
5. Assemble, identify and record surplus properties and provide for proper disposition.

KEYS

Approval for key access to any area is the responsibility of the manager of Housekeeping and Grounds Section. Building Services will cut keys to office and storage areas for authorized personnel upon receipt and approval of a written request from the division or department head level.

To be approved, the request must include:

1. Location of lock and number of keys needed.
2. Name of person responsible for key distribution.
3. Initials or signature of division or department director.
No key request will be approved that does not originate from this level.
4. Acknowledgement of the non-refundable charge of \$1.25 per key.
5. Justification for requesting the key(s).

Keys are not to be duplicated and agencies are responsible for retrieving keys from departing employees. Floor masters will not be issued except to agency directors whose personnel occupy an entire building floor. Building masters will not be issued under any circumstances.

PHYSICAL PLANT MAINTENANCE

The services described on the following pages are provided by the Physical Plant Maintenance Section for the benefit of State agencies using space in the Capitol Buildings Group.

CALL EXTENSION 2161 FOR EMERGENCY ASSISTANCE

Please call Extension 2161 to report water leaks, electrical shorts, temperature problems, and unsafe conditions.

The various thermostats and controls are set to provide heating and cooling in accordance with the Governor's Executive Order. Heat will be provided to maintain 68° F; air conditioning will be furnished to lower the temperature to 78°F. In both the winter and summer there will be occasions or areas in the buildings that may be below 68°F or above 78°F respectively. Every effort will be made to rectify the situations. If you have a problem, please call extension 2161.

TEMPERATURE

To assist agencies in improving the appearance of their working areas, the section has a crew of qualified painters. Their schedule is maintained on a quarterly basis. Because our budget is not always adequate to cover the costs of paints and other supplies, we often must ask that you provide the material and we will provide the labor. Please call extension 2161 for information about painting services.

P A I N T I N G

Maintenance and repairs to existing plumbing, such as breaks in the water lines, stopped drains and leaking faucets, should be reported immediately to Extension 2161 giving the location where the problem exists.

Installing new plumbing such as sinks, drains, water lines, basins, etc. is considered remodeling and must be handled through an engineer whose plans and specifications are to be submitted to the State Buildings Division for approval before a contractor can be employed to perform the work.

All contracts for outside contractor services must be processed through the Division of Purchasing after receiving permission from the Physical Plant Maintenance Section at Extension 2163.

P L U M B I N G

GENERAL INFORMATION

Consultation with, approval by, and inspection of all remodeling installation, and changes of office partitions to meet the Uniform Building Code is handled by the Physical Plant Manager. Please call Extension 2163 for information prior to developing plans.

NEW CARPET

At the present time new carpeting is a Capital Outlay item to be purchased from the agency budget. Prior to contracting for new carpet, remodeling assistance can be obtained from Physical Plant Manager at Extension 2163.

OTHER REMODELING

Contact the Physical Plant Manager at Extension 2163 at the initial development stage of your planned remodeling program. He will assist you in developing your project to meet State requirements and selection of an approved architect or engineer. There is no charge for this consultation. The agency must plan to spend its own funds for these construction changes.

Any repairs to installed electrical circuits attached to the building (i.e., wall outlets, switches, etc.) should be referred to Extension 2161.

Moving and/or installation of telephones must be done by the telephone company, assisted by outside electrical contractors. Contact Division of Communications at Extension 2341 for assistance.

Moving of electrical outlets must be accomplished by licensed electrical contractors approved by the State. Contact the Division of Purchasing for the name of an approved contractor, Extension 3261.

When major remodeling is contemplated, contact the Physical Plant Manager for assistance in developing your plan and selection of the architect-engineer team.

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EMERGENCY ELEVATOR PROCEDURES

Read these directions for handling emergencies during elevator malfunctions. Similar instructions will be posted in each elevator to assist those in need. All building security guards, building wardens and floor wardens should be familiar with procedures to assist persons trapped in elevators between floors until assistance arrives.

"IN EMERGENCIES"

Press the ALARM BELL on the call panel to alert the security guard or other nearby persons you are caught inside the elevators and need assistance.

Ring the bell in an irregular manner until someone calls to you. Then tell them where you are.

Check the telephone box to see if a telephone is installed and active. If it is, call Security (days: 866-5496, after 4:00 p.m: 866-2600) or Physical Plant Maintenance (866-2161).

In addition, the below information should be furnished to each floor warden and building security guard:

Under no circumstances should anyone attempt to evacuate persons from the cars until the elevator maintenance company has a representative on the scene to supervise the operation of the car.

If the fire department is called and arrives before the elevator service representative, they are to be instructed not to use force to open elevator doors or damage them in any manner. If permitted to happen, this can cause an unnecessary expense. Building security guards are trained to instruct passengers trapped in elevators and how to open doors from the inside to permit fresh air. Someone should then stay with the occupant and talk to him/her until experienced service help arrives. Only if the life or safety of occupant is endangered should firemen be permitted to use their power pry bars on elevator doors.

In addition to building security guards, the floor wardens, building wardens and Physical Plant Maintenance personnel will also be trained to handle this problem.

Building and floor wardens should be contacted in their respective areas to lend assistance.

Each cab has a car number behind the telephone cabinet door for occupants to identify their car and location.

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MISCELLANEOUS SERVICES

TELEPHONES

To report a problem with phone service, you should call 866-2200.

To order new phone service, number or location change, call 866-2341. Please place your order at least three weeks in advance to allow time for processing.

Agencies using the 866 exchange may forward their phone calls after hours, on weekends and holidays to extension 5888. A recording on this line will advise callers that Colorado State Government offices are closed and callers should call back after 8:00 a.m. the next working day. It is recommended that this call forward option be utilized only by agencies who deal frequently with the public to avoid jamming the phone lines.

CONFERENCE ROOMS

The Department's Division of Administrative Services is responsible for scheduling the use of conference rooms. For information on availability or to reserve a room, call 866-2107. The rooms available, their capacity and location are listed below. Call well ahead of time to ensure an open room. If your meeting is cancelled, or you don't need a room that had been reserved, please cancel the reservation so others can use the room.

<u>ROOM</u>	<u>BUILDING</u>	<u>CAPACITY</u>
Auditorium	Social Services	100
Room 711	Social Services	50
Room 617	State Services	25
Room 712	State Services	25
Room 110	Centennial	100

After business hours and on weekends, there is no heat or air conditioning available in the buildings.

Please leave the room as neat and clean as possible after your meeting.

BUILDING DIRECTORIES

A Building Directory is located on each floor of every building throughout the Capitol complex. These directories contain the agency name and room number of the tenants in that particular building. Names of individuals are not permitted.

It is the responsibility of each agency to order and pay for the plates to be inserted into the Building Directory. The plates may be ordered from any vendor that manufactures nameplates, et cetera but must match the existing plates in the Directory for your building. After you have obtained the desired plates for your agency, contact 866-5496 to have them inserted in the building directory.

For information regarding or access to the building directories in the Social Services Building, contact the Department of Social Services at 866-3448.

EMERGENCY PROCEDURES

The following emergency information is designed to aid building tenants in coping with emergency situations. More detailed information may be obtained from your building warden.

Read through these procedures now - before you need them. Blank spaces are provided for you to insert pertinent information unique to your building. The last two pages are rosters for you to list the names and phone numbers of emergency personnel and co-workers who are trained in First Aid.

EMERGENCY TELEPHONE NUMBERS

POLICE DEPARTMENT.....575-2011
or
911

BOMB SQUAD.....575-3541

FIRE DEPARTMENT.....911

EMERGENCY MEDICAL ASSISTANCE.....911

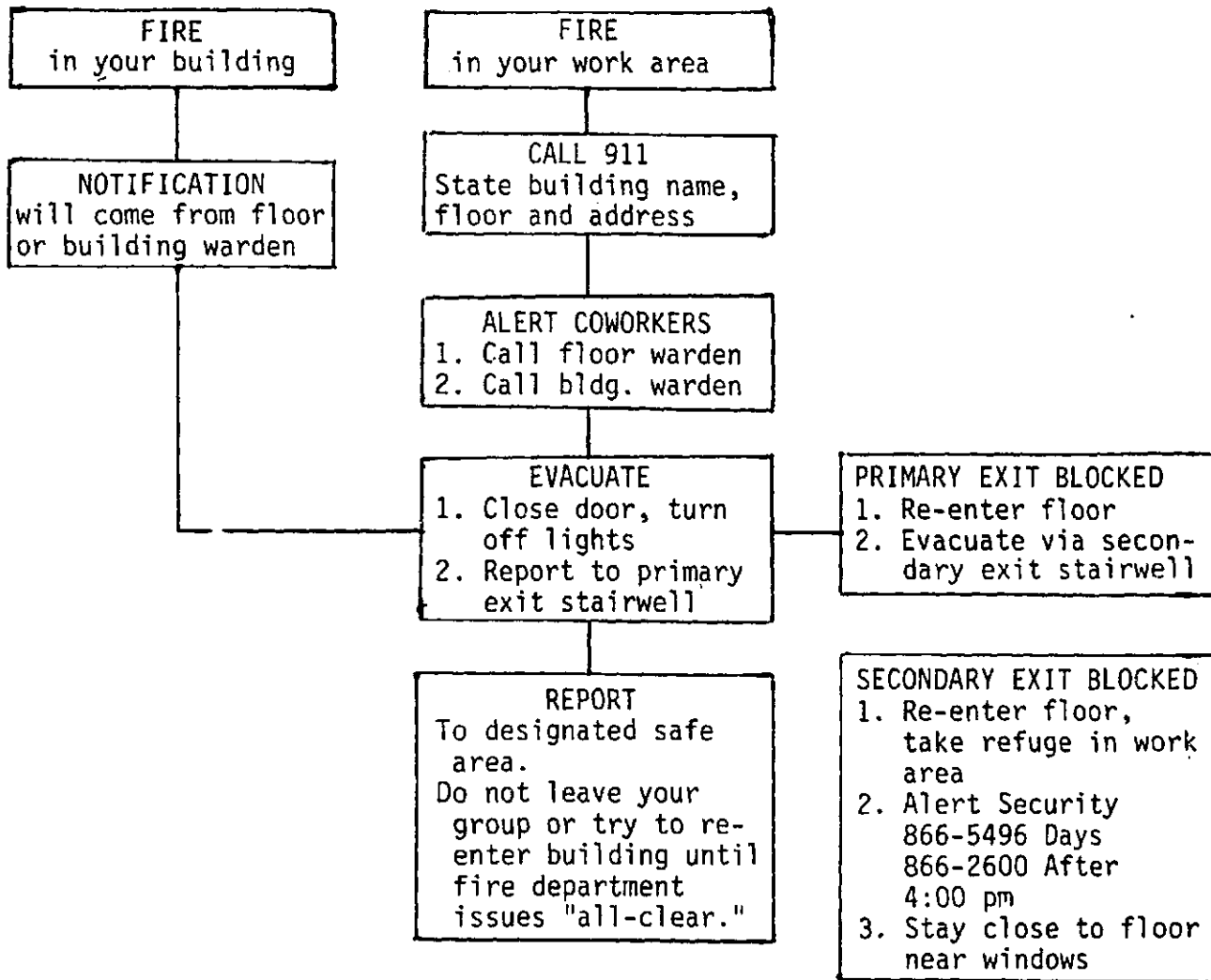
COMPLEX SECURITY - DAYS.....866-5496

COMPLEX SECURITY - NIGHTS (AFTER 4:00 P.M.).....866-2600

CAPITOL SECURITY - DAYS.....866-2260 or
866-3660

CAPITOL SECURITY (AFTER 4:00 P.M.).....837-8615

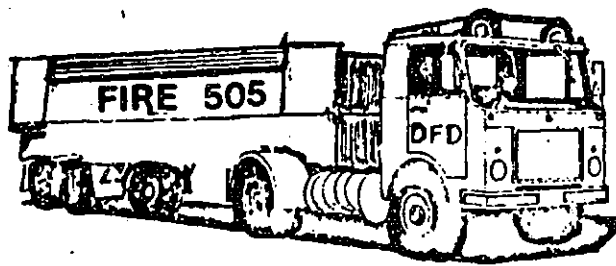
The following chart illustrates fire emergency procedures.



FIRE

To the building tenant: Fill in the blank spaces below and keep this sheet handy for reference.

1. My location is: Building _____
Floor _____
Address _____
2. My primary exit is _____
3. My secondary exit is _____
4. Floor warden _____ Phone # _____
5. Building warden _____ Phone # _____
6. Designated safe area (butdoors) _____



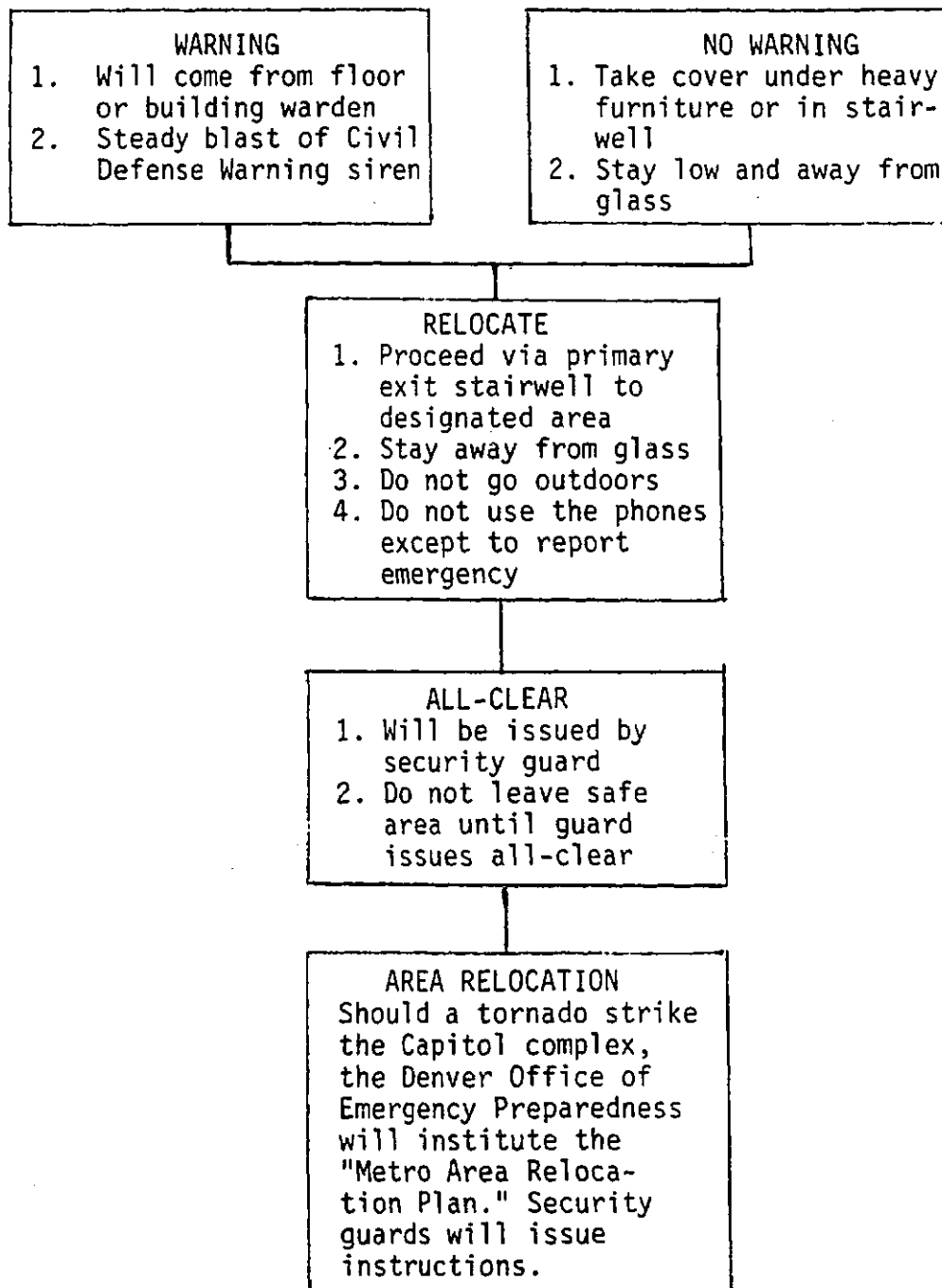
FIRE

Key points to remember:

1. When ordered to evacuate the building, do so quickly and quietly. Do not panic. Do not run. Persons wearing high heeled or platform shoes should remove and carry them. Do not return to your work area for personal possessions.
2. If the fire is on your floor, check the door to your work area before opening. If the door is hot, do not open it. If the door is cool, open it and check the hallway for smoke. If the door is hot or smoke makes the hallway impassable, stay in your work area. If phones operate, notify Security (days: 866-5496, nights: 866-2600) of your location. Stay close to the floors and near the windows. Do not open or break windows until you are sure smoke is not coming up the side of the building.
3. Helicopter evacuation is not a possibility. Do not go to the roof. No building floor on the complex is beyond the reach of fire department ladder or snorkel trucks. If your passage in the stairwell is blocked by fire or smoke, re-enter the floor and go to the secondary exit stairwell. If this stairwell is also blocked, take refuge on your floor and proceed as in #2.

NATURAL DISASTER

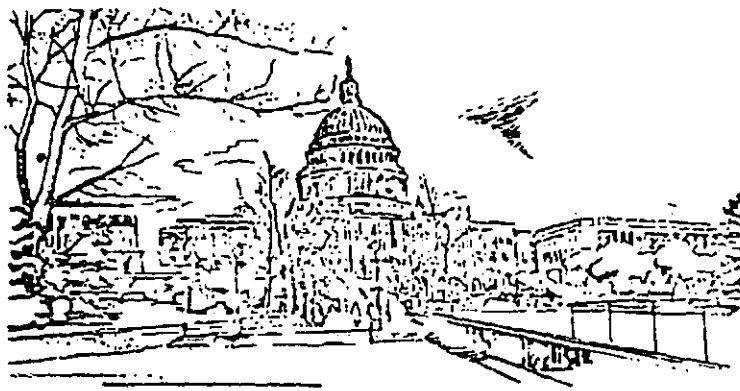
Natural disasters include tornados and earthquakes.



To the building tenant: Fill in the blank spaces below and keep this sheet handy for reference.

1. My primary exit stairwell is _____

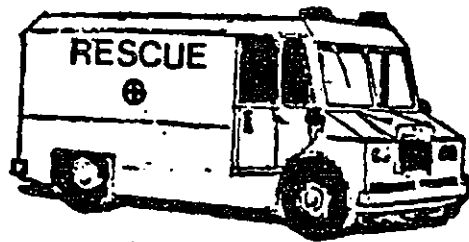
2. My designated safe area (indoors) is _____



NATURAL DISASTERS

Key points to remember:

1. The Civil Defense Warning signal for natural disasters is a steady blast of the siren which means a disaster is imminent; take cover and tune into the Emergency Broadcast System for information and instructions. The siren is often mounted on rooftops in a revolving position so that it may sound louder when facing you than when it is turned away. However, it is distinguishable from the nuclear attack signal - a warbling or wavering siren tone meaning take cover immediately. Whether it is a natural disaster or attack, use the Emergency Broadcast System for information and instructions (Radio Stations KOA 103 FM and KOA 850 AM). In Denver, an all-clear will be issued by the EBS, not by siren. Do not use the telephones except to report an emergency.
2. Keep in mind that, in the event of a natural disaster, power outages or other problems may disrupt phone service. Be prepared to use emergency notification other than telephones.
3. Use flashlights for light - do not use matches nor candles. If you smell gas or there are fires, leave the building immediately.
4. If you are outdoors when a tornado strikes, find a low lying area away from power lines or trees. Get out of vehicles.
5. If you are outdoors when an earthquake hits, move away from buildings and power lines. Get to open space and stay there until the earth stops shaking. Do not go inside. If in a vehicle, stay there.



M E D I C A L

CALL 911
Tell the dispatcher the
nature of the problem,
the building name,
address and room number

DO NOT MOVE VICTIM
Unless absolutely
necessary

RENDER FIRST AID
If you are untrained or
unsure of what to do, do
nothing - you could
otherwise make the prob-
lem worse

TREAT FOR SHOCK
1. Keep the victim calm
and warm
2. If possible, have the
victim lie flat with
head slightly lower
than the feet

CALL SECURITY
Days: 866-5496
After 4:00 PM:
866-2600

A. Phone Threats

1. Keep the "Bomb Threat Checklist" (page 37) and "Reporting Procedures" (page 36) near every telephone.
2. When a bomb threat is called in, try to keep the caller on the phone as long as possible. Ask the caller to repeat the message. Record every word spoken if possible.
3. If the caller does not volunteer where the bomb is and time of detonation, ask. Tell him/her that the building is occupied and you are not sure it can be evacuated in time to prevent injury or death to innocent people. This may encourage the caller to divulge more specific information.
4. Be alert for background noises that may indicate where the call originates.
5. Note voice gender, quality (calm/excited), accents, speech impediments.
6. Immediately after the caller hangs up, begin the "Reporting Procedure" (page 36) that best fits your situation.
7. Evacuate the building.

B. Written Bomb Threats

1. Save all materials involved, including envelopes or wrappings. Once you recognize the message as a threat, avoid further handling.
2. Never ignore a written warning.
3. If the message is specific as to device and detonation time, implement the "Reporting Procedure" that best fits your situation. Evacuate the building. If the message is a general warning, notify Housekeeping and Grounds Security immediately (days: 866-5496, nights: 866-2600).

C. Bomb Threat Reporting Procedures

1. Condition: you have obtained enough information to be reasonably certain the device can be located and identified. Enough time exists before detonation that a search is feasible.

1. BOMB THREAT RECEIVED

2. INFORM COWORKER*

2a. COWORKER NOTIFIES:
BUILDING WARDEN OR
FLOOR WARDEN

3. NOTIFY DENVER POLICE

3a. COWORKER NOTIFIES:
SECURITY - DAYS:
866-5496
NIGHTS:
866-2600

4. HAVE CHECKLIST READY FOR POLICE ON ARRIVAL

*If no coworker is present, notify:

1. Police
2. Building warden
3. Security

2. Condition: You have reason to believe that detonation is imminent; there is no time to search.

1. BOMB THREAT RECEIVED
2. CALL POLICE
3. CALL BUILDING WARDEN OR FLOOR WARDEN
4. CALL SECURITY:

DAYS: 866-5496
NIGHTS: 866-2200

5. EVACUATE. HAVE CHECKLIST READY FOR POLICE

BOMB THREAT CHECKLIST

Time: _____ Building: _____
Date: _____ Floor/Room: _____
How Reported: _____
Exact Words Used: _____

Questions To Ask:

1. When Will Bomb Explode? _____
2. Where Is Bomb Right Now? _____
3. What Kind Of Bomb Is It? _____
4. What Does It Look Like? _____
5. Why Did You Plant The Bomb? _____
6. Where Are You Calling From? _____

Description Of Voice:

Male _____ Female _____ Young _____ Middle-Age _____ Old _____ Accent _____
Tone Of Voice _____ Background Noise _____
Is Voice Familiar _____ If Yes, Who _____
Other Voice Qualities _____
Time Caller Hung Up _____
Remarks _____

Your Name _____ Address _____
Work Phone No. _____

EMERGENCY PERSONNEL ROSTER

Building Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

- Floor Warden _____
Alternate _____

CPR & FIRST AID

BUILDING NAME: _____

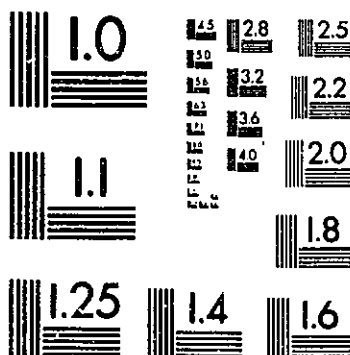
ADDRESS: _____

DATE: _____

[illegible]



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