

# **Successfully Navigating Your New HQ**

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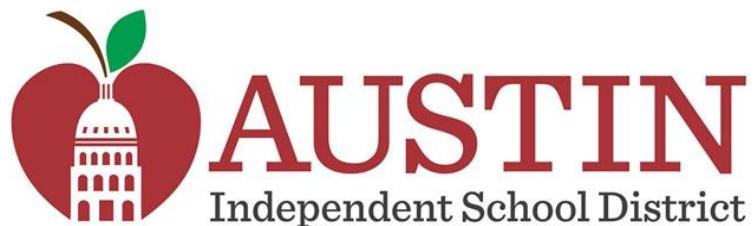
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## **WELCOME**

Welcome to Austin Independent School District's New Headquarters. We are delighted that you are here. Austin ISD provides students with an education that prepares them for academic excellence, leadership, and service to the community.

The concept of community is fundamental to the design and operation of the New HQ. Whatever your job responsibilities, your efforts make an important contribution to the overall quality of life within the building.

The Employee Guidelines contain important information concerning the operations of our facility. Information is presented in the following categories:

- Building Operations
- Parking
- Safety & Security
- Workstation Etiquette

Our goal is to provide an environment that is conducive to collaboration and customer service.

Please note that as we continue to work in our facility, some operations may be adjusted to accommodate our needs. This guide should be considered a working document that is subject to change. The guide can be obtained online at:

[www.austinisd.org/staff/hq](http://www.austinisd.org/staff/hq)

## **1. BUILDING OPERATIONS**

Please be considerate of the workplace environment. Everyone should play a role in creating an atmosphere of professionalism and teamwork. By respecting our neighbors, picking up after ourselves, and treating the building with care, we will be contributing to a positive and welcoming workplace environment.

### **1.1 Building Management & Maintenance**

Building maintenance, air temperature, plumbing, lighting, building cleanliness, and repairs are managed by our Service Center staff. Employees are responsible for maintaining the cleanliness and orderliness of their workspaces and break room activities.

HVAC operating hours for HQ are from 6:00am to 6:00pm. Please submit a work order for specific areas that need heating/cooling after 6:00pm. If specific areas will always be occupied after 6:00 pm, this can be scheduled permanently. Employees may submit service requests via [Service Now](#).

### **Elevators & Stairwells**

Elevators are located in the central corridor and are available at all times. Stairways to each floor are adjacent to the elevators on the east and west sides of the building. There is an additional stairwell connecting the first and second floor.

### **1.2 Wireless Internet**

Guest users may self-register for access to the AISD-GUEST wireless network.

The Austin ISD Help Desk is available to assist with issues in connecting to the wireless network. Please call the Help Desk at 512-414-8324 for assistance. For more information, please visit: <https://www.austinisd.org/technology/network>

### **1.3 Conference & Training Rooms**

Conference and training rooms can be found on the district's room reservation app. Each conference room has been designed for seating according to capacity standards. Users are responsible for straightening chairs, removing signs from easels, storing all equipment, and turning off all the lights after use. Please make use of easels, whiteboards or technology where possible. Some tapes may damage paints and finishes and should be avoided. "Post- it" like adhesives are permissible. Each group reserving a room is responsible for cleaning up the area immediately after the meeting. The room should be left as it was found, or better.

### **Audio/Visual Technology**

Conference rooms are equipped with audio and visual equipment. For troubleshooting or assistance with the equipment please contact the Help Desk at 512-414-8324.

## 1.4 Workplace Ecosystem

In the course of one day, you could be working within multiple environments within the New HQ. Of these spaces, only the conference and training rooms need be reserved via the district's reservation app. All other spaces are walk up spaces.

- Unassigned workstations: one day or less
- Huddle Rooms: 30 minutes – 2 hours.
- Conference rooms: reserved for confirmed appointments
- Other areas are mixed use: break areas, open collaborative space

## 1.5 Signage

Guidance for room usage and shared space is included on each room's nameplate.

- Name/Room No.
- Capacity
- Timeframe
- Reservable or Non-reservable

## 1.6 Printing & Copying

Copy areas are located near the stairs on each floor. For upkeep and maintenance of the copiers please contact Dahill:

- 1-800-413-3526 option 1 for a service call, or email [callcenter@dahill.com](mailto:callcenter@dahill.com)
- 1-800-413-3526 option 2 for a supply call, or email [supplies@dahill.com](mailto:supplies@dahill.com)

The district continues to move toward a paperless environment. Paper usage is tracked via user ID. You may install Dahill's '[Follow Me](#)' printer driver to allow badge printing from any copier at HQ.

## 1.7 Supplies

Each floor at HQ will be stocked with general supplies upon arrival, including those items moved from CAC and CMD. Future supply needs will be monitored and ordered by one designee on each floor. All departments will contribute to the supply fund based on number of employees within their department. Departments will share common storage space with other departments on their floor. Additional storage space is available at individual, assigned workstations and offices.

## 1.8 Food Service

### Amenities

The first floor will offer healthy breakfast and lunch options, coffee and to-go dinners. Food will be available Monday - Friday from 7 am to 4 pm.

Opening date: TBD.

## **Catering Service**

AISD Food Service offers a wide variety of delicious catering options. [Menu](#)

### **1.9 Break Rooms**

Employees are responsible for maintaining the cleanliness and orderliness of their break room activities. This includes keeping break room sinks and counters free of dishes and food for pest prevention. Items in the refrigerator should be maintained and routinely checked for expiration. Any items passed expiration will be disposed of.

### **1.10 Public Displays**

All artwork, announcements, advertisements and miscellaneous flyers in the common and public areas of the building must be approved by the requestor's Executive Director prior to display. Postings are allowed in designated areas only. Items may not be placed in bathrooms or on refrigerators.

### **1.11 Smoking Policy**

AISD is a completely smoke, vaping, and tobacco-free environment for all employees and for all other individuals who enter district properties.

### **1.12 Weapons**

No weapons are allowed on the premises of the New HQ.

### **1.13 Telephones**

Information on logging in and operating telephones can be found here. Requests to modify individual telephone information, e.g., the number or name on a telephone, should be submitted via [Service Now](#).

### **1.14 Energy Management**

A building's plug load, energy consumed by any electronic device plugged into a socket, can make up a significant amount of the energy consumed at a building. This load can be greatly decreased by taking reasonable steps and result in significant financial savings for the district. Austin ISD is committed to reducing appliance and equipment plug load.

The temperature of the building is controlled to be within a +/- 2°F range appropriate to the season to minimize energy use. If your desk or another area of the building is not comfortable, please notify your supervisor who will be able to contact the Service Center Help Desk.

## **Computers & Other Electronics**

Turn off all computers, including your monitor and peripherals when not in use. If a

power strip/surge protector is available flip the switch off when equipment is not in use. As backup, you may want to adjust your computer's power management settings so computers and monitors 'sleep' after 1 hour. Turn off all other electronics, such as copiers, scanners, smart boards, and A/V equipment. Enabling power management for copiers/printers is necessary. A timer power strip could be used to turn this equipment off automatically on nights and weekends.

## **Small Appliances**

All small appliances are not permitted unless medically necessary with approval of the Chief Officer of the person making the request. Please see section 4.2 Special Accommodations for more information. Our workstation circuits are designed to support a limited amount of wattage. All personal heaters, fans, microwaves, toaster ovens, hot plates, coffee makers, refrigerators, etc. are prohibited at workstations and offices. All food storage and preparation services are provided in the breakrooms.

## **2. PARKING**

Parking in the appropriate areas leaves spaces for our visitors and guests and will allow AISD to maintain a service-oriented culture that warmly welcomes the community to our building. There are plenty of parking spaces for employees at the New HQ. Employees are not permitted to park in visitor spaces.

### **2.1 General Parking Guidelines**

#### **Regulations and Policies**

All vehicle regulations are in effect 24 hours a day, seven days a week. All New HQ employees parking vehicles must comply with all parking regulations, policies, and procedures.

#### **Parking Spaces**

Vehicles must be parked in a valid parking space, between two white parallel-parking stall lines. Vehicles are not to be parked over the lines regardless of how other vehicles are parked. In addition, vehicles are not to be parked in areas that are not designated by two parallel-parking stall lines. At no time should vehicles be parked alongside yellow curbs or fire lanes.

#### **Overnight Parking**

Anyone who leaves a personal vehicle overnight must notify AISD Police at 512-414-1703.

#### **Inoperable/Abandoned Vehicles**

AISD reserves the right to tow vehicles that remain on the property in an inoperative or

abandoned condition and/or vehicles that are not in compliance with state regulations. AISD parking facilities may not be used for long-term storage. Reasonable effort will be made by AISD to contact the owner prior to removal.

## **Parking Violations**

AISD is authorized to remove or impound motor vehicles from district property at the owners' expense when the vehicles are in violation of the parking regulations. The towing fee is subject to change depending on the availability of the vendor providing the towing service.

## **Loss, Theft, Damage**

AISD is not responsible for loss, theft, or damage to any vehicle or its contents while parked in a district lot.

## **Special Event Parking**

AISD may restrict the use of spaces on a temporary basis to accommodate special meetings, activities, or construction.

## **3. SAFETY AND SECURITY**

The New HQ is patrolled by the AISD Police Department.

Your new HQ is monitored 24 hours a day 7 days a week by onsite AISD Police. The Police Department can be reached at 512-414-1703. In the case of an emergency call 911.

### **3.1 Emergency Operations Plan**

The New HQ will have its own Emergency Operations Plan. In this plan, five critical incident responses will be addressed; evacuate, hold, lockout, lockdown and shelter. An emergency evacuation map and a shelter map will be located at each floor behind the secured door on each side of the building. The emergency operations plan delineates responsibility for all critical emergency response issues and provides a line of authority for emergency response decisions. More information on emergency response procedures can be found by going to the district police's online library located on the cloud through AISDWeb. Any emergency response questions or concerns should be directed to the Emergency Management Bureau at [emergency.management@austinisdpolice.org](mailto:emergency.management@austinisdpolice.org).

### **3.2 ID Badge Requirements**

All employees and individuals who enter the New HQ are required to wear an identification badge. Employee ID or visitor badges must be worn where the photo is visible at all times while the individual is in the building.

## **Visitor Badges**

Employees who re-enter the building with family members or friends during business or evening hours must obtain an ID badge for all visitors (including children) prior to entry into work locations. All visitors are required to check in at the front desk upon entering the building.

## **Lost or Missing Employee Badges**

If an employee has lost or forgotten their ID Badge, the employee must be issued a temporary photo-identification sticker available at the front desk. If your badge is lost or damaged, a new badge can be obtained at a cost \$5.

### **3.3 Card Readers**

The New HQ is equipped with card readers at select entrances. Each employee will scan their badge at a card reader mounted in the proximity of the secure door. The door will allow the employee entrance based on access-level approvals.

### **3.4 Access Levels**

Badges are programmed to the appropriate level of access per employee. Please be mindful of those that may be following you through a card reader entryway. If they aren't wearing a badge ask if you can help them.

Employee access to various areas of the building is controlled with the ID badge.

### **Photo ID Stickers**

If the AISD school employee does not have his or her ID badge, a temporary photo-identification sticker similar to that for other guests will be issued to the employee. Front desk personnel can issue a temporary access card that will allow entry to employee-designated areas throughout the building after taking their drivers license as insurance.

### **3.5 Public Visitor Access**

#### **Visitor Check In**

All visitors must check in at the front desk. Visitors will be issued a photo-identification sticker, which must be visible at all times while in the building.

#### **Contact Areas**

Front desk personnel will direct visitors to the appropriate contact area for the departments they wish to visit. Visitors who have meetings should be escorted by the individual they are there to see. Front desk personnel should call up to the individual to let them know their guest has arrived and then come down to greet their guest and bring

them to the proper meeting location.

### **Family and Friend Check-In**

Family members or friends who enter the building with an AISD employee during business, evening, or weekend hours must obtain an ID badge for each visitor (including children) prior to entry into work locations. All visitors are required to sign in at the front desk upon entering the building.

### **3.6 Accidents**

To avoid accidents, employees are asked not to move heavy boxes or furniture without appropriate assistance. Please contact your move coordinator to make arrangements for heavy items.

Employees are required to report all work-related injuries to AISD's internal Workers' Compensation Technician within 24 business hours of the injury. Injuries should be reported by completing a Workers' Compensation packet. Packets can be located on AISD's Online Library, or by contacting Angelica Surita at [angelica.surita@austinisd.org](mailto:angelica.surita@austinisd.org) or 512-414-2203.

## **4. WORKSTATION ETIQUETTE**

The work environment at the New HQ is open, and some employees are assigned to clusters of workstations rather than offices. Each workstation is within a cluster that is positioned to take advantage of the abundant natural light coming in from the windows, and to allow employees to work in close proximity to one another. For that reason, certain protocols and rules of etiquette have been established to ensure a respect for privacy, a low level of noise, and an overall professional atmosphere.

### **4.1 Unassigned Workstations**

For those areas at the New HQ that contain unassigned workstations, employees are able to 'touchdown' and work from an open, unassigned workstation. Customization of the space or workstation layout is not allowed (e.g., decorations, small appliance use, movement of walls, partitions, drops, or electrical outlets).

### **4.2 Assigned Workstations**

#### **Seating Assignments**

Seating assignments are determined by individual departments based on reporting structure and management hierarchy.

#### **Special Accommodations**

AISD is committed to providing accommodations to its employees. Employees requesting accommodations due to a disability can make requests through the Office of Employee

Relations at 512-414-9827. Employees must provide medical certification to support the request. Once a determination is made, Employee Relations will provide the employee with a response in writing with regard to the decision.

Please note, having a medical condition alone is not enough to make an employee eligible for accommodations under the Americans with Disabilities Act Amendment Act of 2008 (ADAAA). The District reserves the right to obtain an independent medical opinion concerning the impairment for which an employee seeks an accommodation at District expense.

### **Decorations, Amenities & Miscellaneous**

Please keep items of a distinctly personal nature (photos, books, and artwork) to a minimum and display them in a neat and organized manner. Your workstation is a public area and is a reflection of you and the district.

Display space behind computer screens has been increased to account for additional work/display space. Special attention and consideration should be given to account for your neighbor's space and adjacency. Please be mindful of this and refrain from placing items that inhibit light, intrude on your neighbor's space, or fall in your neighbor's space.

Exterior walls of each workstation will remain free and clear of any artwork, news clippings, memos, bulletin boards, and/or decorations. Spaces for minimal display are available on the interior of workstations.

- Non-flowering, live plants that enhance the workspace and don't interfere with operations or the wellness of others, are permitted.
- **Light fixtures should be free and clear of any coverings or hanging objects.**
- To minimize energy usage, staff should refrain from installing any electric decorations for holidays or otherwise.
- Keep holiday decorations displayed in a neat and organized manner.
- Holiday decorations should be removed before leaving for the Winter Break.
- Use the standard wall clocks and wastebaskets that the District has purchased for the entire building to maintain consistency within the building.
- Be sensitive to other's sensibilities when you hang posters or artwork in your area.
- Staff should only store personal valuables in locked areas of their workstations. The district is not responsible for these items at your workstation.
- Lighting candles in the building is strictly prohibited, as are air fresheners (plug-in, spray, gel, oil, etc.).

### **4.3 Privacy**

Work in our new environment is a balance of open collaboration and dedicated productivity. Please be mindful of this balance when visiting others. If your work requires you to be uninterrupted, you may want to consider moving to a quiet room or huddle space for that period of time. If your work regularly requires phone calls, noise cancelling headsets are recommended. Phone rooms may also be utilized for this purpose.

Please be considerate and aware of the effects of sounds, smells, personal space and visual distractions. You will notice different noise levels throughout the building by design. You may find that your voice naturally matches the environment. If you enjoy listening to music, please bring headphones. Set cell phones on “silent” or “vibrate” when you are working in your workstation.