

**Center for Nonprofits
@ St. Mary's and the Shops**

A Mission of the Jones Trust

Policies, Procedures and Guidelines

2009

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PREFACE

Overview.

“A mission of the Jones Trust is to provide the Center for Nonprofits at St. Mary’s the Shops (in Springdale) as a place for community agencies to serve the families of the Northwest Arkansas area. Our goal is for all agencies to work together in harmony with each other but have operational autonomy and to have mutual respect for helping families and our community. Continued occupancy is based on proper behavior, community service, and Trustee approval.”

The following are guidelines and procedures for the daily operations of the building and surrounding facilities of the Center for Nonprofits (CFN). It is the intent of the CFN partners to create procedures that are respectful of the uniqueness of each agency, while ensuring that the facilities are run in an orderly, safe, efficient and financially prudent manner.

Background and History. Harvey and Bernice Jones are names that are familiar to most in Northwest Arkansas – in fact, the State of Arkansas. Throughout their lives, philanthropy was a key element. Their gift – their legacy gift – is to provide places from which nonprofit organizations can serve the soul and heart of our communities. It is the vision and mission of the Jones Trust to serve families and strengthen communities throughout Northwest Arkansas. Those legacy gifts include: The Jones Center for Families; Center for Nonprofits at the JTL Shops; Harvey Jones Education Center; Center for Nonprofits at St. Mary’s..

Harvey married Bernice in 1938. Both natives of Springdale, Harvey and Bernice were responsible for a large part of the growth and success of their city. Harvey succeeded in establishing and operating one of the largest trucking businesses in the United States, Jones Truck Lines (JTL). In his success, he strived to improve his community and the lives of his neighbors. When Springdale could not afford to keep the schools open in the 1930’s, Harvey rented a church, hired a teacher and paid for school supplies so they could continue teaching the children. Years later, he served on the board of directors of the First National Bank of Springdale (now First Security Bank), providing leadership and advice in the financial stability of the city and its many families. He was also instrumental in the development of the City’s first hospital, Springdale Memorial Hospital, known today as Northwest Arkansas Medical Center. He served on the board for forty-seven years, nurturing and providing financial support through the hospital expansion and growth of their medical programs.

Bernice, a schoolteacher, had a great love for children. Throughout her life, she strove to improve the lives of those she served. She was a lead supporter for the

Children's Library Fund, Arkansas Children's Hospital, the Baptist Youth Ranch and various other children's learning and disability programs. She served on the board of directors of Springdale Memorial Hospital (now known as the Northwest Arkansas Medical Center) and established the hospital's auxiliary. She also supported several local ministries.

With the help of friends, Bernice spearheaded the design and construction of the Jones Center for Families in the original Jones Truck Lines terminal building. On October 29, 1995, the JCF opened with much fanfare and celebration. The 38-acre campus is a community-family facility featuring an ice rink, gym, indoor track, a teen center, food court and two swimming pools. Other amenities include an auditorium and chapel, computer labs, a resource library, wireless internet, fourteen classrooms, and an on-site childcare facility. With the implementation of many programs and a substantial endowment, the Jones Center for Families will enable this gift to Northwest Arkansas to last a lifetime.

Bernice expanded her vision by later developing the Center for Nonprofits at the JTL Shops. In an effort to build a stronger Springdale and Northwest Arkansas, she transformed the former diesel repair shop of the Jones Truck Lines (JTL Shop) into a community resource center. The 60,000 square-foot facility was remodeled to provide space to regional nonprofit organizations. The intention of the Trust is to enable these agencies to expand their services by allowing more financial resources to be put into programs and services rather than overhead. By bringing a collection of agencies together in one space, families are served more easily, agencies can expand their services as well as compliment one another through collaboration and reduction in duplication of services. The Center opened in September 1996 with twenty-two partner agencies. The building name was changed to the Family Resource Center in 1998 and to the Center for Nonprofits at the JTL Shops in 2009.

Jones Trust Organizational Governance. The Jones Trust was established as a nonprofit organization in 1993 under the direction of three trustees, including Bernice Jones who was a founding trustee until her death in 2004. Current trustees are Dr. Joel Carver, a Springdale cardiologist; Dr. Dan Ferritor, former University of Arkansas chancellor; Mrs. Betsy Phillips, community leader.

SECTION I - Introduction to the Center for Nonprofits at St. Mary's

All partnering organizations of the Center (CFN) lease office space from the Jones Trust. The building is open Monday, Wednesday and Friday from 6:00 am to 7:00 pm and Tuesday and Thursday from 6:00 am to 9:00 pm. The entire campus is a tobacco, alcohol, and drug free facility. The campus is owned by a private nonprofit organization and is an apolitical facility, or has no interest in or association with politics. The organizations have established a CFN Partners Association to maintain cohesive relationships among themselves. The Executive

Committee of the Association acts as the liaison with the Jones Trust to insure the overall mission of the Trust is continuously supported.

The CFN is maintained by the CFN Partners Association under a consistent set of policies as described herein.

Enforcement of Policies. Violation of Association policies and procedures also include actions committed by clients or visitors of CFN partners. Steps for enforcement of these policies and procedures are as follows:

- **Step One:** Trust Representative will be alerted by a partner when there is a violation of a policy or procedure. Representative will advise the violator or the management of the appropriate agency that the policy or procedure has been broken. This will be a verbal warning.
- **Step Two:** Representative will provide written description of violation and action taken to the president of the Association requesting follow up by the Executive Committee. The Representative will also provide a written notice to the violator and/or appropriate partner's management.
- **Step Three:** CFN Partner Association President will address the organization's manager in writing regarding the violation of policy or procedure.
- **Step Four:** CFN Partner Association President will make the appropriate written contact to the Jones Trust describing the ongoing violation and the procedures used in the attempt to resolve the problem.
- **Step Five:** Appropriate Jones Trust personnel will enforce policies and procedures with partner organization, as deemed necessary and appropriate.

Note: at any time during this process of enforcement, the CFN Partners Association President has the discretion to contact the appropriate Jones Trust personnel to immediately address issues with the partner who is in violation of any policies or procedures.

Lease with Jones Trust. Leases include agreements regarding issues such as, but not limited to, use of premises, maintenance, and utilities & services. For questions regarding leases, contact the Executive Director at the Jones Trust. (see Appendix)

Allocation of Office Space:

Leases are granted by the Jones Trust. All requests for space, or complaints about current space allocation, should be submitted in writing to the Executive Director of the Jones Trust. The Trust has sole discretion in the management of the CFN.

Hours of Building & Locking Doors and Turning Off Lights. The building will remain locked at all times except during normal hours of operation, unless advance notice is given to Center management. (see Appendix)

Partner organizations may access the building when it is locked, if they have been issued a key/fob. Anyone with access to the building during these times must keep the outside door to the building locked and ensure that no doors are propped open or held open for people unknown to them. Do not allow others to follow you into the building when the building is closed for security concerns. All entrances and exits are under camera surveillance and violators of this security procedure will be warned and may have fob privileges removed at the discretion of the Trust. The Trust is committed to providing a secure environment for all organizations within the building.

Contact the CFN building management (see Appendix) for any assistance. Report all problems regarding building security to the building management immediately, preferably in writing.

Partners are responsible for turning off lights in their offices (and in corridors and common spaces as possible) upon leaving building during hours in which building is not open to the public.

Smoking, Alcohol & Drugs, and Firearms. It is the policy of the Jones Trust that the entire campus be free from any tobacco (cigarettes, cigars, pipes) and smokeless tobacco products (chewing tobacco, snuff, etc.).

The possession of firearms are prohibited unless in the possession of authorized personnel.

Apolitical Facility. Political campaigning, solicitation, rallies, fundraisers, etc. are prohibited on any property owned by the Jones Trust.

Interior and Exterior Signage. Signs outside offices doors and at the entrance to the parking lot are installed by the Jones Trust. Interior signs outside office doors are provided at no cost to organizations (with the exception of an existing partner requesting a change in suite signage

Partners may post flyers announcing their organizational events on the bulletin boards as designated by CFN management. Flyers must be dated and removed within 3 days of the event.

All temporary signage (such as flyers, bulletins, etc.) may only be posted if the information relates to agencies affiliated with the Center and may only be posted on appropriate bulletin boards.

Use of temporary signage (such as flyers, bulletins, etc.) on exterior doors to the building is prohibited unless approved by CFN management for directional purposes. All adhesive residues must be removed from surfaces. General informational flyers of agencies must also be initialed and dated as above and removed after 3 months.

Space Costs and Service Fees. Janitorial services are outsourced by the Jones Trust to maintain hallways, restrooms, and common areas. Monthly fees are assessed to each agency to cover the janitorial contract, according to the amount of square footage occupied by each organization. The cleaning service will not enter agency space unless the organization has contracted with them separately. For any issues with the cleaning service contact the CFN Shops Partner Board and at the CFN @ St. Mary's contact the maintenance manager(please reference the Appendix for phone numbers and email addresses) Partners are responsible for maintaining clean office spaces within their areas, including trash removal to designated containers on each floor.

The Jones Trust bills each tenant monthly for cleaning services to the address provided in the lease or to the Center address. Upon request the bill can be mailed to an alternate address. For billing questions, contact Jones Trust Accounting. (see Appendix)

Internet and Telephone.

Internet and Telephone Access

All equipment and software required to connect to the internet/email is the responsibility of the tenant. The Center will provide technical assistance up to the wall connection. All other technical assistance required for internet/email setup and maintenance is the partner's responsibility.

The Trust has established some WIFI hotspots in the building, primarily in conference room areas. All partners are expected to ensure that the WIFI is used appropriately and that no inappropriate internet sites are accessed.

For the CFN the Shops there is a fee of \$5 per computer but no more than \$25 per month for each organization that has internet and/or email access provided by the Jones Center. This fee is associated with any computer that is assigned a Jones Center IP address. This fee will be included in the bimonthly JCF billing statement. For any questions, contact the Jones Center Administration Accounting Clerk. (see Appendix?).

Telephone Service

Each partner is responsible for the installation and cost of its own telephone service. To access the phone network room, please contact CFN building management. (see Appendix)

For the CFN the Shops, each partner is responsible for the installation and cost of its own telephone service. To access the phone network room, please contact your Pod Representative or the Jones Center Maintenance Coordinator (see Appendix).

Keys. Upon obtaining a new lease, each office will be issued two sets of fobs at no charge. Duplication of key/fobs is not allowed. Additional or replacement keys/fobs must be obtained through Center management (see Appendix) at a cost of \$10 each. The cost will be included on the monthly billing statement.

Re-keying of any locks by outside locksmiths is prohibited. If you need an office re-keyed, you must contact Center management. (see Appendix) The cost for re-keying will be assumed by the partnering organization making the request.

In emergencies, a master key is available for opening office doors. These keys will not be checked out and require being accompanied by Center management to open a door. It is the organization's responsibility to retrieve fobs from ex-employees or volunteers. A fee (\$25) will be charged for fobs which are not returned.

U.S. Postal Mailboxes & Inner-building Communication.

U.S. Postal Box

U.S. Postal Service mailboxes are located in the lobby of the Center down the southeast hall on the first floor. The Center is responsible for the assignment of mailbox numbers and keys. If an organization loses a mailbox key, the Center's management must be notified and a replacement fee of \$10.00 will be assessed. Mailbox keys may not be duplicated. For an additional key, contact Center management. If a mailbox lock is broken, contact Center management to have it repaired. (see Appendix)

For delivery of U.S. mail to these mail boxes, partnering organizations must use the physical address **plus their respective suite numbers**. The physical address of the Center for Nonprofits at St. Mary's is: **1200 West Walnut Street, Rogers, AR 72756**

For CFN the Shops the mailboxes are located in the northwest wing of FRC on the first floor. Jones Center Security is responsible for the assignment of mailbox numbers and keys. If a partner loses a mailbox key, Security must be notified and a replacement fee of \$10 will be assessed. Mailbox keys must not be duplicated. For an additional key, contact Security. If a mailbox lock is broken, Contact Jones Center Security to have it repaired.

For U. S. mail delivery to these mail boxes, partners must use the physical address plus their respective suite numbers . The physical address of the

CFN the Shops is: **614 East Emma Avenue, Springdale Arkansas 72764**

Interoffice-Mail Slots for the CFN the Shops each agency has an inter-office mail slot to use for delivery of written communication between agencies. These mail slots are located near the U.S. mailboxes in the northwest corridor. To obtain an inter-office mail slot, please contact the Vice President of the CFN the Shops Partner Association.

Inter-Organization Communication

The Center for Nonprofits at St. Mary's will maintain an intranet available to all organizations to see activities and events happening at the Center. In addition, a scheduling calendar is available for review of availability of meeting/conference rooms (actual scheduling of a room must be done through CFN management).

To access the intranet: www.centerfornonprofitsnwa.org/intranet.

Copy Machines. There is a copy machine on the first floor next to the Trust offices that is available for partner organizations.

Copies are made by first entering the copy code assigned to the agency. Organizations should contact the Center management (see Appendix) to obtain a copy code.

For the CFN the Shops, the copy machines are located in the break rooms (kitchens) of each Pod and are for use by any CFN the Shops building partner. Copies are made by first entering the copy code assigned to the agency. Partners should contact the Jones Center Administration Accounting Clerk (see Appendix) to obtain a copy code. Each partner may obtain more than one copy code.

Additional paper is stored in each break room. It is the responsibility of all of the partners to refill the supply of copy paper in the copy machines.

If copy machine needs service, toner, or staples contact the service provider for any issues. The contact information and machine ID are located on the outside front of each machine.

Procedure for Reporting Maintenance Issues. Procedures for filing reports of damage, malfunction, or other issues in the Centers are as follows:

- **Step one:** Send an email or call to the building maintenance manager
- **Step two:** For CFN @ St. Mary's contact JonesTrust management if the issue has not been addressed. (See Appendix for contact information)
For CFN the Shops contact your Pod representative or the Partners Association President if the maintenance issue is not addressed. The Partners Association President will make contact with the appropriate contact to the Jones Center.

SECTION II – Partners Association

The Partners Association is a body of voting and non-voting members made up of staff from each organization within the Center. All partner staff members are encouraged to participate in Association activities as appropriate.

Executive Committee. The Executive Committee is made up of four officers and representative liaisons from each floor of the building. This committee functions as the board of the Partners Association and is considered the governing body. A slate of officers and Representatives is presented at the December meeting each year. Offices begin the following January, and run for a term of 24-months. Individuals on the Executive Committee may serve no more than three consecutive 24-month terms. They must step off for at least one 12-month term to become eligible for nomination again.

Positions include: President, Vice-President, Treasurer, Secretary, and two Representatives from each floor. This slate of officers, constituting the Executive Committee, meets once before each monthly meeting for an agenda setting session.

- **President** – Presides over meetings, acts as liaison to Jones Trust Executive Director and prepares meeting agenda.
- **Vice-President** – Responsible for President's duties in the absence of the President. Updates the Center's contact list annually.
- **Treasurer** – Responsible for Partners Association bank account, accounts payable, and collects annual dues from partner organizations. Purchases or delegates the purchase of refreshments for monthly Association meeting and special events.
- **Secretary** – Responsible for minutes of monthly meetings and the distribution of minutes. Maintains master collection of Minutes and emails reminders of meetings. Posts notices and updates Partners Directory and distributes annually
- **Floor Representatives** – Acts as liaison between floor members and Executive Committee, responsible for purchasing items paid with floor-

allotted Partners Association funds. Communicates regularly with floor partners regarding floor issues. Reports problems and concerns to the appropriate contact person as needed. Responsible for organizing floor meetings.

Nominating Committee. A committee is appointed by the Executive Committee in October of each year. This committee is responsible for identifying and recruiting nominees, as needed, to serve on the Executive Committee throughout the following term.

Floor Policies and Activities. These guidelines are designed to protect the health and safety of all partnering organizations, clients and visitors to the Center for Nonprofits.

- Keep cleaning tools fresh and clean (e.g. sponges, rags, etc.)
- Regularly clean counter spaces, tables, and appliances in break rooms (e.g. microwave, coffee maker, toaster, etc.)

Wash, dry and store all dishes and eating or cooking utensils after each use. The break room is a common space shared by all floor partners, and on occasion, partners from other areas of the building as well. It is understood that any items unmarked and left on counter tops or stored in unlabeled cabinets or drawers are considered shared items. This includes office or kitchen supplies or equipment and food. An exception would be labeled hand carts and dollies which should only be used with permission. If you put anything out for give away in common areas please label it and if it is a food item please date it.

Cabinets which are labeled with agency names are considered for private use only. Partners and clients should not use items stored in these areas without permission. Partners are allowed to padlock their storage space as appropriate. If space is needed, check with your floor Representative.

Supplies in the Partners Association cabinet should not be used for any reason other than Association activities.

Paper items should be placed in the recycle bin when available. To maximize the amount of space in the recycle bin, all paper should be flattened. Aluminum cans should be rinsed BEFORE being placed in the recycle bin.

Broken or unused appliances will not be stored in the break room.

Partner Dues Allocation. Dues will be \$35 per tenant organization to be a voting member. A continental breakfast is provided at each meeting, paid for by Partner Association dues.

\$260 annually is allocated from Partner dues for recycling.

An annual holiday party is held in December, paid for by Partners Association dues.

SECTION III – Partner Responsibilities

Partner Association Meetings. Partner Association meetings are held every other month (6 times per year). The meetings are necessary to conduct business, make decisions and learn about upcoming events and general information regarding the CFN.

Each agency is strongly encouraged to have representation at all monthly Partner Association meetings. If a partner organization is unable to attend a meeting, they are responsible for identifying a co-worker or neighboring agency to represent their concerns at that meeting.

Maintaining Clean Offices. The Jones Trust does not provide janitorial service in individual office suites as part of the lease agreement. However, an acceptable level of cleanliness in each suite is required. The Center reserves the right to inspect office spaces without prior notice. It also reserves the right to take corrective measures, including eviction of the offending tenant, to insure all building occupants have access to a clean and safe environment.

Partners may outsource janitorial services to a provider of their choice, or they may choose to clean their own spaces. If services are outsourced, it is the responsibility of each organization to contract, pay and oversee these services, including making appointment arrangements to have the services rendered. The organization is responsible for all theft, damage or other liability of any property, visitors or staff as a result of these services. The Center contracts with C&C Services, LLC (479-443-5409) or cardwell41@aol.com.

Trash and Recycling.

Recycling of cans, bottles, paper, etc. is the responsibility of individual organizations in accordance with provisions in the lease. At CFN at St. Mary's there are recycle and trash containers on each floor which will be emptied by the Center's cleaning service. CFN the Shops, cardboard boxes must be broken down and placed in the Cardboard Recycling Dumpster located next to the storage building at the rear of the Shops. Recycling of cans, bottles, paper, etc. is the responsibility of

Open Flame. Items with open flames (e.g. incense, candles, lighters) are not allowed for use inside the Center.

Pets in the Building. No pets are allowed in the building with the exception of service animals.

SECTION IV – Facility Usage and Grounds

Scheduling Conference Rooms and Main Lobby.

For CFN @ St. Mary's: Each partner may utilize common areas such as the conference rooms, the main lobby or the grounds. Partners must reserve the conference rooms or main lobby for meetings and group events in advance through Center management. Room availability can be reviewed on the Center's intranet at www.centerfornonprofitsnwa.org/intranet and scrolling to the online tools section.

Outside organizations may request use of Center's common areas/conference rooms and should contact Center management for information.

CFN the Shops: Each partner may utilize the common areas such as the conference rooms (located in each Pod), the main lobby or the grounds. Partners must reserve the conference or main lobby for meetings and group events in advance by scheduling them on the reservation sheets or calendars posted on the bulletin boards located next to the inner-building mail slots or the respective conference room.

Outside organizations using the CFN the Shops must be sponsored by an CFN the Shops partner organization.

All group tours should be scheduled and announced throughout the Center in advance of the event date. This can be done utilizing the intranet.

Announcements should include:

- the date and time of the tour,
- the approximate number of guests,
- the name and contact information of the sponsoring organization,
- any requests of partner participation or suggested partner information

All tour groups must be accompanied by a staff person or volunteer representing the sponsoring organization. This representative should monitor the noise level and disruption of the group and insure participants only occupy authorized areas

of the building to insure the safety of all property, partner organizations, and guests.

The west and north wing of the third floor of CFN @ St. Mary's are not open for tours at any time. If you are going to take a group to the east or south wing for a tour, please notify the partner organization on the third floor well in advance of the tour. The partner organization has the right to ask to be exempted from the tour.

Maintaining a Clean and Orderly Facility. Partners that use common spaces and conference rooms are responsible for returning all furniture to its proper place and for removal of all trash after each use.

Being Respectful of Others. Partners must be respectful of surrounding organizations when using common areas by limiting noise, keeping clients and visitors in common space boundaries, etc.

Items in Common Corridors. Hallways are not to be used as storage spaces by anyone. This is not only unsightly to the public and other organizations, but also poses a safety issue and could be in violation of fire code. Anything left in the hallways will be disposed of and the Center reserves the right to charge a fee for the disposal.

Parking. Do not park in designated handicapped spaces without a handicap sign. There may also be designated parking for some of our organizations who serve clients who are challenged physically. Please be respectful of these designations.

Event Parking. There may be times when the Center asks that certain areas be left open to accommodate large events taking place in either the dining room or auditorium. Adequate notice will be given and we ask that all organizations are respectful of this request for our guests.

It is important for the Center to be a community gathering-place in addition to a service to the nonprofit organizations we serve. Having community events here brings greater visibility to the work that is being done and facilitates community dialogue.

Painting of Walls and Installation of Fixtures in Offices. Partners must receive authorization from the Jones Trust Center management prior to painting office spaces which reserves the right to determine colors.

Prior to installing fixtures to any permanent surface, partner must obtain authorization from the Center's management in writing

SECTION V – Storage Building Policies

Center for Nonprofits at St. Mary's and the Shops Guidelines
A Mission of the Jones Trust
"All are welcome who behave as ladies and gentlemen"

In order to meet fire safety standards and to insure that every partner has space to store items in storage area, the following policies must be adhered to:

Each partner of the Center can request space in the Center's storage area by contacting Center management. Space in the basement is allocated at \$2 square foot and all partners securing space are encouraged to use the chained areas already in place. Partners must use their own lock and key for the area and provide a key for the space to the Center's management.

A partner organization staff member must accompany any non-personnel whom have authorization to access the storage area. The partner will be held liable for loss of or damage to any building contents during or as a result of this access.

The Jones Trust and Center for Nonprofits shall not be liable for loss of or damage to any items stored in the Center's storage area.

SECTION VI – Emergency Contingency Plans

Emergency Numbers. In the event of an actual emergency involving a fire, life threatening situation, or an act of crime, dial 911.

Fire. When an alarm sounds the Center is notified immediately. Please take appropriate action even if you think it is a false alarm.

In the event of fire, Center partners and all visitors will evacuate outside through the nearest exit, at least 100 feet from the building. The elevator is not to be used during evacuation. No one may re-enter the building until Center personnel gives an "all clear."

NOTE: In the event of an alarm, the Rogers Fire Department has the authority to cite any person who does not follow this procedure.

Severe Weather. In the event of severe weather, Center partners and all visitors should move to designated safety areas until an "all clear" has been announced. The safest place in the CFN @ St. Mary's is in the basement along the interior walls.

APPENDIX

**JCF Facilities Management.
(479)756-8090**

Phone:

| Department | Days | Title | Name | Email | Phone Extension | Pager |
|----------------|--|-----------------------|---------------|---------------------------|-----------------|----------|
| Maintenance | Monday – Friday | Facilities Director | Paul Gandy | pgandyjr@gmail.com | 2133 | 366-4996 |
| | | Administrative Asst. | Paula Garrett | pgarrett@jcf.jonesnet.org | 2106 | |
| | Saturday – Sunday 24-Hour Emergency | Facilities Director | Paul Gandy | pgandy@gmail.com | | 366-4996 |
| Security | Monday – Sunday | Security Coordinator | Stan Wright | swright2@jcf.jonesnet.org | 2111 | 587-9786 |
| Grounds | Monday – Friday | Landscape Coordinator | Karyn Gates | kgates@jcf.jonesnet.org | 2135 | |
| Administration | Monday – Friday | The Shops Liaison | Roy Clinton | rolinton@jcf.jonesnet.org | 3261 | |
| | | Accounting Clerk | Elena Terrell | eterrell@jcf.jonesnet.org | 3114 | |
| | | IT Help Desk | | techserv@jcf.jonesnet.org | | |
| | | Tech Services Coord. | Beth Wilkins | bwilkins@jcf.jonesnet.org | 2514 | |

APPENDIX

CFN Facilities Management 936-8218

Phone: (479)

| Department | Days | Title | Name | Email | Phone Extension | Cell Phone |
|----------------|-------------------|------------------------|-------------------|---------------------------|-----------------|------------|
| Maintenance | Monday – Friday | Facilities Director | Paul Gandy | pgandyjr@gmail.com | 2133 | 366-4996 |
| | | Maintenance | Steve Pifer | Stvpifer99@gmail.com | | 595-1634 |
| | | Administrative Asst. | Paula Garrett | pgarrett@jcf.jonesnet.org | 2106 | |
| | Saturday – Sunday | Facilities Director | Paul Gandy | pgandyjr@gmail.com | 2133 | 366-4996 |
| | 24-Hour Emergency | Maintenance | Steve Pifer | Stvpifer99@gmail.com | | 595-1634 |
| Security | Monday – Sunday | Maintenance | Steve Pifer | Stvpifer99@gmail.com | | 595-1634 |
| Grounds | Monday – Friday | Maintenance | Steve Pifer | Stvpifer99@gmail.com | | 595-1634 |
| Administration | Monday – Friday | CNP Executive Director | Betsy Reithemeyer | Breith1@cox.net | 936-8218 | 640-6362 |
| | Monday – Friday | Accounting Clerk | Elena Terrell | eterrell@jcf.jonesnet.org | 3114 | |

JCF Community Design Shop

Located at the Jones Center in room 202, inside the Computer Lab, the Community Design Shop offers self-service printing options by appointment to nonprofit organizations in Northwest Arkansas. The services provided are full-color copying, one-color duplication, folding, trimming, laminating, and binding. Contact the JCF Administrative Assistant to learn about cost, receive an access code, make an appointment to use the facility, or to arrange equipment training.