



Jessie Ball duPont Center's (aka The Jessie) HANDBOOK

The Jessie is a collaboration space and gathering place with three goals:

1. empowering philanthropic leaders and forward-thinking community members to solve tough community challenges together;
2. facilitating partnerships that reduce structural barriers to opportunity for nonprofits and their clients; and
3. providing a public asset for inclusive cultural enrichment in the heart of downtown Jacksonville.

Our Tenant Community Values:

- Open and welcoming
- Collaborative and community-focused
- Friendly
- Helpful
- Take personal responsibility for my and my organization's and the building's space and needs

We, as a tenant community, will:

- Create a great work and collaborative space
- Attend and actively participate in Tenant Meetings
- Create solutions for challenges, including resolving conflict directly, individual to individual, when possible.
- Create environmental conscientiousness through individual and organizational actions and accountability.
- Take responsibility for our individual actions and behavior, as well as the success of the Center
- Uphold the values and vision of the Center and model them with our behavior
- Actively look for collaboration opportunities, including ways programs may interact and shared staff training/development
- Share resources with other tenants, when appropriate, and help other tenants
- Meet and eventually know the tenants in the building (all staff of tenant organizations)
- Treat tenants and guests of the building in a welcoming, friendly, and helpful way
- Adhere to shared spaces guideline

NOTE: The Nonprofit Center is often confused for the Jessie Ball duPont Center. The Nonprofit Center is a membership organization that serves over 300 Northeast Florida nonprofits and is a tenant in the building. Some staff of the Nonprofit Center are contracted with the Jessie Ball duPont Center to provide the Jessie team with consulting services and programming for the sector. The Nonprofit Center is a tenant who, like all building tenants, has promised to uphold the duPont Center’s vision and values.

Introducing the Jessie Ball duPont Center Team:

CBRE

Role: Building Manager

- Building Maintenance
- Security
- Janitorial
- After-Hours Requests
- Managing Fobs & Parking Passes
- Rent/Lease Questions
- Shared Copier Access
- Building Finances and Purchases

**Jessie Ball
duPont Fund**

*Role: Build Tenant
Community, align Jessie
with Fund’s priorities,
ensure financial
sustainability*

- Collaboration
- Managing Shared Tenant Spaces & Resources
- Facilitating Tenant Events
- Orienting New Tenants
- Coordinate & Support Tenant Advisory Group Meetings
- Managing Non-Tenant Events
- Grantmaking
- Partnerships

Novus

Role: Tech Support

- Managing IT/AV Equipment and Network
- Troubleshooting IT and AV related issues
- Coordinating with AV & Phone vendors

Nonprofit Center

*Role: Consulting &
Sector
Advocacy/ Programming*

- Works with the Director & Jessie staff to provide targeted support aligned with their strategic goals and those of The Jessie.

How to Contact a Neighbor

- All employees working in the building are in the [Portal's User Directory](#), which is searchable by name, organization, and email addresses.
- Building's Facebook page: [Humans of the Jessie Ball duPont Center](#)

Who's in the Building? Meet Your Neighbors

Lower Level

Novus Insight - Suite LL10

A wholly owned subsidiary of the Connecticut Center for Advanced Technology, Inc. (CCAT), Novus Insight provides technology consulting, cloud services, managed IT support and application development with a focus on municipalities, nonprofits and other public service industries.

Jacksonville Speech and Hearing Center - Suite LL20

At the Jacksonville Speech and Hearing Center, we put you and your family first. We know that treatment for speech, language, and/or hearing disorders is not just about the individual. It is about enabling families to connect, communicate, and care for one another.

Learn to Read Jacksonville - Suite LL30

Learn to Read strives to increase literacy awareness and improve adult literacy in Jacksonville through a volunteer-based program.

Leukemia and Lymphoma Society - Suite LL40

The mission of The Leukemia & Lymphoma Society (LLS) is: Cure leukemia, lymphoma, Hodgkin's disease and myeloma, and improve the quality of life of patients and their families. LLS exists to find cures and ensure access to treatments for blood cancer patients. We are the voice for all blood cancer patients, and we work to ensure access to treatments for all blood cancer patients.

Special Olympics Florida - Suite LL15

Special Olympics Florida provides year-round sports training, competition, and health services to children and adults with intellectual disabilities, at no cost to the athletes or their caregivers, as a means to achieve physical fitness, self-esteem, socialization skills, and the life skills necessary to be productive, respected, and contributing members of their communities. Special Olympics Florida – Healthy Community is a premier, health care delivery approach that focuses on the whole person with an intellectual or developmental disability and provides integrated health care coordination that includes primary health care. Oftentimes, people with special needs have neglected health problems.

First Floor

Baptist Health Office of Social Responsibility and Community Advocacy - Ste 150

The only nonprofit, mission-driven, locally-governed healthcare system in Northeast Florida, Baptist Health invests

significant resources to develop a community where: children are born healthy and grow up strong and safe; our neighbors in need have access to quality health care; the elderly live long, independent and fulfilling lives. We fund, support and/or manage numerous strategic initiatives throughout Northeast Florida that align with these priorities, and we measure their impact not only in terms of improving health but improving the overall quality of life in our community.

Cultural Council of Greater Jacksonville - Suite 140 (front door) & Admin offices in Suite 300

The Cultural Council of Greater Jacksonville is focused on enriching life in Northeast Florida by investing in Arts and Culture.

Delores Barr Weaver Policy Center - Suite 130

The Delores Barr Weaver Policy Center engages communities, organizations and individuals through quality research, community organizing, advocacy, training and model programming to advance the rights of girls and young women, especially those in the justice and child protection systems.

Family Foundations - Suite 120

Family Foundations offers tools, skills, support and solutions for families and individuals to benefit by translating financial knowledge into better financial behaviors. Our community benefits from the thousands of families who become financially stable because of Family Foundations. Financially stable families buy houses they desire and can afford, making neighborhoods stable. Children thrive when they live with financially fit families. We nurture and counsel people, so they are able to develop devoted, loving families who know how to communicate with each other.

Jacksonville Public Education Fund - Suite 110

The Jacksonville Public Education Fund is an independent nonprofit organization that works to inform and mobilize the community to advocate for universally high-quality public schools for all children in Duval County. We believe in the potential of students in every community, the potential of teachers in every school and the potential that our city has to become great through its children. Join a network of public education advocates, see the latest research, find data on public schools and make your voice heard at the table.

Nonprofit Center of Northeast Florida - Suite 100

The Nonprofit Center connects, strengthens, and advocates for nonprofits, creating a more vibrant Northeast Florida. The Nonprofit Center is a vital support system for our local nonprofits, providing local organizations with resources that are hard to come by in this, the essential “third sector.” We provide services, programs, and information resources to our members while advocating for the Northeast Florida nonprofit sector locally and at the state level. We provide local government, civic and business leaders, and the media insights and information to promote smart decision making and public support for local nonprofits.

The Jessie Ball duPont Center (aka The Jessie) - Suite 141

Please stop by if you need any assistance or have questions or concerns that we can help address.

Second Floor

Big Brothers Big Sisters of Northeast Florida - Suite 220

Big Brothers Big Sisters of Northeast Florida provides children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever

First Coast YMCA - Suite 210

The YMCA of Florida's First Coast is a cause-driven organization focused on strengthening the foundations of community by developing the potential of youth, promoting healthy living and encouraging social responsibility. Our service locations include 15 membership facilities, 1 resident camp, 1 charter elementary school, and 2 facilities for the profoundly disabled. The Metropolitan Office is home to all leadership staff, including President and CEO Eric Mann, the Advancement, Asset Management, Membership, Marketing & Communications, Risk Management, Human Resources, Accounting, First Impressions (member information) and Information Technology offices.

Florida Nonprofit Alliance - Suite 229

The Florida Nonprofit Alliance informs, promotes, and strengthens the nonprofit sector in order to create more vibrant communities across the state.

Leadership Jacksonville - Suite 230

Leadership Jacksonville educates, connects and inspires diverse leaders to build and strengthen their communities. Programs include: Leadership Jacksonville; selected adults annually explore areas of community concern and build a network with knowledge and insight to make a difference. Youth Leadership Jacksonville; preparing high school juniors to take their place as responsible leaders, committed to ethical leadership and community involvement. Collegiate Leadership Experience; a summer program for college leaders living or attending school in Northeast Florida.

United Way of Northeast Florida - Suite 200

United Way of Northeast Florida focuses on education, income and health – the building blocks for a quality life. The organization supports measurable solutions to ensure children enter school ready to learn, students stay on track to graduation, families achieve financial stability and people have the tools to lead healthy, productive lives. Actively engaging people and organizations who bring the passion, expertise and resources needed to get things done, United Way advances the common good by creating positive, lasting change in five counties, including Duval, Nassau, Clay, Baker and northern St. Johns.

Third Floor

Catholic Charities - Suite 320

Catholic Charities provides services to anyone in need, regardless of race or religion; advocates justice, human dignity and quality of life; and calls all people to join in these efforts; thereby reflecting the compassion of God in Christ.

Jessie Ball duPont Fund - Suite 300

The Jessie Ball duPont Fund is a national foundation that makes grants exclusively to organizations identified by Jessie Ball duPont in her will. Today, there are more than 300 eligible organizations. The Jessie Ball duPont Fund works to expand access and create opportunity by investing in people, organizations and communities that were important to Mrs. duPont. The Fund organizes its resources around the following focus areas: Strengthening the Independent Sector; Building the Assets of People, Families and Communities; Building the Capacity of Eligible.

Jessie Ball duPont Center Features

Stats:

- 120,215 square feet
- 19 tenants, 250 employees 17 training/meeting rooms & spaces

Building Amenities and Services:

- Open air patio on the 3rd floor
- Bike storage on the 1st floor
- Vending located in the lower level
- Kitchens on the 2nd, 3rd, and Lower Level floors
- Copy room on the first floor
- Catering Kitchen located on the 2nd floor beside the Lecture Hall (208)
- Little Lending Libraries on every floor
- Children's visitor area in Great Hall
- Public art all around the building & in The Corner Gallery on the corner of Ocean & Adams

Energy-Efficient Building Features:

- Glazing throughout the building to conserve energy
- A white, reflective roof
- Solar storage tanks with pump stations and roof mounted solar collectors that supplement the electric water heaters; Rainwater capture system - Filters into a 2,000-gallon cistern
- Energy efficient lighting and plumbing fixtures
- Heating ventilating and air conditioning equipment that uses non – ozone depleting refrigerant
- Communal greenspace (rooftop)
- Hydroponic Plant Towers - YMCA owned towers that grow greens to be donated to various nonprofits in our area
- Filtered water at every kitchen sink
- Shared office supplies cabinet in LL mail room – take and leave office materials as you need

Additional Features:

- Bistro-on-the-go: Snacks and beverages available for purchase in the lower level shared kitchen
- Bike Storage Room: Security, CBRE, or Jessie staff can give you one-time access to this room. See Donte' Palmer to complete a waiver and reserve a bike for up to 4 hours. If you would like to start biking to work and need ongoing access to the room, please contact Amanda Davis of CBRE. amanda.davis@cbre.com.

Onboarding New Staff (new procedures to come in Q2 2020)

The Basics

Request a building fob for your new employee – Please submit Building Access Form to Amanda Davis of CBRE to assign a new employee a fob. Form is located at the end of this packet. The Jessie Ball duPont Center has built-in building fob access points that allows entry to your suite and the main building entry doors afterhours. Please designate on the form if you would like your employees to have afterhours access to the building and/or your office.

Parking

If your lease includes parking, please have your new employees fill out the Parking Form (available by email from Amanda Davis). Please submit completed form and driver's license to Amanda Davis of CBRE at amanda.davis@cbre.com.

NOTE: Alert the Management Office when employees holding fobs and/or parking passes leave or are terminated. Unauthorized redistribution of assigned fobs is not permitted. There is a \$100.00 fee for any fob that has been lost or stolen. Building security and management relies on tenants reporting lost or stolen access cards. Tenants can and will be held responsible for losses caused by or created by anyone gaining access using a lost or stolen access card that was not reported.

Register your new staff person in the Portal (see The Portal section below).

Give your new employee a building tour and go over the duPont Center's vision and values, room use guideline, shared space guidelines, etc., OR schedule an orientation with Donte' Palmer from The Jessie's staff by email dpalmer@thejessie.org.

How to Get Involved

Welcome to the Jessie Ball duPont Center community! The twenty organizations housed in this building are part of a big-picture vision of shared space and collaboration. We encourage getting to know your neighbors, building friendships and taking the time to stop and introduce yourself to strangers in the hall.

Below are a few tips on how to get the most out of working in this beautiful space:

- Attend Tenant Meetings to get to know people from other organizations, keep up with what's going on in the building, and bring your ideas of how to improve our community.
- Eat lunch in a shared kitchen (every floor but the 1st has one), the rooftop, or Great Hall and ask a new friend to join you! (Check out Food Truck Thursday)
- Come to a Convening! The Nonprofit Center of Northeast Florida hosts free morning meetings for you to mingle and chat over coffee with people working in similar roles in organizations across northeast Florida. These meetings happen right here in our building, so take advantage! Register here: <http://www.nonprofitctr.org/membership/convenings/>
- Join the building's Facebook Page, "Humans of the Jessie Ball duPont Center," to stay up to date on leftover food from events, walking the bridges during lunch, last-minute invitations to events going on in the building, and more!
- Get to know the Jessie Ball duPont Center Portal. This is where you'll reserve rooms for your meetings and events, find information on how to rent the building bikes & mics, and find contact information for anyone in the building.
- And finally, wear your name badge so people can start to connect your name with your face!

The Portal: Your Key to the Jessie Ball duPont Center

How to register

Each organization has at least one Portal Organizational Admin who can add users for their organization. This is usually the Office Manager/Administrative Assistant/HR Department Head. To add a user, the admin simply clicks “new user” on the upper right corner of the User Directory page, enters in the employee’s information, then sends the user their login information.

Logging on

Username – email address

Password – password

What you can do here

- All users are able to reserve event spaces, check availability of rooms and technology, see building announcements, put in a ticket for tech support (via the Technical Support button in the middle of the home page), download room use guidelines, parking info, etc.
- The Organization Admin can new member profiles, delete old ones, and set up guest wi-fi network access
- Certain employees within your organization can put in a building ticket with CBRE via the Building Ticket link on the Portal. Submit a building ticket to adjust your office temperature, reserve after-hours janitorial service & HVAC, report a problem with the building such as a leak or spill, etc.
 - This user must be authorized to accept charges on behalf of your organization and is usually the same as the Portal organizational admin; see Amanda Davis with CBRE if you are not sure who this is or if you would like to add access for an additional employee.

Reserving Building Spaces, Technology, and Amenities

Reserving a Meeting/Event Space at <https://portal.dupontcenter.org>

The Jessie Ball duPont Center comes equipped with 17 different meeting and event spaces. These versatile spaces can be used to host everything from a small committee meeting for a few people to a large-scale luncheon for hundreds of guests. With so many spaces available, the online portal helps tenants easily reserve spaces while ensuring that all usage protocols and guidelines are accessible to tenant employees.

Rooms may be reserved through the Portal at no cost to tenants for meetings and events that are related to furthering tenant organizations' missions or their community purposes. **At no time shall an employee reserve space or technology for a private event under the name of their organization.** All such requests must be approved by CBRE. All external rentals of the building for private, public, or nonprofit use, may be made through the building website: <https://www.dupontcenter.org/>.

Reserving a room is as easy as **1, 2, 3**

1. **Select your room/space:** Click on the “Events” and then “New Events” on the left-hand side of the portal. This will take you to the main reservation platform where you can see all of the available spaces in the Jessie Ball duPont Center. Here, you will select the room(s) you would like to reserve from the list of options.
2. **Select your timeframe:** Once you have your room selected, reservation timeframes will appear with only building hours shown by default. Uncheck “only show building hours to book outside 7am-7pm Monday-Friday. Walking through the process will allow you to schedule recurring meetings, leave notes for colloques, send event invitations and more. Detailed online training on using the tenant portal is available here <https://youtu.be/1FEbWCywtJs>
3. **Confirm your reservation:** After you click on the “Submit Reservation” button, you will be taken to the event information page. Here you will include basic information about your event like event name and primary contact. If anything needs updated, you can edit the reservation. Please note, some spaces require portal admin approval, so it may take up to 48 business hours for that approval to occur.

NOTE: The name on the reservation is the person responsible for making sure the room is left ready for the next reservation.

(See Exit Checklist section below.)

Reserving duPont Center Technology

When reserving a room at the Jessie Ball duPont Center ensure you have reviewed the available technology in that space which can be found under the room's description on the portal. Possible features include:

Technology

- ☐ Touch Panel Room Control
(a portable room control iPad is available through the Portal)
- ☐ Projection Screen
- ☐ Mondopad Touch Screen Display
- ☐ Dual Screen Mondopad Touch Screen Display
- ☐ Dual Screen Non-Touch Display
- ☐ Inputs for up to two devices (either VGA or HDMI, cables not included)
- ☐ USB Wall Inputs
- ☐ USB Inputs available on side of Mondopad
- ☐ Smart Kapp Whiteboard*
- ☐ Wireless Microphones Available (Requires a separate Portal Reservation)

Computer

- ☐ Built-in Room Computer
(with wireless keyboard and mouse)
- ☐ Built-in Mondopad PC

General

- ☐ Podium
- ☐ Writeable Walls (where specified)
- ☐ Listening devices for the hearing impaired

Conferencing

- ☐ Video Conferencing Camera
- ☐ Phone Conferencing (Bria)
- ☐ Built-in Room Audio
- ☐ Built-In Room Microphone

Recording

- ☐ Lecture Capture
- ☐ Camera Control (can pan, tilt, and zoom)
- ☐ Fixed Camera

If you need technology that is not included in the room, you can reserve additional technology on the portal under the "Select Inventory" tab on the "Reservations" page on the online portal. Additional technology includes:

- Lecture Hall microphones
- Portable Mondopad
- Portable A/V cart for the Great Hall and other open space
- AUX cord
- portable room control iPad
- portable production rack (may require a certified sound technician)

Any additional technology being brought in by a third-party vendor should be communicated to Center staff.

For large events, NOVUS Insight is available for event technology consultation during the planning phase. Contact their Help Desk at 860.282.4200 or help@novusinsight.com

Lecture Hall Microphones

Microphones need to be reserved for the duration of time you would like them in your possession, from set up and sound check, to returning them to Donte' in the Great Hall after your event. They are reserved on the Portal by toggling from the default "Select Room" tab to "Select Inventory." Your reservation includes four wireless handheld mics and four wireless lavalier (clip-on) mics. Pick-ups and drop offs outside of regular work hours (9am to 5pm) need to be coordinated with Donte' Palmer in advance dpalmer@thejessie.org

NOTE: The Lecture Hall can accommodate up to four microphone channels at one time. Any combination of handheld or lavalier microphones is fine, so long as each is on a separate channel (check the labels on the mics). The mics can be used without turning on the room computer. Simply touch the microphone icon in the upper righthand corner of the touch panel near the doors. (Professional wired mic inputs and professional line level audio inputs are also available. Contact Novus in advance of your event for more information.)

You can add up to four additional wireless microphones for a total of 8 if you reserve the audio cart.

Great Hall Microphones

Unlike the Lecture Hall microphones, the Great Hall microphones do not require an additional reservation. They are stored in the Great Hall storage room and can be retrieved at the beginning of your reservation by asking security to unlock the storage room for you (as you would with the High Boys). This room has two microphones that include handheld and lavalier options. Again, reserving the audio cart can bring in four additional wireless microphones for your event as well as additional audio mixer capacity.

Portable Mondopad

The portable Mondopad can be reserved on the Portal by toggling from the default "Select Room" tab to "Select Inventory" and scrolling down to Portable Mondopad. The Mondopad is stored in locked storage in the Lower Level. You may retrieve it at the beginning of your reservation with the help of a Jessie staff person. Pick-ups and drop offs outside of regular work hours (9am to 5pm) need to be coordinated with Donte' Palmer staff beforehand. Please return the Mondopad to Donte' Palmer in the Great Hall by the end of your reservation.

Portable Room Control iPads

Wireless Room Control iPads allow you to toggle back and forth between devices from anywhere in the room instead of just at the touch panel and are available for some rooms via the Portal. Please pick up from the Donte' Palmer in the Great Hall at the beginning of your reservation. Pick-ups and drop offs outside of regular work hours (9am to 5pm) need to be coordinated with Jessie staff.

Technology FAQ

BRIA software can be used through the room PC for conference calling. Please note, you cannot connect your own Mac/PC and the BRIA system at the same time, so you will need to use the room PC if you need to have a phone or video conference using the built-in room mics and room speakers.

Options when using room technology for a presentation: Use a flashdrive loaded with files in the room's USB port with the room's built-in PC OR Use the mirroring function on your Mac/PC (but keep in mind, you won't be able to use the in room mics and speakers with your own device)

Other Reservations

Highboys

The building has 5 highboys available for tenant use. These can be reserved on the Portal by toggling from the default "Select Room" tab to the "Select Inventory" tab. A highboy reservation simply reserves the tables for your timeframe. You may retrieve them at any time during your reservation by asking security to unlock the Great Hall storage room where they are kept. It is the responsibility of the person whose name is on the reservation to return the highboys to the storage room by the end of their reservation time block. Security and CBRE are currently the only ones with access to the storage room, so please plan accordingly.

Reserving a Bike

The building has two bikes available for any building employee to use free of charge. Bikes can be rented for up to four hours at a time and must be returned by 5pm the same day. To reserve a bike for the first time, see Donte' Palmer in the Great Hall to fill out a one-time waiver. Subsequent rentals will not require a waiver; simply sign the bike out with Donte' Palmer in the Great Hall.

Reserving Street Parking

Contact Mark Schofield at 904-234-5290 with the City of Jacksonville to reserve street parking. You will need the meter number that you are requesting to be bagged. The cost is \$6 per day per meter. More information can be found here: <http://www.coj.net/departments/parking-facilities-and-enforcement/metered-parking> Questions about meter rentals? Call 904-630-1399 Monday-Friday from 8 a.m. – 5 p.m.

Shredding

Shredding services are available through Shred for Good. If your organization does not currently have a shredding bin and would like to purchase one, please email Donte' Palmer at dpalmer@thejessie.org.

After-Hours Considerations

(Weekdays before 8:00AM or after 5:00PM, and anytime on weekends.)

Any requests for after-hour services must be submitted the Thursday before the event through the CBRE building ticketing system, linked on the homepage of the duPont Center Portal: <https://portal.dupontcenter.org/> (click the “Building Ticket” button). This user must be authorized to accept charges on behalf of your organization and is usually the same person as the Portal organizational admin; see Amanda Davis with CBRE if you are not sure who this is or if you would like to add access for an additional employee.

- **Doors** – For after-hours meetings, please make the security guard on duty is aware that you will have people entering the building, which room you are in, etc. Although security personnel is here 7:00AM-7:00PM, they make hourly rounds during after-hours times and are not always at the front desk before the building officially opens (8am) and after the building officially closes (5pm). Plan to have a representative of your organization available to let people in the front door to the building during after-hours times. All guests entering the building, regardless of time of day, should either sign in at the front desk or on a meeting/event sign-in sheet so that security knows who is in the building in the event of an emergency. If you would like to use your own sign in sheet, please let security know so they do not ask your guests to sign in twice.
- **Security** – Security is scheduled in the building from 7am to 7pm Monday through Friday. For larger events during after-hours times, especially on weekends, a security guard is recommended. The cost is \$30 per hour. If you choose not to reserve security, it is your responsibility to secure the building at the end of the night. Make sure all front doors and the side door along Ocean Street lock behind you. If they do not lock automatically, contact Amanda with CBRE immediately (352) 209-2980. The building may not remain unlocked overnight.
- **Janitorial** – Afterhours janitorial can be requested by submitting a Building Ticket through the link on the home page of the Portal at least a week in advance of your event. The cost is \$25 per hour. If you choose not to book janitorial, it is the responsibility of the employee whose name is on the Portal reservation to ensure that all trash created by the event is taken out to the dumpster located in the loading dock. Please be sure to prop the door, as it will lock behind you.
- **HVAC (Air Conditioning and Heat)** – The air runs 7:00AM-7:00PM Monday-Friday, a ticket will need to be submitted if air is needed after-hours. Afterhours air is \$40 per hour, per floor.

JBdC Room Use Guidelines

Check-in

- Arrive in the room on time
- Check out technology equipment on the Portal prior to your event
- Do not remove equipment or furniture from other rooms without first reserving that room on the Portal. Any furniture moved must be returned to its original location by the tenant by the end of their room reservation.
- Do not bring in food/drinks into rooms with in-table technology (Lecture Hall and Room 318 are exceptions)

Check-out

- Leave the room on time
- Return room to default set-up before leaving the room (diagram is available on the portal)
- Return any portable technology like microphones and the Mondopad to The Jessie's staff
- Wipe down tables
- Push chairs under the table
- Remove all trash from the meeting room and take out to the dumpster, if the can is over half full (be careful, as the bags aren't the sturdiest and may leak!)
- Take all your belongings with you

Additional Guidelines

- Follow all building safety and room use guidelines (CBRE contract)
- Return rooms to the condition that you found them (or better!)
- The duPont Center is not responsible for rooms and/or items left unattended
- Should your meeting/conference room needs change due to attendance, the duPont Center reserves the right to assign a different room to meet the needs of the tenant and the duPont Center.

Kitchen Use Guidelines

- The open shelves are for communal use. Anything on these shelves is available for any building employee to use.
- Please wash and return when you're done.
- Tenants may use all appliances unless they are labeled for a particular organization. If labeled, please see a representative of that organization before use.
- The dishwasher is used for large loads only. The organization that loads the dishwasher is responsible for unloading it in a timely manner. All other dishes should be hand washed and placed on the drying rack.
- Tenants and guests should not use materials from cabinets assigned to other tenants (cabinet shelves are labeled to show assignment).
- Tenants should take home/dispose of perishable food items in their assigned fridge every Friday.
- If a tenant/guest has any additional food left over from an event, and they would like to share it with the other tenants, the food should be taken to the 2nd floor shared kitchen and placed on the island. Posting in the building Facebook page can help spread the word (search for The Humans of the Jessie Ball duPont Center and ask to join).

Catering Kitchen Protocol

The catering kitchen is included in a Lecture Hall reservation and is available for your use during your reservation. If materials are left in the Catering Kitchen, and are labeled, the organization responsible will be contacted and will have 24hrs to clear materials from the Catering Kitchen before it is thrown away. This is to assure that the kitchen is clean, and the fridges are clear for the next reservation.

Sample Meeting Preparation Checklist

- ☐ Reserve a room and/or equipment on the JBdC portal
- ☐ Reserve any additional technology or equipment through the Portal
- ☐ Reserve loading dock, if needed, on the JBdC portal
- ☐ After-hours HVAC (7:00PM – 7:00AM, weekends) – if needed, ask your organization administrator to create a ticket through CBRE no later than the Thursday before your event
- ☐ Doors – if doors need to remain unlocked outside of building hours (8:00AM-5:00PM, weekends), ask your organization's administrator to create a security ticket through CBRE no later than the Thursday before your event. If the doors are unlocked, a security guard's presence is required
- ☐ Security – if needed outside of building hours (8:00AM-7:00PM, weekends), ask your organization's admin to create a ticket through CBRE at least one week before your event
- ☐ Guest wi-fi password – if needed, ask your admin to create through the JBdC portal and forward instructions
- ☐ Place catering order / purchase snacks
- ☐ Sign-in sheet (for security purposes). Let security know

Sample Exit Checklist

(Lecture Hall)

This is a shared space. Please leave the room in pristine condition for the next reservation.

- ☐ Set the room back to its default
- ☐ 12 round tables, 5-7 chairs at each
- ☐ Wipe down each table
- ☐ Wipes can be found in the box storage to the right of the stage
- ☐ Remove anything you brought into the room
- ☐ Take the trash to the dumpster*
 - If the trash can is over 50% full you must take it out or request janitorial services by submitting a Building Ticket on the Portal. Custodial staff is not responsible for trash your event creates unless you request it through CBRE.
- ☐ Put in a building ticket (link in Portal) if:
 - anything has been spilled or damaged
 - the carpets need to be vacuumed
- ☐ Turn off lights & room technology
- ☐ Return any microphones to the Jessie staff in the Great Hall

IF AFTER HOURS:

- ☐ Take all trash to the dumpster*
 - if you have not previously arranged for after-hours custodial staff
- ☐ Make sure the front doors lock behind you as you exit the building

* Directions to the dumpster: take the service elevator down to the first floor, dumpster is through the loading dock doors on the right – the doors will lock behind you so bring a partner or prop the door!

Additional Building Policies

Alcohol Policy

- Contract with a beverage provider: Your provider must possess a valid City of Jacksonville liquor license. The beverage provider must provide \$500,000 liability insurance. This insurance must also name the following individually as additionally insured: JB duPont Center, LLC, JBdF, Inc., Jessie Ball duPont Fund & CBRE, Inc.
- Provide and serve your own beverages: You must provide \$500,000 liability insurance. This insurance must also name the following individually as additionally insured: JB duPont Center, LLC, JBdF, Inc., Jessie Ball duPont Fund & CBRE, Inc.
 1. If you are not charging an admission fee to your event, or if you are not charging guests for alcoholic beverages, your insurance must be on file as outline above.
 2. If you are charging an admission fee to your event, or if you are charging guests for alcoholic beverages, you must have a liquor license and you must provide proof of liquor liability insurance as outlined above. A temporary license can be obtained through the DBPR.

TEMPORARY PERMIT OR SPECIAL SALES LICENSE (ODP OR SSL) This license category allows a bona-fide non-profit civic organization to sell alcoholic beverages for consumption on premises for a period not to exceed 3 days for a single event. These organizations are limited to 12 permits per calendar year except for small areas in certain counties which are allowed to have an additional 12 or 15 permits per calendar year, utilizing the Special Temporary Permit. Permit can be found at the site below:

https://www.myfloridalicense.com/CheckListDetail.asp?SID=&xactCode=1030&clientCode=4002&XACT_DEFN_ID=6770

Building Maintenance

Our Lead Building Engineer is on duty Monday through Friday during normal business hours. Engineering is here to maintain building operations and to provide standard building maintenance. A designated office contact should be the person to place all maintenance requests via the work order system, Angus. If you need access to Angus, you are not sure who has access or if you would like to add an additional employee, please submit an email request to Amanda Davis at amanda.davis@cbre.com.

Urgent Requests

Please have your Office Manager notify CBRE at 904-240-4560 of any urgent maintenance requiring immediate attention. We will have a building day porter, or a building engineer assist you as soon as possible. When requesting Maintenance, please be prepared to provide the following information:

1. Your name, company name, and suite number.
2. Clearly identify the nature and location of the problem.

General Maintenance Requests- Angus Work Order System

For all general maintenance, including HVAC requests, cleaning, fobs, please enter a new work order via Angus. See Amanda Davis with CBRE if you are not sure who this is or if you would like to add access for an additional employee. Users must be authorized to accept charges on behalf of your organization and is usually the same as the Portal organizational admin.

Janitorial Service

Janitorial service is provided Monday thru Friday after normal business hours. Routine office cleaning includes weekly vacuuming, dusting and emptying wastebaskets. If routine office cleaning is not being completed or areas are being missed, please report all janitorial issues to CBRE through Angus work order system. Ex. Vacuuming is not being completed weekly please report to CBRE. As a reminder, please do not place any object near or against trash receptacles if the material is not to be thrown away. Please break down all boxes that you are disposing. Please note that the janitorial crew will NOT dust any computer equipment, including terminals, hard drives or keyboards; nor will they vacuum or dust near computer cables or wires. This is for your protection to avoid disrupting any sensitive computer equipment.

Special Requests

If you have any special requests or require emergency janitorial assistance, please enter a work order via the the Angus work order system or direct your request to Amanda Davis, 904-240-4560.

Day porters

A Day Porter is on duty 7:00a.m.-4:00p.m. to keep the lobbies, corridors, restrooms, and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or otherwise, please call our office at 904-240-4560 so that we may immediately dispatch the Day Porter.

Mail

U.S. Mailbox Locations Mailboxes are located in the lower level of the building. Two keys, for your assigned mailbox, will be provided by the Management Office prior to move in. The U.S Postal Service delivers mail to each tenant's assigned mailbox. All incoming mail is delivered Monday-Friday.

Express Mail Service

FedEx and UPS have numerous drop box locations within blocks of the Jessie Ball DuPont Center. Scheduling either provider to pick up packages from your suite is always an option as well.

Loading Dock (Oversized Deliveries)

All oversized deliveries should be made via the building's loading dock. Please reserve the loading dock at least 24 hours in advance, as security does not have access to the Portal and receives a printout of the schedule the day before. To reserve the loading dock during normal office hours, put in a Portal reservation. It is still necessary to make prior arrangements for all vehicles entering the loading dock for delivery as there is a locked gate at each side of the alley. Arrange for your vendor to call you when they are ready for the gate to be unlocked. A tenant representative must be present to receive the vendor. It the tenant's responsibility to let security know when your vendor

is here, and to greet your vendor and direct them where to go. All large deliveries need to use the service elevator by the loading dock. Please contact CBRE 24 hours in advance to plan for all afterhours oversized deliveries at 904-240-4560.

Smoking

It is the policy of the Jessie Ball duPont Center to prohibit smoking on all premises in order to provide and maintain a safe and healthy work environment for all employees. The use of cigars, cigarettes, electronic cigarettes or pipes of any kind are strictly prohibited at the Jessie Ball duPont Center.

Solicitors

Jessie Ball duPont Center has adopted a "No Solicitors" policy. Please notify CBRE of any solicitors on the premises

Contact Information

Donte' Palmer

Events, shared spaces, collaboration, the building portal

Community Animator

Jessie Ball duPont Center

p: 904-353-0890

e: dpalmer@thejessie.org

Mark Walker

Policy issues, collaboration ideas, partner intros, general support

Director, the Jessie & Senior Program Officer

Jessie Ball duPont Center/Fund

p: 904-353-0890 ext. 1470 f: 904-353-3870

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Building management, billing & maintenance

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CBRE | Property Management

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Issis Alvarez

Sector & collaboration partner

Program Manager

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