**DOCC Office Protocols**

**Mail**

Tim and Carrie take mail from the mailbox to individual boxes in the Financial Office. Pipier/Kim get mail from 115 boxes and bring mail to 19. Staff at 115 should check their box.

**Send Mail**

There are postage meters at both 115 (third floor) and 19. Please affix postage yourself using the meters. If you need training on how to use postage machine, ask Kim.

**Packages**

Tonya/Candace will notify via text the person who receives a package at 115 in Preschool Commons or Commons. Carrie will notify via text the person who receives a package at 115 in their office. At 19, the package will be on the first floor.

**Office and Postage Meter Supplies**

For basic office supplies, please purchase those yourself through our Amazon account. For postage meter ink, email Pipier/Kim. Copy paper and toner at 115, please email Carrie to order. Copy paper and toner at 19 please email Chessa/Kim/ Pipier.

**Copier Maintenance**

When you encounter a need for more paper or toner for the copier, please refer to protocol above. If you encounter a more difficult issue with the copier (like an error code, etc.) please call the number on the copier. They will need the copy id number located on the copier. Please notify staff through email that you have reported problem and let them know when it will be fixed. **Do not walk away from the printer if an error appears. It is your responsibility to call the number. It only takes a minute. If you change paper in machine from regular paper to card stock, please change back. Do not leave card stock in machine.**

**Postage Meter Maintenance**

If the postage meter needs more money, please add money to the machine by following the prompts on the machine. After adding money, take the receipt to Carrie. If you need help in this process, please contact Matt at 115 or Kim at 19. Kim or Matt can teach you the process. If the meter needs more ink, there should be a refill next to the meter. If there is a refill, please go ahead and refill the machine. If you need help with this, Matt at 115 or Kim at 19 will teach you the process. If there is not ink refill, please email Pipier.

**Building Maintenance Issues**

If you identify a problem with the facility, please email Kim about the problem. Please include a detailed description of the issue. Kim will respond back to you with acknowledgement and a time frame for addressing the issue. If Kim is not available, please email issues to Frank.

**Custodial Issues**

If any custodial issues arise, please contact Brian.

**Entrance and Room Scheduling**

When planning any event, please send your request for any room and entrance times to Pipier for scheduling.

**Calendar**

Send all calendar events to Pipier to put on the calendar. Make sure to include date, time, set up and room being used.

**Scheduling Van Usage**

If you need to use the van, schedule with Pipier. If you need the van on a day that you forgot to reserve it, check the date you need the van on the calendar provided on Kim’s desk. If it is not reserved, please sign the van out on the lines provided. Please write your name, date, and time the van will be returned. **If you use van for a trip, please make sure all trash is cleaned out and vacuum van. Also, fill the van up with gas upon returning.**

**Laminator**

CDC will be responsible for ordering and replacing laminator film. If there is a problem with laminator, Robin will call company to repair.

**Technical Issues**

For any issues with computers, phones, printers, etc. please contact Matt.

* **Computers-** If the problem is not urgent, email Matt to let him know what is going on with your computer. If the problem is urgent, text Matt. Matt will respond as soon as possible to your need. Matt will resolve the issue within 48 hours of notification.
* **Phones-** Email Matt with issues
* **Printers-** After reporting problem to the company (number on machine), let Matt know through email.
* **Networking Issues-** Text Matt immediately
* **Tech Resources Needed for an Event-** Any event that you need tech help or resources (microphones, speakers, etc.), Please fill out a form. You can find the form online at doubleoakcc.org/techrequest. Matt will contact you if he has any questions.
* **Tech Equipment cannot be used for personal use.**

**Renting Vans and Metro Trucks**

* When renting a van, please make sure driver is 25 or older. If not, we have an extra charge. No additional insurance is needed when renting a van.
* When renting a Metro truck, **additional insurance is needed**. Our insurance does not cover truck usage.