



**Arizona State University  
Barrett & O'Connor Washington Center**

**Front Desk Handbook – covid-19 edition**

**1800 I Street, NW Washington, DC 20006  
(202) 446-0380 – main  
(202) 446-0390 – fax**

## **Building Basics**

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### **Hours of operation**

The official building hours of operation are 9AM to 5PM, Monday thru Friday, less ASU-approved holidays. During these hours, a front desk attendant will be seated at the lobby desk.

Due to the ongoing pandemic, the lobby doors will remain locked until further notice. An ASU Suncard, or an ASU access card, are required for entry into the Washington Center.

### **Building access**

Until further notice, the lobby doors will remain locked. Access to the building (including all elevators and stairwells) is limited to ASU faculty, staff, students and approved contractors.

- Faculty, staff, students and contractors who have been pre-approved for access will have ASU Sun Cards or white access cards. These cards have been programmed to allow access to and within the facility based on their work or class needs.
- Guests, including vendors and individuals attending meetings within the building, must check-in at the lobby desk to sign in, utilize the iPad to perform a covid-19 self-assessment, and receive assistance in contacting their meeting host. The meeting host or their designee must escort guests and provide facility access to the upper floors. See more under **Receiving Visitors**.

**NOTE: At no time should first floor exterior doors, stairwell doors or patio doors be propped open.**

**NOTE: At no time should anyone enter or exit thru the 18<sup>th</sup> Street door.**

## Cameras

For the safety of all staff and students, cameras are located on all floors.

## Emergency Contact Information

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### Life threatening situation or serious illness

In all cases of a life-threatening situation or serious illness – Dial 911.

To ensure a timely response, please always advise the 911 operator of your location. Your location information may not be automatically relayed to the 911 operator from our VoIP phones.

### Nearest Emergency Services

George Washington University Hospital – open 24 hours a day  
900 23<sup>rd</sup> St. NW  
Washington, DC 20037  
(202) 715-4000  
- Approximately six blocks from the Barrett & O'Connor Washington Center

### Important building concerns

For building concerns that require immediate attention (for instance, a flooding bathroom or a broken window), the building engineer should be contacted:

Rodney Day (202) 322-4342 – cell

After contacting the building engineer, please contact the director of operations to advise of the situation:

Roxanne Ladd, ASU (703) 855-9693 – cell

## Emergency Services

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### First Aid Kit

A first aid kit offering basic supplies is available in the first floor pantry and in the eighth floor catering kitchen. Basic supplies include ice packs, adhesive bandages, antibiotic ointment, aspirin, tweezers, hand sanitizer, etc.

Please advise the facility manager if any of these items have been removed so they may be replaced.

## Fire Extinguishers

Fire extinguishers are located on each floor. Fire extinguishers are maintained annually to ensure functionality as required by law.

## Automated External Defibrillator (AED)

AEDs are located on each floor – most often next to the elevators. All ASU staff are required to take an annual AED usage course. Note that all AEDs have a audible step-by-step installed should an occupant need to utilize it who has not been otherwise trained.

## Evacuation Plan

The ASU Barrett & O'Connor Washington Center has a formal evacuation plan. Please read the plan to become acquainted with the procedures and assembly points. Mandatory evacuation drills will be conducted annually.

## Lobby Desk Day-to-Day

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Thank you, in advance, for your professionalism and enthusiasm. We are grateful you are part of the team.

## Guest Interaction

ASU is a fun, vibrant place to work and as such, we are looking to you as the first face our guests see to embody that vibe. Please smile and welcome everyone who walks thru the door with enthusiasm.

## Facility Access

Security is of the utmost importance. You will get to know the 'regulars' who come thru daily. As you get acquainted with everyone, you won't need to ask to see their badge every time they pass. But for anyone you don't recognize, at any time, you must ask to see their Sun Card or ask them 'How may I help you today?'

**No one is allowed into the elevators or stairwells without proper authorization.**

## Staffing the Desk

Lobby attendants should remain at the front desk at all times. If you get up for a restroom break or other reason for a short amount of time, please place the 'I'll be right back' sign on the glass top of the desk. If you depart for an extended period of time, please contact the facilities team to alert them.

## FACILITY MANAGEMENT TEAM

- **Roxanne Ladd, Director of Operations**  
**Office (202) 446-0381**

**Cell (703) 855-9693**  
**Email: Roxanne.Ladd@asu.edu**

- **Paolo Rivera, Events and Office Coordinator**  
**Office (202) 446-0398**  
**Cell (703) 508-3039**  
**Email: Paolo.Rivera@asu.edu**

**Someone must be present at the lobby desk at all times if the main doors are unlocked.**

### **Bomb threat/Suspicious Package Protocol**

Refer to bomb threat/ suspicious package protocol document in this manual.

### **Agitated Visitor/ Demonstration Protocols**

Refer to agitated visitor/ demonstration Power Point contained in this manual.

### **Lunch and Snack Breaks**

Please refrain from eating at the front desk (though non-alcoholic beverages are always welcome). A kitchenette, complete with refrigerator, microwave and bistro table to eat at, are available on the first floor for your convenience. When it is not otherwise in use and the weather is agreeable, patio seating is available on the eighth floor.

### **Desk Cleanliness**

Please keep the lobby desk neat and picked up at all times. Trash should be thrown away. Personal items should be placed in a locking drawer. As one of the first areas guests will see as they enter the facility, this space must be kept clear and tidy.

## **Answering the Phone**

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The main ASU Barrett & O'Connor Washington Center phone line – (202) 446-0380 – will ring to the lobby desk. Please answer it in a pleasant voice by saying:

### **'ASU Washington Center, How may I help you?'**

- Calls should be forwarded to the appropriate person/department
- At no time should anyone's personal cell phone number be given out unless you have received specific instructions to do so
- If the call is of an immediate nature and it is unclear who should be contacted, contact either member of the facilities team
- If the caller is seeking general information, forward call to Roxanne Ladd, director of operations at (202) 446-0381 (may go in to their voice mail)

Note that instructions on how to use the phone and forward calls are available in the Lobby Desk reference binder.

The passcode to check for messages is: 3692580

## Daily Outlook Calendar

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All building staff have been instructed to list their excepted meeting guests and deliveries on the **ASU DC Guest and Delivery Outlook Calendar**. Front desk personnel should keep this calendar open and available on the lobby desk computer at all times for quick reference.

## Receiving Visitors

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Everyone who enters the building should be greeted and asked “How may I help you today?” Visitors will have several different reasons for entering the building and asking this open-ended question will assist in determining next steps.

### ‘I work for ASU ...’

- **ASU faculty or staff visiting from Arizona (announced)** – If the staff member is here to utilize hoteling space or to host a meeting and either is indicated on the day’s Outlook calendar:
  - Ensure they have a mask on
  - Note their name and department on the daily log
  - Ask if the visiting staff member has already performed their daily covid self-assessment. They should utilize the ASU web app or website to do so.
  - Invite the staff member to use the Sun Card to access the elevator and head to their designated floor. Note that any faculty or staff member who requested a reservation for space in advance will automatically be given Sun Card access to the appropriate floor.
  - Contact the host indicated in the Outlook appointment or the facility manger (if a host is not listed), to advise of the staff member’s arrival.
- **ASU faculty or staff visiting from Arizona (unannounced)** – If the staff member arrives requesting hoteling space or a tour of the facility
  - Ensure they have a mask on
  - Ask the staff member’s name; write it down
  - Ask if the visiting staff member has already performed their daily covid self-assessment. They should utilize the ASU web app or website to do so.
  - Invite the staff member to sit in the lobby
  - Contact the facilities team (Roxanne or Paolo) to request assistance

### ‘I’m here to meet with \_\_\_\_’

- **Meeting an ASU faculty or staff member (announced)** – If the guest is here to meet a staff member and the meeting is indicated on the day’s Outlook calendar:
  - Ensure they have a mask on

- Ask for the guest's name; write it down
  - Ask them to sign-in via the covid assessment iPad at the front desk (mandatory – if this is not done, the guest may not remain in the building)
  - Invite the guest to sit in the lobby
  - Open the Outlook appointment and locate the host's phone number
  - Call the host to advise their guest has arrived. Note that the ASU staff member must come down to the lobby to greet the guest and escort them upstairs
  - Advise the guest that their host is on the way (or other notice as relayed from host)
- **Meeting an ASU faculty or staff member (unannounced)** - If the guest is here to meet a staff member who keeps an office at this facility and the meeting is not indicated on the day's Outlook calendar or they are calling on the staff member unannounced:
    - Ensure they have a mask on
    - Ask for the guest's name; write it down
    - Ask them to sign-in via the covid assessment iPad at the front desk (mandatory – if this is not done, the guest may not remain in the building)
    - Invite the guest to sit in the lobby
    - Use the ASU DC Faculty and Staff Directory to assist in locating the staff member's office number
    - Call the staff member to advise they have a guest in the lobby that has requested to see them. Note that the ASU staff member must come down to the lobby to greet the guest and escort them upstairs
    - Advise the guest that the staff member is on their way (or other notice as relayed from host)

**'I'm here for a meeting with \_\_\_ who works at 1776 I St. NW'**

- Ensure they have a mask on
- Ask for the guest's name; write it down
- Ask them to sign-in via the covid assessment iPad at the front desk (mandatory – if this is not done, the guest may not remain in the building or proceed to 1776)
- Ask who this visitor is here to see/who is hosting the meeting
- Invite the guest to sit in the lobby
- Place a call to the meeting host and confirm which building the meeting will be held in.
- If at 1776 I St. NW, ask the guest to walk across the street to 1776 I St. NW and check in at their lobby security desk
- If at 1800 I St. NW, advise the guest that their host is on the way

**'Can you tell me more about ASU?'**

- **Individual requesting more information about ASU** – If someone enters the building and has questions about the university:
  - Invite guest to peruse available ASU pamphlets and other printed materials available in the lobby. All items are available for guests to take with them
  - Invite guests to watch the ASU DC video playing on the lobby digital display. The video explains why ASU is in Washington, DC.

- If you're comfortable with sharing information, try to answer their question with the response found at the end of this manual. See more under **Frequently Asked Questions**.
- Offer ASU postcard of 'Frequently Asked ASU-DC Questions' (located in lobby desk drawer)
- If guests have specific questions or are looking to speak with someone directly, contact the facility manager, as available. If not available, please take their name, phone number and email address.

## **Building Occupants by Floor at 1800 I St. NW**

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Below is a breakdown of where each department is located within the building.

<b>Floor</b>	<b>Department</b>
Basement	- Janitorial staff, building engineering
One	- Decision Theater
Two	- Sandra Day O'Connor College of Law
Three	- Consortium for Science, Policy & Outcomes - ISSUES in Science & Technology - School for the Future of Innovation in Society
Four	- Walter Cronkite School of Journalism and Mass Communication - Indian Country Today
Five	- The McCain Institute for International Leadership
Six	- The McCain Institute for International Leadership
Seven	- Executive Administration - Future Tense - University Technology Office
Eight	Event Pavilion – <i>no staff offices on this floor</i>

## **Building Occupants at 1776 I St. NW, Suite 750**

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Below is a list of occupants at our office space across the street at 1776 I St. NW, Suite 750.

- Global Engagement
- International Development
- McCain Institute for International Leadership – Human Trafficking department
- National Council for Science and the Environment
- Sandra Day O'Connor College of Law
- Thunderbird School of Global Management

## Staff Building Access

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Full time faculty and staff members of the Barrett & O'Connor Washington Center have access to all floors from 8:00AM to 5:00PM. Outside of these times, faculty and staff are limited to access on their designated floor.

Students attending class in Washington, DC for the semester will have access limited to the day, time and floor of their registered class(es).

The below chart outlines building access for Sun Card holders.

	Hours of Access	Days	Sun Card Access by Floor
DC-based full-time faculty and staff	6:00AM to 12:00AM	7 days a week	- Access to all floors from 8:00AM to 5:00PM, M-F - Access to designated floor(s) only after business hours.
Visiting ASU faculty and staff; those utilizing hoteling space	8:00AM to 6:00PM	Monday thru Friday	- Access to all floors from 8:00AM to 5:00PM, M-F - Access to designated floors after hours, as requested
Cronkite Students	8:00AM to 11:00PM	7 days a week	- Access to second and fourth floors
Law Students	24 hour a day	7 days a week	- Access to second floor

### Access to 1776 I St. NW

Only staff who are assigned to work from 1776 I St. NW have access to this location. Questions regarding access or lost or missing fobs should be directed to the director of operations.

### Lost or Forgotten Sun Cards

Staff members must notify the lobby desk that they have forgotten or lost their Sun Card to gain access to the upper floors.

- A lobby attendant can fob staff member to their appropriate floor. Note that lobby desk may also request ID to verify identity if they don't know/remember them or contact the facility manager for assistance
- A temporary access card can be requested from the facility manager while the staff member waits on a new Sun Card being mailed from Tempe

### New Staff Members, Visiting Scholars and ASU Interns

Departments are encouraged to provide the names of all new staff members, visiting scholars and interns in advance so the lobby desk and facility manager are aware and ready with temporary access cards upon these individual's arrival.

If the guest arrives and the lobby desk is not expecting them:



- Ask guest who their host is. Call the ASU host and ask them to come to the lobby to confirm the guest and escort upstairs
- If the guest does not know who they are meeting with, contact the facility manager

### **ASU Faculty and Staff hoteling requests**

Requests for desk space from ASU faculty and staff should be sent in advance to [hoteling-dc@asu.edu](mailto:hoteling-dc@asu.edu). This will allow the Washington Center staff time to update the staff member's Sun Card with building access and reserve a work space.

## **Eighth Floor Event Pavilion and Patio Access**

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Access to the eighth floor Event Pavilion and Patio will be available for all faculty and staff Monday thru Friday, 8:00AM to 5:00PM. After-hours access will be given as needed. Staff members should see the facility manager to request.

**Students will not have access to the eighth floor Event Pavilion or patio unless supervised by a faculty or full-time staff member.**

## **Incoming/Outgoing Mail and Package Deliveries**

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All mail and deliveries to the Barrett & O'Connor Washington Center will be received by the lobby desk during business hours. The facility does not have a loading dock.

As they are available, the front desk staff can deliver packages/boxes to the appropriate floors or to ASU's office at 1776 I St. NW. They may also call staff members to advise they have mail/package(s) in the lobby.

Outgoing packages may be left at the lobb desk for pickup by FedEx, UPS or a courier service. **The shipper is responsible for contacting the service to schedule the pickup during established business hours. At no time will this be the responsibility of the lobby attendant.**

Stamped and metered outgoing mail may also be left at the front desk for pickup by the US Postal Service OR can be walked across the street by the staff member to the USPS mailbox located in front of the Metro entrance.

## **Incoming Catering Deliveries**

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All catering for meetings and events will arrive thru the lobby entrance. The facility does not have a loading dock.

- **Catering delivery (announced)** – If the catering is for a meeting or event that is indicated on the day's Outlook calendar:
  - Ensure the delivery person has a mask on

- Ask the delivery person to wait in the lobby
  - Ask delivery person to check in using the covid assessment iPad on the lobby desk
  - Open the Outlook appointment and locate the host's phone number
  - Call the host to advise their catering has arrived. Note that the ASU staff member must come down to the lobby to sign for the catering delivery
  - Advise the delivery person that their host is on the way (or other notice as relayed from host)
- **Catering delivery (unannounced)** - If the catering delivery is not indicated on the day's Outlook calendar:
    - Ensure the delivery person has a mask on
    - Ask what catering company the delivery person is with
    - Ask delivery person to check in using the covid assessment iPad on the lobby desk
    - Ask the delivery person to wait in lobby
    - Use the ASU DC Faculty and Staff Directory to assist in locating the staff member's office number
    - Call staff member to advise their catering order has arrived. Note that the ASU staff member must come down to the lobby to sign for the delivery

If a situation arises that the meeting host cannot come to meet the delivery, items can be left in the first floor pantry. If a signature is required, please contact the facilities team.

## **Facility Staff Assistance**

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### **Lobby Attendants**

The lobby front desk will be staffed Monday thru Friday from 9:00AM to 5:00PM.

### **Day Porter**

A day porter will be on staff from 7:00AM to 3:00PM Monday thru Friday to assist in keeping the facility clean and running smoothly. The day porter will assist with bathroom refreshes, trash removal and room set-ups for meetings and events.

### **Janitorial Service**

A nightly janitorial service will assist in keeping the facility clean and properly maintained. They will be onsite five days a week from 3:30 to 8:30PM.

### **Engineering**

A building engineer will be on hand for several hours a week for facility maintenance and repair. An engineer can also be summoned for timely requests by the property or facility manager.

## Facility Requests – Non-Emergency

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Staff will have regular requests for building assistance.

### Thermostat adjustments

Please advise the facility manager or building engineer of any requested thermostat adjustments.

### Facility upkeep

Please advise the day porter of any requests for additional toilet paper, assistance with a spill, etc. Any requests regarding broken or damaged furniture should be directed to the facility manager.

### Technology concerns

Any damaged or broken technology-based requests including computers, phones, cords/wire, etc. should be directed to the University Technology Office at [utodc@asu.edu](mailto:utodc@asu.edu).

## Additional Resources

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- ASU DC Faculty and Staff Directory
- ASU DC Evacuation Plan
- Non-Violent/Agitated Visitor Protocol
- Agitated Visitor and Demonstration Protocol
- Violent Visitor Protocol
- How-to Guide for the Cisco phone

## Frequently asked questions

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The following list are responses to questions regularly received by the front desk staff.

### What is ASU?

*Arizona State University (ASU)* is a public research university ranked #1 in the U.S. for innovation and is dedicated to accessibility and excellence.

More than a decade ago, ASU began an ambitious goal to become a “New American University”: a comprehensive knowledge enterprise dedicated to the simultaneous pursuit of excellence, broad access to quality education and meaningful social impact.

## What does ASU do here? Why is ASU in DC?

ASU's Barrett & O'Connor Washington Center ...

- provides one-of-a-kind learning, teaching and research opportunities for students and faculty members
- facilitates ASU's participation in high-level idea exchanges between national decision-makers, opinion leaders, and ASU students, faculty and staff
- expands the reach of groundbreaking research efforts
- spurs national and international engagements and partnerships with ASU

## Do you have a website?

washingtondc.asu.edu

## Is there an admissions specialist onsite at the Washington Center?

We do not have an admissions specialist on-site at the Washington Center. Admissions Services handles many types of students (freshman, transfer, international, veteran, graduate). We recommend you visit the admissions website to be directed to the appropriate person and more information: [admissions.asu.edu](https://admissions.asu.edu).

## Can I get a copy of my transcript here?

No. Due to strict student privacy laws, we are not able to provide transcripts from the Washington Center. The university registrar, located in Arizona, will be able to assist. Inquiries for copies of student transcripts should be directed to <https://students.asu.edu/transcripts>.

## Can I talk to someone about financial aid?

Financial Aid is managed thru the university's registrar. You can check out this website: <https://students.asu.edu/contact/office-university-registrar>, email [registrar@asu.edu](mailto:registrar@asu.edu) or call the registrar's office on your specific campus, for assistance.

- Tempe campus – (480) 965-3124
- Downtown Phoenix campus – (602) 496-4372
- Polytechnic campus – (480) 727-1142
- West campus – (602) 543-8203

## Can undocumented students apply to ASU?

Yes. Additional information is available at <https://eoss.asu.edu/access/dreamzone>.

### **Do you have information about the ASU – Starbucks partnership?**

The Starbucks College Achievement Program (SCAP) provides eligible U.S. Starbucks partners the opportunity to receive 100% tuition coverage to ASU for over 80 bachelor's degrees online. The best place to go for more information is [starbucks.asu.edu](https://starbucks.asu.edu).

### **Do you have information about the ASU – Uber partnership?**

The ASU-Uber partnership offers eligible Uber drivers or a family member the opportunity to receive 100% tuition coverage for over 80 undergraduate degrees online and certificates in Entrepreneurship or English Language Learning. The best place to go for more information is [uber.asu.edu](https://uber.asu.edu).

### **Tell me more about ASU Online?**

Anyone seeking a high-quality online education from one of the most innovative universities in the world should visit [asuonline.asu.edu](https://asuonline.asu.edu). ASU has over 200 online degree programs to choose from.

### **What courses/degrees can I take here at the Washington Center? Can I/my son/my daughter, take class here?**

#### Master's Degree Programs

Midcareer professionals seeking a global focus for their resumes will have the following master's degree programs to choose from that are entirely based in Washington, D.C. beginning January 2020:

- Executive Master of Arts in International Affairs and Leadership – offered through the Thunderbird School of Global Management
- Executive Master of Public Administration – offered through the School of Public Affairs and the McCain Institute for International Leadership
- Master of International Affairs and Leadership – offered through the School of Politics and Global Studies and the McCain Institute for International Leadership

Information about these three programs are available on our website, [washingtondc.asu.edu](https://washingtondc.asu.edu), under the **'Educational Opportunities'** tab.

#### Sandra Day O'Connor College of Law

The Sandra Day O'Connor College of Law also offers a Master of Laws degree in the International Rule of Law and Security that can be taken from Washington, DC in its entirety. For more information, visit <https://law.asu.edu/focus-areas/irls>.

Additionally, Master of Laws (LLM) and Master of Studies in Law (MLS) degree programs – for students who want to expand their legal knowledge or specialize in a field – may also take their program entirely from Washington, DC. For more information:

- LLM, Masters of Laws – <https://law.asu.edu/degree-programs/llm>
- MLS, Master of Legal Studies - <https://law.asu.edu/degree-programs/mls>

Many more programs are available at the Washington Center for full time ASU students. You can go online to our website and visit the '**Educational Opportunities**' tab to learn more.

**Do you have housing at the Washington Center?**

Our housing partner in Washington, DC is [Washington Intern Student Housing's \(WISH\)](#), located in Woodley Park. Located in the Northwest district of Washington, D.C., WISH Woodley Park Center offers interns fully furnished housing just blocks from the Metro, in a neighborhood with restaurants, cafes and drugstores.

**I'm an ASU alumni. Can I access the building?**

The upper floors of the Washington Center contain offices and classrooms that are not open to the public. If you wish to learn more about ASU's presence in Washington DC, we encourage you to visit our website for more information or you can request a building tour via email. We do welcome guests to enjoy the lobby.

**Do you rent office space? Conference rooms? Event space?**

Unfortunately, no. Our facilities are not available for rental.

**If we haven't been able to answer your questions ...**

Please contact Roxanne Ladd, Director of Operations for the ASU Washington Center at (202) 446-0381 or [Roxanne.Ladd@asu.edu](mailto:Roxanne.Ladd@asu.edu).