

HOW TO USE THE RENOVATION INFOLINE

Non-Emergency Issues - include questions regarding schedules, room numbering, information needed for someone visiting your office, problems with computers or equipment caused by renovation work, inadequate heating or cooling, unfamiliar visitors not displaying an ID, worklife issues raised by a staff member. *These should be communicated via email to renovation@juilliard.edu.* You should not consider these confidential, as the information may have to be distributed to others. (However, if you have employee relations concerns that you feel would best be kept confidential, please contact *Caryn Doktor at x7354*). Feel free, also, to use this email simply to tell us that something is working well! Positive notes are greatly appreciated.

Emergency Issues - include life, safety, or building risk issues and should be communicated *directly to Joe Mastrangelo (x311) or Tricia Ross (x7288) during working hours*. In addition, send an email to renovation@juilliard.edu if possible. *Outside of working hours call the Security Desk (x246)*, which is staffed 24/7; the desk staff is able to contact Joe or other building employees. Examples of emergency issues include: water leaks, smoke or fire, injury, lack of electricity, damage (to things like windows, pianos, and security systems). You should not consider these issues confidential.

Behavior of Contractors and Outside Parties - There will be, at various times and at various levels, individuals in the building who are not affiliated with Juilliard: construction workers, their supervisors, inspectors, consultants, etc. They are all required to wear identification cards bearing their names. It has been emphasized to all groups that the School has high standards and expectations -- of us, and of visitors including those who are here to work on the project. They are expected to keep the building as clean as possible, to avoid unnecessary noise (and minimize noise to the extent possible), and to comport themselves in the same manner as we would expect from of our own faculty, staff, and students. They have been given a copy of our sexual harassment statement, and contractors are fully expected to comply. However, if you experience or observe a problem in this regard, you should contact *Caryn Doktor (x7354) or Tricia Ross (x7288)*. They will work with you or the affected party to investigate and resolve all problems. Every effort will be taken by the School to preserve confidentiality regarding a harassment complaint.