



Onboarding Packet

- Hours of Operation
- Parking
- Facility Services
- Facility Rules
 - General Rules
 - Kitchen Rules
 - Coworking Spaces
 - Conference Rooms
 - Children in Office
- Emergency Contact Information

Hours of Operation

Normal Office Hours: 9 AM to 5 PM



Facility Services

Mail

- Pick up your snail mail at least monthly; if this isn't an option, let us know and we can find an alternative solution.

Printer Setup Instructions for Tenants

- Physical copies of the printing instructions can be found by the printer in the lobby or in the Incubator by the Foley conference room.
- Digital Copy – bit.ly/PrintSpark

Equipment

- If you need any other equipment (adapters, HDMI cords, etc.) let us know; we do have a limited supply on-site. Please ask Nicole for assistance.

Wifi

- Primary Network: **SPARK Ypsi** Password: **East215Wmich**
- Guest Network: **SparkYpsi Guest** Password: **East215Wmich**

Facility Rules

- **Please be aware that repeated violation of the facility rules will result in termination of incubator contract.**

General Operations

- You are responsible for any guests you invite into the facility.
- Meet your guests at the door upon their arrival and please do not open the door for anyone except your invited guests.
 - Please note that the doorbell is connected to SPARK staff's personal phones. If you have a guest arriving in the evening or weekends, please make arrangements to meet them at the door.
- This is a communal workspace. Feel free to use amenities, but make sure to clean up after yourself.
 - Throw trash away.
 - Recycle.
- Dedicated can receptacles are available in the event space and kitchen; paper and other recycling receptacles are in the kitchen. (Please ask if you need assistance locating them).
- The gray box in the lobby contains day passes. Feel free to collect one for your guests and please return them at the end of the day.
- We have flash drives available in the gray box. Feel free to use them as needed and please return them when you are finished.

Kitchen Rules

- Feel free to use the refrigerator/freezer. Anything left in the refrigerator will be discarded **weekly on Friday at 3pm**.
- Dishes are available for your usage; if using, rinse, and place in the dishwasher after use.
- Help yourself to snacks and beverages. Diet sodas, sugar sodas and seltzer waters in the main fridge, and snacks on the counter.
- Recycling is one of our core priorities – please use our dishware and glasses over disposable options whenever possible.

Coworking Spaces

- We have two coworking spaces available in the office – the Incubator and the Event Space.
- As the Incubator can get noisy when we are fully packed, the Event Space has been designated to be a quiet coworking space for our clients. Please be mindful of your volume when utilizing this space.
- Please note that the Event Space may only be used for coworking when another event has not been scheduled for that time.

Conference Rooms

- We have four conference rooms available to reserve at any time – Foley, Burton, Chandler, and the South Suite. Additionally, the Kreiner room and the Event Space may be reserved by special request.
- Please note that the South Suite conference room doubles as our Prayer and Mother room. We do not in any way discourage our clients from booking and utilizing this room, however we do ask that you refrain from booking meetings that go over an hour in this room.
- You *must* reserve a conference room in order to use it. If you did not reserve the room, you run the risk of the room being reserved by someone else and your group may be asked to move.
- Spark is currently in between Conference Room software!
 - Please refer to this link (bit.ly/RoomEast) or any posted flyer in each conference room in order to reserve a conference room.
 - If you cancel a reservation, please also delete it on the spreadsheet, so that the room is available for other users.
- Please make sure the room looks the same as you found it:
 - Erase whiteboards before leaving.
 - Push in your chairs.
 - Throw away any trash, recycle any recyclables.
 - Wind up any cords (TV HDMI cables, etc.) There should be no cords left on the floor whatsoever.
- For any special requests (such as a heater, extra monitors, reserving the special request spaces, etc.), please email Nicole at least one day prior to your meeting.

Children in Office

- We understand there are times when our clients may need to bring their children into our office due to childcare concerns or other personal situations.
- All children must be kept under parental supervision for the entire duration of their visit.
- Children are permitted in the common areas (kitchen, event space, and conference rooms) only. The incubator coworking space is off-limits to protect our clients from distractions.

- We have a small assortment of children's toys and coloring books available for children to play with. Please ask Nicole where they are located if you would like to borrow them for your children.

SPARK East Emergency Contact Information

- Kristine Nash Wong
 - Email: kristine@annarborusa.org
 - Cell: 734-904-4137
- Nicole Boyd
 - Email: Nicole.boyd@annarborusa.org
 - Cell: 734-527-9171