

# Member Handbook 2022



# WELCOME

Thank you for joining our community! This document has everything you need to know to get yourself well acquainted. You'll find information about your online account, access hours, printing, parking and member etiquette.



**Jessie Villa**

Community Manager



**Destiny Banasihan**

Community Associate

## NAVIGATING YOUR ONLINE ACCOUNT

To log in to your account, go to <https://members.colabconnect.com/> and sign in using your member email and password. On the top right of this page, you will find a drop-down menu.

Please navigate to 'My Profile' and update your information. This is also where you can view your membership, view your bookings and update your payment source if need be.

## NAVIGATING COLAB

### WiFi

- Wi-Fi username: coLABconnect
- Wi-Fi Password: !LoveWork!ng

### Door Access

- Each member will need to have the PROXIMITY app installed on their phone to utilize our keyless entry. This app works entirely through Bluetooth on our phones to unlock the 2 doors with a virtual key.
  - [iOS App Download](#) or [Android Download](#)
- Once you have downloaded the app onto your phone, log in using your online account credentials
  - Go to "My Keys" and you will see both of door entrances on there (coLAB Street Entrance and coLAB Main Entrance)
  - When you walk up to the door, press one of the buttons to unlock
- Our coLAB Main Entrance Doors always remain locked, the coLAB Street Entrance is unlocked M-F 8am - 4pm

### 19/7 Access, 5:00am - 12:00am

- The space will be staffed from 8 AM to 4 PM. After hours access is available through the Proximity app.
- Members with a Collaborative, Connected, or Committed membership can access the coLAB space between 5:00am -12:00am daily.
- **Be sure to leave the building before 12:00midnight to ensure you do not set off the alarm.**

### Meeting Rooms

You can book meeting rooms directly from the Proximity App on your phone. Depending on your membership, it will include an allotted amount of free time to use the Idea and Genius Lab.

- Collaborative Membership - 5 hours free each month
- Connected Membership - 10 hours free each month

## PARKING, KITCHEN, OPTIONAL ADD ON'S

- Free onsite parking with a Collaborative, Connected, or Committed Membership. Parking Permit received on first day of membership.
- Avoid these parking spaces as they are reserved: The entire row furthest from the coLAB building that faces south. The 8 spaces that are marked RESERVED. (Map on last page)
- Community Members do not get a parking pass to park in the coLAB lot. However, we do offer a Temporary Parking Pass for \$3/day.
- Kitchenette. Feel free to bring your meals and utilize our refrigerator, microwave, and toaster. Bring your own mug.
- Bottomless premium coffee/tea & snacks available
- Entertainment (Ping Pong, Board Games, etc.) provided
- **OPTIONAL ADD ON'S - Mailbox with Business Address \$10/month, Locker \$10/month, 3-Drawer Locking Cabinet (\$25/month). Ask a Staff Member to set you up.**



## COMMUNICATION

- Slack - an online messaging platform. You can have the platform on your desktop and your smart phone. It is an easy, quick way to reach out to coLAB staff and other members. The coLAB Team will add you onto our channel on your first day.
- Emails - we send out bi-weekly emails to members with announcements, upcoming events, resources, etc.
- Social Media - we are very active on our accounts, be sure to follow us! Click these links below:
  - [Facebook](#) (please give us a 'Like!')
  - [Instagram](#)
  - [LinkedIn](#)

## MEMBER EVENTS

We put on a variety of events free to members. Most of our events have been virtual until further notice. If anything changes, we will be sure to make an announcement. Be sure to read our bi-weekly emails to see any upcoming event announcements.

## PRINTING

- To print documents, we use a system called Print With Me
- Send your document as an attachment to [colabsantarosa@printwithme.com](mailto:colabsantarosa@printwithme.com)
- PWM will immediately send you an email with print details and a secure access code. You will need to enter this code on the printer touch screen before printing.
- Each member gets 30 B&W pages and 10 Color pages free.
- After all free pages are used, printing will be charged via PrintWithMe
  - \$0.15/page B&W
  - \$0.59/page Color

## REFERRAL PROGRAM

Refer a new member to our Collaborative and Connected memberships and receive \$100. Or, refer a new member to our Committed membership and receive \$200!

# MEMBER ETIQUETTE



## MIND YOUR NEIGHBORS

Please be respectful to your neighbors when taking phone calls in open work spaces. Do not take phone calls in the open spaces on speaker phone. If you need to use speaker phone or are on a prolonged call, book a meeting room or use a phone booth.

## DISHES ARE DIY

Clean your own plates, mugs, or other dishware you may use in the space. Do not leave any dishes in the Kitchen or on the counter tops. While the community manager and front desk staff keep the space clean during business hours, you are responsible for cleaning and putting away your own dishware and keeping your area clean at all times.

## MANAGE YOUR GUESTS

At coLAB, you are responsible for the guests you have coming into the space. Guests are an extension of you, so please make sure they are respectful to other members and clean up after themselves. If you need assistance with your clients/guests, please talk to the Front Desk staff.

## ONLY USE YOUR ALLOWED SPACE

All members have access to all open work spaces in coLAB. Please do not use a private office, meeting room, or unauthorized space unless you have booked it for an allotted time.

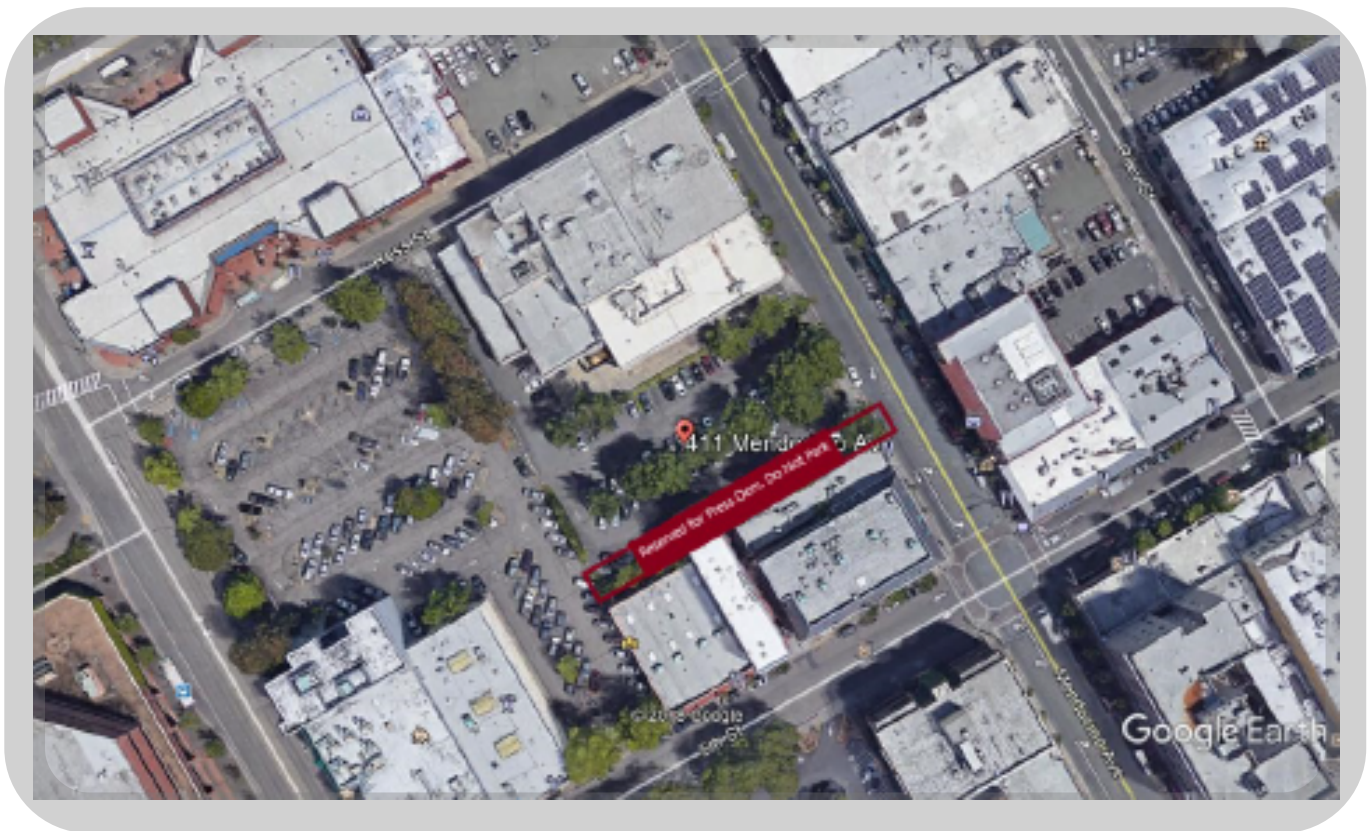
## MEETING ROOM USAGE

Only use your allotted meeting room time and be mindful of other members who have the room reserved after you. Make sure that it is ready for the next group to use it! Return all furniture to the way that it was, wipe off the whiteboard, and throw away any trash. If you need to book more meeting room time, please let the front desk team know immediately.



# COLAB PARKING LOT

Driving down Mendocino Avenue, you will pass Ross St, and almost immediately after passing the coLAB building there will be a small entrance for our parking lot. Take a right into the lot and continue straight. When you enter our lot, please do not park against the back wall as it reserved for Press Democrat parking (see picture 1). The spots marked “RESERVED PD” are also reserved for the Press Democrat employees as well.



Picture 1. coLAB parking lot showing reserved spots for Press Democrat employees



**coLAB Connect**



**coLAB Connect**

## CONTACT

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work@colabconnect.com  
[colabconnect.com](http://colabconnect.com)

# WELLNESS FIRST

*We prioritize your well-being and are actively adhering to guidelines set forth by local government and the CDC. This document will continue to evolve as we monitor local and national best practices.*

*- Jess & Dess*



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# PREPARING FOR AN EVOLVING WORK ENVIRONMENT

We have increased our sanitizing routine to multiple times per day. This includes special attention to all high touch spaces such as: doorknobs, light switches, countertops surfaces, appliances and electronics. This is in addition to the nightly cleaning by our janitorial staff.

### Face Coverings

- We are following CDC guidelines and updates from state and local officials regarding recommended mask use.
  - Fully vaccinated members and guests may go mask free in the workspace if they feel comfortable doing so.
  - Only unvaccinated persons are required to mask in all Indoor Public Settings.

### Sanitation & Signage

- The coLAB Team will continue to do sanitation sweeps throughout the day in common areas, phone booths and meeting rooms.
- Sanitation stations are available for use throughout the space.
- Members are asked to wipe down any space before and after each use, along with our staff's extra cleaning to maintain the safest environment

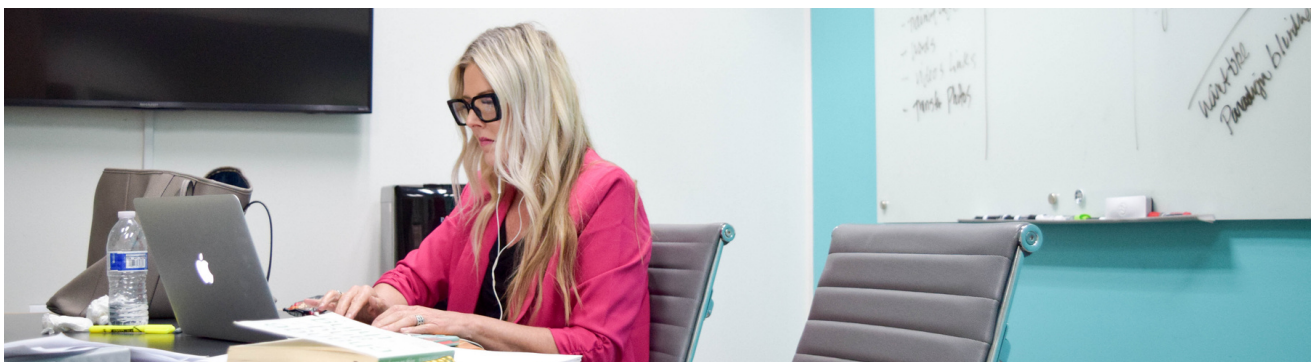
### Physical Distancing

- We ask that you continue social distancing while at coLAB. Our workspace seating will continue to accommodate 6+ feet of distance. When booking a meeting room, we encourage you to choose a meeting room size that gives your group a little extra elbow room.
- Please respect signage posted within the space.

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## SHARED SPACES

We have strategically redesigned the open work & common spaces. While using the shared work spaces or common areas, please maintain a 6 foot distance and where a face covering when not able to properly distance.



### Workspaces

- Cleaning of workspaces happens nightly and additional disinfectant products will be supplied near your desk. Please wipe down your workspace before and after each use.
- Available workspaces have been carefully thought out. Please do not move around chairs, desks or dividers to closed desks.

### Kitchen

- We recommend bringing in your own mug and dishes to prevent unnecessary waste. Wash your dishes after use and keep them at your workspace.
  - Single use items are available if needed.
- Disinfecting wipes are available in the kitchen for use after using shared items such as the fridge, coffee machine and microwave.



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## SHARED SPACES CONT.

### Printing & Supply Station

- Office supplies are now behind the front desk to keep them from being "high-touch". Please let the coLAB team know if you need any supplies and we will gladly provide them for you.
- Disinfecting wipes and hand sanitizer are available to use after each use.

### Phone Booths

- Routine cleanings will take place frequently throughout the day and wipe dispensers will be placed nearby, allowing members to clean surfaces before and after use. Additionally, signage will be placed in phone booths encouraging good hygiene and "house rules."

### Meeting Rooms

- Each meeting room will continue to have a lower capacity to ensure proper social distancing
- Disinfecting wipes and hand sanitizer are available in each meeting room for use after your meeting is complete. Please wipe down all surfaces you've touched including door handles.



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## BEST PRACTICES

Because some things never change.

1. When in doubt, wear a face mask.
2. Practice social distancing.
3. Disinfect what you touch before and after each use.
4. Don't share anything.
5. Wash your hands frequently with soap and water for at least 20 seconds.
6. Use hand sanitizer frequently, especially after touching something others have touched.
7. Don't touch your face.
8. Stay home if you or somebody in your household are sick or feeling unwell.

# COLAB MAP

We have taken the time to go through the entire shared space of coLAB to ensure there is proper distancing between each workspace lounge area. We have added additional workspaces to the event space and have marked the specific desks that are available for use. Please be mindful of the new setup when coming back to work.

