



LAB USER GUIDE

WELCOME TO ACTION LAB

The Action lab is unique in western Canada as a space for businesses, government, community groups, and teams to come together to think differently and make great ideas happen. We want you to feel at home in the space and wish you a creative and impactful experience. You'll probably have some logistical questions about the lab so we made this little booklet to help.

SOCIAL MEDIA

People in community love to see the kinds of meaningful things that happen and emerge from Action Labs. If you would like to share what's happening in your Action Lab session on social media use the hashtag #actionlabyeg #psilabs #socinn

Twitter&Instagram: @skillssociety

WIFI

Network: Action Lab
Password: thinkdifferent



ARRIVAL

Before you arrive our action lab hosts will arrange tables and chairs and get the first round of coffee going if you ordered coffee. When you arrive at the Action Lab you'll likely be greeted by one of our stellar hosts who will welcome you, show you around, and make sure you know where everything is and are ready to go. The host leaves once you are all set up. Action Lab hosts are hired to help through one of our creative employment programs for citizens with developmental disabilities.

This program provides meaningful part time employment for people who often face barriers to being valued for their contributions in community. Some hosts will have support with them to work alongside to ensure success. If you'd like to know more or would like to support one of our innovative social change projects go to www.skillsociety.ca

KEYS AND BUILDING ACCESS

Before your event, your host or the receptionist at Skills Society right across the hall from the Action Lab will give you your temporary keys and swipe fob that lets you into the lab.

If your event happens after 6pm on a weekday or on a weekend a host will be here to let you into the building. If on an evening or weekend, often groups will have a person from their group stand at the main door of the building for a few minutes prior to their event to welcome people. If you would like one of our hosts to stay to let your participants into the building let us know and we'll do our best to help arrange that.



HOUSEKEEPING STUFF

BATHROOMS They are on all floors with fully accessible washrooms on the first floor next to the elevators

FOOTWEAR Please ask participants to be mindful of dirty footwear and if necessary leave soiled boots in the coat room

STATIONARY Sticky notes, whiteboard markers and sharpies are provided in the plastic drawers located around the Action Lab

FIRST AID You can find the First Aid kit in the coat room

BEVERAGES Filtered water is free and comes out of the door of the refrigerator

DISHES Feel free to use our dishes and silverware in the cupboards

COFFEE If you ordered coffee, or tea for your event there will be sugar, sweeteners and stir sticks out, cream will be in the fridge

HOT WATER comes out on demand from the side of the Bunn coffee maker (Dispose of 1st cup of water, it will be cold from being in the water line)

COFFEE

We are proud to be serving fresh roasted specialty coffee from our friends at www.counterpartcoffee.com in Squamish BC

Making great coffee is easy with our setup
If some people would like decaf coffee, it is available with our Keurig K cup machine next to the sink
Brewing Steps

One of the three large 1.5 gallon coffee carafes makes coffee for about 20 people

STEP 1 Make sure there are lots of beans in the grinder (Coffee is in the cupboard above the grinder)

STEP 2 Press the grind button and let it grind for the full first cycle (About 16 seconds)

STEP 3 Press the grind button again and let it grind for the full second cycle (About 16 seconds)

STEP 4 Put a white filter in the metal basket of the coffee machine

STEP 5 Remove the fresh coffee grind from the grinder and transfer to the filter basket of the Bunn Coffee maker machine

STEP 6 Make sure one of the stainless steel 1.5 gallon liquid coffee carafe is in position under the drip basket and lined up where the coffee drips from the basket

STEP 7 Make the sure the machine is on “full pot” on the control panel

STEP 8 Press Program A and let it make 1.5 gallons of awesome coffee for you in 3 mins 30 seconds.

STEP 9 Put the coffee carafe on one of the two black stands and you're ready to serve

If you want to make coffee in all 3 large coffee carafes wait 5 minutes between brewing to let the machine heat the water up to the right temperature

TECHNOLOGY IN THE ACTION LAB

We have two projectors in two separate areas that you can either plug your own computers into or use our Mac computer to project a presentation, play music or show a youtube video from. (we provide all the necessary hook-ups)

APPLE DESKTOP COMPUTER

The password to get into the computer is simply “skills”. Once on the computer you can use Powerpoint, Keynote, or the browser. If you plug in a USB key to access a powerpoint or file, once you are ready to pull the USB out, you have to first right click the USB drive icon on the desktop and select “Eject Disk”. After the icon for the USB key disappears you can physically unplug the USB key from the back of the computer on the podium.

WIRELESS MICROPHONES

We have two in the grey podium. For big groups they help a lot. Flip the switch on the handheld or lapel mic and they'll work.

FRONT PROJECTOR

All the connection cords (VGA, Headphone jack, HDMI) are accessible from the surface of the podium. Turn on the projector and make sure you select the right “Source” Computer1 for VGA or HDMI. If you use your own computer you'll have to disconnect the VGA and Headphone jack(audio) cable from the back of our Mac computer and connect them to your own.

APPLE TVS

Both Projectors have Apple TVs connected which allows you to project wirelessly from your phones or tablets as long as not too many people are on the Action Lab Wifi network. The remote for the Apple TV is in the podium. You have to make sure your iphone is on the Action Lab wifi network to be able to wirelessly stream audio, video, or pics from your phone or computer to the apple TV.



BREAK OUT SPACES AND LAB TOOLS

We have 4 core break out spaces and the pillar with the Think Different sign on it has a shiny white board surface most of the way around the pillar that people can write on with white board markers. Please remind people to double check they are not using Sharpies (permanent markers) to write on the white boards. We have some magnetic Creative Problem solving tools your group is welcome to use. They will be found either on the boards already or on the higher shelves of the book shelves in the lab. Please kindly put them back after using them.

If you enjoyed the lab tools we also have them for sale.
Contact Ben@skillsociety.ca for more info and pricing.

Important note on removing the round medallion: The round medallion with the “Think Different” saying on it on the whiteboard pillar slides up easily and carefully to be removed when writing on the pillar. Please Do Not pull the round medallion towards you. If you pull it towards you off the wall it will break. It simply slides up and disconnects and can be set aside.





TROUBLESHOOTING

MICS NOT WORKING?

Batteries might be dead, but there should be more batteries in the podium. The bottom of the handheld mic unscrews to replace the battery

YOUR OWN COMPUTER NOT SYNCING WITH OUR PROJECTOR?

FIRST – Make sure you use the remote to check that you are on the right “source” like Computer 1 or HDMI.

SECOND – Try unplugging the VGA or HDMI cord from your computer and plug it back in.

EVERYTHING IS CONNECTED AND ON THE RIGHT SOURCE BUT I DON'T SEE WHAT'S ON MY COMPUTER SCREEN BEING PROJECTED?

You might have to go into your computer's video or display settings in the system settings or control panel to select “mirror display” or output display via VGA or HDMI.

APPLE TV NOT SYNCING TO YOUR DEVICE?

FIRST – Make sure your iphone, ipad, or mac computer are on the Action Lab wifi network.

SECOND – Make sure you use the Apple TV remote “Menu” button to turn on the Apple TV.

AS YOU'RE LEAVING

Please be sure to invite your participants to sign, draw a picture or write a short note about their experience in the Action Lab Guestbook. If your group has a moment to wipe the whiteboards (wet wipes provided around the lab), put dishes on the kitchen counter and put waste in the trash cans and recycling bins that would help us out a lot.



LEAVE KEYS IN THE LAB

As you exit, please leave the keys to the lab in the designated drop box (your host will let you know the location), shut off the lights and make sure the door is fully closed and locked.



**Thank you for choosing Action Lab
and we hope your experience rocked!**



*think
differ
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