

Space Planning & Operations
University of Pennsylvania School of Medicine
Policy & Procedure: Event Support Services
Revised: 12 May 2003

- Description:** Space Planning & Operations (SPO) provides and coordinates a variety of support services to events held in School of Medicine (SOM) spaces. Events include classes, seminars, conferences, symposia, lectures, meetings, and other gatherings in support of the educational and research missions of the institution. Services provided and coordinated include audio/visual, security, set-ups, and housekeeping.
- Purpose:** The purpose of this policy is to provide criteria and guidelines for the scheduling of Event Support Services, as well as to define the procedures for scheduling and obtaining these services. It is also to educate users to the necessity of responsibly scheduling, utilizing and canceling services, and holding users who violate policies accountable to others in the School of Medicine.
- Scope:** This policy applies to all permanent members of the University of Pennsylvania Health System (UPHS) community as well as visitors utilizing these spaces.
- Services governed by this policy are defined on the "Audio/Visual and Other SPO Support Services" matrix, and the "Room and Services Request Form." (The matrix and form are available on the SPO website, <http://www.med.upenn.edu./spo>)
- This policy does not address the scheduling and use of Public Spaces or the School of Medicine Faculty Lounge. Please refer to SPO's Policies & Procedures for Public Space Use and Scheduling and the School of Medicine Faculty Lounge.

A. POLICY

1. Event Support Services resources are limited, and priority for use of these resources is to meet the educational mission of the institution. Support services can also be designated to research and administrative events pending availability of resources.
2. There are dedicated Audio/Visual (A/V) Technicians in the Austrian Auditorium, Biomedical Research Building II/III Auditorium, Dunlop Auditorium, Class of '62 Lecture Hall, and Reunion Auditorium Lecture Hall between the hours of 8:00 AM and 5:00 PM. Charges are not incurred for the use of standard A/V services in these spaces between those hours, however events requiring set-ups prior to 8:00 AM or break-downs after 5:00 PM will incur overtime charges. Operation of A/V equipment managed by SPO in these spaces by non-SPO staff is prohibited.
3. A/V equipment brought to spaces not defined in item 2 above can be operated by Users. Users will be held responsible for repairs required to equipment if damaged while in their use.

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4. Standard A/V services for all SOM Public Space, the Faculty Lounge and the Wood Room are detailed on the "Audio/Visual and Other Support Services" matrix (http://www.med.upenn.edu/spo/pdfs_revised/matrix_2002.xls.pdf). This matrix describes what is standard in each room at no cost, what can be requested at no cost, and other services which can be requested and which will incur costs. The matrix also indicates available room layouts, seating capacity, scheduling restrictions and IP addresses for all of these spaces. Users should refer to this matrix when determining and scheduling support service needs.
5. The SPO Audio/Visual Service Center provides audio/visual services for customers that do not have these resources and that are not managed by SPO. All equipment listed on the [Audio/Visual and Other Support Services matrix](#) is available for customer rental.
6. Audio/Visual Service Center forms must be submitted in writing 48 hours prior to the event and faxed by 215-898-6252.
7. **Event Services Staff (A/V, set-up, security, housekeeping) - Coverage and Extent:**
 - a. Audio/Visual staff remains on-site in the rooms and facilities indicated in #2 above. In other spaces, A/V staff will provide set up but does not remain on-site. Staff will return to breakdown, store items and return facilities to proper order at the scheduled end time of the event.
 - b. Set-up staff will set up as stated in 7a above and will remain on-site until the event begins and will return to breakdown, store items and return facilities to proper order at the scheduled end time of the event.
 - c. For events outside of normal business hours that require security, security staff will remain on-site until the end of the event and all guests have left the site.
 - d. Housekeeping staff is scheduled based on the nature of the event and will ensure that facilities are cleaned prior to and following special events. In some cases a designated housekeeper may be assigned throughout the event to provide necessary support.
8. Event Services Staff (A/V, set-up, security, housekeeping) are scheduled by SPO to report to an event at least 30 minutes prior to the event – sometimes earlier – based on the event type and the amount of set-up services required. Event Services Staff typically reports at least 30 minutes after events to break-down, store items, etc.
9. When SPO Event Services Staff are scheduled before 8:00 AM or after 5:00 PM Monday through Friday, or all day on Saturday and Sunday, overtime charges will be incurred at the rate of \$30.00 per hour. This rate covers overtime pay at time-and-one-half plus

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employee benefits. Event Services Staff services on weekends require a 4-hour minimum overtime charge.

10. Overtime for housekeeping services are charged at the rate of \$32.85 per hour, per person, Monday through Saturday. The Sunday rate is \$43.80. Housekeeping services on weekends require a 4-hour minimum overtime charge.
11. Requests for services must be made in writing at least 48 hours prior to the need for services. Requests not received within 48 hours may be denied based on available resources. Cancellation of requested services must be received at least 24 hours prior to scheduled services. Cancellations not received accordingly will incur a \$50.00 resource fee and applicable overtime charges.
12. **All requests for event support services must include a 26-digit account code or Cost Center budget number.** Users who do not utilize services as requested, and who did not cancel their service request in writing, will be charged a \$50 resource fee.
13. When service requests are received for certain event types involving multiple services and/or overtime, users may be contacted by SPO's Special Events & Scheduling staff to fine-tune details in our efforts to make your events successful.
14. Several SOM public and restricted spaces have multiple layout configurations. Sample layouts can be viewed on the SPO website, http://www.med.upenn.edu/spo/pdfs_revised/meeting_room_configs.pdf. Users can request layout configurations on the Room & Services Request Form, or SPO Event Services Staff will determine user layout needs in conjunction with user, based on the event type. Users are not permitted to rearrange or remove any furniture in SOM public or restricted spaces. Any repairs required to furniture due to user damage will be charged to user.
15. SPO reserves the right to change or cancel scheduled services in order to meet educational, research, and other institutional needs as instructed.
16. Following verbal and written advisement, SPO reserves the right to deny services to any group who has habitually violated these policies.

B. PROCEDURE

1. End users wishing to schedule any services defined herein must submit a Room & Services Request Form available on the SPO website (http://www.med.upenn.edu/spo/spo_forms.html) via fax (215-573-1712) or intra-mural mail (233 Blockley / 6069).

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2. Room & Services Request Forms must be submitted at least 48 hours prior to service need. Requests not received within this time period will be considered – and may be denied – based on resources and staff availability.
3. Service requests will be confirmed within 48 business hours of a request following procedures outlined herein. Service requests linked to room requests in the Queue Scheduling System (see Policies & Procedures on Public Space Use & Scheduling) will be confirmed along with room scheduling confirmation.
4. Cancellations of scheduled services must be received via fax by SPO at least 24 hours before the scheduled event. Events not cancelled accordingly will incur a \$50 resource fee and associated overtime charges.