

Dear Colleagues:

Season's Greetings.

Welcome to our expanded website and first electronically filed quarterly newsletter. We are very proud of the website – it was constructed with you in mind. On this site you will find answers to frequently asked questions, contact numbers, important announcements, and links to other facilities/support service related information. One of the best features of this site is the posting of most commonly used SP&O service request forms – from alcohol order forms to sign request forms – for your use. We hope that you will bookmark this location and take a moment to browse the contents. Your questions, comments and feedback regarding this information are always appreciated.

As 2002 comes to a close, please join me in acknowledging the contributions of the men and women of Space Planning & Operations. Our mission is to enable and enhance the academic and research endeavors of the School of Medicine. We receive and deliver mail and packages; distribute research alcohol; remove bio-hazardous waste; schedule and set-up special events; coordinate building operations, plan and coordinate space and facility alterations, manage off-campus space, and maintain the space database. We are committed to continuous quality improvement and value our working relationships with you. Thank you for making the past year exciting, challenging, and rewarding for us.

In this newsletter is important information regarding the winter holiday schedule of services; important fire code information and its relationship to catering in SOM facilities; appropriate use of gloves outside of the laboratory; updated information from Environmental Health and Radiation Safety; and the announcement of recent Space Planning and Operations employees of the month. Please enter our trivia contest and test your SP&O knowledge!

I want to make a special note of thanks to all those in SP&O who contributed to make Thanksgiving a joyous event for our adopted family. As I write this memo, our office is preparing Christmas packages and contributions for another local family. We are truly fortunate. The kindness and shared blessings of our staff resonate in our community and bring real meaning to holidays.

We look forward to 2003. We hope for peace on our earth, and wish you happy holidays and all of the best in the new year.

Very truly yours,



Eric M. Weckel

Win lunch for two at Au Bon Pain. Enter the SPO Trivia Contest - see page 2 for details.

SPACE PLANNING & OPERATIONS TRIVIA

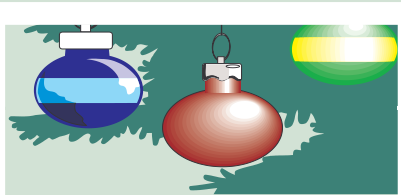
You spend all your days here and sometimes your nights. You meet with colleagues and friends here. You probably have more meals here than you care to admit, but how much do you really know about the School of Medicine's facilities? Try answering the following trivia questions and see if you can win lunch for two at Au Bon Pain.

1. How many tubs of mail are sorted each week in the mail room?
2. What services does our Audio/Visual Group provide?
 - a. video conferencing
 - b. nonlinear DVD authorization
 - c. leasing of a/v equipment
 - d. all of the above
3. What is the current price of a pail of 190 proof ethyl alcohol?
4. What year was the John Morgan Building built?
5. How many seats in Dunlop Auditorium?

Submit your answers by December 24, 2002 to planops@mail.med.upenn.edu. Only one entry per person please. Three winners will be chosen among all the correct entries. Winners will be notified in early January. Members of the Space Planning & Operations staff are not eligible to win.

University Policy Regarding Holiday Decorations

In accordance with University Policy and the Philadelphia Fire Code, Section 5-3103, only flame-proof artificial trees and/or decorations are permitted in campus buildings. The use of open flames, such as decorative candles, is strictly prohibited. All decorations must be flame retardant; check tags or wrappers prior to purchase. Decorations must not be placed in front of exits.



To avoid a fire hazard and the possibility of severe electrical shock, electric light strings should not be directly attached to metallic trees or decorations. If lights are utilized, they must be from a remote source.

All lights must be tagged as having been approved by Underwriters Laboratories. Check for frayed wires, loose connections, and broken or cracked sockets. Damaged sets should be discarded. All electrical decorations must be unplugged at the end of the working day – no exceptions. Many thanks in advance for your cooperation.

If you have questions, please contact your Building Administrator.

A Reminder from Environmental Health & Radiation Safety: GLOVES

Gloves are used to prevent contamination between hazardous materials and individuals within the laboratory. Improper use of gloves outside the laboratory may result in contamination to others. Even "clean" gloves may cause uneasiness and apprehension to others when worn outside the laboratory.

Gloves should be removed when exiting the laboratory, when answering the telephone, when opening or using uncontaminated equipment or when touching door handles. (If you need to transfer something outside of the laboratory, you may keep one glove on and use your ungloved hand to open doors, push elevator buttons, etc.)

Holiday Schedules

DISTRIBUTION

These services will be provided on a limited basis during the special winter vacation, Wednesday, 25 December through Tuesday, 31 December 2002. Services will not be provided on the University holidays of 25 December 2002 and 1 January 2003. If you have any questions about any of these services, please call Charles Bears at 898-8000 or John Bell at 898-6189.

MAIL SERVICES: The mailroom and all delivery services will be unavailable from 3:00 – 5:00 p.m. on Thursday, 19 December 2002 to allow mail center staff to attend a holiday party. The mailroom and all delivery services will close at 2:00 p.m. on Tuesday, 24 December. University and School of Medicine mail services will operate on a limited basis on 26 through 31 December 2002. Deliveries will be made as usual to mail substations only. **No special deliveries will be available during this period.** The mailroom in BRB II/III will be open from 9:00 a.m. to noon. There will be no University mail service on 25 December or on 1 January. If you have any questions about mail services, please contact John Bell at 898-6189.

RECEIVING: The central receiving facility in BRB II/III will be open on a limited basis from 26 December through 31 December. Hours will be 9:00 a.m. to noon. Packages will be handled in one of two ways: 1) **If your department's BA has designated a central delivery location for all of the department's packages, they will be delivered daily.** 2) Those departments electing not to designate a central delivery location will receive no deliveries during the holiday break. Packages will be held and delivered in the normal fashion on 2 January 2003. Individuals may, however, pick up packages at the central receiving facility between 9:00 a.m. and noon. Please call Mike Fisher (898-0217) to designate a central delivery location or for more information.

ALCOHOL DISTRIBUTION: The last distribution date before the holidays will be Friday, 20 December. The storeroom will re-open for regular operations on Friday, 3 January 2003.

BIOHAZARDOUS WASTE REMOVAL: Pick-ups will be made from 26, 27, 30, and 31 December from 8:00 a.m. to noon.

OPERATIONS

OPERATIONS & ENGINEERING: Our administrative offices will be closed 24 December through 1 January. During periods when the office is not open, please refer maintenance problems directly to University Facilities Services by calling 898-8000 and pressing option 1.

HOUSEKEEPING: Normal housekeeping services will be provided on 23, 26 and 27 December. Minimal coverage (one housekeeper per building) will be provided on 24 December. There will be no coverage on Christmas Eve or Christmas Day. On 30 and 31 December, minimal coverage will be provided during the day and none during the evening. There will be no housekeeping on 1 January. Normal coverage will resume on 2 January. With the diminished housekeeping services, we ask that you please clean up after yourself as much as possible, especially food. Perishable food items should be disposed in public trash receptacles. Trash receptacles by each individual desk will not be emptied until 2 January 2003.

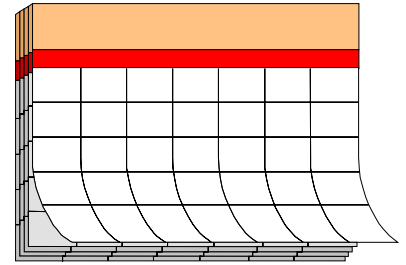
SAFETY & SECURITY

In our continuing effort to ensure that the School of Medicine community is provided with the safest and most secure environment possible at all times, the Division of Safety & Security will once again undertake special precautions during the holiday break. All doors that are part of the electronic access control system **will remain locked during the entire holiday break** commencing on the evening of 24 December 2002. Normal operations will resume on the morning of 2 January 2003. **Safety & Security will provide normal services throughout the holiday break.**

As part of our overall effort, we ask that all faculty, staff, employees, and students working or studying during the break and requiring use of School of Medicine facilities, **wear their identification card in a conspicuous manner.**

The Division of Safety & Security is here to serve the Medical Center Community. However, we need your assistance to obtain the optimum level of safety and security in School of Medicine areas during the holiday break. **Please be vigilant for anything and/or anyone that appears and/or acts unusual and/or suspicious.** Take note of any doors that should be locked but are found unsecured and report them immediately. Either *remove or secure* all personal values during this period.

IF YOU HAVE A SPECIAL REQUEST FOR SERVICES DURING THE HOLIDAY BREAK, PLEASE CALL US AT 898-0196 OR FAX A REQUEST TO (215) 573-2027. PLEASE ADDRESS ALL SUCH CORRESPONDENCE TO **JAMES ATKINSON, DIRECTOR OF SAFETY & SECURITY.** Please report suspicious persons, activities, and/or circumstances to the Safety & Security Control Center in 109 Stellar Chance Laboratories, 898-0669. Safety & Security personnel will respond immediately to all calls for service and/or assistance. Incidents that require action and/or assistance from the University Police should be called in directly to Public Safety at 511.



SPACE PLANNING & OPERATIONS' WEBSITE

Space Planning & Operations is very pleased to announce the inauguration of its website. The website was designed to provide information about our department, answer frequently asked questions, and give contact information. Additionally, the forms to request a/v equipment, room reservations, signs, alcohol, etc. are all available on the website. They may all be downloaded when you need them. The website is a wonderful resource for finding people in our department, getting answers to how to get things done, and finding links to other useful websites. In the near future, check the website for shut-down notices, emergencies, and other current news.

The web address is: www.upenn/med/spo

After you have visited the website, don't hesitate to send us your comments for improvement or additional information you think would be helpful on the site. Thanks.



NEW ENVIRONMENTAL HEALTH & RADIATION SAFETY WEBSITE

The Office of Environmental Health & Radiation Safety (EHRS) recently introduced its new website www.ehrs.upenn.edu. The website has a new navigation structure that emphasizes our safety programs, training and research protocol approval information. The EHRS website also features a search engine as well as an indexed Resources Documents Center. A detailed **Waste Management** section is also included. Items in our What's New section include: □

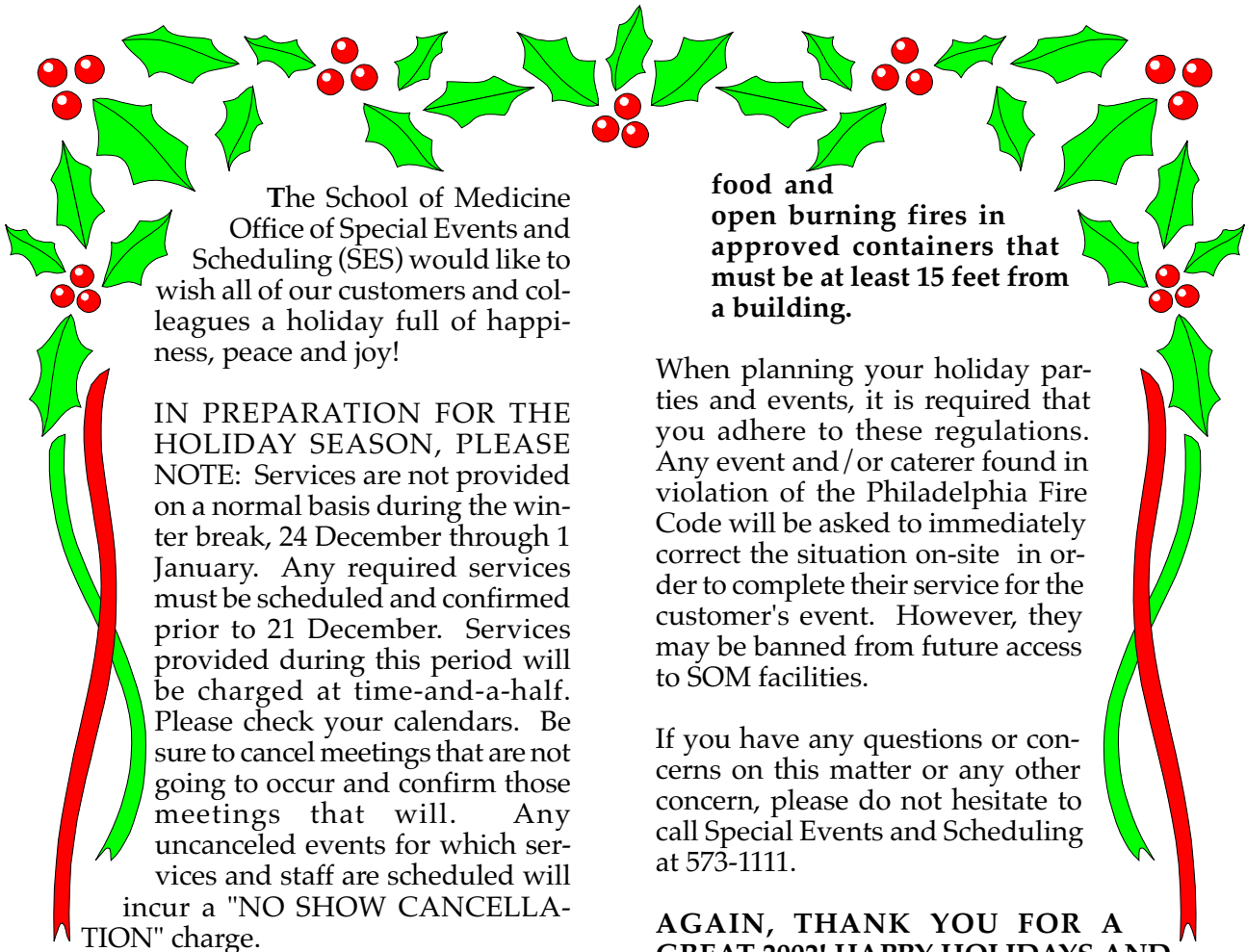
POLIO ERADICATION SURVEY: The University of Pennsylvania is committed to participating in CDC/WHO national polio eradication survey. Information in this effort and Penn's polio survey form is available at the www.ehrs.upenn.edu/programs/bio/polio.html. Each faculty member is required to inventory his/her materials, dispose of unneeded virus or other potentially infectious materials, complete Penn's survey form and return it to EHRS immediately. EHRS will file a summary inventory report for all Penn faculty with the CDC to meet the National Inventory of Wild Poliovirus Materials reporting deadline of 12/31/2002..

CDC may send inventory packages to multiple contacts on its mailing database, which is compiled from membership lists of many professional organizations. Consequently, Penn may receive more than one inventory package. Faculty should forward their packages to EHRS, 3160 Chestnut Street, Suite 400/6287. Contact Harriet Izenberg (harriet@ehrs.upenn.edu or 898-6236) if you require additional information.

PROTOCOL FOR APPROVAL TO USE VACCINIA VIRUS IN RESEARCH: Penn's protocol for the use of vaccinia virus in research was revised in September 2002 to reflect recent changes in CDC's vaccination recommendations. Investigators who wish to work with vaccinia in research must obtain written approval to do so from EHRS. For detailed information, consult the EHRS web site at <http://www.ehrs.upenn.edu/protocols/vaccinia.html>. Contact Harriet Izenberg (harriet@ehrs.upenn.edu or 898-6236) if you have any questions.

ULTRAVIOLET RADIATION HAZARDS: A **UV laboratory safety fact sheet** is provided with information on common sources of UV in the lab, a description of the hazards associated with exposure, along with safe work practices, appropriate personal protective equipment and emergency procedures. EHRS is available to measure UV radiation generated by your laboratory equipment and will also provide training and recommendations to minimize your exposure to UV. Contact EHRS at 8-4453.

HOLIDAY MESSAGES FROM SPECIAL EVENTS & SCHEDULING



The School of Medicine Office of Special Events and Scheduling (SES) would like to wish all of our customers and colleagues a holiday full of happiness, peace and joy!

IN PREPARATION FOR THE HOLIDAY SEASON, PLEASE NOTE: Services are not provided on a normal basis during the winter break, 24 December through 1 January. Any required services must be scheduled and confirmed prior to 21 December. Services provided during this period will be charged at time-and-a-half. Please check your calendars. Be sure to cancel meetings that are not going to occur and confirm those meetings that will. Any uncanceled events for which services and staff are scheduled will incur a "NO SHOW CANCELLATION" charge.

food and open burning fires in approved containers that must be at least 15 feet from a building.

When planning your holiday parties and events, it is required that you adhere to these regulations. Any event and/or caterer found in violation of the Philadelphia Fire Code will be asked to immediately correct the situation on-site in order to complete their service for the customer's event. However, they may be banned from future access to SOM facilities.

If you have any questions or concerns on this matter or any other concern, please do not hesitate to call Special Events and Scheduling at 573-1111.

AGAIN, THANK YOU FOR A GREAT 2002! HAPPY HOLIDAYS AND A WONDERFUL NEW YEAR TO ALL!

We are happy to introduce our new Scheduling Coordinator, Huajia Yu. Huajia joined our team in July and is responsible for coordinating all space and service requests.

Although the holiday season is a time for fun and laughter, please remember that enjoyment can turn into disaster if proper precautions are not taken. In accordance with the Philadelphia Fire Prevention Code, please note the following excerpt and share them with your caterers, co-workers and colleagues.

Philadelphia Fire Prevention Code sections F-402.3 and F-402.4, specifically prohibits open flames and use of portable cooking equipment. The only exceptions are for small alcohol burning devices for warming

Special Events & Scheduling ~

*Linda, Huajia,
Waverly, & Charles*

S&PO News is a publication of Space Planning & Operations, University of Pennsylvania Medical Center. For more information on SPO, contact our main office at 898-2876 or send e-mail to: planops@mail.med.upenn.edu
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Contributors: Linda Milburn, Laura Peller (EHRS)

SPACE PLANNING & OPERATIONS
QUICK REFERENCE / Fall/Winter 2002-2003
EXECUTIVE DIRECTOR: ERIC M. WECKEL, AIA, 215/898-4611

Alcohol Distribution: 8-8000

Call **Robin Rozen** for order forms or with questions;
contact **Waverly Coleman** regarding distribution

Audio/Visual Services: 8-8000, Eric Capozzoli or Omar Mitchell

Biohazardous Waste: For pick-up schedules & materials,
8-8000; to initiate new service, Environmental Health &
Radiation Safety -- 8-4453

Distribution Services: Mail Center 8-6189, Receiving Dock
8-0217

Emergencies: contact University Police directly at 511.

Environmental Health & Radiation Safety: 8-4453

Facility Problems / Operations & Engineering: 8-8000

Calls concerning housekeeping and operations/
maintenance needs will be transferred to **University
Facilities & Real Estate Services** (or call directly at 8-
7208). For other building operations or troubleshooting,
contact SPO staff / *Director: Paul Ostrander / Coordinator:*

*Karen Pinckney / Building Administrators: Elaine
Buchanan* — Anatomy-Chemistry, Blockley Hall, Stellar
Chance; *Myra Fishburn* — John Morgan, Johnson
Pavilion, Richards Building, *Ron Harris* — Cyclotron,
Stemmler Hall, CRB; *Kevin Powell* — BRB II/III.

Emergencies - (5:00 PM to 8:00 AM): 8-7208 (will automati-
cally connect to University Operations Control Center)

Moves: 8-8000

Office or laboratory relocation planning / contact your
Building Administrator noted above

Facilities Planning and Space Management: 8-2876

Floor plan layout, develop scope of work, design, cost
estimates & construction management, furniture selection

-- call to obtain a new Renovation Request Form. *Director:*

Maureen Ward / *Associate Directors, Planning, Design &
Construction: Cathy Rupert / Mike Walton / Associate
Director, Off-Campus Space: Tom Hutt / Space Inventory
Coordinator: Peter Zutter*

Security: Office 8-0196 / 24-hour Control Center 8-0669

Special requests, access control issues, key requests,
equipment alarm monitoring, ID card validation /

Director: Jim Atkinson / Ass't Director: Darren Johnson

Signage: 8-8000

New or changing room signage / **Karen Pinckney**

Special Events & Scheduling: 3-1111. 3-1712 (fax)

Schedule meetings and coordinate special events / *Senior
Coordinator: Linda Milburn / Scheduling Coordinator:*

Huajia Yu

EMPLOYEE OF THE MONTH

Our Employee of the Month program continues to recognize staff members of Space Planning & Operations who have gone the "extra mile" to accommodate the many and varied needs of the School of Medicine community. Over the last few months, we have had the pleasure of bestowing the title of Employee of the Month on **Ray Rollins, Carrie Sanders, Elaine Buchanan, Huajia Yu, and Dennis Ridley.**

Ray Rollins, Audio Visual Technician, was nominated because he has "...really gone above and beyond the call of duty...He has worked long and hard overtime hours, providing lighting and sound for fine arts performances...Ray is easy going and is always willing to help his fellow coworkers."

Carrie Sanders, Administrative Assistant, was described by her nominator as being, "...a dependable, accountable, consistent hard worker who quietly goes about her work taking care of multiple needs of multiple people...Her patience...results in success after success."

The nominator of **Elaine Buchanan**, Senior Building Administrator, noted that, "Recently Elaine beat the odds. She was the major contributor to the success of a recent renovation...She worked with demanding users, a very short construction schedule, and a tight budget. Her diligence and creativity resulted in a successful outcome."

Huajia Yu, Scheduling Coordinator, was nominated for her enthusiastic and dedicated attitude. Her nominator says that, "She demonstrates strong customer service attributes and a can't say NO attitude."

Dennis Ridley, Security Officer, has dedicated many hours to providing personalized attention and quality customer service for special events. His supervisor called him, "...the quintessential representation of a customer service provider...courteous, polite, understanding, patient..."

**HEARTY CONGRATULATIONS
TO ALL OUR WINNERS!**