

Summer 2002

Dear Colleague:

As we transition to summer the Office of Space Planning & Operations continues to be busy working to effectively manage and enhance the physical facilities and related support services at the School of Medicine. As we look back over the last year, our staff can take great pride in their collective accomplishments and support of the School's teaching and research mission.

Some of this work is quite apparent, such as the completion of the restoration of John Morgan Building interiors damaged by the September 2000 steam rupture. Other visible alterations include the renovations for the departments of Anesthesia (JMB 3), Neuroscience (RB C8), Medicine (CRB6, BRB II/III 10), Psychiatry (3440 Market) and Radiology (BRBII/III) labs. Other enhancements have taken place "behind the scenes" and include upgrades to the classroom/event scheduling software, Resource 25; upgrades to the distribution tracking system; and the development of an infectious (biohazardous) waste collection tracking system. Additionally, the Building Administrators now conduct a monthly survey of building conditions as a way of tracking work progress. Recently we have participated in the development of several construction grants. As always, we continue to work closely with the University Office of Facilities and Real Estate Services and acknowledge its daily contribution to the operations and development of our facilities.

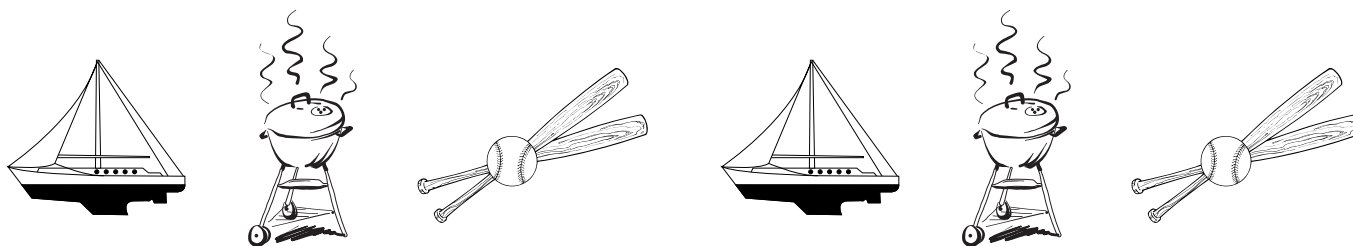
Looking forward, we are developing several new initiatives for the School. These include new building directories to be installed this summer; use of Research Facility Development Funds to provide emergency power to the John Morgan and Richards Buildings and much needed upgrades to the Stemmler Hall vivarium. Facilities projects include work for Cell and Developmental Biology and the Department of Medical Ethics.

We are especially excited by the upgrade of the Space Planning & Operations Website at <http://www.med.upenn.edu/spo>. The enhanced site is being developed with the School of Medicine students, faculty, and staff in mind. A directory of services, contacts, frequently asked questions, and important links will provide immediate assistance for all SP&O constituents. We expect the upgrades to be complete in late summer and invite you to visit and bookmark this page.

Inside this newsletter is important information on safety and security at the School of Medicine and laboratory sharps waste management. We are also providing a summary of the Audio/Visual group's services, announcements, and our updated departmental contact list. We hope you find the newsletter informative. Please do not hesitate to contact our office with any questions or comments you may have about the contents of the newsletter or any facilities/support services related questions. We stand ready to assist.

Regards,

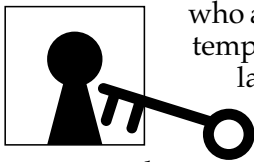
Eric M. Weckel, AIA



S E C U R I T Y U P D A T E

"PIGGYBACKING"

In an effort to maintain the integrity of the School of Medicine's perimeter security, we are once again seeking the assistance of the community in stopping people from "piggybacking" or gaining access into buildings and other areas by immediately following an individual with authorized access through a secured door. This type of activity poses a serious breach in the School's overall security. We are asking that community members challenge people that are unknown to them or who appear suspicious and who attempt to "piggyback." Be particularly wary of people who are standing at doors, not being able to gain access, as you



approach and attempt to follow you through the door. If you observe a suspicious person(s) either entering the School or in the School, please notify Safety and Security at 898-0669.

We would appreciate your patience and understanding as Safety and Security personnel stop individuals attempting to "piggyback" to determine their identity at perimeter doors attended by Security Officers. Such action may pose a slight inconvenience to community members; however, the additional level of safety and security this provides outweighs any delays that may be experienced. As part of our security program, we encourage everyone to conspicuously display their ID cards while in the School. This will better enable our staff to identify unauthorized visitors. *ID holders with clips and chains are available at the Safety and Security Office, 109 Stellar-Chance Laboratories.*

PROPERTY REMOVAL FORMS

School of Medicine policy provides that anyone removing property from any School of Medicine facility must possess authorization for the removal thereof. Authorization can be handled by producing one of two forms of documentation to Safety and Security:

1) A "School of Medicine Property Removal Request Form" signed by the department chair or business administrator, either sent to Safety and Security in advance or given directly to Safety and Security personnel on duty by the person upon re-

moving the property from the facility. This form includes important information such as the date of request, name of the person removing the property, department, room, and building from which property is being removed, ownership of property, date and time property will be removed, description of property, and the **name, title, and signature** of the authorizing individual.

2) A memorandum from the department chair or business administrator, either sent to Safety and Security in advance or given directly to Safety and Security personnel on duty by the person upon removing the property from the facility. The memorandum should contain the same essential information as is requested on the previously described "Property Removal Request Form."

We apologize for any inconvenience that this may create. However, it is one of our most important tools in determining whether property is legitimately being removed from the School.

LOST & FOUND

Have you lost something recently? If you have, it just might be found in the "Lost & Found" bin in 109 Stellar Chance. Many items of value, including prescription eyeglasses, are waiting to be claimed. Check it out soon to find that special memento that you thought might be gone forever.

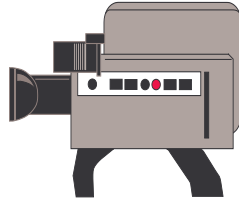


ACCESSIBILITY UPDATE

PLEASE CONTACT THE OFFICE OF SAFETY & SECURITY AT 898-0196 IF YOU NEED YOUR BLACK ACCESS KEY PROGRAMMED TO OPEN THE AUTOMATIC HANDICAP ACCESSIBLE DOORS TO THE BRB II/III LOBBY.

AUDIO/VISUAL SERVICES

The Audio/Visual Group in Space Planning and Operations is always searching for better ways to deliver its services. It has been gradually updating its equipment so that it will all be digital in the very near future. This means better quality media content for nonlinear editing and for other multimedia usage.



Additionally, both the Class of 62 and Reunion Auditoria in the John Morgan Building have been retrofitted with new LCD projectors and larger screens. LCD monitors were installed on the podia in the front of the rooms to allow presenters to view media while presenting.

Services currently provided by Audio/Visual Services include:

Video Taping: Video taping of conferences, lectures, special events, etc. Videotaping can be done in the analog VHS and SVHS formats as well as the digital Mini DV, DVCAM, and DVC PRO formats. Taping can be done in most rooms serviced by Space Planning & Operations. Other rooms may need additional setup. Basic taping includes: one camera, one tripod, one monitor, one microphone, one tech, additional cables and connectors.

Digital Non-Linear Video Editing: Editing of video material consists of re-arranging of clips, adding titles, adding additional audio, special effects, etc. Editing is done on the Media 100ilx digital editing system.

DVD Authoring: Preparing video to be burned to DVD (Digital Video Disk). Users can create an interactive interface for the viewer allowing them to navigate through certain sections of the video and link to websites in the Internet. The taping and editing must be finished before entering this stage. A graphical interface (Menus) must be designed and created for DVD Authoring. Software used for DVD Authoring is Sonic Fusion or DVD Studio Pro. Design and Menu preparation is done in Adobe Photoshop.

Video Conferencing: Point to point interactivity through ISDN telephone lines. User can communicate with others by using video and audio. This allows users to actually give lectures or attend meetings without having to leave their workplace or travel long distances.

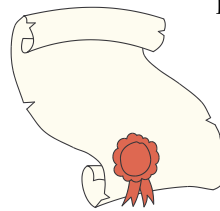
Multimedia Files: Users can have their videos configured for use on the Internet for downloading or live streaming, Power Point presentations, or CD-Rom

Disks. This is done using the Cleaner 5 software. This is video compression software, which allows you to convert media into different formats.

Tape Duplication: Making copies of completed videotapes for further use. Copies can be made into VHS or SVHS formats.

For more information on these services or other audio/visual services, please contact Eric Capozzoli or Omar Mitchell at 898-9514.

Wow! On May 2, the University Po-



lice Department presented the Audio Visual Department with an "Official Commendation" for its service to the UPD. The UPD as well as the Philadelphia Police Department had employed the technical expertise of the A/V staff to aid in the investigation of crimes. Our A/V techs used state-of-the-art equipment to enhance surveillance videotapes, which was instrumental in the apprehension of offenders of violent crimes.

Specifically, the commendation stated:

Your willingness to become involved reflects well upon your department and as a member of the Penn community. On behalf of the men and women of the Division of Public Safety, please accept my sincere thanks and appreciation for helping us make Penn's campus a better place.

Congratulations and thanks to Charles Bears, Omar Mitchell, Eric Capozzoli, Marc Beck, Frank Kane, Terrance Morrison, Rob Pryor, and Ray Rollins. The A/V staff as well as the whole School of Medicine can be extremely proud of this outstanding contribution to the community.

Identity fraud has become a very serious problem at the University and within the School of Medicine. The following article is provided by Jim Atkinson, Director of Safety & Security for the School and provides a frightening insight into how this crime occurs.

TRUE IDENTITY FRAUD ALERT

Attention - Students and Staff: an unknown student and former student claiming he works out of Southwest Detective Division. He has used the name Detective Michael Williams and Lt. Phil Rheil. The

person who was using your name, social security number and date of birth. He then asks if you will verify who you are by supplying him with the same information. Once he has your vital information, he claims that the individual he has under arrest has also opened credit card accounts from Visa, Master Card and American Express in your name and then asks for your credit card numbers to compare with the cards he has "confiscated". The male then takes your information and places orders for laptop computers and other high end items that he can quickly sell.



person has been phoning parents of is a Philadelphia Police Detective that sion. He has used the name Detective "Officer" claims that he has arrested a

If this male calls you, or if anyone calls you seeking similar information, **DO NOT** give them any information. Hang up and report the incident to UPPD at 215-898-4485 or email: radio@pobox.upenn.edu

For more information, concerning identity theft, contact Jim Atkinson at atkinsonj@mail.med.upenn.edu

EMPLOYEES OF THE MONTH

June's Employee of the Month was Telaria Hawthorne, Payroll Coordinator. Called by her nominator as "very knowledgeable and approachable",

her supervisor called her a "committed employee." The Employee of the Month for May was Antonyo Adams who received a record breaking number of nominations - a total of nine!

Tone is a Building Services Assisant and handles the infectious (biohazardous) waste pick-up for the School. His colleagues called him a very hard worker who is willing to go the extra mile to see that his work is done. Robert Smalls, Security Officer, was named Employee of the Month for April. One of our few second time winners, Robert was described as "...steadfast, reliable, gracious..." by one of his colleagues.

Kevin Powell, Senior Building Administrator was selected as the March winner of this award. People in BRB II/III know Kevin for taking care of all sorts of complaints promptly and satisfactorily. Other recent winners are Myra Fishburn, also a Senior Building Administrator and Ralph Christie, Building Services Assistant.

...AND NEW FACES IN OUR DEPARTMENT

Monday, May 6 marked the first day of our new Audio/Visual Scheduling Assistant, **Huajia Yu**. Her major responsibilities will be in the A/V department and Special Events and Scheduling, helping with the planning and delivery of events. Huajia grew up in Beijing

and Boston, alternating school years between the two cities. She has lived in Philadelphia for about 11 years where she attended Drexel University. Most recently, Huajia, worked for the Get Set Club, an educational toy company and a local country club as an event coordinator.

Damon Reels joined our department in May as a Building Services Assistant. Damon was previously employed at United National Group, an insurance company. A self-proclaimed hardworker who takes the initiative, Damon enjoys playing basketball and football.


THE EAGLE AWARD

The Employee of the Month program has been a tremendous success in our department, but one of its shortcomings is that directors are not permitted to be nominated. While this kind of constraint doesn't often cause concern, a desire evolved in the department to recognize a director who constantly displays leadership abilities, a commitment to excellence, and a capacity to work incessantly. With this in mind, the EAGLE AWARD was born. The Eagle Award was recently bestowed upon ERIN WIEAND, Director, Support Services. The Eagle Award carried with it the following inscription:

Excellence is the result of caring more than others think is wise, risking more than others think is safe, dreaming more than others think is practical, and expecting more than others think is possible.

Congratulations to Erin on being recognized with this distinguished honor.

OPERATIONS & ENGINEERING REPORT

pace Planning & Operations' Operations & Engineering group is continually striving to serve you better. In its efforts to prevent problems before they happen and to resolve them if they do occur, the group has been involved in the following activities:

Building Administrator Monthly Tours - Last July, formal monthly inspection tours were instituted for the Building Administrators. The objectives of these tours are to improve the safety, appearance and functionality of the SOM buildings. The tours focus on the common areas including hallways, lobbies, auditoriums, lecture halls, classrooms and restrooms. Since last July, an average of 197 work orders per month have been submitted by our Building Administrators as a result of these tours. Hopefully, you have noticed a significant improvement.

The ***SOM/Facilities Services transition*** is now over six months old. Your maintenance and housekeeping calls are being transferred directly to the Facilities Services Call Center. Please provide us with your feedback on how this new transition is working. Has the Facilities Services Call Center been courteous and helpful? Has a

Facilities Services mechanic or housekeeper responded in a timely manner? Was the problem resolved satisfactorily? Please feel free to e-mail planops@mail.med if you would like to provide feedback.

Elevators - There have been numerous complaints concerning the reliability of our elevators in recent months. Approximately six months ago, Facilities Services entered into a contract with Otis Elevator as the University's new elevator service contractor. Otis has been steadily addressing problems left behind by the previous contractor. New elevator door operators were recently installed in Stemmler Hall. This upgrade will improve the reliability of the Stemmler elevators. Operations & Engineering is now working with Otis to develop a plan to improve the performance of the Richards Buildings elevators.

Housekeeping - Facilities Services has completed converting the majority of the housekeepers to second shift. You will still see housekeepers working during the day to maintain services in our restroom facilities and other critical common areas. This conversion to second shift is a University-wide process to improve productivity and efficiencies in cleaning of offices and labs.

Dr. Marilyn Hess

Marilyn Hess, M.S., M.S.Ed., Ph.D., Professor Emerita of Pharmacology, was recently honored for her years of service as educator, scientist, author, and mentor by having her portrait hung in John Morgan. Dr. Hess was among the first graduates of the Department of Pharmacology, receiving her Ph.D. in 1957. She joined the faculty immediately thereafter as Instructor, becoming an Assistant Professor in 1962, Associate Professor in 1968, and Professor in 1976. In addition to her research, Dr. Hess has devoted an enormous amount of energy to graduate and medical education. She has sat on numerous committees concerning medical education and has garnered many of the most highly respected awards in teaching. In addition, she has served in many other capacities at Penn and elsewhere. Known as a treasured colleague and friend, Dr. Hess's contribution to the spirit of the Department of Pharmacology and the School of Medicine are immeasurable.

You can view Dr. Hess's portrait in John Morgan on the first floor, center corridor.

LABORATORY SHARPS WASTE MANAGEMENT PROCEDURE

Revised April 2002

In the last few months, several University housekeepers were stuck or cut by sharp objects protruding from the regular trash. Effective in April, 2002, EHRS revised the infectious waste sharps disposal procedures. EHRS asks that you review the procedures that follow and implement them in your laboratories immediately. We appreciate your cooperation in helping to make the workplace safe for everyone. Please feel free to contact EHRS at 215-898-4453 if you have any questions.

This procedure applies to the disposal of all sharps at the University of Pennsylvania. Sharps include both infectious waste used sharps and sharps that pose a safety hazard to custodians and other personnel. All sharps must be segregated according to hazard class and disposed in infectious waste sharps containers.

Refer questions about the disposal of sharps to EHRS at 215-898-4453 or e-mail the office at ehrs@ehrs.upenn.edu.

Definitions:

Sharp: any device/item having corners, edges, or projections capable of cutting or piercing the skin.

Infectious Waste Used Sharps (Pennsylvania Department of Environmental Protection definition): Sharps, including hypodermic needles, syringes, (with or without the attached needle), pasteur pipettes, scalpel blades, blood vials, needles with attached tubing, culture dishes, suture needles, slides, cover slips and other broken or unbroken glass or plasticware that have been in contact with infectious agents or that have been used in animal or human patient care or treatment, at medical, research or industrial laboratories.

Infectious Waste Sharps Containers: Containers that are non-breakable, leakproof, impervious to moisture, rigid, tightly lidded, puncture resistant, red in color and marked with the universal biohazard symbol.

Procedures

1. Containers must be purchased by the user and placed near the area of sharps waste generation in the work area or laboratory. They must be disposed when no more than 3/4 full and must not be overfilled.
2. The following items (whether contaminated with infectious material or not) are considered sharps at Penn and must be disposed in infectious waste sharps containers and *discarded as infectious waste*.

- Needles (including suture needles)
- Syringes with or without needles
- Needles from vacutainers
- Needles with attached tubing
- **ALL Blades (razors, scalpels, X-acto, etc.)**



Needles must not be separated from syringes prior to discard. All needles and syringes must be disposed as units. The use of safe needle devices is recommended. Resheathing of needles is prohibited.

3. Glassware or plasticware contaminated with infectious material and glassware or plasticware with sharp edges or points contaminated with infectious material must be disposed into an infectious waste sharps container including:

- Contaminated Pasteur pipettes
- Contaminated glass slides or coverslips
- Contaminated broken or unbroken glassware or plasticware (including suture needles)

4. Sharps in the following hazard classes must be disposed of as follows:

Carcinogen/Mutagen-Contaminated Sharps must be disposed through the *infectious waste stream* in a sharps containers marked “*Carcinogen Mutagen Sharps - Do Not Autoclave*”. Labels are available on request from EHRS.



Carcinogen Mutagen-Non-infectious Sharps must also be disposed in a sharps container through the *infectious waste stream*. Containers of non-infectious sharps may be discarded as infectious waste without prior autoclaving if the label is defaced as shown.



NOTE: Non-infectious sharps may be commingled with infectious waste sharps or carcinogen/mutagen-contaminated sharps waste. If this is done, they must be managed as described for the respective category of sharps.



Radiation-Contaminated Sharps must be placed in a sharps container marked with the radioactive materials label. When the sharps container is no more than 3/4 full, deface the biohazard and radioactive materials labels and place the closed container in the appropriate dry radioactive waste container. **Do not discard as infectious waste.** EHRS will remove the radioactive waste.



Radiation/Biohazard-Contaminated Sharps must be treated (usually with 1:10 Bleach) to deactivate the biohazard prior to placement in a sharps container marked with the radioactive materials label. When the sharps container is no more than 3/4 full, deface the biohazard and radioactive materials labels and place the closed container in the appropriate dry radioactive waste container. **Do not discard as infectious waste.** EHRS will remove the radioactive waste.



5. Contact your building administrator for information about infectious waste disposal in your department or School.

SPACE PLANNING & OPERATIONS QUICK REFERENCE / Summer-2002 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: *Supervisor:* **Terence Newby** / 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

automatically connect to University Operations Control Center)

Moves: 8-8000

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

Facility 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 Director, On-Campus Space:*

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 Assistant:* **Huajia Yu**

Support Services: 573-8850

For distribution services, audio/visual, special events /

Director: **Erin S. Wieand** / *Manager:* **Charles Bears**

MAIL CENTER DISCOVERS COLOR

The Mail Center is improving its operations to assure that you receive your mail more promptly and to minimize errors in sorting. The Mail Center is initiating a color coding system for sorting mail. Sorting by color will allow the process to go more quickly and decrease the number of times a piece of mail accidentally gets tossed in the wrong bin. This system will make it easier to get the job done and get the mail to you faster.

Infectious (Bio-Hazardous) Waste

A new tracking system for infectious (bio-hazardous) waste removal is about to be installed. This system will permit greater accuracy in the tabulation of the amount of waste removed and shipped and provide a better trail should there be any issues about the source or destination of the material.

For more information about this system, please contact Terence Newby at 898-0217.

USPS supplies now available in the Mail Room. Call John Bell or Terence Newby for details.

SP&O 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

Editor: Robin Rozen

Contributors: Jim Atkinson, Charles Bears, Linda Milburn, Terence Newby, Harriet Izenberg (EHRS), Paul Ostrander

