

Smilow Center Transitional Research

Jordan Medical Educational Center

South Pavilion Expansion 8th & 9th Floor

PERELMAN SCHOOL OF MEDICINE AT THE UNIVERSITY OF PENNSYLVANIA

BUILDING USER MANUAL



BUILDING ACCESS

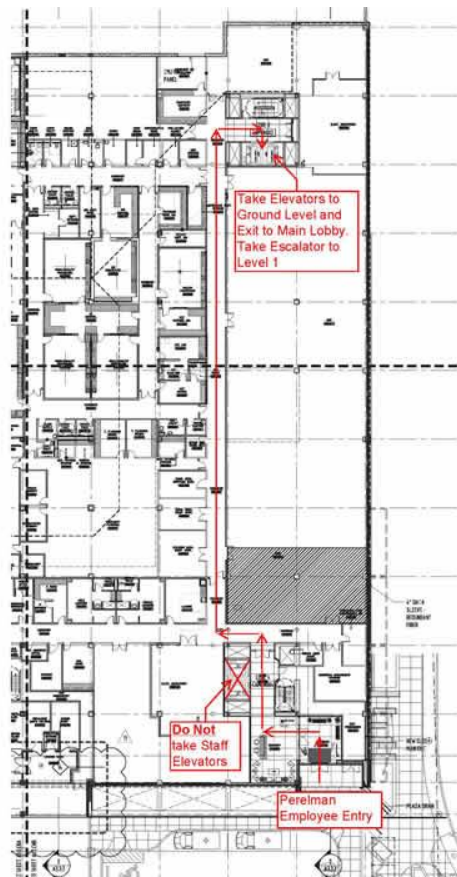
- A. Smilow Building Entrance:** From the SCTR East Service Drive entrance, ascend the steps or escalator to the floor. This entrance is open 5:30am to 7pm and requires ID swipe after hours.
- B. PCAM Main Entrance:** From the auto court ascend the steps or escalator to the first floor. This entrance is open 5:30am to 9:00pm weekdays and is not open after hours or weekends.
- C. HUP Bridge:** enter into the PCAM first floor lobby.
- D. PCAM Staff Entrance:** From the corner of Health Services Drive and Convention Avenue, enter the staff entrance, turn left just after Security desk, and continue straight until you can go no further. These freight elevators will go to JMEC floors. This entrance is open 5:30am to 7pm weekdays and requires ID swipe after hours.

To Smilow: West Pavilion /SCTR Elevators

To Jordan: West Pavilion; 1st set of 4 elevators to 5th floor.

South Pavilion; Left side elevators to 5th or 6th floor.

To SPE 8/9: South Pavilion elevators, Left side elevator to 8th or 9th floor.



BUILDING OPERATIONS

Building Administrator for SCTR, JMEC, & SPE

- ✚ For the administration and coordination of the Perlman School of Medicine's day-to-day facilities operations insuring optimum delivery and performance for housekeeping, maintenance, building systems, utilities and minor construction services. Follow-up contact for Perlman School of Medicine customers including faculty, students, and staff.
- ✚ All customer work must be coordinated with the Building Administrator. Please submit work order request with funding account information to the Building Admin.
Example: If you need a shelf removed or installed please submit a work request. Please submit work order request with funding account information to the Building Admin.
- ✚ Everyday maintenance issues should be called into the Service Desk.
- ✚ Maintenance Emergencies: Should be called into physical plant Service Desk and the Building Administrator.
- ✚ Maintenance or housekeeping concerns / trends should be reported to the Building Administrator.
- ✚ The Building Administrator works closely with Physical Plant and Housekeeping, if any issues should arise, please call the Building Administrator for resolution.

Contact information

Help Desk: Routine and Emergencies.

215-662-2301

Building Administrator:

Jennifer Adzima; 215-651-2163; jadzima@pennmedicine.upenn.edu

Back up for Building Administrator:

Val Hardy; 267-269-7964; valhardy@pennmedicine.upenn.edu

Alternate for Building Administrator:

Susan Fry; X3-6786, 215-768-6184; susanfry@pennmedicine.upenn.edu

HUP Physical Plant:

Hector Colon Jr.; 215-662-3613; hector.colonjr@uphs.upenn.edu

HUP Environmental Services:

Kathey Lowery; 267-239-1035; kathey.lowery@uphs.upenn.edu

Departmental Work Request:

Download

ENVIRONMENTAL SERVICES

The Environmental Services (EVS) Department is responsible for cleaning of Smilow Center for Translational Research and the Perelman Center for Advanced Medicine. We will work to provide an exceptionally aseptic, sanitary, and attractive environment while maintaining a spirit of compassion and customer focus.

We provide cleaning services, from routine cleaning to special project work including but not limited to exterior window washing, municipal waste removal, recycling, confidential pest control management, and snow removal. By providing a consistent level of service, delivered professionally, we will contribute to the safety, health, and well-being of all visitors and staff of the PCAM complex.

We will demonstrate our focus on customer service in the performance of our responsibilities and in interactions with fellow employees, staff, and visitors. We are committed to exceeding the expectations of our customers through continuous quality improvement and superior customer satisfaction.

EVS Webpage for HUP/ PCAM /Smilow TRC / SOM/SPE		http://uphsxnet.uphs.upenn.edu/evs/index.html
Cleaning Requests	7am to 10pm	(215) 866-7355 Operations Manager back up until 4:30pm Operations Manager evening back up after 4:30pm
Trash/ Recycling / Confidential	7am to 10pm	(215) 866-7355 Operations Manager back up until 4:30pm Operations Manager evening back up after 4:30pm
Spills/ Floods	24hrs	(215) 866-7355 Operations Manager back up until 4:30pm Operations Manager evening back up after 4:30pm
Extermination Requests	7am to 10pm	(215) 866-7355 Operations Manager back up until 4:30pm Operations Manager evening back up after 4:30pm
Kathy Lowery will be back up for all Operation Managers for requests		

Vacant – Resident Regional Manager	
James Ingram – EVS Director	(215) 834-0752
Katie McDermott - Assistant Director	(267) 581-2918
Kathey Lowery - Operations Manager	(267) 239-1035
Thomas Rogers - Operations Manager Evenings	(215) 776-8786
Operations Request Phone	(215) 866-7355

Waste Collection:

EVS Staff will collect waste streams (regular and recycling) from designated containers throughout the building. Waste streams are not allowed to be mixed (dumped into another stream's bag) but can be transported together to the soiled utility closets for collection by the Trash Tech who will then proceed to transport waste to loading and dispose into the appropriate containers (regular trash into the municipal compactor and recycling into the single stream recycling container).

Central Glass Wash

General Information

Smilow Center and South Pavilion Expansion GLASS WASH SCOPE OF SERVICE AND CONTACT LIST

The Glass Wash Service is available for the pickup, sterilization and delivery of lab glassware in the Smilow Building and South Tower Expansion. Glass wash services are available Monday, Wednesday, and Friday. The glass wash facility is also available to occupying programs to self-perform glass washing. Self-service glass washing may be scheduled on Tuesday and Thursdays. To coordinate all glass wash needs, please contact the Operations Manager.

GLASS WASH KEY CONTACTS	
Pam Dennis, Operations Manager	215-285-0131
James Ingram, Director	215-834-0752 (cell)

COMPUTING AND NETWORK SERVICES

Penn Medicine Academic Computing Services (PMACS), part of Corporate Information Services, will provide computing support to Perelman School research, administrative, and admissions staff for the PCAM complex.

Services

PMACS will provide:

- Desktop and networking support via Local Service Providers (LSPs)
- Server/file share support
- Administrative and admission system support

Contacts

All support and service requests should be submitted via the PMACS Online Support portal. Links to the portal can be found on the PMACS home page:

<http://www.med.upenn.edu/pmacs/>

DISTRIBUTION SERVICES

General Information

SPE, JMEC, SCTR Distribution Services Phone: (215) 573-7694
Concourse Level, SCTR

Hours of operation: 9a – 4p, Monday through Friday

Mail Drop Off / Pick Up

- Mail will be delivered in bulk from the dock to the Academic Programs Offices on the 6th floor all other programs may pick up bulk mail.
- Departments can drop off their mail at the window located on the Concourse Level of SCTR. Window hours of operation are 9a – 4p daily.
- Outside of Window hours, a mailbox is available for mail drop off located on the 1st floor of Smilow, down the hall from security desk.
- Fed Ex and UPS box is also located on the 1st floor of Smilow, down the hall where security sits.

Mailing Address Information

- To ensure accurate and timely delivery of all USPS and Campus mail, staff should personally update their mailing address information
- To update your mailing address, follow this link: <http://cms.business-services.upenn.edu/mail/off-campus-mail/change-of-address.html>

Packages

- All first priority packages are delivered by the Vendor to the desk top
- All second priority and ground shipments are delivered by Distribution Services, typically date of receipt.
- Packages containing radioactive material will be delivered directly to the user by the carrier or to the EHRS radionuclide distribution facility.

Distribution Services Main Office: [SPO Distribution Services](http://www.med.upenn.edu/spo/faqs.html#distribution)
(<http://www.med.upenn.edu/spo/faqs.html#distribution>)

Correctly Addressing a Package

USPS scanners read from the bottom to the top starting with the ZIP Code. Addressee and address information should read from the most specific (top) to the least specific (bottom). **The bottom two lines of the address must appear as in the example below.**

USPS Preferences and Specifications:

- Use all uppercase
- Use Helvetica, Arial, or other *sans-serif* font
- Do not use a bold, condensed, or extended font
- Left justify
- Addresses may not be greater than 6 lines

More information on USPS addresses conventions:

Line	Field Names	Sample Address
1	Name	JEAN Q SMITH PHD
2	Department	DEPARTMENT OF SPACE PLANNING AND OPERATIONS
3	University and School	PERELMAN SCHOOL OF MEDICINE AT THE UNIV OF PA
4	Building Name	SPE/JMEC/SCTR SOUTH TOWER ROOM 9-309
5	Street	3400 CIVIC CENTER BLVD BLDG 421
6	City State ZIP Code	PHILADELPHIA PA 19104-5157

Important: Use your ZIP + four:

Smilow +Four	Floor	Jordan & SPE +Four
	Concourse	
	5 th	5168
5162	6 th	5162
5163	7 th	
5156	8 th	5156
5157	9 th	5157
5158	10 th	
5159	11 th	
5160	12 th	

Research Alcohol

General Information

Hours of Operation:

Tuesdays and Fridays 2:00PM - 4:00PM

Contacts:

Telephone Number 215-573-8100

Distribution Services Administration: Martin English marphi@penmedicine.upenn.edu

Senior Administrative Coordinator: Alketa Ndoka andoka@penmedicine.upenn.edu

Research Alcohol is ordered through the Alcohol Service Center. SCTR occupants must pick up orders at SCTR Receiving location at CN-124 by a lab member. Alcohol Service Center staff does not deliver alcohol.

- The Alcohol Service Center distributes two types of ethyl alcohol: 190 proof and 200 proofs.
- Do not order quantities of alcohol greater than your approved storage capacity.
- Alcohol Service Center staff cannot lend out carts for the transport of alcohol orders.
- Triple rinse empty alcohol containers before putting them in the trash.

If you have any questions about the safe handling, use, or disposal of ethyl alcohol please contact EHRS at (215) 898-4453.

Ordering Alcohol

Alcohol orders are approved at 3:00PM every Monday, Wednesday, and Thursday. Alcohol orders are not approved on days in which the Alcohol Service Center is open. SCTR is limited to 3 total gallons per order

Your alcohol order cannot be filled unless the lab member picking up the alcohol has a copy of the final approval email. The final approval email is sent to the person who requested the alcohol once the quantity ordered and budget code has been approved.

The subject of the final approval email will be: Alcohol Order ____ Is Ready for Pick-up...

Lab Alcohol Order Form (PennKey and password required).

ROOM RESERVATIONS/SCHEDULING AND EVENT SERVICES

Procedures

Scheduling and Event Services room requests for the Jordan Medical Education Center (JMEC), SPE 6th Floor, and Smilow Center for Translational Research are centrally scheduled via the PSOM Central Scheduling system: <https://upennmed.emscloudservice.com/virtualems>. Pennkey and Password are required to request space.

All JMEC Spaces are restricted space requiring Academic Programs approval before requested space will be confirmed. SPE 6th Floor space is restricted space requiring the Dean's Office approval before space will be confirmed. SCTR upper level 146AB spaces are queued for Academic classes, requests will be held until an academic queue release on April 15th, July 15th, or November 15th. SCTR Auditorium and Commons are publically scheduled spaces and may be requested two years in advance.

- If you have any questions regarding the status of your event request, during normal hours of operation 8:00am – 5:00pm Monday-Friday, please contact PSOM Scheduling office at 215-573-5555 or somsched@mail.med.upenn.edu
- After hours, please contact Lori M. Freda, Director, Scheduling and Event Services at 267-246-1572 or lfreda@mail.med.upenn.edu
- Event setup/takedowns must be scheduled through the central scheduling system. All event requests, services, resources, and staff will be made on a first-come-first-served basis.

INFORMATION SERVICES

General Information

Perelman School of Medicine Penn Medicine Academic Computing service: Smilow, SPE, and JMEC

For IT issues in PMACS supported spaces or with University networking (PennNet), please submit support requests through the **PMACS Support Center**.

If you have an emergency issue, please either **contact your LSP directly** or contact the PMACS MedHelp line at (215) 573-INFO (x3-4636).

Health System: Floors 1 through 7 and 10 through 14

For IT issues in Health System supported spaces or with UPHS networking (HUPNet), please submit support requests through the UPHS Help Desk at (215)662-7474.

University VOIP (Voice Over IP) Phones:

For issues with University VOIP phones, please contact your Departmental Telephone Support Provider (TSP) for assistance.

COMPUTING AND NETWORK SERVICES

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MEDIA TECHNOLOGY AND PRODUCTION SERVICES

Media technology Support for SCTR

Media Technology and Production (MTP) provide the following services to Penn Medicine:

- Classroom technology support and equipment management
- Video production services
- Media site (Rich Media) and video conferencing services
- Digital signage, classroom displays, video wall display, kiosk management and support
- Standardized Patient and simulation technology management and support
- Audio-Visual rental equipment services
- Off-campus support

See the **MTP website** to schedule services, or contact (215) 898-0514 with questions.

Media Technology Support for JMEC/SPE 6/DEAN'S SUITE

Two Multimedia Technicians support the classroom/help desk technology requirements for JMEC. An additional two technicians support the Production Studio. There is always at least one MTP Technician assigned to the JMEC control room. Normal operation hours of the control room are 8:00 AM to 5:00 PM. Operating hours for the studio vary based on demand. There is an MTP Technician assigned as Runner providing onsite services throughout the JMEC and the executive and Dean's spaces on the 6th floor. The Manager for Video Production Services is located inside the JMEC control room. Overall services to the JMEC and the executive and Dean's areas include:

1. Classroom Technology Support
2. Audio/Video Production Services including live online streaming and TV broadcast
3. Atrium technology set-up and break-downs
4. Control Room Support
5. Unified Communications Support
6. Administrative Support
7. Project Management Coordination

PHYSICAL PLANT

Maintenance and Service Request Procedures

HUP Physical Plant will provide 24/7 coverage of Mechanical Systems, and Building Operations. All Maintenance issues for the School of Medicine staff at the South Pavilion Expansion, JMEC, and Smilow Center for Advance Medicine will be handled by our various mechanical building trades (Plant Operators, Plumbers, Carpenters, Electricians, etc.) per the following procedures:

1) EMERGENCIES

SERVICE DESK: Monday – Friday 7:00am to 3:30pm call 215-662-2301.

After Hours, Weekends & Holidays call the Page Operator 215-662-2222

The Physical Plant Service Desk should be called for the following maintenance issues:

- Some examples of maintenance emergencies are:
 - overflowing toilets
 - ceiling leaks
 - smell of smoke
 - elevator entrapments

- Temperature and humidity issues

2) ALL OTHER MAINTENANCE REQUESTS: Routine Maintenance Requests such as hanging items, painting, lock or door issues, etc. should be submitted via the SOM Building Administrator, Jennifer Adzima who will review/complete and forward the request to HUP Physical Plant for follow-up.

- ▶ **Send e-mail to: jadzima@mail.med.upenn.edu:**
- ▶ The e-mail **must** include the following information:
- ▶ Contact Name and Phone #
- ▶ Department Name
- ▶ Location of Work to be Done
- ▶ Detailed Description of the Work to be Done

Once the information from the e-mail is entered into the Physical Plant MAPCON system, a Work Order (WO) number is created for tracking purposes. The WO number will be provided to the Building Administrator.

When the work is completed and closed out in the system, Physical plant will e-mail the Building Administrator with the completion date and the total cost for the job for tracking and or billing purposes.

PHYSICAL PLANT CONTACT INFORMATION:

- ▶ Work Requests Jim Powell (215) 662-7622
james.powell@uphs.upenn.edu

- ▶ Service Desk Rebecca Bines (215) 662-2301

- ▶ SPE / SCTR Operation/Maint Supervisors

 Hector Colon Jr (215) 301-8417
hector.colon@uphs.upenn.edu

 Edward Smith (267) 251-3984

edward.smith2@uphs.upenn.edu

- ▶ Assoc. Director Phys. Plant **(HVAC)**
 Anthony DePrince (215) 776-5750
anthony.deprince@uphs.upenn.edu

- ▶ Assoc. Director Phys. Plant **(Electrical)**
 Stanley Malchanow
Stanley.Molchanow@uphs.upenn.edu

- ▶ Assoc. Director Phys. Plant **(Plumbing/ Mechanical)**
 Dominic Lupica
Dominic.Lupica@uphs.upenn.edu

- ▶ Asst. Director of Operations Andrea Latzko (215) 908-1075
andrea.latzko@uphs.upenn.edu

SECURITY

The SCTR, JMEC, and SPE Security is provided by HUP/PCAM Security Officers. The patrol Supervisor and Security Officers assigned to SPE have security law enforcement experience and outstanding customer service and communication skills.

SPE Security is in communication with a Command Center in the Perelman Center for Advanced Medicine, that is staffed 24/7 and monitors CCTV, access control, and fire protection systems throughout the facility.

Please contact the the Security Operations Center for questions and emergencies: **215.615.5656**.

Security Contacts:

Emergencies, including after-hours facilities emergencies and Medical Emergencies: 215.615.5656

Security Operations Manager, Kevin O'Keefe:
Kevin.Okeefe@uphs.upenn.edu
cell number: 267.207.7633

Penn Card Access: Alison Carey or Darren Johnson
215.898.0196

HUP Card Access: David Arcidiancono or Deneica Liverpool
215.349.5593

Safety Concerns: Building safety management is provided by a partnership of,

HUP Safety Manager: Jeffery Henne or Jim Connell - 215.662.3630, or 267-252-5904

Penn FES: Eugene Janda
ejanda@publicsafety.upenn.edu
215.898.6922 (Office)
215.778.8517 (Cell)

EHRIS: Laura Farrington
215.573.7857 (Office)
215.898.4453

UPHS Emergency Code Designations

<http://www.med.upenn.edu/spo/documents/9011422-CODEposters-UPHSSafetyforposting.pdf>

Fire Drills

- Conducted Quarterly on each shift in PCAM Clinical Areas
- Conducted annually in PSOM occupied areas of SCTR and PCAM

GENERAL INFORMATION ABOUT EHRS

If you would like more information on the Curtis Bay program, please visit <http://www.purchasing.upenn.edu/buyinfo/suppliers/curtis-bay-energy.php> and <http://www.med.upenn.edu/spo/faqs.html#infectious>

If you would like to participate in the Curtis Bay program, please contact Sam Blanchard at sblanchard@curtisbayenergy.com or 443-257-5195 to review enrollment options.

If you have questions concerning the use of disposable sharps containers, please contact Dave Farraday at dfarrady@mail.med.upenn.edu or 215-573-9591.

All infectious waste (with the exception of the recyclable sharps containers collected by Curtis Bay) must be autoclaved before being picked-up by PSOM SP&O Infectious Waste Staff.

Biosafety Cabinets

Biological Safety Cabinets

The University of Pennsylvania uses Micro-clean, Inc. for all services related to biosafety cabinet (BSC) certification, decontamination, and repair.

Cabinets must be certified annually, after being moved, and when newly purchased. Cabinets MAY NOT be used if certification is out of date.

The cost of certifications will be covered as follows:

- The initial certification for each cabinet after relocation to SCTR will be paid for by project funds.
- All yearly certifications after the initial certification must be paid for by the laboratory.

Additional information about biosafety cabinet service and certification can be found on the **EHRS website** or by contacting a biosafety officer at (215) 898-4453.

Infectious Waste

Definitions:

Infectious waste:	Potentially infectious waste includes all waste items that are contaminated with or suspected of being contaminated with blood, blood products, and other body fluids, as well as research materials that may cause an infection. This waste stream may contain pathogens with sufficient virulence and quantity so that exposure of a susceptible host to the waste could result in an infectious disease.
Stericycle, Inc.:	Vendor responsible for disposal of Penn's biohazardous/infectious waste.
Sharps:	Any material that has the potential to puncture through a waste bag (needles, scalpels, razor blades, broken glass, plastic ware, syringes, serological pipettes, pipette tips, or medical instruments).
Recyclable Sharps Container:	Red 17-gallon sharps containers with black lids that are emptied and replaced by Curtis Bay, Inc.
Curtis Bay, Inc.:	Vendor responsible for Penn's biohazardous/infectious sharps container recycling program.

Procedure:

1. All infectious waste, including red bag waste and non-recyclable sharps containers, must be properly packaged and taken to the autoclave room on your floor before being picked up by the PSOM SPO Infectious Waste Staff.
2. PSOM SPO Infectious Waste Staff will remove the autoclaved infectious waste from each floor. Stericycle will pick up and incinerate all autoclaved infectious waste from the PSOM.
3. Labs that do not participate in the Curtis Bay recyclable sharps container program are responsible for purchasing the materials for and disposing of autoclaved sharps materials.
4. Smaller sharps containers may be purchased by the lab group and disposed of through the infectious waste stream.

More Information:

Recyclable Sharps Container Program Fact Sheet

Smilow and South Tower infectious waste disposal guide

Learn more about EHRS

Lab Operations

Overview of Services:

DI Water:	Point of use units provide type 2 and type 1 water by project. After first year of service occupying programs assume annual maintenance of units.
Sharps:	Reusable sharps containers provided by EHRS approved vendor (Curtis Bay Energy, inc.). Participation is by opt-in with service line P.O. by occupying org.
Biohazardous (Infectious) Waste:	Pick-up of autoclaved material, boxing and holding on concourse level by SPO. Disposed via incineration by EHRS approved vendor (Stericycle, Inc.).
EHRS:	Collection of chemical and radioactive waste (web request). Radionuclide distribution facility located in SCTR room G-105. Contact EHRS 215-898-4453 for spills of chemical, biological, or radioactive materials.
Carbon Dioxide (CO2):	Bulk tank and central distribution to lab benches. Charges to occupying programs based upon usage.
Liquid Nitrogen:	Bulk tank and concourse level filling station; distributed by SOM auxiliary enterprise. Plans in place to be in service for FY17. Contact Lisa Ward 215-573-7972 to request service.
Central Glass Wash:	Ground level facility operated by vendor contract (Crothall). Cost to occupying programs based on actual usage as a percentage of total operating expense.
Ice Machines:	Provided on each floor by project; maintenance by occupying organizations.
Dry Ice:	Provided by occupying programs.
Research Alcohol:	Distributed by SPO at concourse level pick-up window.
Mail:	Distributed by SPO at concourse level pick-up window.
Distribution:	Second priority and all ground shipments received at concourse level and distributed by SPO to desktop. Perishables have priority. UPS/FedEx will deliver first priority directly to desktop
Fume Hoods:	Maintained by HUP Physical Plant. Annual certification by EHRS.
Biological Safety Cabinets:	Annual certification provided by EHRS approved vendor (Microclean, Inc.), coordinated by EHRS. Cost of annual certification is charged directly to occupying program.

CONTACTS OVERVIEW

Building Administrator, Jen Adzima	215.615.2163
Physical Plant, Hector Colon	215.662.3613
Environmental Services, Kathey Lowery	267.239.1035
Penn Fire and Emergency Services	215.573.3333
HUP Safety	215.662.3630
HUP Security, PCAM Security Operations Center – 24 hr. contact	215.615.5656
PSOM Security, PSOM Security Operations Center – 24 hour contact	215.898.0669
Penn EHRS	215.898.4453
Mail Service, Willie Williams	215.573.7694
Room Reservations, SPO Special Events and Scheduling	215.573.5555
ID Card/Access	215.898.0196
Lisa Ward, Liquid Nitrogen Cylinder Filling Service	215.898.8022

