

MAIN CAMPUS

PERELMAN SCHOOL OF MEDICINE AT THE UNIVERSITY OF PENNSYLVANIA

BUILDING USER MANUAL



BUILDING AND COMPLEX ACCESS

- A. Main entry to the School of Medicine is via the Johnson Pavilion 3610 Hamilton Walk. The Johnson Pavilion is Open 24 hrs. a day, 7 days a week. All visitors must sign in at the Security desk upon arrival.
- B. To access individual buildings please refer to link, <https://www.med.upenn.edu/spo/buildings-and-administrators.html> OR page 2 of this guide for the specific building address and location.

Anatomy Chemistry Building (Anat/Chem) 3620 Hamilton Walk Philadelphia, PA 19104-4125	John Morgan Building 3620 Hamilton Walk Philadelphia, PA 19104-4215
Biomedical Research Building (BRB) II/III 421 Curie Boulevard Philadelphia, PA 19104-6058	Johnson Pavilion 3610 Hamilton Walk Philadelphia, PA 19104-4215
Blockley Hall 423 Guardian Drive Philadelphia, PA 19104-4209	Richards Building 3700 Hamilton Walk Philadelphia, PA 19104-6016
Clinical Research Building 415 Curie Boulevard Philadelphia, PA 19104-4218	Stellar-Chance Labs (BRB I) 422 Curie Boulevard Philadelphia, PA 19104-6140
Cyclotron 419 Guardian Drive Philadelphia, PA 19104-4209	Stemmler Hall 3450 Hamilton Walk Philadelphia, PA 19104-6056

To access all PSOM building you must have a valid Penn ID. Safety and Security can provide Penn Card access

BUILDING OPERATIONS

Main Campus

Operations & Engineering is responsible for the administration and coordination of day-to-day facilities operations: housekeeping, maintenance, building systems, utilities, minor construction services and general work requests, as well as signage, key requests, and emergencies in all Perelman School of Medicine on- and off-campus buildings.

For a full list of services please visit the Space Planning and Operations- Operations and Engineering Website: <https://www.med.upenn.edu/spo/operations-and-engineering-new.html>

Building Announcements

Penn Medicine AWARE is the building notification system for the Perelman School of Medicine. Individual users must opt in to receive building announcements. Users interested in receiving the building announcements Please use this link:

[Juvare Building Notification Sign up](#)

Please note when logging in you must use your upenn.edu account – **Not pennmedicine.edu.**

Once you login with the @upenn.edu email, click on the WebEOC Self Serv PennMed box and your account info should populate. Please note that the “workplace information” tab is where you can select the buildings you want notifications for.

Maintenance

A. All Maintenance Emergencies should be called in to the Facilities and Real Estate Service (FRES) Operation & Maintenance (O&M) Customer Service Center/OCC: 215-898-7208

- The Call Center/ OCC is staffed 24/7/365.
- This will ensure that FRES O&M is dispatched to your emergency.
- It is also recommended that after you contact Customer Service / OCC you contact your respective Building Administrator/ Operations Manager so they can follow up and help expedite the repairs.
- Space Planning and Operations - Operations and Engineering contact information: [Operations & Engineering Contacts](#)
- Examples of emergent issues: active leaks, problems with temperature in lab spaces.

1. For routine or non-emergent maintenance issues you can use the FRES web portal to report all maintenance items. The link can be found on the U@Penn portal under the Facilities header via the Maintenance Request (AiM) tab: [Routine & Non-Emergent Maintenance Request](#)

2. For all Customer Work Requests (These are specific requests outside of normal maintenance activities. Examples include ... painting, new electrical receptacles, or utilities, connecting new lab equipment or adding shelving.
 - Customer work requests require a 26-digit account number. Please download and complete a departmental work request and forward the signed, authorized form to your building administrator, who will submit it for you. [Customer Work Requests](#)
 - A departmental work request must be submitted no less than three (3) weeks prior to the desired completion date.

LAB OPERATIONS

Overview of Services:

RO/ DI Water:	Type-3 water is provided in various locations throughout the main complex. These systems can be found primarily in the shared glass wash/autoclave rooms. Labs who require a more polished water such as Type-1/2 water in the lab – you will need to purchase a point of use polishing system. The annual maintenance and any reoccurring charges for these units are the responsibility of the occupying lab and/or Department.
Sharps:	Reusable sharps containers provided by EHRS approved vendor (SHARPS). Participation is by opt-in with service line P.O. by occupying org.
Biohazardous (Infectious) Waste:	Pick-up of autoclaved material, boxing and holding in CRB 1 st floor level by SPO. Disposed via incineration by EHRS approved vendor.
Chemical & Radioactive Waste	Request for the collection of chemical waste and radioactive waste is via web form. https://apps.ehrs.upenn.edu/secure/fm/COLLECTIONS/index.php Contact EHRS, (215) 898-4453, for spills of chemical, biological, or radioactive materials.
Carbon Dioxide (CO2):	There is no central bulk tanks or central distribution to lab benches. Labs are responsible to supply their own CO2.
Liquid Nitrogen:	LN2 can be purchased through the Penn marketplace (Airgas, Keen, etc.) or dewar filling station located in Anatomy Chemistry B20 distributed by SOM auxiliary enterprise services are available. To set up services please call the LN2 Core Facilities at 215-898-8022
Glass Wash:	Glass washers are typically located on each floor in lab buildings. Access to a glasswasher should be coordinated with the Department or occupying organization. Glass washers are operated & maintained by individual programs. ❖ There is no glass washers located in Anatomy Chemistry
Ice Machines:	Typically provided on each floor in lab buildings. Maintenance by occupying organizations.
Dry Ice:	Provided by occupying programs.
Research Alcohol:	Distributed by Distribution Services, BRB II/III Operating Hours: Tuesdays & Fridays, 2 – 4 PM Phone: 215-573-8100 For additional details and to place an order please visit: https://www.med.upenn.edu/spo/alcohol-for-research/
Mail:	Distributed by SPO at BRB II/III Room 133 (Right off the lobby, entering from Curie Boulevard) Hours of operation: Open 8 AM-Noon and 1-4 PM (closed for lunch from Noon-1 PM). Departmental mail pickup and receiving requests are available during this time. For additional information and services please visit: https://www.med.upenn.edu/spo/mail-and-receiving.html

Distribution: Second priority and all ground shipments received at BRBII/III and distributed by SPO to desktop. Perishables have priority. UPS/FedEx will deliver first-priority directly to desktop

Fume Hoods: Maintained by FRES O&M. Annual certification by EHRS.

Biological Safety Cabinets: Annual certification provided by EHRS approved vendor and coordinated by EHRS. Cost of annual certification is charged directly to occupying program.

Autoclaves: Autoclaves are typically located on each floor in lab buildings for the sterilization of infectious waste.
Requirements vary so please follow EHRS guidelines at <https://ehrs.upenn.edu/health-safety/regulated-waste/biohazardous-waste/autoclaving-infectious-waste>. Access to an autoclave should be coordinated with the Department or occupying organization. Autoclaves are operated & maintained by individual programs.

HOUSEKEEPING SERVICES

Facilities and Real Estate Service (FRES) provides basic routine cleaning services for all PSOM Main Campus buildings. Operations and Engineering works in collaboration with The FRES Housekeeping Department to provide an exceptionally aseptic, sanitary, and attractive environment while maintaining a spirit of compassion and customer focus.

- ❖ Housekeeping Services include:
 - Regularly: Normal housekeeping services performed regularly include emptying trash and recycling cans, sweeping, and mopping floors, carpet vacuuming, and cleaning and stocking restrooms.
 - Annually: Services such as high dusting, refinishing hard-surface floors, and interior/exterior window cleaning is performed annually.
- ❖ If these normal housekeeping services are not being provided, please contact your building administrator. If you need special housekeeping services, such as detailed cleaning of a lab, please use the departmental work request form.
- ❖ For emergency housekeeping needs please contact the FRES O&M Call Center 215-898-2708

Building	Routine cleaning	Shift/Hours		
Anatomy Chemistry	M-F	12:00am-8:30am		
BRB II/III	M-F	12:00am-8:30am		
Blockley Hall	M-F		4pm-12:30am	
CRB	M-F	12:00am-8:30am		
Cyclotron	M-F			8am-4:30pm
John Morgan	M-F	12:00am-8:30am		
Johnson Pavilion	M-F	12:00am-8:30am		
Richard Building	M-F		4pm-12:30am	
Stellar-Chance	M-F	12:00am-8:30am		
Stemmler	M-F	12:00am-8:30am		

- ❖ Limited housekeeping services are provided outside of these hours. Should you need housekeeping assistance outside of the regular hours please contact Facilities and Real Estate Services: 215-898-7208

SIGNS AND PLACARDS

SPO manages requests for signs that:

- Identify an office, lab, room, or special use area.
- Indicate directions.
- Provide information or special instructions.

Although there is a predetermined size, format, and lettering style for all office and laboratory signs, there may be an occasional opportunity to be more creative with directional signs, storage space signs, etc. Graphic images may be used for those signs if there is no conflict under the university's policy and procedures.

- Ordering- Room and lab signs are provided at no charge. Whether you are ordering a new sign or a replacement, use one of these request forms:

[Sign Request Form](#)

Please fill out the proper form completely. For laboratory signs, the correct warning label information must be provided. Signs cannot be posted without all applicable labels.

Use the [directory request form](#) to add information to the directories located in PSOM buildings.

KEY REQUESTS

To order new keys, please complete a [departmental key request form](#), including a 26-digit account number and departmental approval. Notification will be sent when new keys are ready for pick-up in the SPO Office.

See the [departmental key policy](#) for further details.

ENVIRONMENTAL HEALTH & RADIATION SAFETY (EHRS)

The Office of Environmental Health and Radiation Safety (EHRS) promotes health, safety and environmental protection in teaching, research, health care and administrative activities by providing services, advice, and compliance assistance. **If you have questions, refer to the EHRS website www.ehrs.upenn.edu or call EHRS at 215-898-4453**

Hazardous Waste

All infectious waste (except for the recyclable sharps containers collected by Sharp Medical Waste Services) must be autoclaved before being picked up by PSOM SP&O Infectious Waste Staff.

Contact Sharps Medical Waste Services with your service-related questions: upenn@sharpsmws.com

Infectious Waste Management & Reusable Sharps Containers

Infectious waste:	Potentially infectious waste includes all waste materials that are contaminated with or suspected of being contaminated with blood, blood products, and other body fluids, recombinant & synthetic nucleic acids or material contaminated with recombinant & synthetic nucleic acids, as well as research materials that are or may be contaminated with pathogens that may cause an infection.
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Stericycle, Inc.:	Vendor responsible for disposal of Penn's biohazardous/infectious waste.
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Sharps:	Any material that has the potential to puncture through a waste bag (needles, scalpels, razor blades, broken glass, plastic ware, syringes with and without their needles attached, serological pipettes, pipette tips, or medical instruments).
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Reusable Sharps Container:	Red 17-gallon sharps containers with hinged lids that are removed and replaced by Advant-Edge https://asiwaste.com
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Procedure:

1. All infectious waste, including red bag waste and disposable sharps containers, must be properly packaged, and taken to the autoclave room on your floor to be autoclaved, and placed in the collection bins in the autoclave rooms 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 reusable sharps container program or wish to use smaller sharps containers are responsible for purchasing their own disposable sharps containers, closing, and autoclaving when $\frac{3}{4}$ full, and disposing of the sharp's containers in the collection bins in the autoclave rooms.

4. Labs that opt into the reusable sharp's container program are responsible to keep the containers and lids clean, stop filling when the containers are 75% full, and keeping the lids closed when not in use. See below for additional information.

Infectious Waste Disposal Guide:

(https://ehrs.upenn.edu/sites/default/files/inline-files/Waste_Matrix_SCTR_2016.pdf)

If you have questions about infectious waste, check the [EHRS Regulated Waste website](#) or call EHRS at (215) 898-4453.

Biosafety Cabinets

The University of Pennsylvania uses TSS 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 charged 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 Biosafety website** or by contacting a biosafety officer at (215) 898-4453.

SCHEDULING AND EVENT SERVICES

Scheduling & Event Services (SES) is responsible for the scheduling process, service coordination, and management of the PSOM shared meeting space. SES uses the CollegeNET 25Live Scheduling System to provide Penn Medicine access to classroom and meeting space in support of the academic, research, and clinical mission.

- **Requesting Space and Services**

***Note: SES has switched systems, please update all bookmarks and shortcuts to the new 25Live weblink after clicking the button below!**

Only official Penn Medicine employees (no contract or temporary workers) may place requests for event space and services through 25Live. To log in, click the link below and sign in using your PennKey and Password. When you save your reservation, you will receive a pop-up notification in the lower left corner that your request has been entered, and SES will respond to you within three (3) business days.

25Live Web App

[Click Here](#) for instructions on how to request space in 25Live.

- **Catering**

Please see [caterer guidelines](#). The University of Pennsylvania's policy permits ONLY Penn-approved caterers for meetings and events. Non-approved caterers will not be permitted in Perelman School of Medicine (PSOM) buildings.

Before placing any food service order, be sure to **check the list of [Penn-approved caterers](#)**; the university updates this list frequently. If you would like your food service provider added to this list, please log in to [Penn Marketplace](#) and complete the request to add a new supplier form. If you have any questions, please contact [Angela Martyak](#).

- **Alcoholic Beverages**

As a user of PSOM facilities and as the sponsor of an event, you are responsible for ensuring compliance with [University of Pennsylvania policy](#) regarding any alcoholic beverages served at your event.

- **Event Confirmation**

Once you receive a confirmation notice for your event, please review it carefully and respond with any changes or additions. Remember to include your reservation number on all correspondence regarding an event.

- **Making Changes to a Confirmed Event**

Additions, updates, and changes must be made by **5 PM, two (2) business days before** the booking date. Any requests or edits after this cutoff must be made in writing to the Scheduling & Event Services office somsched@pennmedicine.upenn.edu. *Late requests are subject to fees.*

- **Fees**

If your event requires services before 8 AM or after 5 PM or on weekends, overtime fees will be charged.

If your event has a high headcount, involves food service, or occurs outside of regular business hours, housekeeping and security charges may apply.

Internal Penn Medicine events are not charged for space rental. To qualify, your event must meet the following criteria:

- A Penn Medicine (PSOM/UPHS) department must sponsor it.
- The sponsoring department must provide a complete budget code or Lawson number and will be responsible for any charges.
- Most attendees at the event must be Penn Medicine faculty, students, or staff.

If You Are Outside of Penn Medicine

If you are external to Penn Medicine and wish to hold an event in a PSOM publicly scheduled space, please see the [external event policy](#).

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 School of Medicine Main Campus.

Services PMACS will provide:

Desktop and networking support via Local Service Providers (LSPs), Penn Flex VOIP phones, Server Administration, Storage Management, Both High Performance Computing (HPC) and Limited Performance Computing (LPC), Software development, Web design and development, Database development, Enterprise application development and support, Consulting services that provide options to best support research initiatives, Server/file share support e Administrative and admission system

For additional information please visit:

<https://www.med.upenn.edu/pmacs/need-help/>

Penn-Flex phone help <https://www.med.upenn.edu/pmacs/penn-flex-information-and-resources/>

MEDIA TECHNOLOGY AND PRODUCTION SERVICES

All spaces, equipment rentals or other services offered by the Media Technology & Production department must be booked through the 25Live. To log in, click the 25 Live link:

<https://25live.collegenet.com/pennmedicine> and sign in using your Pennkey and Password. A valid school budget code or valid HUP Lawson number are required.

MT&P is in 408 Anatomy/Chemistry Building on the Perelman School of Medicine campus.

MTP Helpdesk: mtphelpdesk@pennmedicine.upenn.edu

- Main Campus: (215) 898-0514
- JMEC- (215) 573-5013
- Smilow: 215) 746-6777

Classroom Technology and Event Support | Ray Rollins and Joe Lavin

Classroom Technology Support and Equipment Management / Meeting and Symposium Support
Power Point upload, connecting laptops for presentations, ensuring room audio / Room checks and pre-event assistance from our technicians. / Video Conferencing Support (Zoom, Teams) Hybrid and Fully Virtual / Video Production, Recording, and Livestreaming (Mediasite, Zoom, Teams) / Portable Equipment Set- Up

Video Production Support | Kevin Flanigan and Syd Redmond

Production Studio Recordings / Pre-recorded lectures/ Live event recording / Postproduction/editing / Live broadcasting from new Pavilion OR's / On location production / Still Photography / Podcast recordings / Video and format transcoding (VHS and DVD transfer)

Project Installs and Support | Eric Capozzoli and Luke Ferrandino

Provide end users with the latest Penn Medicine AV Technology Standards for all virtual conferencing spaces / Review spaces requesting AV upgrades / Share design and scope of project based on end user needs and MTP AV standards / Schedule training with end users / Provide support for all MTP AV installed devices.

Project Management and Repairs Support | Dave Randle and Paul Sproge

New AV System Installations / Upgrades to Existing Room Systems / Digital Signage: Hardware Installation, Support, Content Design, and Training / Equipment Repair and Replacement / Account Management for Mediasite and Tightrope Carousel Users / Mersive Solstice Support

SAFETY & SECURITY

PSOM Security manages and coordinates all physical security, controlled access, and CCTV security systems for all ten main campus buildings.

PSOM Security will establish all security policies and protocols for the building. They will engage the University's security vendor partner, Allied Barton, to provide lobby security and "touring" officers onsite 24/7.

PSOM Security will work in partnership with Penn DPS and HUP Safety teams, respond to emergencies and liaison with all first responders.

PSOM Security will engage technology vendors to install, maintain, and resolve emerging access and CCTV system's needs.

The PSOM Security office is located Stellar Chance room 102 (215-898-0196)

INTERIORS & FURNITURE

PSOM/HUP buildings adhere to standardized furniture finishes, sustainable practices, and design layouts. Any requests to deviate from these standards are reviewed by the SPO on a case-by-case basis.

To maintain safety, consistency, and compliance with facility standards, we kindly ask that no unauthorized furniture be brought into the building. This includes furniture from other locations and any items not commercially rated for office or institutional use. Unauthorized furniture may pose safety hazards, disrupt space planning, or fail to meet institutional requirements.

If you are considering changes to your workspace or need additional furnishings, please contact the Interiors team.

For more details or to request a consultation, visit the **Facilities Planning and Space Management –Interiors:**

<https://www.med.upenn.edu/spo/facilities-planning-and-space-management.html#Interiors3>

Ordering-Process

Furniture orders are initiated only after occupants have submitted the final, approved drawings and proposals. Estimated ship dates are typically available within one to two (1–2) weeks after the order is placed. Please note that all orders are final once submitted. If additional items are needed after submission, a separate proposal must be prepared and approved.

Lead-Time*

Furniture delivery and installation timelines depend on the scope and type of request:

- **New furniture** typically requires three to five (3–5) months from request to completion.
- **Reconfiguration of existing furniture** usually takes about four (4) weeks from the date of authorization.
- **Hybrid configurations** (a mix of new and reused furnishings) vary based on the balance of reused versus new components.

**Lead times are subject to change due to market fluctuations, supply chain delays, or unforeseen events such as natural disasters.*

Maintenance-and-Support

For assistance with damaged or broken furniture, or if you have misplaced a furniture key, please reach out to the Interiors team. They are available to support repairs and ensure your workspace remains functional and safe.