FACULTY OF MEDICINE

UBC Faculty of Medicine
Tenant Information Handbook
Life Sciences Centre

SEPTEMBER 1, 2018

TABLE OF CONTENTS

GENERAL BUILDING INFORMATION 4
Life Sciences Centre 4
Building Lay-Out 4
Noise windows 4
Washrooms and shower facilities 4
Elevators 5
Garbage and Recycling 5
Perugia Italian Caffè 5
Commuting 5
Interhospital Hospital Shuttle 5
BUILDING AMENITIES 6
Lunch Room / Staff Lounge 6
Faculty Lounge 6
Research Floor (2-5) Pods And Bridges 6
Mail Room 6
Receiving Facility Couriers 7
LSI Equipment Services Workshop 7
VWRCATALYST LSC Store 7
Telephones & Online Directory 7
ROOM AND EVENT BOOKING 8
Life Sciences Institute 8
Faculty of Medicine 8
SAFETY AND SECURITY 9
LSC Security 604-822-3734 9
UBC Campus SEcurity 604-822-2222 9

Emergency & Non-Emergency Phone Numbers 9
Personal Safety 9
Lost and Found 9
Office Security 9
Alarms 10
Fire Alarms 10
Health and Safety 10
LSC Health & Safety Teams 11
Safety Orientation And Training Requirements 11
Emergency Response Plan 11
First aid 11
Ergonomics 12
Keys 12
Access Cards 12
Visitors 12
MAINTENANCE AND FEE-FOR-SERVICE REQUESTS 12
Maintenance requests 12
Fee-For-Service Work Requests 13
FREQUENTLY ASKED QUESTIONS 14
Where to Find Information Regarding Filming on UBC Campus (including lsc) 14
How to gain access to submit service request online 14
Where Do I Get Insurance Information 14
What's The Requirement For Bio-Safety Cabinet Move 14

GENERAL BUILDING INFORMATION

LIFE SCIENCES CENTRE

Building address: 2350 Health Sciences Mall, Vancouver, BC, V6T 1Z3

The LSC building main entrances are locked at 6PM, and unlocked at 7AM Monday to Friday.

The building administration office on the main floor is open from 8:30AM to 4:30PM, Monday to Friday.

The main floor teaching rooms and meeting rooms are open from 7AM to 5PM, Monday to Friday.

The B2 level LSC Receiving Facility, LSI Equipment Services Workshop, and VWRCATALYST LSC Store's business hours are 8AM to 4PM, Monday to Friday.

For UBC campus maps, please click here.

BUILDING LAY-OUT

There are 5 floors above ground and 3 floors below. The above-ground building is structured like a Roman Numeral III, the cross-bars being the corridors running along the North and South sides that join the three towers, West (3000), Center (4000) and East (5000).

The rooms, theatres, labs, etc., are numbered accordingly; i.e., room 3420 would be found on the 3rd floor in the Center tower. The spaces between the bars are the atria, West and East.

The building room numbering system is generally as follows:

(i) First digit indicates the floor (i.e., 5xxx indicates the location is on the fifth floor). In the case of the 3 basement floors the first two digits indicates the floor (i.e., B2xxx indicates the location is on floor B2)

(ii) Second digit indicates the tower, with 3 indicating West Tower, 4 indicating Centre Tower and 5 indicating the East Tower (i.e., 53xx indicates the west Tower on the fifth floor).

NOISE WINDOWS

The bi-annual Life Sciences / Pharmacy noise windows are set by Animal Care Services based on coordination with researchers. These are the only times that building maintenance and project work with high impact noise, vibration, and/or smell that could reach the basement levels is allowed.

2019 noise windows: Jan 21 to Feb 3, and Jun 17 to 30, 2019

WASHROOMS AND SHOWER FACILITIES

Washrooms and shower facilities are located on the each floor. Only main floor facilities are open to public during business hours.

ELEVATORS

There are four elevators serving the building. Access card is required to access all floors except B1 west side student locker area, and B2 east side VWRCATALYST LSC Store area.

GARBAGE AND RECYCLING

General recycling bins and garbage receptacles are located throughout the building.

For information regarding other recycling and non-hazardous waste management, please check LSC Recycling and Non-Hazardous Waste Management website.

PERUGIA ITALIAN CAFFÈ

The Perugia Italian Caffè is located on the main floor of LSC, and it's open Mon-Fri 7:30am – 4:30pm.

UBC Food Services offers 40+ Cafés & bistros, residence dining rooms, food trucks, restaurants, and more on campus.

COMMUTING

Click here for information on all modes of transportation to UBC Vancouver Campus including transit, cycling, walking and driving.

INTERHOSPITAL HOSPITAL SHUTTLE

The schedule and seating eligibility and priority can be found here.

Shuttles operate from 7:00 AM to 17:30 PM, Monday to Friday (excluding statutory holidays) with the following exceptions:

Shuttles depart both VGH and UBC Hospital (UBCH) at :05 and :35 each hour from VGH Centennial Pavilion and from outside the Urgent Care Centre entrance to UBCH.

The first trip to UBCH is at 6:35 AM. Last trip to VGH is at 17:05 PM. The first trip from Vancouver General Hospital (VGH) to St. Paul's Hospital (SPH) is at 6:40 AM.

Times are subject to temporary changes without notice due to weather and road/traffic conditions. We strongly advise that you arrive a few minutes early for your trip.

BUILDING AMENITIES

LUNCH ROOM / STAFF LOUNGE

The main floor staff kitchen in the administration area is for staff use. As a shared space, it is everyone's responsibility to keep it clean and tidy.

There is a kettle, water cooler, microwave, fridge, toaster, and limited tableware and cutlery available for your use.

FACULTY LOUNGE

The faculty lounge is located on the main floor within the administration area and is available for use by the LSC building occupants. It can also be booked for meetings, receptions, and special event (see room booking section below).

RESEARCH FLOOR (2-5) PODS AND BRIDGES

Over the South end of the West atrium on floors 2 through 5 are 'Pod's', a partially enclosed series of lounges connected by a common open stairwell. They have been designed to facilitate communication and inter-action between research groups. Together with the bridge walkways between the Towers they are the primary locations for researchers and their staff and trainees employed in the labs to have breaks and lunch.

There are kettles, microwaves, fridges, toasters, and limited tableware and cutlery available for your use.

MAIL ROOM

The address for the LSC building is 2350 Health Sciences Mall, Vancouver, BC, V6T 1Z3.

The mail room is located behind the reception area on the main floor. Mail slots are assigned to labs, departments, and/or persons for income mails.

There're outgoing mail bins for On-Campus locations, within Canada, and international. Campus Mail's drops off and pick up are daily around 10am.

External sending: Mail services are for business purposes only unless you have prepaid postage for your personal service items. Each piece of outgoing mail must include the appropriate department speedchart or have prepaid postage.

RECEIVING FACILITY COURIERS

The UBC LSC Receiving Facility is located on level B2 of the LSC. Business hours are 08:00 to 16:00 Monday to Friday. Closed on Stat Holidays.

- All couriers Deliveries/Shipments to/from occupants of the building can only be received/shipped through the building's Loading Docks at the north side of the building. Access to Loading Docks is off Health Sciences Mall.
- To contact the LSC Receiver, please call 604-827-3978.

LSI EQUIPMENT SERVICES WORKSHOP

The LSI Equipment Services Workshop is located in the LSC East Wing Room B2.518A (level B2) near the shipping/receiving area, and it provides on campus support for laboratories in the following areas:

- Repair & maintenance
- Design, fabrication & modification
- Consultation

Please check the workshop's website for contacts, availabilities, and rates.

VWRCATALYST LSC STORE

VWR LSC Store is located on level B2 in Life Sciences Centre, and it's operated by the VWR International and provides most commonly stocked laboratory supplies for the UBC labs in the LSC and other buildings.

Login or register here: https://ca.vwr.com/store/
On-Site Coordinator: Lisa Lu 1-877-897-6377 x151952 or Lisa_Lu@vwr.com

TELEPHONES & ONLINE DIRECTORY

Contact your Department/Centre/Institute Administrator (departmental voice administrators) for any phone requests and related issues (i.e. voicemail password resets, call display name change, long distance codes, etc).

For information on phones and features (online phone instructions, unified messaging, voicemail, etc), click here.

To access UBC's online directory service, click here. Requests for updates to the directory can be sent to Department/Centre/Institute Administrator.

ROOM AND EVENT BOOKING

LSC room bookings are managed by the following 2 groups depending on which room you want to book:

LIFE SCIENCES INSTITUTE

Rooms and rates, and how to book can be found here: http://lsi.ubc.ca/resources/facilities/booking/
Contact: Sharda Muni, lsi.reception@ubc.ca, 604-827-4128

- LSC3 (1003) – Lecture Theatre
- West and east Atrium
- Faculty Lounge
- 1330 – Meeting room
- 1410 – Class room
- 1416 – Class room
- 1510 – Class room
- 8 Upper research floor meeting rooms

*To lookup/book room availabilities, login here: http://www2.lsi.ubc.ca/LSIC/index.php then sort by room number and date.

FACULTY OF MEDICINE

http://facilities.med.ubc.ca/room-booking/
Contact: roombooking.fom@ubc.ca

- LSC1 (1001) – Lecture Theatre
- LSC2 (1002) – Lecture Theatre
- CMR (1312) – Video Conference Room
- MPL – Multi Purpose Lab
- GAL – Gross Anatomy Lab
- 1443 – Class room & VC room
- CBLs – Class rooms

*Events booked in the LSC building should follow the LSC Facility Usage Guidelines, and UBC Policy #13 – "Serving and Consumption of Alcohol at University Facilities and Events".

SAFETY AND SECURITY

LSC SECURITY 604-822-3734

LSC is guarded by 2 security officers from Campus Security 24/7 and 365 days a year. One officer stays in the LSC Security office in B2 monitoring surveillance cameras and phone calls; the other officer patrols inside and outside the building multiple times a day, and responds to access requests, etc.

UBC CAMPUS SECURITY 604-822-2222

Campus Security is comprised of qualified and dedicated in-house security personnel who are focused on the delivery of safety and security services to everyone within the UBC community.

EMERGENCY & NON-EMERGENCY PHONE NUMBERS

IN THE EVENT OF AN EMERGENCY, CALL 911 IMMEDIATELY.

Click here for UBC Campus Emergency and Non-Emergency Phone Numbers.

PERSONAL SAFETY

There are various personal security options available to the UBC community, including but not limited to, AMS Safewalk, shuttle buses & campus blue phones. Click here for more information.

LOST AND FOUND

Search Campus Security's Lost & Found Database or visit their office located at:

Lost & Found Office
6200 University Boulevard
Vancouver, BC V6T 1Z4
Tel: 604.822.6786

OFFICE SECURITY

Please take a moment to review your work space: in order to reduce incidents of theft, store/lock your valuables out of sight or take them with you when you step out of the office. Before leaving for vacations, lock your door (if applicable), lock all cabinets, and log off/shut down your computer.

If you see someone in the office area who is not familiar, enquire if they need help and escort them. Visitors looking for specific offices or staff should be brought to the Front Desk for further vetting. In general, if you see something suspicious, don't hesitate to contact the security office at your site.

ALARMS

There are a few alarmed rooms in the building. Alarm codes should only be provided to staff with a demonstrated need. Contact the LSC Operations Manager to request an alarm code.

Room Number	Auto-Arm
LSC 1 and AV Control room	8:30pm M-F; 5pm Sat-Sun
LSC 2 and AV Control room	8:30pm M-F; 5pm Sat-Sun
LSC 3 (1411)	8:30pm M-F; 5pm Sat-Sun
LSC 3 1413 AV Control room	8:30pm M-F; 5pm Sat-Sun
1435 (MedIT office)	7:00pm Mon-Sun
1449 (MedIT office)	7:00pm Mon-Sun
MPL (1014)	8:30pm M-F; 5pm Sat-Sun
MPL 1011	8:30pm M-F; 5pm Sat-Sun
CMR (1312)	8:30pm Mon-Sun
B2516 (LSC Data Centre)	Always alarmed

FIRE ALARMS

If you hear the fire alarm it **must** be treated as a real emergency.

1. **Shut down equipment, secure hazardous materials. Close fumehood sashes**.
2. **Calmly proceed to nearest exit** — in case of fire check doors for heat before opening.
3. **Follow instructions** from floor wardens and emergency evacuation personnel.
4. **Do not use elevators**.
5. **Walk — don't rush or crowd**. Use handrails in stairways. Assist people with disabilities.
6. **Move away from the building quickly** — watch for falling glass and other hazards.
7. **Move to your emergency meeting location** – the 'grassy knoll' on the south side of the LSC – and stay there until you receive further instruction
8. **Do not re-enter the building until notified** by emergency personnel that it is safe to do so.

Note: After a fire alarm is silenced, occupants will be allowed to re-enter the LSC but *are to refrain from entering laboratories until after the building ventilation systems have been re-started.*
The cessation of visual and audible air-flow alarms will indicate that it is safe to re-enter laboratories. This procedure is in place to protect laboratory personnel from any potentially hazardous air-borne emissions that may have accumulated within the labs during the ventilation shut-down.

HEALTH AND SAFETY

The Life Sciences Centre is dedicated to creating a safe and healthy environment which will assist researchers, students and staff in reaching their full potential as they pursue their scientific, academic and occupational endeavors. To help achieve this, the LSC has implemented a comprehensive Health and Safety Management System – known as the LSC Health and Safety Program – which strives to engage and positively affect everyone within the LSC community. Click here for more information.

LSC HEALTH & SAFETY TEAMS

The Health and Safety Team structure at the LSC follows a basic floor-by-floor model – with some practical exceptions – where floors / areas within the facility have their own Health and Safety Team. Each of these teams is populated by people who work on that particular floor / area. The overall role of these teams is to conduct health and safety team practices (according to Local Safety Team Terms of Reference) and implement LSC/UBC safety policies and procedures in their respective areas.

For additional information about local Safety Teams at the Life Sciences Centre, please contact Pierre Tanguay, LSC Health and Safety Advisor, at 604-827-4127 or at pierre.tanguay@ubc.ca.

SAFETY ORIENTATION AND TRAINING REQUIREMENTS

Please visit the Safety Orientation and Training Requirements page on the LSC Health and Safety website for specific requirements for visitors, laboratory staff, and non-laboratory staff.

Completion of the LSC On-line Safety Orientation is required to obtain access to LSC. Please contact your Department/Centre/Institute Administrator for login name and password.

EMERGENCY RESPONSE PLAN

Please review the LSC Building Emergency Response Plan for information about emergency procedures throughout the building.

Other LSC health and safety policies, procedures and publications can be found here.

FIRST AID

IN THE EVENT OF AN EMERGENCY, CALL 911 IMMEDIATELY.

Option 1: See a certified LSC First Aid Attendant (during standard working hours only)

- For names, locations and contact information, please refer to First Aid posters distributed throughout the facility or contact the LSC Safety Advisor at (604) 827-4127
- Staff at the LSC Reception / Administration desk (Room 1340 on the main floor) can also summon a first aid attendant

Option 2: Go to UBC Student Health Services (Students only)

- located at Student Health Services (Suite M334 – 2211 Wesbrook Mall)
- Hours of Operation: Mon, Tues, Thurs & Fri 8 a.m. to 4 p.m.
  Wednesdays 8 a.m. to 8 p.m.

Option 3: Call for UBC “2-4444” Mobile First Service (Faculty and Staff only)

- This service is available to Faculty and Staff, no matter how minor the injury
- This service is available 24 hours a day, 365 days a year – at no cost to the user

ERGONOMICS

The UBC Ergonomics program helps to ensure the safety and well-being of employees at the University of British Columbia. It promotes optimal working postures and practices in order to reduce workplace musculoskeletal injuries. Contact UBC's Ergonomic Program at ergonomics.info@ubc.ca or 604-822-9040. Ergo Your Office Guide, Lab Ergonomics, Purchasing & Design Guidelines, Other Resources

KEYS

UBC building & office keys are managed by the Parking & Access office located in the UBC Bookstore. Contact your Department/Centre/Institute Administrators to arrange Key requisitions. The employee will receive a notification when the key is ready for pick-up. Please note that a one-time $20 deposit is required, which will be refunded to you upon return of all keys.

All key requests must be approved by your supervisor.

ACCESS CARDS

Staff requiring access to LSC and other UBC buildings must obtain a UBC ID card from the Parking & Access office located in the Bookstore. Applying for your faculty & staff UBC card.

Once you have obtained your UBC ID card, contact your Department/Centre/Institute Administrators to add access to the LSC and/or other UBC buildings.

VISITORS

If you are expecting visitors, please let the Office Coordinator at Reception know ahead of time. The Office Coordinator will call you when they arrive – please greet them at Reception and escort them through the office.

MAINTENANCE AND FEE-FOR-SERVICE REQUESTS

UBC Building Operations handles all maintenance and fee-for-service requests.

MAINTENANCE REQUESTS

Maintenance requests such as broken doors/locks, burnt out lights, plugged toilets, leaking faucets, fume hood/cold room alarms, tripped breakers, etc., can be submitted via:

1. Building Ops Service Centre Telephone: 604-822-2173
2. Email: servicecentre.buildingops@ubc.ca
3. Online via People Soft FMS if you have access (learn about how to get access in the FAQ section below)
4. Contact the LSC Operations Manager sophia.wang@ubc.ca or 604-827-3936

FEE-FOR-SERVICE WORK REQUESTS

For fee-for-service requests such as moving services, custodial services, room/lab modifications, electrical/mechanical modifications, etc., submit online via People Soft FMS if you have access, or contact the LSC Operations Manager sophia.wang@ubc.ca or 604-827-3936.

Building Ops Charge out Rates and what's considered Fee-for-service work:

Service	2018/19 Reg Rate/Hour	2018/19 OT Rate/Hour	2019/20 Reg Rate/Hour	2019/20 OT Rate/Hour
Building Maintenance Trades	$64	$98	$66	$102
Custodial	$36	$53	$37	$57
Municipal (Landscapers / Labourers)	$51	$73	$52	$78

Core Services (Free Maintenance Request)	Fee-for-Service Request (labor free for work under 2 days; pay for materials only)
Painting: hallways, building lobbies and vestibules, building exterior, public washrooms, classrooms, graffiti clean-up, repaint after flood damage.	**Painting:** Bookcases, offices, private meeting rooms, business unit lobbies, change of colour for aesthetic reasons.
Carpentry: stained or damaged ceiling tile replacement, repairs after a flood (water damage), vandalism repairs, baseboard repair/replacement, hallways, public washrooms and building lobbies	**Carpentry:** building or assembling bookcases and/or cabinetry, hanging whiteboards, corkboards, pictures and shelves, modifying desks and assembly or disassembly and keyboards tray installs
Electrical: resetting of tripped breakers, replacing ballasts, repair of base building electrical systems and equipment	**Electrical:** installing or modifying electric ccts for building tenants, installing or modifying building lighting for client requirements, installing or hardwiring equipment for clients
Plumbing: repair/replacement of leaking or broken faucets, sinks and toilets, drain repair and clearing, base building hot water tank repair or replacement, if applicable lighting or repair to base building gas appliances such as furnaces and hot water tanks	**Plumbing:** install or connection of client supplied equipment, upgrading existing or installing new sinks or new faucets

FREQUENTLY ASKED QUESTIONS

WHERE TO FIND INFORMATION REGARDING FILMING ON UBC CAMPUS (INCLUDING LSC)

Check out the On-Campus Filming FAQ page for contacts, procedures and guidelines.

HOW TO GAIN ACCESS TO SUBMIT SERVICE REQUEST ONLINE

- Go to this page https://web.it.ubc.ca/forms/pss/ . Fill in your information, and select the category and service as below:

- Then click the FMS Live Access Request form, fill out the form and finish the application as per the instructions.
- You can access the training videos here: http://www.buildingoperations.ubc.ca/resources/peoplesoft-service-request-customer-training-video/

WHERE DO I GET INSURANCE INFORMATION

Claim equipment theft or damage due to power bumps/outage, etc.
Here's the link to UBC property insurance: http://rms.ubc.ca/insurance/insurance-programs/property-insurance/
Contact person:
Gina Wong
Senior Analyst, Insurance & Loss Prevention
Risk Management Services
604 822-5623
gina.wong@ubc.ca

WHAT'S THE REQUIREMENT FOR BIO-SAFETY CABINET MOVE

As per UBC Risk Management, before moving a BSC, proper equipment decontamination need to done by HEPA (or other certified company). BSC also needs to be re-certified after the move.