BUILDING OPERATIONAL SERVICE GUIDELINES

The MDCL is first and foremost a McMaster University campus building and as such, is governed in conjunction with the University Corporate Policies as can be referenced through the University Corporate Binders and Internet homepage.

Primary occupancy of the MDCL building is as follows:

<table>
<thead>
<tr>
<th>Level</th>
<th>Facilities</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Lecture Theatres &amp; Classrooms - <em>University Registrar</em></td>
<td></td>
</tr>
<tr>
<td>Level 2</td>
<td>Teaching Rooms, Office Space &amp; Research Laboratories – <em>FHS</em></td>
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</tr>
<tr>
<td>Level 3</td>
<td>Teaching Rooms &amp; Office Space – <em>FHS</em></td>
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<tr>
<td>Level 4</td>
<td>Research Laboratories, Office Space - <em>FHS</em></td>
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</tr>
<tr>
<td>Level 5</td>
<td>Research Laboratories, Incubator Space, Office Space- <em>FHS</em></td>
<td></td>
</tr>
</tbody>
</table>

MDCL Building Operational Service Guidelines detail the practices and processes for services provided. The practices contained herein pertain to the operations and services for the 2\textsuperscript{nd}, 3\textsuperscript{rd}, 4\textsuperscript{th} and 5\textsuperscript{th} floors of the MDCL building, as provided by both the University and the Hospital, and are in conjunction with the McMaster University Corporate Binders. The Operational Service Guidelines enclosed are founded on established MDCL Guiding Principles. MDCL Operational Policy Binders have been distributed to Faculty of Health Sciences Administrators, the Director of University Facility Services, and the MDCL Building Manager.

For Additional Details Please Contact: Debbie Martin  
Executive Director, Corporate Services  
Faculty of Health Sciences  
HSC Room 2E21  
Ext. 26538
GUIDING PRINCIPLES

1. That all services are in support of, and facilitate, the academic mission of Faculty of Health Sciences programs in the MDCL.

2. Whenever possible and appropriate, the standard of service is identical for all occupants.

3. In the selection of services, the “best practice” concept of cost and sensitivities will be considered.

4. The opportunity to use innovative and creative approaches “to do business”, and to provide services in the MDCL, is encouraged.

5. That the support systems/services to the occupants of the building visibly support the cooperation and collaboration of the MDCL occupants.
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Art</td>
<td>University</td>
<td>Brenda Morrison, Mgr. Facilities, Corporate Services, FHS, Ext. 22103</td>
</tr>
<tr>
<td>2.</td>
<td>Audio / Visual Services</td>
<td>University</td>
<td>David Kidney, Director Ext. 22764</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>James Kent, AV/IT Specialist Ext. 22433</td>
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<td></td>
<td></td>
<td></td>
<td>Erik Pechman, Instructional Assistant Ext. 21601</td>
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<tr>
<td></td>
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<td></td>
<td>Rick Hayes, A/V Technician, (Support), MDCL Rm. 3025, Ext. 26687</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Drew Thompson, Supervisor, Maintenance/Technical Services, Mills Library, (Repairs) Ext. 22762</td>
</tr>
<tr>
<td>3.</td>
<td>Building Campus Address</td>
<td>University</td>
<td>Section 3</td>
</tr>
<tr>
<td>4.</td>
<td>Bulletin Boards / Posting of Notices</td>
<td>University</td>
<td>Section 4</td>
</tr>
<tr>
<td>5.</td>
<td>Emergency Preparedness</td>
<td>University</td>
<td>Campus Security Office, Ext. 24281</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Facility Services Office, Ext. 24740</td>
</tr>
<tr>
<td>6.</td>
<td>Engineering / Building Services</td>
<td>University</td>
<td>Facility Services Office, Ext. 24740</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Bryan MacDougall, Service Coordinator Projects (Facility Services) Ext. 26619</td>
</tr>
<tr>
<td>7.</td>
<td>First Aid Room</td>
<td>University</td>
<td>Karin Cassidy, Safety Manager, HSC 1J11, Ext. 23453</td>
</tr>
<tr>
<td>8.</td>
<td>Food Services</td>
<td>University</td>
<td>Paradise Catering Ext. 24836</td>
</tr>
<tr>
<td></td>
<td>Service Description</td>
<td>Location</td>
<td>Contact</td>
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<tr>
<td>9.</td>
<td>Furniture / Equipment</td>
<td>University</td>
<td>FHS Facilities Management Office, Chris Humeniuk</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>Lisa Morine, Sr. Manager, Safety &amp; Risk Mgmt.</td>
</tr>
<tr>
<td>10.</td>
<td>Glasswashing</td>
<td>University</td>
<td>Carol Lavery, Laboratory Manager</td>
</tr>
<tr>
<td>11.</td>
<td>Grounds Maintenance</td>
<td>University</td>
<td>Carlos Figueira, Facility Services Office</td>
</tr>
<tr>
<td>12.</td>
<td>Housekeeping Services</td>
<td>University</td>
<td>Cathy Kelly, Facility Services Service Manager, Mid Team, ABB B174</td>
</tr>
<tr>
<td>13.</td>
<td>Insurance</td>
<td>University</td>
<td>Lisa Morine, Sr. Manager, Safety &amp; Risk Mgmt.</td>
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<td>Laboratory Media Preparation</td>
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<td>Carol Lavery, Laboratory Manager</td>
</tr>
<tr>
<td>15.</td>
<td>Linen Services</td>
<td>Hospital</td>
<td>HHS Linen Services, HSC 1T6</td>
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<tr>
<td>16.</td>
<td>Locker Distribution</td>
<td>University</td>
<td>Carol Lavery, Laboratory Manager</td>
</tr>
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<td>17.</td>
<td>Mail Services</td>
<td>University</td>
<td>Jim DiLellio, Supervisor, Mail Services</td>
</tr>
<tr>
<td>18.</td>
<td>Network Support</td>
<td>University</td>
<td>Computer Services Unit, FHS</td>
</tr>
<tr>
<td>19.</td>
<td>Photocopy Services</td>
<td>University</td>
<td>Ellen Hohs, CSU, FHS 2D10A</td>
</tr>
<tr>
<td>20.</td>
<td>Portering</td>
<td>University</td>
<td>Facility Services Office</td>
</tr>
<tr>
<td></td>
<td>Furniture / Equipment</td>
<td>University</td>
<td>Facility Services Office, Ext. 24740</td>
</tr>
<tr>
<td></td>
<td>Liquid Nitrogen / Gas Cylinders / Solvents</td>
<td>University</td>
<td>Facility Services Office, Ext. 24740</td>
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<tr>
<td></td>
<td></td>
<td>Hospital</td>
<td>Customer Support Serve, Chemical Porter, Ext. 75495</td>
</tr>
<tr>
<td>21.</td>
<td>Printing Services</td>
<td>University</td>
<td>Print Shop, HSC 1T5</td>
</tr>
<tr>
<td>22.</td>
<td>Purchasing &amp; Receiving (MDCL Dock &amp; University Dock)</td>
<td>University / Hospital</td>
<td>Facility Services Office, Ext. 24740</td>
</tr>
<tr>
<td>23.</td>
<td>Room Bookings</td>
<td>University</td>
<td><a href="http://fhs.mcmaster.ca/corporate/room_bookings.html">http://fhs.mcmaster.ca/corporate/room_bookings.html</a></td>
</tr>
<tr>
<td></td>
<td>Title</td>
<td>Location</td>
<td>Contact Person</td>
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<tr>
<td>24</td>
<td>Safety</td>
<td>University</td>
<td>Chris Hurley, Safety Specialist, Ext. 26309</td>
</tr>
<tr>
<td></td>
<td>Fire Training</td>
<td>University</td>
<td>Carol Lavery, Laboratory Manager, Ext. 22360</td>
</tr>
<tr>
<td></td>
<td>Laboratory Spill Kits</td>
<td>University</td>
<td>Karin Cassidy, Safety Manager, HSC 1J11, Ext. 23453</td>
</tr>
<tr>
<td></td>
<td>OHS Committee</td>
<td>University</td>
<td>Diana Moscu, Health Physicist, NRB Ext.23365</td>
</tr>
<tr>
<td></td>
<td>OHS Bulletin Boards</td>
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<tr>
<td></td>
<td>Health Physics</td>
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<tr>
<td>25</td>
<td>Security</td>
<td>University</td>
<td>Campus Security Office, Ext. 24281</td>
</tr>
<tr>
<td></td>
<td>Internal / External</td>
<td>University</td>
<td>Facility Services, Ext. 24740</td>
</tr>
<tr>
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<td>Key Request Form</td>
<td>University</td>
<td>Facility Services, Ext. 24740</td>
</tr>
<tr>
<td></td>
<td>Card Authorization</td>
<td>University</td>
<td>Facility Services, Ext. 24740</td>
</tr>
<tr>
<td>26</td>
<td>Shipping &amp; Receiving</td>
<td>Hospital</td>
<td>Randy LaBonte, Logistics Supervisor, HHSC 1T14, Ext. 76814</td>
</tr>
<tr>
<td></td>
<td>(HHS Dock)</td>
<td></td>
<td>Don Leyland, Supervisor – Facility Services MDCL Building, Ext. 27721</td>
</tr>
<tr>
<td></td>
<td>(MDCL Dock)</td>
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<td></td>
</tr>
<tr>
<td>27</td>
<td>Signage</td>
<td>University</td>
<td>Brenda Morrison, Corporate Services, FHS, Ext. 22103</td>
</tr>
<tr>
<td>28</td>
<td>Space Use Policy</td>
<td>University</td>
<td>Debbie Martin, Executive Director, Corporate Services, FHS, Ext. 26538</td>
</tr>
<tr>
<td>29</td>
<td>Staff Lounge</td>
<td>University</td>
<td>Cathy Kelly, Facility Services Service Manager, Mid Team, ABB B174, Ext. 27482</td>
</tr>
<tr>
<td>30</td>
<td>Telecommunications</td>
<td>University</td>
<td>Robin Griffin, Associate Director of Enterprise Networks/Telecommunications, Ext. 24002</td>
</tr>
</tbody>
</table>
31. Waste Management  University  

Cathy Kelly, Facility Services Service Manager  
Mid Team, ABB B174  
Ext. 27482

Kate Whalen, Manager, University Sustainability  
Ext. 21575

7/22/04
Revised: 06/2011
Section 1

MDCL

Art

Common area art pieces donated or on loan to the Faculty of Health Sciences are coordinated between the FHS Advancement Office and the Corporate Services Department. Formal acceptance of the piece(s) and proper tax receipts are developed through a predetermined process collaborated by these parties.

The monetary value of the art or photography (through donor or external assessment) must be provided to the University Risk Management Office for insurance purposes and the piece must be added to the existing University art inventory.

Programs or departments may purchase their own pieces of art, provided the piece is properly registered in the University art inventory.

Contact Brenda Morrison, FHS, Corporate Services (HSC-2E20, Ext. 22103).
Section 2

MDCL

Audio / Visual Services/Smart Board

Level 2 & 3

- There are twenty (20) Teaching Rooms, including the Lecture Theatre, on Level 3 of the MDCL, each supported by audiovisual equipment.

- There are (13) Teaching Rooms on Level 2 each supported by audiovisual equipment.

- These Teaching Rooms are managed by the Faculty of Health Sciences Education Services Department and are available to Faculty of Health Sciences Education Programs. Refer to website http://fhs.mcmaster.ca/corporate/room_bookings.html for further details.

- Access to AV equipment housed in the Level Two (2) & Three (3) Teaching Rooms are by permission of the Education Services Program.

- Training for all users of the AV equipment is as follows:
  MDCL 1st Floor: conducted by Rick Hayes (Ext. 26687 hayesri@mcmaster.ca)
  MDCL 2nd Floor: conducted by James Kent (Ext. 22433 jkent@mcmaster.ca) or Erik Pechman (Ext. 21601) peckman@mcmaster.ca
  MDCL 3rd Floor: conducted by Rick Hayes (Ext. 26687 hayesri@mcmaster.ca)

- University Audiovisual Technicians will maintain service and repair all AV equipment including the replacement of bulbs. Contact information is displayed on AV closets.
Section 3

MDCL

Building Campus Address

Official building name: Michael G. DeGroote Centre for Learning and Discovery
Official acronym: MDCL
Campus Building Number: #52

Mailing Address: (Name)
Michael G. DeGroote Centre for Learning and Discovery
MDCL (Room Number)
1280 Main Street West
Hamilton, Ontario
L8S 4K1

Note: This information should be used for all business cards and McMaster University letterhead. The full building name may be omitted in favor of only the acronym with the room number.

Delivery Address: (Name)
Michael G. DeGroote Centre for Learning and Discovery
MDCL (Room Number)
1280 Main Street West
Hamilton, Ontario
L8S 4L8

Note: This delivery address is to be used on purchase orders for goods that are to be delivered directly to the MDCL receiving dock. Small deliveries, including those requiring refrigerated storage, will continue to be delivered to the HSC receiving dock and be distributed through the existing system. The MDCL’s receiving dock is not staffed. There will be a telephone for drivers to use. For items delivered to this dock, arrangements will have to be made by the individual or department who ordered the goods to meet and receive the delivery. Please refer to Purchasing & Receiving (Section 22) and Shipping & Receiving (Section 26) for further details.
Section 4

MDCL

Bulletin Boards / Posting of Notices

There are three different purposes to be considered for bulletins in the MDCL:

1. Common Areas
2. Department / Program specific bulletin boards
3. Occupational Health & Safety

   • The general guideline is to encourage similarity of bulletin boards in approved areas.
   • Policy guidelines dictate that nothing is to be taped to the walls of the MDCL building.

Common Areas

   • Common Area bulletin boards (one per floors 2, 3, 4 and 5) are located near mail stations. Contact Facility Services at Ext. #24740

Department / Program Specific

   • Department / Program areas may select their location based on function.
   • The content and aesthetics of Department / Program boards are the responsibility of their respective department or program.

Occupational Health & Safety

   • Occupational Health and Safety notice boards are located in visible locations on floors 2, 3, 4 and 5. http://www.workingatmcmaster.ca/eohss/
Section 5

MDCL

Emergency Preparedness

In the event of an emergency or alarm situation in the MDCL building, University Campus Security and / or Facility Services personnel will respond, as is protocol for all University buildings. HSC Security staff will not respond.

In a crisis situation, the 2nd, 3rd, 4th, and 5th floors of the MDCL building are the responsibility of the Faculty of Health Sciences Crisis Management Team.

If you encounter an emergency situation, please dial “88” to report it.

For additional information, refer to the Safety and Security sections of this manual.
All engineering and building services for the MDCL building are provided through the University Facility Services Office.

Damage and/or necessary repairs to the MDCL building are to be reported to the Facility Services Office (Ext. 24740) between the hours of 8 am and 4:30 p.m. After these hours, please report repair to Security Services Ext.24281.

Minor work orders (i.e. picture hooks, coat hangers, etc.) should be referred to the University Facility Services Office (Ext. 24740) complete with department account information, as is practiced in the HSC.  
http://aappsrvr.mcmaster.ca/facilityservices/

Modification or Renovation of the MDCL building, or any component thereof, must first go before the Faculty of Health Sciences Senior Management Space Committee for evaluation and approval.  Contact Debbie Martin, FHS Corporate Services (HSC – 2E21, Ext. 26538) for further details.
Section 7

MDCL

First Aid Services

NOTE: Please dial ‘88’ for serious injuries requiring immediate medical support.

Basic First Aid kits are located on each floor of the MDCL building (beside the safety bulletin boards).

The dedicated First Aid Room is located in the staff lounge on the 5th floor of the MDCL (Room 5099). This First Aid station is equipped with a pull out cot and a cabinet containing First Aid supplies (bandages, ointments, etc.).

The First Aid Room is supported by a number of Faculty of Health Sciences faculty members and staff that have St. John’s Ambulance First Aid certification. A list of these designated personnel is posted in the First Aid Room.
Section 8

MDCL

Food Services

A Tim Horton’s franchise is located on Level One (1) of the MDCL building near the Main Entrance.

Hours of Operation: (Subject to Change)
Monday to Thursday  7:30 a.m. – 8:30 p.m.
Friday            7:30 a.m. – 4:00 p.m.
Saturday & Sunday Closed

Catering

All catering orders in MDCL must be placed through Paradise Catering. If you wish to place a catering order or have general inquiries about the catering services, please call 905-525-9140 ext. 24836 or email catering@mcmaster.ca. For further information, please refer to their website at http://hospitality.mcmaster.ca/catering. Preferred Catering, run by the HHS Volunteer Association does not provide catering services in this building.

For information related to the University alcohol policy please refer to http://www.mcmaster.ca/policy/General/Misc/UniversityAlcoholPolicy.pdf
Section 9

MDCL

Furniture / Equipment

Furniture

- All furniture for the MDCL building is to be purchased through the University’s designated preferred supplier(s) and is required to maintain University Standards and Aesthetics. Please refer to the list below for the preferred suppliers:

  Lordly Jones - Belinda Slywchuk can be reached at (905)528-8537 or slywchuk@lordlyjones.com
  The Webster Group – Heather Duce can be reached at (905)577-3836 or heatherduce@cogeco.ca
  Triad Office Interiors – Todd McGauley can be reached at (905)465-1944 or todd@triadoffice.ca

- The value of all new furniture is to be provided to the University Risk Management Office for inventory and insurance purposes (Ext. 24352).

Contact Corporate Services for assistance or approval for ordering non-standardized items Ext. 20243.

Equipment

- In order to permanently identify equipment, CSU will engrave a provident number (when requested) (Ext. 28278).

- The value of all new equipment is to be provided to the University Risk Management Office for inventory and insurance purposes (Ext. 23314).
The glasswashing and autoclaving facility is located in MDCL 4091. The facility provides washing of laboratory glassware and plasticware using Miele glasswashers. The facility provides sterility autoclaving of laboratory solutions and autoclavable plastic and glassware.

The end-user can contact Carol Lavery (Facility Manager) at (Ext. 22360) or Darlene Velenosi (Facility Technician) at (Ext. 22399) to set up an account. The facility runs on a cost recovery basis.
Section 11

MDCL

Grounds Maintenance

All grounds maintenance outside of the MDCL building (including snow removal) will be maintained by University Facility Services. Contact Carlos Figueira for further details Ext. 28695, figueira@mcmaster.ca
General housekeeping services for the MDCL building, including the removal of general, confidential and recycled waste, are provided by University Facility Services. A schedule of these services is posted in janitorial closets as well as at designated waste stations. Cathy Kelly X27482, kellyc@ppims.mcmaster.ca

A more detailed description of service provided is as follows:

Performed by University Staff:

**Regular Waste (office):** Collected and transported to the MDCL loading dock by university housekeeping staff.

**Recycled Waste:** Categorized and transported as above using university supplied recycling containers.

**Confidential Waste:** Collected bi-weekly from console located in regular waste disposal area and shredded. For additional confidential waste please submit a request via Facility Service’s online work order system [http://aappsrvr.mcmaster.ca/facilityservices/](http://aappsrvr.mcmaster.ca/facilityservices/) and SUPER SHRED will pick up directly from your office. Please ensure materials are in a cardboard box, taped up and labeled accordingly.

Performed by Hospital Staff:
*(Sodexo Ext 44033)*

**Pathogenic / Biohazard Waste:** Boxes lined with red plastic bags are delivered daily to Waste Station Rooms 5080, 5072, 4072, 4089 to be filled by Lab Technical staff. These designated boxes will be bar coded for identification purposes. When full, the boxes are collected by HHS staff daily, transported to the HHS Refrigerated Receiving dock and emptied daily by an outside contractor.

**Syringes / Sharp Containers:** Disposal follows pathogenic / biohazard protocol with the exception of the use of ‘sharp containers’. Full and closed sharp containers must be locked down and then disposed of in the biohazard waste boxes. They will be picked up daily with the biohazard waste.
Lab & Office cleaning in MDCL

Cleaning of labs and offices consist of picking up garbage, recycling, sweeping and mopping of the floors or vacuuming. Floor waxing and dusting is considered spring cleaning and happens once per year. The cleaning is done on a 10 day schedule and that does not include weekends. Washrooms, Lunchrooms and meeting rooms are cleaned daily. Please visit our web page to review the Cleaning Tasks and Frequencies.

http://ppims.services.mcmaster.ca/plant/public/cleaningFrequency.pdf

Garbage is picked up every 10 days on the cleaning schedule by the custodians. There are several waste rooms in the building if you need to dispose of your garbage before your scheduled day.

On the 2nd floor
- Behind the Service Elevator heading over the bridge into the hospital
- Beside room 2233 which is marked Waste Room

On the 3rd floor
- Room 3026

On the 4th floor
- Rooms 4072 & 4089

On the 5th floor
- Rooms 5072 & 5080

Confidential Waste
- Requires a work order to be put into Aim to have the boxes picked up.
- Confidential waste must be put in a cardboard boxes and taped closed with clear markings that it is “Confidential Waste”

If you have any questions or concerns please feel free to contact me @ ext 27482 or contact the Service Centre @ ext. 24740

Contact:
Cathy Kelly
Service Manager, Facility Services
ABB B174
Ext. 27482
Insurance for the MDCL building and contents is through the office of Environmental and Occupational Health Support Services.

Please refer to the Risk Management Manual Program #901 Insurance and Protection of Moveable Assets for more information. This program can be found on the following webpage http://www.workingatmcmaster.ca/eohss/

Contact Lisa Morine, Senior Manager, Health Safety and Risk Management (Ext. 23314) for more information.
The media preparation laboratory is located in MDCL 4092. The facility provides many of the standard liquid tissue culture media for cell culture and virus preparation.

The end-user can contact Carol Lavery (Facility Manager) at (Ext. 22360) or Tina Mamone (Facility Technician) at (Ext. 22399) for more details or to set up an account.
Section 15

MDCL

Linen Services

Linen services (all white laboratory coats) are provided to the occupants of the MDCL building via HHS Linen Services (HSC 1T6, Ext. 76440). Please note that clean lab coats need to be taken to HHS linen service for appropriate laundry marking before they are used in the laboratory.

The HHS white coat delivery system will be extended to include the MDCL building and linen deliveries will be made to designated areas.

Delivery / pick up of soiled linen bags will be exchanged weekly and charged monthly, as is currently practiced.
Section 16

MDCL

Locker Distribution

Lockers on Level Two (2) of the MDCL are assigned to laboratory staff by calling Ext. 22387. Lockers on Levels Four (4) and Five (5) of the MDCL are assigned to laboratory staff by Carol Lavery, Laboratory Manager, (Ext. 22360).
Section 17

MDCL

Mail Services

Mailing Address:  
(Name)  
Michael G. DeGroote Centre for Learning and Discovery  
MDCL (Room Number)  
1280 Main Street West  
Hamilton, Ontario  
L8S 4K1

Mail services in the MDCL are provided by the university mail room staff on campus. 
Contact: Jim DiLellio Ext. 24286 or email: dilellio@mcmaster.ca

- There are four (4) mail stations near the elevators of floors 2, 3, 4 and 5.
- Mail is delivered / picked up once daily between the hours of 8:00 am – 9:30 am.
- Mail is sorted by Department by mail room staff.
- Mail going out is sorted by occupants and pre-sorted for destination (City, Canada, Internal, etc.)
- A ten digit university account # must be provided for all outgoing / Canada Post mail.
- All couriers (Fed Ex, Purolator) go to HHS Shipping and Receiving or main entrance of Hospital. Please use physical address: 1200 Main Street West, Hamilton, Ontario L8S 4K1
- Fed Ex, Purolator and perishables will be delivered to occupants twice daily by HHS Shipping and Receiving or may be stored in freezer for delivery next day if received after hours.
Section 17 Cont’d

MDCL

Mail Services

Henderson/JCC and the General Hospitals and HSC - deliveries are next day (assuming a complete address that includes the individual name, department name, building and room number are present).

McMaster campus and MIP (UNU, MILO, Family Medicine, SLRU, Mircam), and the DTC - normally next day.

Please note - next day delivery of items larger than an envelope may not be possible due to the space restrictions of the super mail boxes.

Research Ethics Board - can be sent via campus mail.

Chedoke, St Joes, and St Peters (use interoffice and indicate dept. name, building and room number). Deliveries are shipped via Carecor (no account number required, a return address must be included if a plain envelope is used).

Medcos - use an outgoing envelope for these locations. All other clinical locations are sent via Medcos. One day service in the Hamilton area. Kitchener, Cambridge, Guelph, Waterdown and other areas outside of Hamilton are two day service. A ten digit account number is required and will be charged at the same rate as Canada Post.

Outgoing Mail - all pieces must have a return address & 10 digit account #. While a complete return address is preferable, ensure that at least the building and room number are provided.

Grand & Toy Bags: Please return these to Media Production Services (HSC) or Shipping & Receiving at all sites. Please do not return via mail boxes.
Services Available Through Central Mail Services

Inter-University Transit System - IUTS - Mail outgoing to other Ontario Universities:
Free of Charge, 2x per week delivery. Use outgoing envelope and write “IUTS” in top right hand corner where stamp would go. Addressing as normal: Name of Addressee
Department, Room number
University Name
City, Province Postal Code

Sun Life Claims:
Mail Services collects & mails them in bulk. They are bundled and sent 2x per week by Fed Ex courier - no charge. Normally bundles are couriered from Mail Services on Tuesdays and Fridays unless holidays involved. Please place your medical, dental, and vision claims in an envelope addressed to:
Sun Life Claims
c/o Mail Services
DSB B109

Business Reply Mail (fees associated): Return postage paid through Canada Post. You only pay for what is sent back. This is good for fundraising events, surveys, etc. Please contact Mail Services for details.
Note: Anyone currently in FHS using Business Reply mail will need new artwork to include the new address.

Other Services Offered (fees associated):
Folding and Inserting
Poly-bagging
Addressing envelopes, postcards, labels, etc.
Incentive rates i.e. admail (as low as .39 per letter call mail services for details)

Couriers:
Use 1200 Main Street address - deliveries are made via Forsythe shipping & Receiving.
Perishables will be delivered to occupants twice daily or may be stored in freezer for delivery next day if received after hours.

Preferred courier is Fed Ex - shipping using ONLINE forms is also preferred.
Section 18

MDCL

Network Support

CIS will maintain network support up to the wall mounted data jack.

Problems associated with desktops and related computer equipment should be directed to CSU as per current HSC protocol. CSU will evaluate the situation and determine whether or not CIS should be involved. (CSU FHS, Ext. 22425) or CSU@mcmaster.ca
Photocopy Services on the 2\textsuperscript{nd}, 3\textsuperscript{rd}, 4\textsuperscript{th} and 5\textsuperscript{th} floors of the MDCL are considered an extension of McMaster University, Faculty of Health Science.

Room location of photocopiers for floors two (2), three (3), four (4) and five (5) are as follows: 2221, 3101, 3510, 4021, and 5029.

All photocopiers are equipped with COPITRAK Identification Units that are connected to CSU for accounting purposes.

All photocopiers are accompanied by a small table, supply cabinet and bulletin board for the posting of photocopy and printing information.

Photocopier supply cabinets remain locked at all times. Keys are assigned to department representatives by the Coordinator of Photocopy Services (Ellen Hohs, CSU, HSC-2D1A, Ext. 22425 or copier@mcmaster.ca).

Photocopier supplies can be purchased through Print Smart by emailing printsmart@mcmaster.ca. They will require delivery address or exact location of the copy machine, buyers name and email address. Toner can be picked up at McMaster’s Stores located on the 4\textsuperscript{th} floor in HSC.
Section 20

MDCL

Portering Services
Levels 2, 3, 4 and 5

Furniture / Equipment / Etc.

- Portering / moving furniture, boxes, etc., will be provided by the University’s Facility Services personnel by calling (Ext. 24740). An account number is required.

- Hospital Furniture Porters will NOT be required to go to the MDCL unless it is for the following:

  If scientific equipment is required to be moved from / to the HSC (FHS) storage cage; this may be coordinated with permission by contacting ext. 22501.

  If furniture is required to be moved from/to the HSC (FHS) Storage cage; this may be coordinated with permission by contacting ext 20243.

Liquid Nitrogen / Gas Cylinders / Solvents

The MDCL will be regarded as an extension of the HSC. The portering of these materials will be handled by a specially trained HSC chemical porter; specially trained Facility Services transport personnel or trained laboratory staff.

- Liquid nitrogen dewars requiring regular filling by the HHS porter need to be registered with the Safety Office to be eligible to be placed on the pick up list. Contact Ext. 24956 to request a dewar registration package. (Package consists of dewar lable, registration form and safety information that needs to be reviewed and returned). An account number will need to be provided. If no account number is provided, pick up will not occur.

- Laboratory staff are required to label liquid nitrogen containers to identify the rooms for delivery in the MDCL.

- Liquid nitrogen refills and gas cylinder exchanges will take place one to three times per week by way of a specially trained HHS porter (Chemical Porter); or specially trained Facility Services transport personnel to a secure location on the loading dock of MDCL. Laboratory staff trained in safe handling of Gas cylinders and liquid nitrogen will follow the relevant SOP for transport of these materials to the lab from the dock.
SECTION 20 Cont’d

MDCL

Portering Services
Levels 2, 3 4 & 5

• The ordering system remains the same as in the HHS; the user phones the order to Ext. 75495.

• Gas cylinders are placed / chained in specific, clearly labeled rooms.

• Liquid nitrogen cylinders are placed in special, clearly labeled rooms.

• As currently practiced, chemicals designated for ‘special disposal’ continue to be disposed of by contacting the Faculty of Health Sciences Safety Manager at (Ext. 23453)

• All liquid nitrogen tanks filled through the chemical porter needs to be registered with Faculty of Health Sciences Safety Office at Ext. 24956 for filling and billing purposes.
Section 21

MDCL

Printing Services

University occupants will use McMaster University Printing Services. Printing required will continue to be mailed or hand delivered to the HSC Print shop near the Receiving department. Return delivery will be done as at present by Printing Services staff. (Ext. 24446) or Mediashop.com
Section 22

MDCL

Purchases & Receiving

Delivery Address:  (Name)
Michael G. DeGroote Centre for Learning and Discovery
MDCL (Room Number)
1280 Main Street West
Hamilton, Ontario
L8S 4L8

- The MDCL loading dock is locked and un-staffed at all times.
- A ‘House’ Telephone is provided for delivery drivers to use.
- Purchase requisitions must be clearly marked “MDCL Dock, Room Number, Telephone Extension Number”.
- Only extremely large pieces of furniture, equipment, etc., will be accepted via the MDCL dock. Such deliveries must be supported by clearly marked University Purchase Orders. In such cases, the delivery company would call the contact person noted on the P.O. and request a technician to come to the dock for the delivery to be made directly to the laboratory.

Please Note: Only individuals who have received the proper safety training can operate the electric dock leveler.

- Keys to the MDCL loading dock are held by Campus Shipping & Receiving personnel as well as the Facility Services Service Manager, East Team (MDCL 1117, Ext. 22019).
- Delivery trucks should be directed to the Sterling Street entrance to the University in order to access the MDCL receiving dock.
- Stationary / Grand & Toy orders for MDCL occupants will be delivered to the University receiving dock where they will then be transferred to the MDCL dock and distributed directly to end users by University Shipping and Receiving personnel. All Purchase Order numbers will be clearly marked for delivery to the University Shipping and Receiving dock, however, the end user room number will be identified as MDCL #________.
Section 23

MDCL

Room Bookings

• The Theatre and Teaching Rooms on Level One (1) are managed by the University Registrar. Contact bookings@mcmaster.ca

Table/Furniture requests for MDCL 1st floor, Contact: meet@mcmaster.ca
Table/Furniture requests for all other MDCL floors, please complete a Facility Services on-line work order.

• There are (13) designated Teaching Rooms on the 2nd floor of the MDCL building consisting of:

  9 Teaching Rooms accommodating 12 people
  3 Teaching Rooms accommodating 25 people
  1 Teaching Room accommodating 50 people

• There are twenty (21) designated Teaching Rooms, including the Lecture Theatre, on the 3rd floor of the MDCL building consisting of:

  10 Teaching Rooms accommodating 12 people
  7 Teaching Rooms accommodating 25 people
  3 Teaching Rooms accommodating 50 people (classroom format)
  1 Lecture Theatre accommodating 154 people

These rooms are managed exclusively by the Faculty of Health Sciences Education Services Department and priority is given to Faculty of Health Sciences Education Programs.

To request a Teaching Room on Level Two (2) and Three (3) please visit the FHS Room Bookings website http://fhs.mcmaster.ca/corporate/room_bookings.html

• For access to Audiovisual equipment, see Audio / Visual Services section.
Section 24

MDCL

Safety

Fire Safety Training

As per University protocol, all occupants of the MDCL (faculty, staff and students) are required to attend Fire Safety Training annually. These sessions can be found on-line at http://www.fhs.mcmaster.ca/safetyoffice/

**READ:** The MDCL building does NOT fall under the HSC Emergency Color Codes System (i.e. code red, code brown, etc.). When an alarm is activated in the MDCL building, all occupants MUST VACATE the building immediately, irrespective of the nature of the emergency.

Please refer to attached Fire Safety Notice.

**Performed by Health Physics Staff:**

**Radioactive Waste:** Collected and stored daily by Health Physics Technologist. Monitoring of radiation is done by Health Physics staff as per campus protocol.
EMERGENCY PROCEDURES

MICHAEL G. DEGROOTE CENTRE FOR LEARNING & DISCOVERY (MDCL)

As the MDCL is managed and maintained by McMaster University, we follow their Emergency Procedures as follows:

Fire, Smoke, Explosion, Gas:

- There is no overhead paging system
- The fire alarm bell is the only thing you will hear
- For the hearing impaired, the building is also equipped with strobe lights that are activated by the alarm system.

If you discover a fire:

- Pull alarm and then, from a safe location, dial 88 to inform them of the situation and then evacuate. It is the MDCL, Building # 52
- This line (x 88) accesses the University. Campus Security and Facility Services personnel will respond
- Do not call 5555

If you hear the fire alarm:

- Evacuate the building immediately - there is no two-stage alarm system as in the HSC
- Do not re-enter the building until an “all clear” is given by a fire safety authority and communicated through Campus Security personnel or the Fire Wardens
- There will be designated fire wardens for each floor of the building

See attached sheet

For any security or medical emergency dial 88

- Bell payphones are available on each floor that have a single button that does not require any money and connects you directly to the 88 line
- The color codes used in the Health Sciences Centre (i.e. code red, code brown, etc.) do not apply to the MDCL, however, if you work in both buildings you must be familiar with the Hospital codes that apply in the HSC

All other fire and general safety and security information is the same as that presented in the FHS training sessions.
MDCL

Laboratory Spill Kits

Laboratory Spill Kits are available in every laboratory of the MDCL building, for Levels Two (2), Four (4) and Five (5).

The Spill Kits are stationed on top of the Flammable Cabinets.
The MDCL building is required by University protocol to have its own Occupational Health and Safety Committee.

Meetings of the Joint Health and Safety Committee are attended and represented by Managers/Workers from the 2\textsuperscript{nd}, 3\textsuperscript{rd}, 4\textsuperscript{th} and 5\textsuperscript{th} floors. There is no representation from the 1\textsuperscript{st} floor as they do not fall under the Faculty of Health Sciences. Support and implementation is provided by the Faculty of Health Sciences Safety Office at (Ext. 24956). \url{http://www.workingatmcmaster.ca/eohss/}

A bulletin board is located on the 1\textsuperscript{st} floor of the MDCL building.
The Occupational Health and Safety Office will maintain one notice board for floors 2, 3, 4 and 5.

These designated notice boards are for the express use of the Faculty of Health Sciences Occupational Health and Safety Office and shall contain no unsolicited postings or bulletins. For further information contact Karin Cassidy Ext. 23453.
Section 25

MDCL

Security

Internal & External

NOTE: In the case of an emergency dial ‘88’

Public and House telephones on all levels of the MDCL building are equipped with a single, one-touch button labeled ‘Security’. This function will connect a caller directly with the University Campus Security switchboard. Please note that the 4th & 5th floors are locked out from 6 pm to 6 am and on weekends.

- The MDCL building is covered by McMaster University Security Services protocol. (non emergencies Ext. 24281)

- The MDCL building and its contents are monitored via an alarm and security camera system, some of which is monitored by McMaster Security Services. For further information contact Glen Amis X26302 or Jackie DeFreitas X23141.
The MDCL will be open during the day and evening from Monday to Friday, excluding holidays. Access to the first floor will be unrestricted from 7:00am to 11:00pm, Monday to Friday. After 11:00pm as well as on weekends and holidays, the building will remain locked and require a security card to gain access.

Access to floors 2, 3, 4, and 5 from the elevators, stairwells and bridge connecting the MDCL to the Health Sciences Centre will be unrestricted from 7:00am to 10:00pm, Monday to Friday. After 10:00pm as well as on weekends and holidays, the building will remain locked and require a security card to gain access and to move between the floors. For access cards, please contact Glen Amis Ext #26302.

All offices and laboratories are secured by conventional door locks.

All key and security card requests will be made through respective education program administrators or Principal Investigators. A detailed description of the key / card authorization process is included in this section.

Please note that it is the education program administrator and Principal Investigator’s responsibility to collect all keys and security cards from individuals in their area / laboratory when that person leaves the employ of the department / program / laboratory.

**Rekeying Costs**

*Replace single core:*  
$150.00 each, includes labor and material. This does not include the cost of keys.

*Rekeying existing Medeco door cylinder with no change in function (change combination):*  
$13.00 pin kit + 1 hour = $75.00  
This does not include the cost of keys.

*Cost of keys (original or replacement)*  
$13.00 each

Should rekeying of an area be required, cost shall be $150.00 per lockset multiplied by the number of lock changes required.

**For MDCL key requests,** please refer to the following website: [http://fhs.mcmaster.ca/corporate/documents/MDCLKeyprocess.pdf](http://fhs.mcmaster.ca/corporate/documents/MDCLKeyprocess.pdf). If you have further questions, please contact Facility Services at Ext. 24740.

7/22/04  
Revised: 06/2011
Key and Security Card Request Process

Michael G. DeGroote Centre for Learning and Discovery

Background Information

The Michael G. DeGroote Centre for Learning and Discovery (MDCL) will be open during the day and evening from Monday to Friday, excluding holidays. Access to the first floor will be unrestricted from **7:00 am to 11:00 pm, Monday to Friday**. After 11:00 pm as well as on weekends and holidays, the building will remain locked and require a security card to gain access.

Access to floors 2, 3, 4 and 5 from the elevators, stairwells and bridge connecting the MDCL to the Health Sciences Centre will be unrestricted from **7:00 am to 10:00 pm, Monday to Friday**. After 10:00 pm as well as on weekends and holidays, the building will remain locked and will require a security card to gain access and to move between the floors.

All offices/labs are secured by conventional door locks.

Key/Security Card Request Process

1. All key and security card requests should be made through your respective education program administrator or Principal Investigator (PI). This may be delegated to the Lab Administrator.
2. The appropriate request form is to be completed for each key and security card requested. All areas in box 1 and the 1st column of box 2 must be completed. If there is a time limit on the issue of the key/security card, enter the expiration date in the space provided.
3. The applicant and the respective education program administrator/PI must sign the form.
4. The appropriate Administrator for the area must also sign the form. (One of Administrator Education, Administrator Research, Administrator Corporate Services. Alternatively, the appropriate Associate Dean or Dean may sign.) No applications will be processed without 3 valid signatures.
5. Send the form directly to respective individual as noted at the top of the form. A copy may be faxed to expedite the process, but the original form must be sent before the key/security card will be issued.
6. Once ready, keys will be hand delivered by the University locksmith to the education program administrator/CSD, with the form. These individuals/CSD will then distribute the key(s) to the applicant(s).
7. The applicant must sign the form indicating that they have received their key.
8. The education program administrator, PI and CSD should keep a copy of the form for their file and must return the original to Facility Services (keys).
9. Once ready, cards will be sent via Campus Mail to the education program administrator/CSD, with the form. The cards are NOT active at this point.
10. The education program administrator/CSD must contact Glen Amis directly at extension 26302 to have the cards activated.
11. The education program administrator/CSD will then distribute the card(s) to the applicant(s).
12. The applicant must sign the form indicating that they have received the card.
13. The education program administrator, PI and CSD should keep a copy of the form for their file and must return the original to Facility Services (keys).
14. Please note that it is the education program administrator and PI’s responsibility to collect all security cards and keys from individuals in their area/lab when that person leaves the employ of the department/program/lab.
Facility Services
KEY REQUEST FORM

All non-shaded areas must be completed in full

### 1 REQUESTING DEPARTMENT

<table>
<thead>
<tr>
<th>Date</th>
<th>Department</th>
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<table>
<thead>
<tr>
<th>Departmental Key Clerk Name</th>
<th>E-mail</th>
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<table>
<thead>
<tr>
<th>Building</th>
<th>Room</th>
<th>Phone</th>
<th>Account Number</th>
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</thead>
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<table>
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<tr>
<th>Area Signing Authority Name (if applicable)</th>
<th>E-mail</th>
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</table>

### 2 KEYS REQUESTED

<table>
<thead>
<tr>
<th>Building</th>
<th>Room Number</th>
<th>Key Code (if known)</th>
<th>Key ID Number (if known)</th>
<th>Quantity to Cut</th>
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### 3 COST

As stated in the McMaster University Key Control Policy, the total cost of this request is: 

**key(s) x $13.00 (cost per key) = $____________**

### 4 AUTHORIZATION AND SIGNATURES

I understand that the key(s) issued to me as Department Key Clerk is/are my responsibility, remain as property of McMaster University and will not be duplicated, and will be returned to Facility Services when no longer required. I also understand that my Department is responsible for the replacement cost of keys that are lost or stolen, as well as rekeying costs as outlined in the McMaster University Key Control Policy.

<table>
<thead>
<tr>
<th>Departmental Key Clerk Signature</th>
<th>Date</th>
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</thead>
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<table>
<thead>
<tr>
<th>Area Signing Authority Signature (if applicable)</th>
<th>Date</th>
</tr>
</thead>
</table>

### 5 RECEIPT OF KEYS

<table>
<thead>
<tr>
<th>Departmental Key Clerk or Alternate</th>
<th>Signature</th>
<th>Date</th>
</tr>
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<table>
<thead>
<tr>
<th>Delivered by Facility Services</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
# Facility Services
## DEPARTMENTAL KEY CLERK
### AUTHORIZATION FORM

Forward this original copy with signatures to Facility Services, CSB-102. Do not fax or scan.

<table>
<thead>
<tr>
<th>1</th>
<th>REQUESTING DEPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date</strong></td>
<td><strong>Department</strong></td>
</tr>
<tr>
<td>Departmental Key Clerk Name</td>
<td>E-mail</td>
</tr>
<tr>
<td>Building</td>
<td>Room</td>
</tr>
<tr>
<td>Area Signing Authority Name</td>
<td>E-mail</td>
</tr>
</tbody>
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<table>
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<tr>
<th>2</th>
<th>AUTHORIZED SIGNATURES</th>
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<tbody>
<tr>
<td><strong>In accordance with the McMaster University Key Control Policy, the signature of the Departmental Key Clerk and/or Area Signing Authority is required for all key requests. Please refer to Appendix 1 of the McMaster University Key Control Policy for the list of signatures required to authorize keys for various building locks. The signatures below will be considered the only signing authorities for the processing of key requests received by Facility Services.</strong></td>
<td></td>
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<tr>
<td>Departmental Key Clerk Signature</td>
<td></td>
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<tr>
<td>Area Signing Authority Signature</td>
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<tr>
<th>3</th>
<th>FACILITY SERVICES USE ONLY</th>
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<tbody>
<tr>
<td>Received by</td>
<td>Signature</td>
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</table>

7/22/04
Revised: 06/2011

REV. June 2011
Supplies for research laboratories in the MDCL will be received in the HHS Shipping and Receiving dock as is currently practiced.

- Supplies will be delivered by HHS porters to the MDCL building via bulkveyor or cart.
- Frozen goods, received after hours, will be held in the Shipping and Receiving freezer for next day delivery.
- Fed Ex / Purolator orders will be delivered to occupants by HHS porters as per current protocol.
- Photo copy paper is supplied by Buntin Reid. When ordering copier paper, please contact Campus Services by emailing stores@mcmaster.ca For all other specialty paper including color bond paper, please contact MPS by emailing printsmart@mcmaster.ca (be sure to include your name, paper type, size, quantity, account # & delivery location)
- Stationary / Grand & Toy orders for MDCL occupants will be delivered to the University receiving dock where they will then be transferred to the MDCL dock and distributed directly to end users by University Shipping and Receiving personnel. All Purchase Order numbers will be clearly marked for delivery to the University Shipping and Receiving dock, however, the end user room number will be identified as MDCL #________.
Any new Departmental directional signage for the MDCL building is required to be consistent with existing approved signage. Special signage and logo’s must be approved by Corporate Services.

Signage requests, including the use of logos, on floors two (2), three (3), four (4) and five (5) must be submitted to Brenda Morrison, Corporate Services, Faculty of Health Sciences, Ext. 22103. Please visit our website: [http://fhs.mcmaster.ca/corporate](http://fhs.mcmaster.ca/corporate)

Signage acknowledging University donors are coordinated by Debbie Martin, (Executive Director, Corporate Services, Ext. 26538).
Section 28

MDCL

Space Use Policy

Management of space on Levels Two (2), Three (3), Four (4) and Five of the MDCL building are coordinated by the Faculty of Health Sciences Senior Space Management Committee and must abide by the predetermined space planning process. Contact Debbie Martin, Executive Director, Corporate Services, Faculty of Health Sciences, for further details, (Ext. 26538).

The management of Faculty of Health Sciences’ space in the MDCL building abides by the same principles and processes of space allocation as is practiced in the Health Sciences Centre.

Use of electrical appliances in all spaces including offices, suites and shared areas must be approved by the Space Management Committee. Normally one per area is permitted. Contact (Ext. 26538) for approval.
Section 29

MDCL

Staff Lounge

- The Common Staff Lounge for the MDCL building is located on the 5th floor, room 5099.

- There is a Staff Lounge on the 4th floor of the MDCL as well (room 4099), however, this lounge is specific to Laboratory Staff working after hours.

- The 5th floor Staff Lounge is also equipped to function as, when necessary, the First Aid Room.

- Common furnishings for the Staff Lounges include seating areas, tables, counter and sink, refrigerator, microwave oven and a desktop computer.

For cleaning, contact Cathy Kelly Ext. 27482 and for any other issues contact Debbie Martin Ext. 26538
Desktop Telephones

The MDCL utilizes voiceover IP technology for all desktop telephones. The end users will notice no difference over traditional telecommunications technology.

Questions or concerns pertaining to the use of telephones are to be directed to the University Telecommunications Office.

Public Pay Telephones

Banks of three (3) to six (6) public telephones are located near the elevators on the 1st floor of the MDCL building. One public telephone is provided on each of the 2nd, 3rd, 4th and 5th floors.

Each of the public telephones is equipped with a dedicated ‘Security’ button that links directly to the University Campus Security switchboard free of charge.

‘House’ Telephones

House telephones are located in the lecture podiums of theatres and classrooms on Level One (1), as well as in the main corridor of Level Three (3).

A house telephone has also been provided in the MDCL receiving dock for the use of delivery drivers.

Cellular Telephones

Cellular telephones will only function properly in the MDCL building when used near exterior windows.
Section 31

MDCL

Waste Management/Recycling

Please refer to Section 12 and the following website for Waste and Recycling Guidelines for the MDCL:

http://www.mcmaster.ca/sustainability/waste_recycle.html

Performed by University Staff:

Regular Waste (office): Collected and transported to the MDCL loading dock by university housekeeping staff.

Recycled Waste: Categorized and transported as above using university supplied recycling containers.

Confidential Waste: Collected bi-weekly from console located in regular waste disposal area and shredded. For additional confidential waste please submit a request via Facility Service’s online work order system http://aappsrvr.mcmaster.ca/facilityservices/ and SUPER SHRED will pick up directly from your office. Please ensure materials are in a cardboard box, taped up and labeled accordingly.