

**WELOME TO CBLS**

On behalf of UB CBLS we would like to welcome you! Whether you are from UB or part of a private business, you are now involved in a collaborative effort with industry, government and researchers to improve the health and well-being of the population. We encourage you to take advantage of this state-of-the-art building and of the many great minds within. The NYS Center of Excellence in Bioinformatics and Life Sciences, (“CBLS”) not only represents a hub of life sciences expertise and innovation in Upstate New York; it, with the neighboring Hauptman Woodward Institute and Roswell Park Cancer institute (all part of the Buffalo Niagara Medical Campus), represents an impetus of Buffalo becoming a world recognized center for research in life sciences and disease control.

The Buffalo Niagara Medical Campus, (“BNMC”) is a non-profit organization formed in 2002 to facilitate collaboration and address shared issues among member institutes. Please visit [**www.bnmc.org**.](http://www.bnmc.org/) for more information and to sign up for their newsletter.

# Sincerely,

# UB Center of Excellence in Bioinformatics and Life Sciences Staff

# CBLS Client Handbook

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**PROCEDURES**

**New Occupants/Reception Desk:**

The CBLS reception desk will be your first stop as a new occupant. Work with your supervisor to receive the required paperwork (security access and parking forms) and have your picture taken for your ID badge. The receptionist will also provide you with a key\* to your office if necessary and can process any moving in/out requests that you may have. The receptionist is on duty from Monday through Friday, 8:00am to 4:30pm. Any questions can either be directed via phone: 881- 8900, or by e-mail at cbi-reception@buffalo.edu.

### You will need to contact reception if you:

* + have a general query about the building
	+ have a room problem or need a repair (including temperature adjustment)
	+ are a UB employee and are looking for your paycheck
	+ need a phone number of someone within the building
	+ are expecting a delivery
	+ have a housekeeping request
	+ have a found a lost item or would like to report one lost
	+ copy machine is not working
	+ need access to book a conference room or need assistance
	+ need to order a badge
	+ need to book event space
	+ need to request a key/lost a key\*, etc.

\*If a key is lost or misplaced, it is your department or company’s responsibility to pay the charge to replace the locks on that office and cut new keys.

### Access Badges:

Due to the various operations encompassed within the CBLS and our desire to provide a safe environment to all occupants, collaborators and visitors, the building is secure and requires badge access at all times. As a result, occupants and collaborators need to apply to be issued an access ID badge. This badge can be programmed to allow entry to various spaces in the building depending on the individual’s use of space within the CBLS. If you find that you do not have access to a desired location, please direct your concern to the CBLS reception desk. While the forms and picture for one’s access badge are issued at the CBLS reception desk, the badge is created at Roswell and takes approximately one week to create. Upon availability, the receptionist can issue a temporary badge that the new occupant can use until a personal badge has been provided. **Those with lost or stolen badges will be asked to pay a $20.00 replacement fee (cash or checks made payable to Roswell Park.)** Those who forget their badge may be provided a temporary pass upon availability, however, visitors to the building and new occupants without a badge will take precedence due to the limited amount of temporary badges available.

### Levels of Access:

1. Walk through only
2. Office spaces (floors 1\*,3,4—\*conference rooms only on First Floor)
3. Lab Space (Both Third and Fourth floor)
4. 1st floor office space (locked office spaces)
5. 2nd floor Secure Zone Office spaces
	* Access Levels 6-10 for administrative use only

**Access to CBLS if no Receptionist is on hand:**

* + Before the hours of 8:00am and after the hours of 4:30PM or if the desk is unattended there is no reception coverage. You will call the person who you are meeting with, let them know you are in the vestibule and they will come down and get you.
	+ Occasionally, the Receptionist Desk will be unattended for a period of time. A building email notification will be sent out to let occupants know that they are responsible for letting their guests in the building.

**PARKING**

**Parking for Private Business Entities:**

UB does **not** provide parking to private entities. We recommend that you contact AllPro Parking (parking@bnmc.org) which operates many of the surface lots and ramps nearby.

* AllPro Parking, LLC 465 Main St., Suite 200
* Phone number: 716-218-7351

See “HOSTING VISITORS” section for detail about parking options.

**Effective 3/1/18 Parking for UB Employees and Students**

UB does not provide parking for any UB employees or students.

**UB PAYROLL:**

UB payroll checks can be picked up at the reception desk during normal business hours.

When you pick up your check, you will sign an acknowledgement that you have received your

payroll check. (only checks that are “live” will be signed for, i.e. students that don’t have

direct deposit or students that are on the payroll for a short time)

If you are new to the CBLS and are unsure of whether or not your check has been sent to the CBLS, please ask the receptionist. Advice of Deposits will be placed in the recipients’ group mailbox without the signed release from the recipient, unless it is requested otherwise.

### Payroll Dates:

* + **Student Assistant/ Work Study employees:** Thursdays Biweekly
	+ **State Employees:** Wednesdays Biweekly
	+ **Research Foundation Employees:** Fridays Biweekly

\*Checks are usually delivered via Campus Mail between 11am and 1pm.

\*Please refer to [**http://www.buffalo.edu/hr**](http://www.buffalo.edu/hr%20) for exact dates of payroll disbursement.

**MOVING IN/OUT**

Please notify the Reception desk if you:

* **Will no longer be working at the CBLS.** It is your and your department/company’s responsibility to ensure that reception has been notified of your departure and that your access badge and key(s) have been properly returned to reception. It is also your responsibility to provide a forwarding address for all mail items. Lab occupants can expect to take part in a walkthrough prior to your last day at the CBLS.
	+ **Are changing office or lab space.** To ensure accuracy of our directories and key lists, please make sure that reception and lab manager are aware of these changes.
	+ **If applicable, are using a different car or have a different license plate number**. Those who fail to provide these updates may be ticketed by AllPro Parking.

**HOSTING VISITORS:**

Whether you are escorting a single guest or making arrangements for a large function, keep in mind some of the following details when inviting guests to the CBLS:

* + **Visitor Badges –** There are a limited number of visitor badges with various levels of access available at the front desk. If you wish that your visitor use a pass for his or her stay, please request one from the receptionist.
		- Not all visits warrant the distribution of a visitor pass. Due to some of the information housed in this building, it is preferred that guests be escorted by a representative of the building, whenever possible.
	+ **Access to the Building –** Please remember when scheduling meetings that there is a receptionist at the desk only from 8am to 4:30pm, Monday through Friday. If your meeting begins before or after these times, a designated greeter should be arranged to open the doors for guests.
	+ **Parking –** Guests have several options for parking:
		- Meters on Ellicott and Virginia Streets \*
		- Free Parking on North Oak Street\*
		- Parking in the 589 Ellicott Street Lot operated by All Pro
		- If you have a large group that requires parking, arrangements can be made with All Pro parking to have guests park in the 589 Ellicott Street Lot. A daily rate per car will still be in effect but those groups that wish to cover this parking can contact All Pro directly.
		- Contact Information: All Pro parking, LLC, 465 Main St. Suite 200; 716-218-7351; Parking@bnmc.org

**\* P*arking rules subject to change by the City of Buffalo. Please check all street signage***

**EVENTS/TOURS:**

To schedule a tour or an event at the CBLS, please contact the Reception Desk to complete an *Event Request Form.* The Receptionist will contact you once your form has been reviewed and approved. The Receptionist will help to arrange the tour. The occupant is responsible for arranging parking, catering, working with UB Special Events etc. Please contact Reception well in advance (two weeks or more) of the anticipated tour/event date.

**Please note:**

* **For UB Users**: There is no IT/AV support person at the CBLS. For IT/AV assistance, please contact your UB IT Node.
* **For non-UB groups & Clients**: SOPs are available to use the equipment. If you would like assistance and your IT person cannot provide it, you may contact Special Events for IT/AV support assistance for a **FEE** if you are not able to provide your own***. Please visit their website:*** [***www.buffalo.edu/event-planning-and-services.html***](http://www.buffalo.edu/event-planning-and-services.html)
* Please contact Reception at 881-8900 if you would like to familiarize yourself with the AV equipment before the event. There are SOPs to use the equipment.
* CBLS is not responsible for day-of equipment malfunctions. UB will not be able to repair equipment on the day of an event
* For catering assistance and/or to obtain a liquor license, contact UB Special Events at 716-645-6147.

Catering **–** Frequently, longer meetings and events at the CBLS require catering. This service should be organized independently and reception should be notified of delivery type, date and time, as well as who to contact upon its arrival.

**LISTSERV ANNOUNCEMENTS**

All CBLS occupants and collaborators are added to the CBLS Listserv. These emails generally contain building related announcements of closings, fire drills, special events and public safety. If you find that you are not on the listserv or that you would like to change the email address provided in the listserv then please contact reception, via email, at cbi-reception@buffalo.edu.

* CBI-UB-LIST@LISTSERV.BUFFALO.EDU - Includes all CBLS Occupants
* CBI-CORPORATE-LIST@LISTSERV.EDU - Includes all CBLS Corporate Tenants
* CBI-LABS-LIST@LISTSERVE.BUFFALO.EDU – Includes all CBLS Lab Personnel

**SERVICES**

### Mail:

The mailing address for the NYS Center of Excellence is as follows:

(Your Name or Company Name)

701 Ellicott Street, (your office or lab number) Buffalo, NY 14203-1221

### Incoming mail:

Both U.S. and campus mail are collected and distributed Monday through Friday at the Reception Desk. Incoming mail is sorted and placed in the designated folders in the mail cart, located next to the reception desk. It is the occupant’s responsibility to keep the receptionist informed as to the name(s) (companies and individuals) under which mail will be received. The receptionist will show new occupants where their folder is located and occupants are encouraged to retrieve their mail on a regular basis.

### Outgoing mail:

There are two mail bins on the filing cabinet next to the mail cart. One bin is designated for daily U.S. mail (labeled “Outgoing Mail”) and one bin is for campus mail, labeled as such. Occupants wishing to send out mail can place their mail in the appropriate bin.

* \*The nearest U.S. Post Office is the Ellicott Station located at 695 Washington Street Buffalo, NY 14203-9998 (which you can contact by calling 800-275-8777)

### \*U.S. Mail is generally delivered/picked up between 12pm – 4pm.

* **\*Campus mail is generally delivered/picked up between 9:30am-10:30am.**

### All deliveries are directed to be delivered to the CBLS/ Roswell Loading dock

The CBLS building shares a loading dock with Roswell Park. The Loading Dock can be reached by taking a right onto Virginia Street from Ellicott Street and then a left onto Elm Street. There are signs for the dock at that point. Hours of operation are from 8:00am – 3:30pm. There is an attendant on hand during those times, you may also call 845-3004 to speak to him directly.

If there are any issues at the loading dock, please contact the CBLS reception (881-8900).

Under no circumstance, should any packages be left at the reception desk for pick up, nor should they be delivered to the desk.

Fed Ex/UPS:

When sending out packages from your location here at the CBLS, the shipping company (Fed Ex, UPS) must be contacted and a pick up time must be arranged. Fed Ex, in particular, will not take packages that have not been called in for pickup in advance, even if properly labeled and ready to go. All pick-ups/deliveries are handled by the Roswell Loading dock (at Virginia and Elm Streets).

Pick-ups should be brought down to the loading dock in advance of scheduled pick-up time. **The loading dock is open from 8:00am to 3:30pm and can be contacted at 845-3004**.

Please remember that if you have a **small package or letter** that requires Fed Ex express shipping, it can always go in the Fed Ex drop box located across from the Roswell Park Java lab in the 1st floor UB/RPCI shared complex. Pick up time at the drop box is 7pm daily, M-F.

### Connecting to UB’s network:

The new UBIT Help Center application has a modern, Web-based interface that simplifies opening IT work orders, allows you to see the progress of your open tickets, and substantially improves communication with you, our customer. Answers to most of your questions about the new application can be found at: <http://ubit.buffalo.edu>

**For UB Occupants:**

* All IT and phone support will be handled by your School’s IT department. Please see below for contact information
* <http://www.buffalo.edu/ubit/get-help/get-help-from-your-department.html>

**For Corporate Tenants:**

1. **Phones**
* All private companies are responsible for supplying their own VOIP phones. (Please see VOIP Phone information guide included in your Welcome Packet)
* A wired secure port connection is required for VIP phones
1. **Port Activation and Installation**
* All private companies are responsible for port activation and installation of ports. Exhibit D of the IT MOU (attached to Facilities Use Agreement) outlines how UB delivers IT services to private companies at the CBLS and includes the current rates.
* A wired port also comes with one (1) UBIT name and the ability to connect a VOIP phone. A UBIT name is required in order to log onto the UB Secure Network and to be connected to the copy machines.
* It is the responsibility of the tenant to contact the UB IT Help Center if an issue should arise. **You must identify yourself as a UB Tenant at the CBLS**

There are three ways to contact the UB IT Help Center.

1. **Phone:** 716-645-3542
2. **Email:** ubithelp@buffalo.edu
3. **Web:** <http://www.buffalo.edu/ubit/help>

**BUILDING SIGNAGE & DIRECTORY:**

Each Department and Business is provided space in the elevator and floor directories on each floor of the CBLS. Please submit to the receptionist, a list of specific names you wish to be listed in the directory.

Building standard occupant door name plates are also provided by the CBLS. Requests for signage can be submitted to the receptionist. If it is preferred that a company logo is on the name plate, please include a digital file of the logo with the request.

### Please refrain from taping temporary or non-building standard signs to the building walls, suite doors, building or elevator doors, or elevator walls.

Housekeeping:

The CBLS utilizes Housekeeping for custodial services. In addition to regularly emptying garbage cans, UB Housekeeping routinely provides services upon request by floor on a weekly basis as follows:

**Monday:** Special Services Upon request

**Tuesday:** Fourth Floor **Wednesday:** Third Floor **Thursday:** Second Floor **Friday:** First Floor

When new occupants move in, they will receive hang tags for office doors. On the day of the week when the occupant’s respective floor receives services (listed above), the occupant can indicate what services they would like done once they leave their office for the day. These include vacuuming, wiping surfaces, mopping (labs only) and specific requests. The UB Facilities Custodial manager will unlock the door for the custodian, perform a brief inspection when the job is finished and lock the door back up, placing the door tag back on the inside door handle.

Office/cubicle garbage cans are emptied on Mondays, Wednesdays and Fridays. If you are in an office, please remember to place your garbage can outside of your door at the end of the day to permit convenient collection by the custodial staff.

**UB Housekeeping will NOT enter an office without a hang tag on the door handle.**

### Urgent Housekeeping Requests:

Urgent cleaning needs (labs spills, etc.) should also be directed to **Nina Johnson at 881-8902** or ajd35@buffalo.edu

### Recycling:

As part of the University at Buffalo’s overall commitment to environmental stewardship, UB Environment, Health and Safety administers a program to collect and recycle various types of batteries that are generated on campus.

Please note that in addition to improving the environment in which we live, recycling also reduces the waste removal expense incurred by the tenants. Therefore, we ask that each individual make a conscious effort to recycle as much material as possible.

### Plastics, bottles, cans and other recyclable items:

* + - * All plastics will require a recycle label with a recycle number between 1 and 6.
			* All soda cans, bottles and plastics with a recycle number between 1 and 6 must be rinsed of all food waste.
		- **Mixed paper**: Blue bins will be used for the collection of office paper (all colors), newspaper, envelopes, paper bags, lunch bags, cardboard, pizza boxes, magazines and shredded paper.
		- **Batteries**: There are battery recycle buckets located on the 1st floor by Reception, 3rd and 4th floor in the copy area.
		- The following items are **not** recyclable:
			* Blueprint Stock
			* Carbon Paper
			* Paper towels, tissues, paper plates, paper cups, or food wrappers

### Public Transportation:

There are several public transportation services that stop at or near the CBLS. Please visit  **www.buffalo.edu/parking**for information on UB transportation and [**http://www.nfta.com/Default.aspx**](http://www.nfta.com/Default.aspx%20%20) for information on city public transportation.

**FACILITIES**

### Conference Rooms:

Conference rooms can be reserved by calling reception at 881-8900 or by e-mailing a request to cbi- reception@buffalo.edu. When requesting a room, please make sure to specify any AV needs as well as how many people are expected to attend. Not every conference room is equipped with the same space or amenities, so it is important to be clear in what will be required.

**Please remember the following while using the conference rooms:**

* Please keep the door closed during your meeting, as there are occupants working in offices nearby. Please also be considerate of those occupants if you should engage in cell phone calls or other discussions outside of the conference room, particularly if the nearby office doors are open.
* Please tidy up the room after the meeting (push in chairs, wipe off dry erase boards, place waste in baskets, etc.) It is always possible that another occupant meeting will begin soon after yours ends and we appreciate your courtesy in leaving the room in the same condition that you would like to find it.
	+ Please be aware that adjusting the blinds on the second floor will impact their placement on the first floor. Please return all settings to the way you found prior to the meeting.
* Please allow ample time for set-up/take-down of equipment within your allotted reservation time.
* Please complete your meeting in the time that you scheduled, as there may be another meeting scheduled directly after yours.
* Please let the Receptionist know if the AV equipment is not working. There is no AV/IT support services on-site.

\*Please see list of conference rooms and their amenities in your welcome folder. Additional copies can be request from the reception desk.

### Break Rooms/Kitchens:

* There is one break room on the second floor, one on the third floor and one on the fourth floor. Each room is equipped with at least one fridge, microwave and a sink**.**

### Maintenance/cleanliness of break room appliances is the occupant responsibility. These appliances, as a privilege, will be taken away if not properly cared for.

Toshiba Copy Machines:

**Overview:**

* To request a copy code, please contact the Reception Desk. You will not need to enter a copy code to print, you can use your UBIT credentials to login and print/copy/scan.
* Corporate Tenants will be set up with an account and billed quarterly, $.04/BW & $.15/color copy. Only one code will be assigned for each corporate tenant.
* Installation of print drivers are the responsibility of the occupant/their IT node. Please request a guide from the Reception Desk or find it at [www.buffalo.edu/myincubator](http://www.buffalo.edu/myincubator)
* Please refer to the SOPs included in the *Welcome Packet* regarding print driver installations and copy code allocation information.

### Please adhere to the following guidelines regarding the copiers:

* + Always promptly pick up printouts. All unclaimed printouts are disposed of at the end of each week.
	+ Never use the printer for copies exceeding 100 at one time. The copiers are not made for mass publishing and you may cause copier failure by over printing. **Mass copying can be done either by a private printing company or by University Printing on 250 Winspear Rd (South Campus).**
	+ Please do NOT take copy paper from the supply cabinets unless you are refilling the copy machine.
	+ Guest printing is available upon request and for a limited use. Please contact the Reception Desk.

**EMERGENCY PROCEDURES**

In the event of an emergency or need for security services, please contact UB Police at the following telephone number as your primary contact:

* **645-2222** – This number should be used for all **EMERGENCIES**.

Please note that there are defibrillators located on each floor in the elevator lobbies.

### Promoting a Safe and Secure Work Environment:

When working after hours and leaving during the evenings please keep the following habits and practices in mind:

* + Avoid bringing large sums of cash or other valuables to work
	+ Try to keep items of value and wallets and purses with you or in a secure, locked location
	+ When leaving your office or work area unoccupied, lock the doors.
	+ Keep track of your keys. Be careful not to leave keys unattended or in view of anyone who passes by
	+ Contact UB Police at 645-2222 if you or a colleague sees a suspicious individual or anyone you do not recognize or does not have an identification badge.
	+ Use caution when traveling outside. If you feel you need an escort service to your car, you can contact RPCI Public Safety, 845-3069, or the on demand service provided by Kaleida (5am-10 pm, M-F) 859-5442.
	+ Be aware of your surroundings and individuals in close proximity.
	+ Use designated parking areas whenever possible
	+ Use indoor routes through campus when traveling alone
	+ Travel in groups, whenever possible

### Fire Preparedness:

All personnel must leave the building during emergency drills. In the event of a fire or emergency, please calmly take the nearest stairs to the first available first floor exit. Occupants should gather in the courtyard between the CBLS lobby and the Roswell Life Sciences Complex. Once you have arrived at this location, please sign your name on a clipboard provided by a floor captain in an orange/lime colored vest. Also, please tell the officer on duty or one of your floor captains if you saw anyone in distress or not leaving the building.

**POLICIES**

The CBLS has some general guidelines to which, as a common courtesy, we ask occupants to adhere:

* + Please respect our neighboring apartment complex by staying off of the McCarley Gardens lawn during your walk to and from the parking lot
	+ Please use the revolving door when entering the lobby during the winter months to conserve heat and to keep the receptionist from receiving cold bursts of air when the side door is used
	+ Please take off gloves before leaving lab space
	+ Solicitors are not allowed in the building and venders are only allowed by appointment and must be escorted by a building occupant.

### UB/BNMC Smoking Policy:

Smoking is not permitted anywhere on the Buffalo Niagara Medical Campus.

The smoke-free policy has been implemented to provide an environment where our students, employees and visitors are not exposed to second-hand smoke and to complement UB’s commitment to an environmentally responsible campus. In conjunction with the policy, the university has made a commitment to educate smokers and to provide them with the means to change their behavior by offering classes, a way to obtain nicotine replacement therapy and coaching.

The intent of this policy is to be preventive, not punitive. For employees, violations of this policy will be addressed through educational and corrective measures. Educational measures include referral to smoking cessation programs, tobacco treatment and supportive coaching. Students will be offered the same educational measures and repeat offenders may be referred to the Office of Judicial Affairs and Student Advocacy.

It is *not* your responsibility to enforce this policy. But, you may choose to report a violation of the policy to nosmoke@buffalo.edu

Employees with questions or who would like information about smoking cessation classes, coaching and nicotine replacement therapy may contact University Human Resources’ Wellness and Work/Life Balance unit at 645-5357 or the Employee Assistance Program at 829-2231 or 645- 4460.

Students with questions or who would like information about smoking cessation classes, coaching and nicotine replacement therapy, may contact Student Affairs’ Wellness Education Services by phone at 645-2837, ext. 5.

### Closings:

**Holiday Closings:**

The CBLS observes all major Federal Holidays and will be closed \* on the following days:

* + New Year’s Day
	+ Martin Luther King Day
	+ Memorial Day
	+ Fourth of July
	+ Labor Day
	+ Thanksgiving Day
	+ Day after Thanksgiving
	+ Christmas

**\*Please note that when the CBLS is closed all routine CBLS services will not be available, i.e., no receptionist, no mail/courier pick-up or delivery, and no housekeeping. Badge access will still remain in effect 24/7.**

### Other Closings:

If the University at Buffalo is closed (due to weather or other issues), the CBLS will be closed as well. Badge access still in effect 24/7. Prudence and safety would then apply for you to travel to work.