Booking Policy

GSK Clinical Education Centre – 31 George Street
SOM Clinical Teaching Centre – 15 Arch Street
Queen’s University, Kingston, ON

6-March-2018

Definitions:

1. “Staff” refers to Program Assistants (Clinical Teaching Centre, GSK Clinical Education Centre, Standardized Patient Program, OSCE Program); Volunteer Patient Coordinator; Standardized Patient Coordinator; Manager and Work Study Students employed within the GSK CEC and SOM CTC.

2. “Facilities” refers collectively to the GSK Clinical Education Centre located in the Louise D. Acton Building and the Clinical Teaching Centre located in the School of Medicine Building.

3. “Advisory Committee” refers to the GSK Clinical Education Centre Advisory Committee which provides advice to Centre management, promotes educational activities and interfaces with each of the schools regarding Centre related initiatives and issues.

4. “Unique features” refers to space that includes clinical rooms, AV resources, equipment, recording, peer observation, Standardized and Volunteer Patients.

5. “Core operating hours” are 8:00 am to 4:00 pm Monday through Friday excluding statutory holidays and periods of University shutdown.

6. “Additional operating hours” may include evenings, Saturday, Sunday and Holidays and are dependent on staff availability.

7. “Curricular” refers to events that are included as part of the overall instructional program of a Faculty of Health Science course with the full involvement of teaching faculty (for example, course instruction and student remediation).
General Guidelines:

1. A GSK CEC/SOM CTC staff member ("staff") will normally be present during scheduled events.
2. Once the space has been confirmed, other requests for the space during the same time period will normally not be considered.
3. Access to equipment/supplies is normally limited to staff.
4. Guests requiring assistance to access the second floor of the GSK CEC may request use of the internal elevator. Operation of the internal elevator is normally limited to staff.
5. AV support is provided during core operating hours only.
6. Requests for Volunteers Patients ("VP") or Standardized Patients ("SP") should be made in accordance with the procedures established by the VP and SP programs.
7. In general, the facility is not suitable for sessions involving invasive procedures or organic tissue.
   a. Special consideration may be given to certain requests and approval for such sessions must be granted by the Advisory Committee.
8. Food and beverages are normally only allowed in non-clinical spaces (conference room, lounge and classroom).
9. Guests will be informed of, and are then requested to respect our “scent free” environment and refrain from wearing perfumes and heavily scented lotions and shampoo.

Curricular Space Requests:

1. Annual space requests for Fall and Winter and Spring/Summer terms should be submitted as follows:
   a. The deadline for submission of space requests for the upcoming academic year starting September 1 to August 30 is based on the timetabling calendar of the University (usually end of February, beginning of March).
   b. Requests for space received after the deadline will be processed based on availability.
   c. Requests should normally be submitted using the online form administered by the facilities and acknowledgement of receipt of request will be made within 2 business days.
   d. Booking times should include:
      i. Time for setup as no access to the space will be provided before the time of the booking time.
      ii. Time to tear down/clean up to ensure no overlap of bookings.
e. Space at a specific location may be requested, however, in the event a conflict occurs, available space at the other location may be substituted, in consultation with the requestor.

f. Space is not considered booked until confirmation has been sent to the requester.

2. First priority will be given to undergraduate and graduate courses within the Faculty of Health Sciences curricula (the Schools of Medicine, Nursing and Rehabilitation Therapy) as follows:
   a. Courses that have utilized the unique features of the space in the facilities in the preceding academic year (and continue to require the use of these unique features).
   b. Space for reoccurring classes (weekly, bi-weekly, etc.) will take priority over one time sessions (i.e. OSCEs)
   c. One time sessions (i.e. OSCEs or make up sessions) will be processed after regularly scheduled course bookings (2.a above) have been accommodated.
   d. Space requested by an instructor for student practice time will be accommodated after 2a, 2b and 2c have been scheduled.
      i. Practice time may be requested during the additional operating hours and will be accommodated based on staffing availability.

3. Requests for space to accommodate new courses or new course components will be processed only after requests falling under item 2a above have been processed.
   a. The Manager of the facilities should be included in planning discussions as far in advance as possible.
   b. New courses or programs with multiple sessions over a term (weekly, bi-weekly, etc.) requiring the unique features of the facilities will have priority over new one-time events (i.e. OSCEs)

4. Any conflicts in requests for space during the annual booking process will be identified by staff and be reported to both requestors. Requestors are encouraged to negotiate with each other to resolve these conflicts and report the change in booking request to staff as soon as possible.
Non-Curricular Space Requests:

1. Requests for space to accommodate non-curricular events should normally be received at least 60 business days prior to the event.
   a. Requests will only be processed after curricular events have been accommodated.
2. Under no circumstances will non-curricular requests be accommodated if they would interfere with or displace a curricular event.
3. Equipment, AV resources must be requested at the timing of booking.
4. Fees will be charged to organizations external to the Queen’s University Faculty of Health Sciences to cover Administrative support, room rental, equipment and custodial services.
   a. See Fee Schedule (Appendix A)
   b. Standard Fees will be applied to core operating hours with additional fees applied for events that run into additional operating hours.

Students Space Requests:

1. Student practice will be accommodated based on availability.
2. Bookings for clinical space are normally limited to 2 hours per request to optimize access for students.
3. The number of students in rooms may be limited if staff have concerns related to noise and/or room capacity.
4. Instructors are encouraged to book extra practice for periods where they anticipate a high volume of students requiring practice space.
5. Space for viewing recordings should be booked by students using the same process as that for practice space.
6. Viewing time is normally limited to 120 minutes per request.

Changes or Cancelation:

1. Changes to confirmed bookings should be submitted in writing at least 1 week prior to the scheduled activity (i.e. space requirements, setup, AV resources – recording/paging).
2. Cancellation of confirmed bookings due to academic changes should be received within 2 business days before the event.
3. Cancelation of a scheduled event on the day of the event (due to instructor illness or absence) should be reported to Centre staff as soon as possible in order to cancel the booking.
   a. Arrangements for rescheduling will be based on availability and should not impact other confirmed bookings.
4. Repeated or egregious failure to follow the deadline for cancelation will be reported to the Advisory Committee and may be reported to the appropriate School’s Director and affect accommodation of future requests.

Policy Renewal and Approval

1. This document will be reviewed and updated at least annually by the Advisory Committee.
2. The Advisory Committee will request endorsement of revisions and updates to this policy from the executive committees for the School of Medicine, School of Rehabilitation Therapy and School of Nursing.