



# **GENERAL GUIDELINES FOR SERVICE FACILITIES**

## PREFACE

**This document has been prepared to assist with the task of developing and implementing uniform guidelines for the utilization of instrument and service facilities supported by the RCMI Program. The decision to develop the document was based on the recognition that these units are designed to support biomedical research and thus, must be highly organized to meet the requirements of its users.**

**It is not the intent of this document to provide specific guidelines for all instrument or service facilities. Each instrument and/or service facility must develop its own guidelines according to the needs of its users and their particular resources. The specific guidelines should include a description of the facility, its physical location, the available staff, the services provided, the available equipment, the rules of operation, safety precautions, and all the necessary forms to document the activities conducted in the facility, including a comprehensive user registry.**

Emma Fernández-Repollet, Ph.D.  
Director

## GENERAL GUIDELINES

**A. Description of the Facility**

**B. Physical Location**

**C. Staff and Contact Information**

**D. Schedule**

**E. Available Equipment**

**F. Services provided and Fee Schedule**

**G. Rules of operation**

- **Access Schedule**
- **Allowed activities and not-allowed activities**
- **User Registration and Eligibility Criteria**
- **Priorities**
- **Instrumentation Logs**
- **Security**
- **Acknowledgement of RCMI Support**
- **Reports**

**H. Safety Precautions**

**I. List of References**

**J. Required Forms**

**K. Approval of Guidelines**

## **GENERAL GUIDELINES**

**It is required that the guidelines of the facilities supported or coordinated by the RCMI Program will develop specific guidelines, which should include the following sections:**

### **A. Description of the Facility**

This section should include the mission and goals of the facility as well as the services it offers. It should also provide a brief history of the establishment of the facility and/or unit and indicate the support received by the RCMI Program.

### **B. Physical Location**

Indicate the physical location of the facility, including building name, floor number, room number, Department, and any other pertinent information.

### **C. Staff and Contact Information**

Provide the names of all persons related to the administration of the facility (technical staff, scientific coordinator). Provide telephone numbers (direct and switch lines), and e-mail addresses.

### **D. Schedule**

Indicate the hours in which the facility will be available to users during both working days and holidays. Specify who is the contact person in case of any special needs.

### **E. Available Equipment**

List all equipment available at the facility (indicate if the equipment requires training before use).

### **F. Services provided and Fee Schedule**

List all services provided at the facility, including technical support. Those facilities with implemented charge-back systems should provide their current Fee Schedule.

## **G. Rules of operation**

The rules and regulations necessary to provide the services expected from the facility and/or unit should be clearly stated in the guidelines. Remember that these rules should be uniformly applied. Among the issues to be included under this section are:

- **Access Schedule** (specify any particular requirements, limitations and/or restrictions).
- **Allowed activities and not-allowed activities** (specify any restrictions and the rationale for it)
- **User Registration and Eligibility Criteria** (include forms)
- **Priorities** (RCMI investigators/technicians, MSC investigators/graduate students/technicians, investigators outside MSC).
- **Instrumentation Logs** (explain their relevance and importance).
- **Security** (indicate any security measures to be taken at the facility and the rationale for it; provide specific guidelines to comply with safety requirements, refer them to the Safety Precautions section).
- **Acknowledgement of RCMI Support** (provide all information necessary to ensure that all users of the facility acknowledge RCMI support in their publications).
- **Reports** (indicate that users are expected to provide information regarding their publications, research support, awards, etc for completion of NIH progress reports and/or program evaluations).

## **H. Safety Precautions**

Indicate all safety measurements that need to be observed in the facility. Provide updated documentation in the guidelines of local/federal regulations that apply to the facility (i.e. Universal Precautions, Biosafety Regulations, etc. as Appendices).

## **I. List of References**

Provide a list of relevant references that could help the user understand better the services provided by the facility, any new advances, techniques, and/or reagents, as well as the institutional policies that apply to the facility.

## **J. Required Forms**

List all forms to be used in the facility (login, user registration, complaints, instrument failures, etc.) and provide a copy of all of them in an Appendix section.

**K. Approval of Guidelines:** Guidelines generated by the individual facilities must be approved by the Director of the RCMI Program before its distribution. The following statement should be included at the last section of the guidelines.

Approved by: \_\_\_\_\_



Emma Fernandez-Repollet, Ph.D.  
Director, RCMI Program

Date: \_\_\_\_\_

6-6-02