

## Biosafety Customer Service: Office Hours



## Disclaimer

Any views or opinions given in this presentation are my own and do not represent those of the University of Maryland College Park or University of Maryland Baltimore.

Thank you to University of Maryland College Park for allowing me to speak on your institutional practices.



UNIVERSITY OF  
MARYLAND



UNIVERSITY of MARYLAND  
BALTIMORE

## Biosafety Customer Service

### Who do we serve?

- Principal Investigators
- Lab and research personnel
- Facilities Management
- Housekeeping
- Other compliance arms (IACUC, IRB)

### What do we do for our stakeholders?

- Compliance services
- Provide information
- Consult
- Train
- Inspect



UNIVERSITY of MARYLAND  
BALTIMORE

## Why Office Hours?

- Open communication
  - Avoids misunderstandings
- Assistance using the research management application
- Dedicated time to troubleshoot any issues
- They get to see us as people/partners
  - Not just an email or voice on the phone





UNIVERSITY of MARYLAND  
BALTIMORE

## Advertisement

- In-Person Office Hours
  - Targeted emails
  - Flyers
  - Word-of-mouth
- Online Office Hours
  - In-house Biosafety Newsletter
  - Email signatures
  - Word-of-mouth
  - IBC & IACUC meetings
  - IBC correspondence



UNIVERSITY of MARYLAND  
BALTIMORE

## Services

### Examples of the assistance we offered:

- Assistance with research management application
- Risk Assessment
- Lab Setup / Closure
- Training Requirements
- Inspection Preparation and Response
- Pre-grant or construction assessments
- Laboratory and Research Safety Questions and Concerns



UNIVERSITY of MARYLAND  
BALTIMORE

## How it Works

- Set up a reoccurring meeting
- Team placed a “hold” on their calendars
- Either Assist or delegate to team members
  - If many researchers at once
    - Entire Biosafety Team
    - Research Safety Team
    - IBC chair and members



## Office Hours Metrics

Attendance for Office Hours			
	2021	2022	% Change
January	3	6	100%
February	1	3	200%
March	3	8	167%
April	6	1	-83%
May	2	3	50%
June	0	3	300%
July	1	5	400%
August	3		*
September	3		
October	4		
November	0		
December	2		

\*I left UMD in August 2022



UNIVERSITY of MARYLAND  
BALTIMORE



UNIVERSITY of MARYLAND  
BALTIMORE

# Questions?



Thank you!

**Jamie Pope**

Biosafety Specialist  
Environmental Health and Safety  
University of Maryland, Baltimore  
[jamie.pope@umaryland.edu](mailto:jamie.pope@umaryland.edu)  
(410) 706-7055