

# Event Protocols & Procedures for Ross Hall GWU School of Medicine and Health Sciences (SMHS)

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**Purpose Statement:** The purpose of this Event Protocols and Procedures document is to provide each client with the information necessary to request special arrangements for any events/meetings occurring within Ross Hall.

## 1. The Reservation Process

- a. Requesting a Space Reserved through Classroom Services
  - i. To reserve a classroom or meeting space that the SMHS Classroom Services department schedules, please visit the School of Medicine and Health Sciences (SMHS) Classroom Services website
    1. Website: <https://smhs.gwu.edu/resourcemanagement/classroomservices>
- b. Requesting Non-Classroom Event Spaces
  - i. To schedule the following event spaces, please visit <https://resourcemanagement.smhs.gwu.edu/services/event-management> or email [rosshallevnts@gwu.edu](mailto:rosshallevnts@gwu.edu)

Requests must be made at least 10 business days before the anticipated event date.

    1. Event Spaces include:
      - a. The Ross Hall Courtyard (for SMHS/MFA only)
      - b. The Weingold Executive Conference Center
      - c. Student Lounge (Only student activities)
- c. Priority-Basis Scheduling
  - i. All scheduling for events/meetings within Ross Hall is done on a priority basis. SMHS is given priority for reservations within Ross Hall. All other space requests will be considered on a secondary basis and are scheduled according to room availability.
- d. Late Requests:
  - i. Requests made fewer than 10 business days before the anticipated event date will be reviewed at the events office's discretion.
  - ii. Requests made via personal email, phone, or in person will not be honored and those making the request will be directed to complete the online request form.
- e. AV and Technical Support
  - i. Most event spaces come fully equipped with basic technology support including a projector, screen, in-room computer, monitor, and microphone. AV items should be listed in your event request and discussed with your assigned event coordinator. If additional items are needed outside of SMHS' inventory, extra fees may apply.
  - ii. AV support is only available from 7 am-4:30 pm Monday-Friday unless special arrangements are made with your event coordinator. AV support, if needed, should be requested in the email to [rosshallevnts@gwu.edu](mailto:rosshallevnts@gwu.edu); otherwise, assistance can be requested on an as-available basis.
- f. Room setup and furniture

- i. Unless additional furniture is requested in the email to [rosshallevnts@gwu.edu](mailto:rosshallevnts@gwu.edu), all rooms and venues located in Ross Hall/Himmelfarb are to be used as is. It is expected that all requestors familiarize themselves with the space they are requesting, either in person or by going online here:  
<https://resourcemanagement.smhs.gwu.edu/services/academic-scheduling/smhs-classrooms>
  - ii. No furniture can be removed or added to any rooms without the Events Coordinator's official permission. Written approval from your event coordinator is required in advance of the event for any changes to the room.
  - iii. Up to two additional tables and/or chairs may be requested without cost to the requestor in the email to [rosshallevnts@gwu.edu](mailto:rosshallevnts@gwu.edu).
  - iv. If more than 2 tables or chairs are requested, or if there is a desire to have a room or venue cleared out of its furniture, a FixIt ticket for professional moving services is required, and there are associated charges of approximately \$500+. Please budget for both setup and breakdown time.
  - v. If additional power sources (power strips, etc.) are required, this must also be included in the email to [rosshallevnts@gwu.edu](mailto:rosshallevnts@gwu.edu), and may result in additional costs and/or FixIt tickets.
  - vi. Damages and injuries that occur as a result of guests or clients moving furniture are the sole responsibility and liability of the client hosting the event. If clients need to modify the set-up of a room, they should speak with their assigned event coordinator.
- g. Housekeeping and Grounds
- i. Any event including food must inform your event coordinator in the email to [rosshallevnts@gwu.edu](mailto:rosshallevnts@gwu.edu) so housekeeping services can be provided after the event.
  - ii. If an event occurs after standard business hours, on the weekend, or in the courtyard, a chargeable FixIt ticket for Housekeeping and Grounds may be required before the event is approved.
  - iii. If your event space is found messy before your event please contact the SMHS events office at 202-994-9882.
  - iv. If decorations, food, materials, etc. are brought into the event space, it is expected that the requestor will remove them at the end of the event. Anything left in the room after the event has concluded will be disposed of by Housekeeping.
  - v. Turnover of rooms and trash receptacles are to be requested via event services for events lasting more than an hour or with food and beverage services
  - vi. Grounds services are required for Courtyard events, including setup of trashcans and sweeping of the space.

## 2. Filling out Reservation Request Forms

- a. Request Forms
  - i. To request the Weingold Executive Conference Room, please [click here](#).
  - ii. For Ross Hall Courtyard, please email: [rosshallevnts@gwu.edu](mailto:rosshallevnts@gwu.edu)
  - iii. For all other requests, including any table and/or chair setups, please [click here](#).
- b. Approval to Hold an Event
  - i. Submission of an event request is not an automatic approval to host an event at SMHS. A follow-up to your request will be made by the events office for further details or to schedule a meeting. After learning more about the proposed event, the events office will determine if it approves or denies the request, and any

additional documentation (FixIt, additional approvals, etc.) that may be required. Events are not confirmed until the requestor has received an email confirmation of the event plans from the Event Coordinator and a room confirmation from Classroom Services.

### 3. Meeting with the Events Office

- a. After reviewing the request and determining if there is a chance that SMHS can accommodate it, the events office will meet with the requesting department or student groups. The representatives from the department or group must be able to provide information about the event and its needs, regardless of their role in planning the event.

At the meeting, the event planner will need to know

- i. proposed agenda or timeline for the event
- ii. venue/furniture set-up (if applicable)
- iii. Catering needs
- iv. Final approval to host an event in Ross Hall will be made by the events office through the event order. No other forms of approval will be honored.

### 4. Food/Catering Policies

- a. Catering
  - i. It is highly encouraged that all events/meetings occurring in Ross Hall utilize the catering services of the GW SMHS Bistro (located on the 1<sup>st</sup> floor of Ross Hall). However, there are no restrictions regarding which catering companies can/cannot be utilized for any events occurring within Ross Hall.
  - ii. All contract details regarding the catering for an event/meeting are the sole responsibility and jurisdiction of the event's Point of Contact.
  - iii. The use of open-flame food warmers is prohibited due to fire code and safety reasons.
  - iv. All catering details must be approved by the Event Coordinator before final approval.
  - v. For all events/meetings requiring a catering-prep area, please contact the event coordinator in the Office of Resource Management and Operations.
  - vi. Deliveries of large items must be made through the 24<sup>th</sup>/H Street entrance of the building. Contact your event coordinator for access.
  - vii. Ross Hall building has no storage space for events. Please make alternative plans if you need to store items before or after an event.
  - viii. All food and catering supplies must be removed from the space at the end of the event. Any items left behind will be removed by Housekeeping.
- b. Alcohol Policy
  - i. All events must comply with the GW Alcohol policy (<https://studentconduct.gwu.edu/events-alcohol>)

### 5. After-Hour Event Policies

- a. All events occurring on Saturdays, Sundays, and weekdays after 5 p.m. are considered After-Hour Events.
- b. For Audio/Visual Needs, additional charges may apply, and will only be made available by prior arrangement with the Events Coordinator.
- c. Housekeeping staff must be assigned to all after-hour events.

## 6. Building Access for Event/Meeting Attendees

### a. Identification

- i. Ross Hall is a secured building. All persons entering the building must have proper identification.
  1. All GWU-affiliated persons must scan their GWorld card at the turnstile upon entering the building.
  2. All non-GW affiliated guests must show government-issued identification and be formally signed in by the security staff upon entering the building.
  3. After signing in, all non-GW guests must be escorted by a GW-affiliated person from the requesting department to their event/meeting venue. A point of contact must be identified and approved by the Event Coordinator before the event.

### b. Events with Non-GWU Affiliated Guests

- i. A list of all non-GWU affiliated event attendees and a copy of the visitor badge template must be submitted to [rosshallevts@gwu.edu](mailto:rosshallevts@gwu.edu), no later than 48 hours before the date of the event.
  1. Visitor Badges are created for each outside attendee and must be worn at all times while in the building.
  2. For events with more than 5 non-GWU affiliated attendees, a registration table is required and will be set up in the Ross Hall Courtyard near the entrance. In inclement weather, or by request, a tent can be erected for this registration table; please work with the Event Coordinator for details.
  3. The point of contact (or associated colleagues) will be responsible for picking up the pre-made Visitor Badges from the event coordinator and also must check in each one of their attendees after they pass through the normal security desk.

### c. Emergency Procedures

- i. Hosts should make themselves aware of all fire exits and adhere to standard emergency procedures.
- ii. Whenever possible, the host will be updated by the SMHS events office of any known emergencies and event staff will assist in guiding guests to safety.
- iii. Hosts and guests should follow any directions given by GWPD and the emergency team during emergencies.

## 7. Event Cancellations and Changes

- a. If at any point, an event is canceled or the event needs to change, please notify the Events Coordinator at [rosshallevts@gwu.edu](mailto:rosshallevts@gwu.edu) immediately to cancel/edit the Work Request.

## 8. Prohibited Items

- a. The following items are prohibited within Ross Hall. This list is not exclusive and the events office reserves the right to prohibit additional items that may be found inappropriate.
  - i. Glitter/confetti
  - ii. Stovetops or live flames
  - iii. Weapons, projectiles, and firearms, or anything that resembles such items
  - iv. Live animals (service animals are allowed)
  - v. Hazardous chemicals or materials
  - vi. Artificial noise makers (e.g. horns, whistles)
  - vii. Loud music (as determined by Event Coordinator)

## 9. Signage and Decorations

- a. Written approval must be obtained from the assigned event coordinator before adding any decorations to an event space. Any organization found in violation of this will be responsible for any damages.
- b. Use of adhesive items: Pinning, taping, or otherwise affixing items to fixtures, walls, windows, or furniture is not permitted.
- c. Prohibited decorations: Candles and any other sources of open flame or heat are strictly prohibited without written permission from the SMHS events office. Helium balloons (inside the building), confetti, glitter, sand, and other similar materials are also prohibited.
- d. Signs: You may use signs to help guests locate your event inside the building. They must be able to stand alone or with free-standing easels and cannot be taped, pinned, or affixed to any walls, ceilings, or floors. Signs should not obstruct passage from doorways, elevators, stairwells, walkways, restrooms, or emergency exit pathways.
  - i. For Banners at the Ross Hall entrance or other large signage, a FixIt ticket must be provided before the approval of the event.