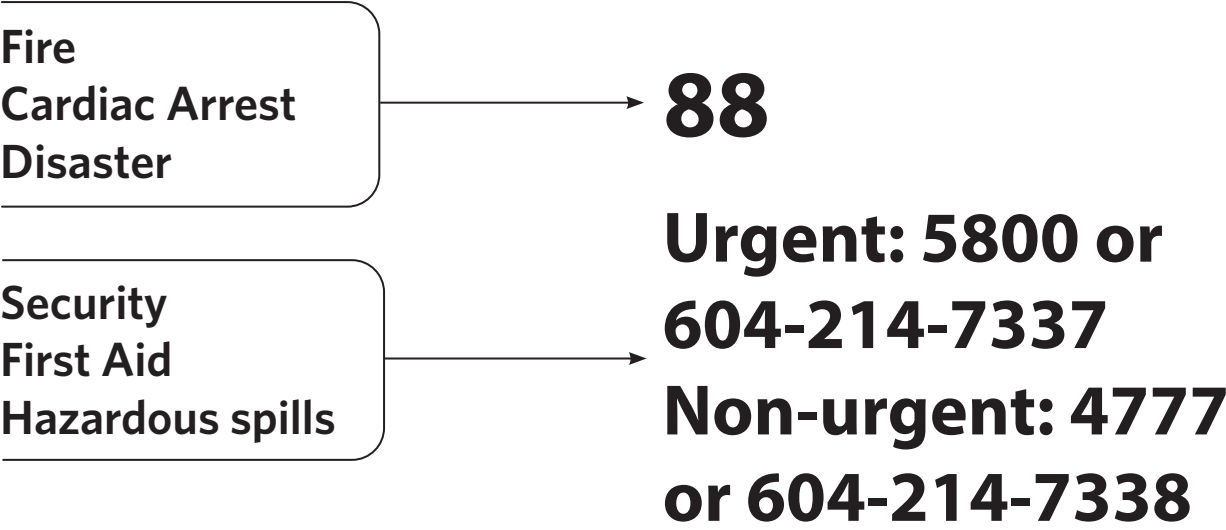




ICORD HANDBOOK

2026

emergency contact numbers



Housekeeping emergency 604-694-6300

VCH maintenance: e-mail bscc-maintenance@icord.org
Emergency/after hours: 604-875-4111 x 62601

ICORD Admin contact numbers

Brian Kwon (Director)	604-675-8810	brian.kwon@ubc.ca
Cheryl Niamath (Admin Mgr)	604-675-8844	niamath@icord.org
Nancy Thorogood (Mg. Dir.)	604-675-8811	thorogood@icord.org
Katie Ashwell (Admin. Asst.)	604-675-8810	ashwell@icord.org
Bookings	604-675-8810	bookings@icord.org

See page 26 for additional information.

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about ICORD

the old location of ICORD's admin office and some research labs:
the Biosciences Building at the UBC Point Grey Campus.



March 21, 2010 at the BSCC: Pictured from left to right: Dr. David Farrar (VP Research, UBC); Dr. David Ostrow (CEO, Vancouver Coastal Health); Dr. Brian Kwon (ICORD); Colin Ewart (Rick Hansen Foundation); Premier Gordon Campbell; Prime Minister Stephen Harper; Anna Sammarco (ICORD research study participant); Rick Hansen; Daryl Rock (Rick Hansen Institute); Dr. Tania Lam (ICORD); Katie Pahl (ICORD); Dr. Antoinette Domingo (ICORD); Dr. Tom Oxland (ICORD), Dr. Wolf Tetzlaff (ICORD); Lyall Knott (RHF)

history

CORD (Collaboration On Repair Discoveries) was founded in 1995 by Dr. John Steeves with the support of Rick Hansen and then-UBC President Dr. David Strangway within the UBC Faculty of Science. That year, the Rick Hansen Man-in-Motion Chair in Spinal Cord Research was created, and a search was initiated for the first chair holder. Dr. Wolfram Tetzlaff was the successful candidate, and he joined Dr.

Steeves and a small group of UBC / VCH researchers with an interest in spinal cord injury (SCI) known as CORD. Membership in CORD grew steadily but slowly, with 15 members in 2000.

In 2002, Dr. Steeves and his CORD colleagues were awarded a Canada Foundation for Innovation infrastructure award of \$12.8 million. The CFI award was matched by the British Columbia Knowledge Development Fund, and additional funding was pledged by UBC, Vancouver Coastal Health and the Rick Hansen Foundation to provide for the construction of a dedicated SCI research centre. CORD's vision and mandate became much broader than a regional research centre, and the research group was renamed ICORD—with the “I” standing for “international”.

ICORD's administrative office and some basic science research labs were located in the Biosciences Building at the UBC Point Grey Campus. Other ICORD researchers were based at more than twenty different locations in Metro Vancouver and Vancouver Island (in other buildings at the UBC campus, at the VGH campus, at BCIT, SFU, UVIC).

ICORD today

Since the CFI award in 2002, researchers with an interest in SCI from UBC departments and other institutions have joined ICORD, attracted by the available infrastructure and multidisciplinary research community. In 2010, ICORD became a research centre in the UBC Faculty of Medicine. Dr. Tom Oxland was Acting Director from 2010 to 2012, Dr. Wolfram Tetzlaff was Director from 2013 to 2023, Dr. John Kramer was Acting Director 2023-24, and Dr. Brian Kwon became Director in July 2024.

Currently, a wide array of researchers, trainees, technicians, and staff are joined under the banner of ICORD to foster and maintain an interdisciplinary, collaborative research and training environment. The programs bring together researchers and practitioners from the basic sciences, social sciences, medicine, surgery, rehabilitation, engineering, kinesiology, education, and the humanities to facilitate the discovery, development and implementation of relevant solutions that will make a difference for people with spinal cord injury today and tomorrow.

about the Blusson Spinal Cord Centre



The Blusson Spinal Cord Centre was built on the site of the old Vancouver General Hospital Willow Chest Centre. Construction started in August 2006, and the building was completed in October, 2008.



The Blusson Spinal Cord Centre is a unique facility dedicated to advancing world-leading integrated research and care for people with spinal cord injury. By combining research and clinical space in the same building, investigators are able to rapidly translate discoveries into validated clinical practices to ensure effective outcomes are achieved. The Blusson Spinal Cord Centre is home to ICORD as well as the outpatient and research clinics of Vancouver Coastal Health's *Brenda and David McLean Integrated Spine Clinic*, and Tetra Society workshop. In 2017, UBC's Digital Emergency Medicine team relocated from the Point Grey campus to the Blusson Spinal Cord Centre, and their office is now on the third floor adjacent to ICORD's administration.



the atrium + ramp

design

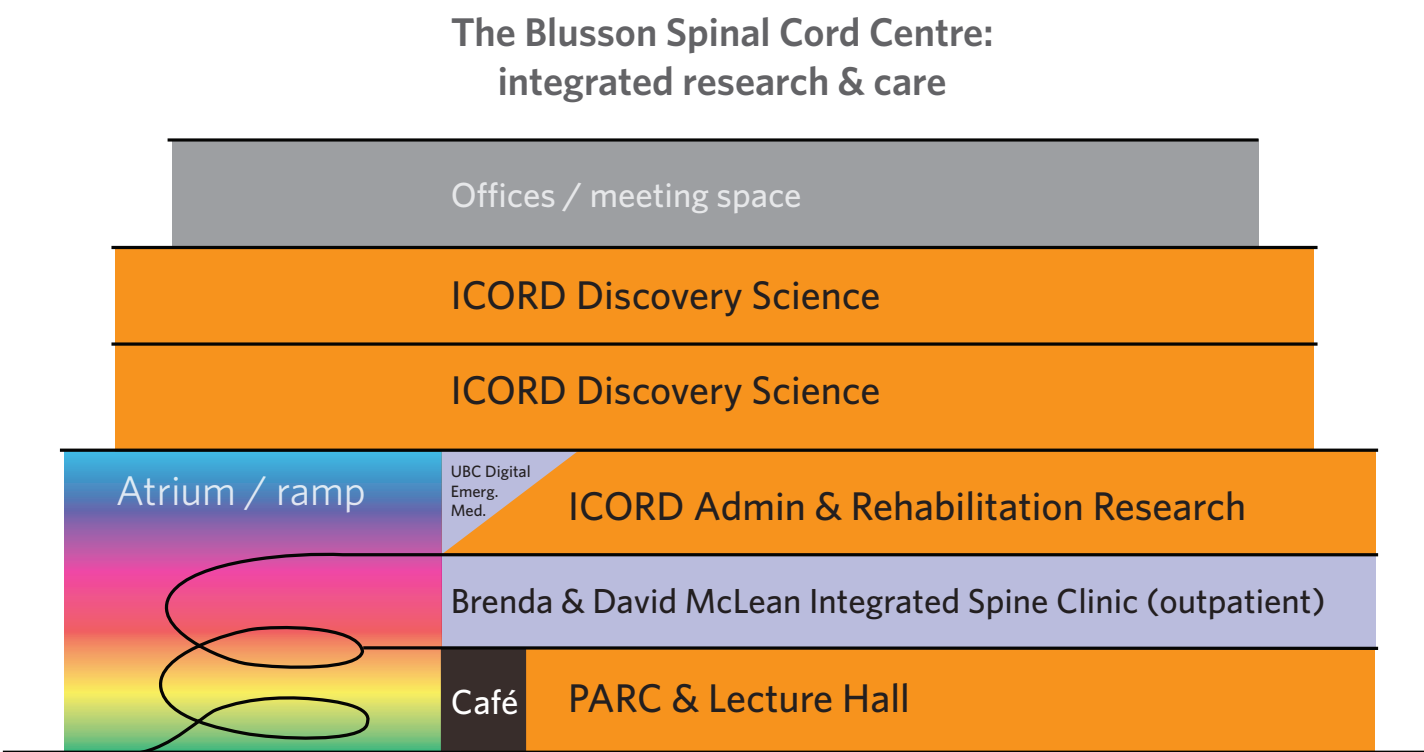
The Blusson Spinal Cord Centre was designed by Vancouver Architects **Musson Cattell Mackey Partnership** in consultation with ICORD's researchers. **Ledcor** was the general contractor and **Stantec** provided project management. It was designed to be as accessible as possible for people with a physical disability. Every effort was made to eliminate the need for the ♿ sign

inside the building. For example, all elevators and washrooms are specially designed to be highly accessible.

The unique ramp in the atrium is 200 metres long with a 5% incline. Every 5 metres, there is level place on the ramp.

The City of Vancouver has mandated that all new buildings in Vancouver have expressions of colour visible from the exterior, so colour was added to the glass surrounding the ramp. The sequence of colours was designed by Mark Whitehead, one of the architects of this building. It is a progression of colours interrupted by their complimentary colours.

building cross-section



donors

Dr. and Mrs. Blusson are Vancouver philanthropists. Dr. Blusson graduated from UBC in 1960 and U. California at Berkeley with a PhD in Geology. He co-discovered the diamond deposits that led to the development of the Ekati Diamond Mine in the Northwest

Territories. He and his wife have generously donated funds for many projects in BC.

art in the building

The large painting in the atrium was created by Canadian artist Robb Dunfield, and is likely the largest painting ever done by mouth. The title of the painting is *Visions of Possibilities*. The marble statue near the south entrance on the ground floor was sculpted by Dr. John Ditunno, a former member of ICORD's International Advisory Panel. The sculpture is called *Strength with Grace*. Information about both works of art is posted nearby the pieces. The painting shown on the cover of this booklet was created by Vancouver Artist John Ferrie and hangs in the Admin area on the 3rd floor.



Marilyn + Stewart Blusson

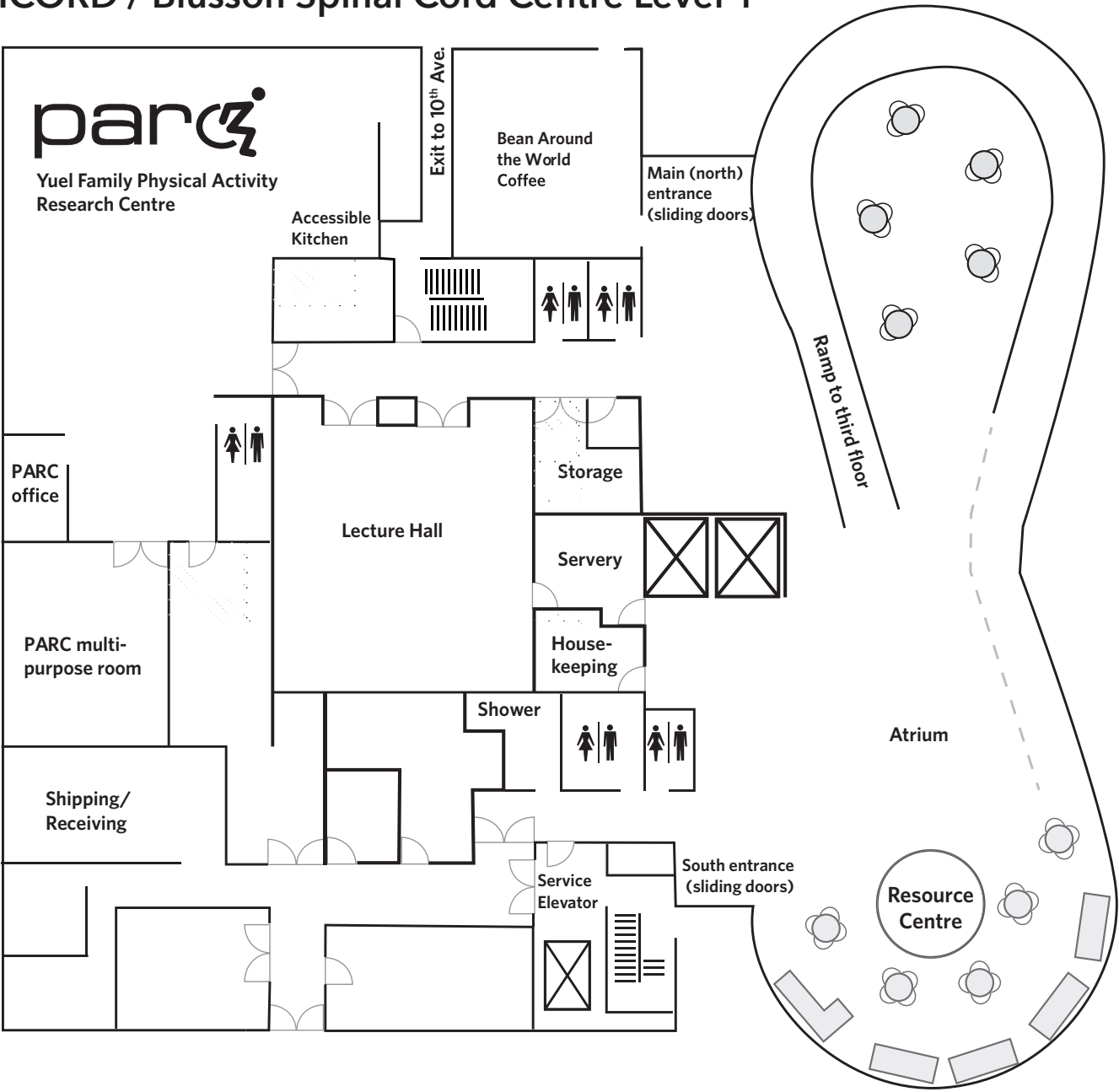


Above, left: Robb Dunfield speaks at the BSCC Grand Opening in November, 2008, following the unveiling of his painting. Above, right: *Strength with Grace* shortly after being uncrated following its arrival from Italy.

What's happening in the building

These simplified floor plans are provided to show you where the various research areas are in the building, and help orient you to the space. Note: some small rooms, doors, utilities, etc., are not shown on these plans.

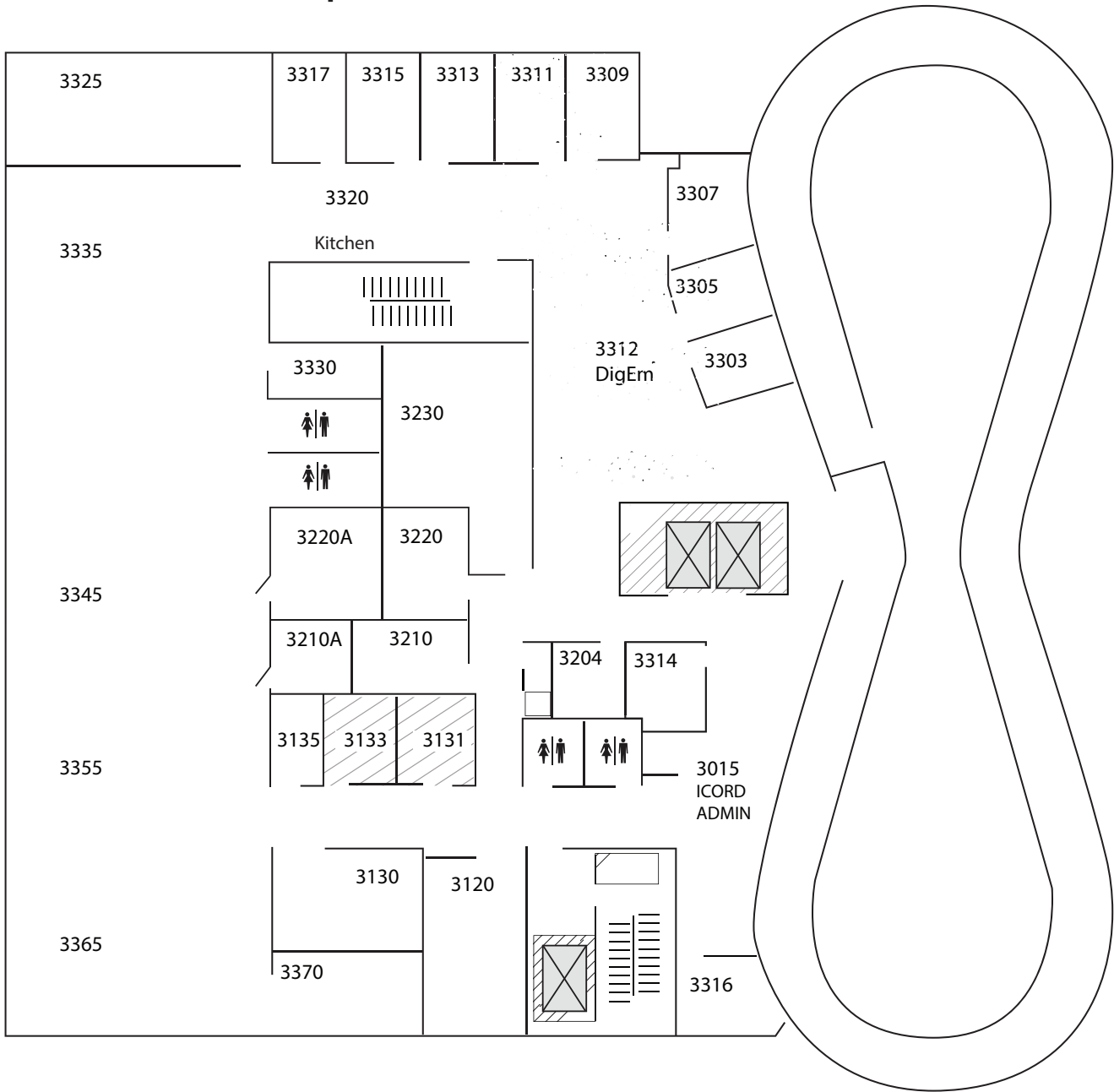
ICORD / Blusson Spinal Cord Centre Level 1



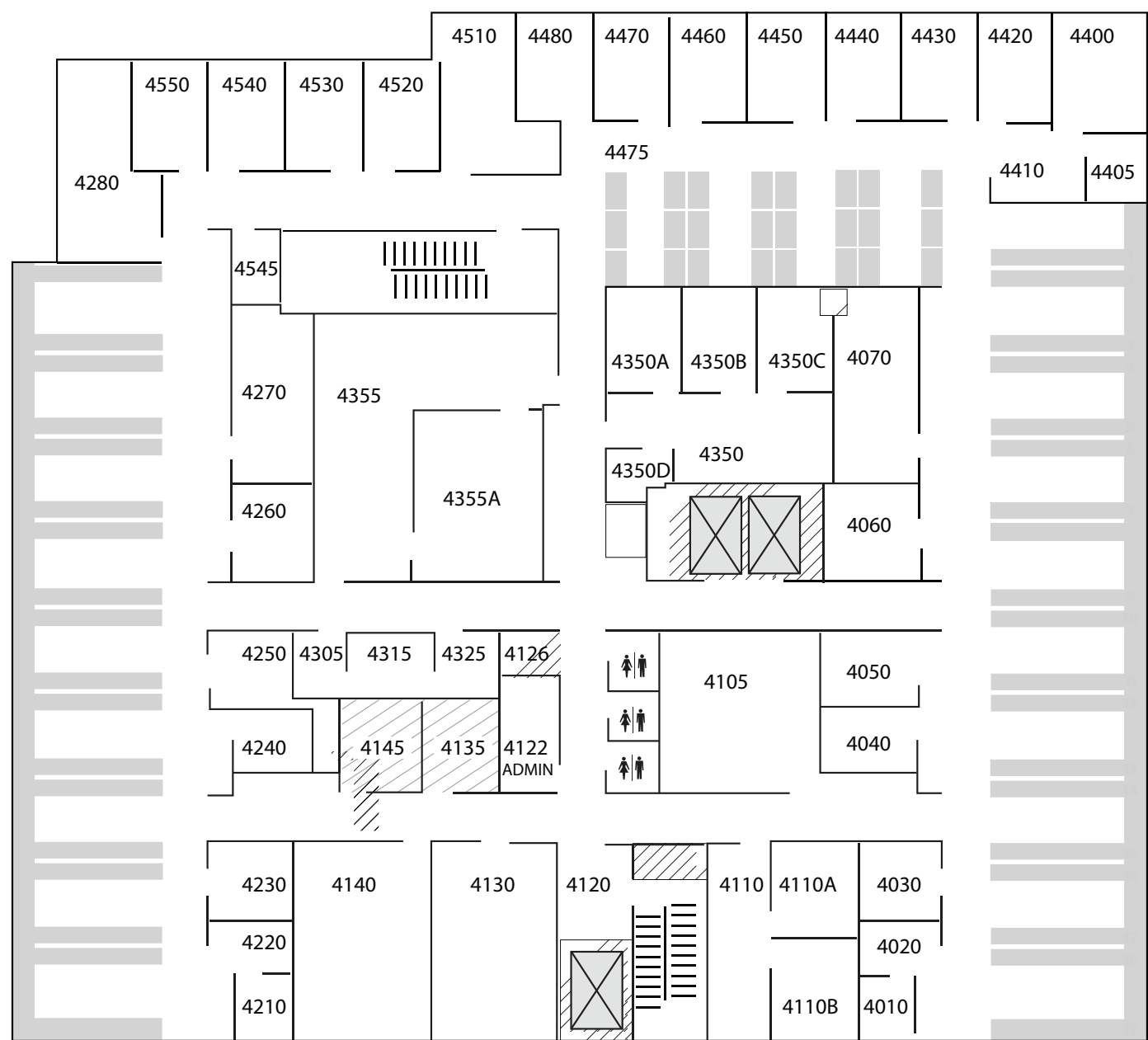
Floors 1, 3, 4 and 5 contain ICORD research, meeting and administrative space.

Floor 2 is the Brenda and David McLean Integrated Spine Clinic (VCH). Floor 6 contains office and meeting space. See the Cross-section on Page 8 for additional information.

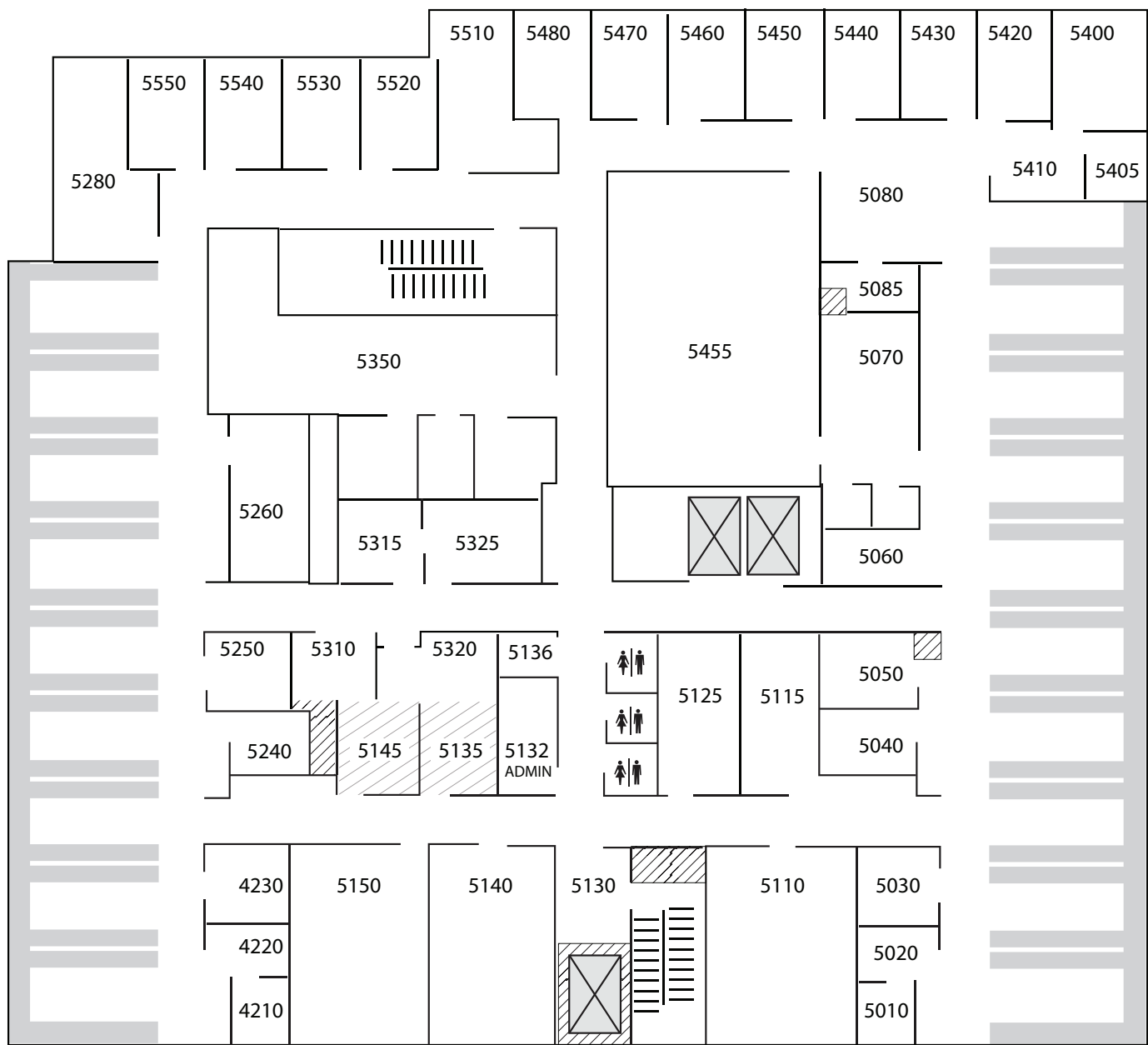
ICORD / Blusson Spinal Cord Centre Level 3



ICORD / Blusson Spinal Cord Centre Level 4



ICORD / Blusson Spinal Cord Centre Level 5





welcome!

If you are new to the Blusson Spinal Cord Centre, the information on the following pages may be helpful to you.

building access

You need a VCH ID tag to access to the Blusson Spinal Cord Centre, as well as an ICORD-issued ID for identification.

To get an ID tag (or add BSCC access to your current VCH ID tag), ask a member of the ICORD admin team for an Access Request form. Complete the form, obtain all of the required signatures for Section 3, then return the signed + dated form to the Admin office for the remaining signatures. Photos are taken by members of the admin team once an Access Request form has been submitted.

For short-term student placements requiring building access for three months or less, a temporary access card will be issued by a member of the admin team following completion of a 'Welcome to ICORD' form and a Temporary Access Card Sign-Out Agreement form (signed by the student's supervisor).

keys

Submit key requests to a member of the ICORD Admin Team. VCH processes and cuts all of the office/lab keys and will contact you via e-mail when your key is ready. Keys for all trainee desk side drawer units and lab cabinets are available. A refundable \$10 deposit is required for cabinet keys. Contact a member of the ICORD Admin Team for a key. Please include the cabinet number with your request.



building hours

You can enter the Blusson Spinal Cord Centre 24 hours a day, seven days a week with your ID/Access card. The building is open to the public Monday to Friday from 7:15am to 6pm.

visitors to the BSCC

If you are expecting a visitor, please note:

- Elevators run to the 2nd floor from 7:15am until 3:30 pm, to the 3rd floor from 9:00am to 4:00pm, and to the 6th floor from 7:30am to 4:30 pm. The 4th and 5th floors are card-access only at all times.
- Visitors can use the house phone at the information desk to contact you if they are unable to access your floor when they arrive (be sure to give them your phone number).

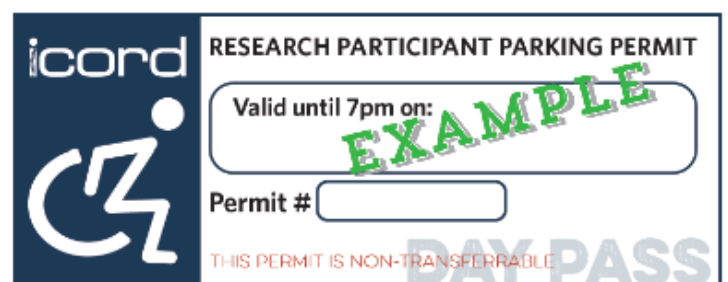
parking

for visitors and research participants:

There is accessible parking on both sides of the building.

If you are expecting a visitor or research participant who

requires accessible parking, or would like information about long-term research participant parking, please see a member of the ICORD Admin Team. Unregistered cars without a permit clearly visible that are parked in one of the spots on the East or West side of the BSCC can expect to get **ticketed and/or towed**. After 7pm



and on weekends, these become VCH pay parking spots.

for clinic visitors: there are three spaces reserved for clinic patients in the East parking area.

Find complete information about parking (and a helpful map) on the ICORD website (www.icord.org/our-facility).

for staff:

There is a staff parking lot at 12th and Laurel. Show your pass and parking is discounted. See the ICORD web site for a complete list of parking areas in the vicinity of the BSCC.

other commuting options

bike: BSCC is located right on the 10th Avenue bike route. There is a bike locker on the ground floor, and showers on floors 1, 3, 4 and 5. There is also a bike rack outside the South entrance.

transit: BSCC is located one block South of Broadway with easy access to the B-Line, #9 (Broadway to Alma or Boundary), #50 (False Creek South). The nearest Canada Line station is at Broadway and Cambie.

shuttle: There is a shuttle from the main entrance of Centennial Pavilion (at 12th and Willow) to the hospital at UBC. It runs at :05 and :35 past the hour.

telephone

If you need a phone set, please contact a member of the ICORD Admin Team. The phone number of your set is displayed on the right side of the screen.

You will be provided with instructions for use, but if you need another copy please contact a member of the ICORD Admin Team.

How to place calls:

- Dial 5 + the last four digits for calls within the building to any numbers starting with 675
- Dial the last 5 digits of any UBC campus number beginning

with 822- or 827-

- Dial 9 for an outside line, including the main VGH line.
- Dial 8+1 for North American long distance
- Dial 8+011 for international long distance

Conference Calling - Email bookings@icord.org or contact a member of the ICORD Admin Team for assistance in setting up a conference call.

You can find a building phone directory on the blog, or press the “directory” key on your phone (see photo below).

voicemail

To access your voicemail, press the mail key on your phone (see photo). Enter your password and #. Your default password (to check voicemail and change the phone greeting) is 12345.

It's easy to check your voicemail or record a new greeting from home or another location.

- Dial **your** office number (*for example, 604-675-8899*)
- When your recorded message starts, press *
- Enter your ID (**which is your 5-digit local**) followed by # (*for example, 58899#*)
- Enter your voicemail password followed by # (*for example, 34567#*)



Now you are in your voicemail system. Press 1 to listen to messages, or 4 to record a new or temporary greeting.

wireless network

The building is connected to the Eduroam network, and VCH Public Wifi is also available. VCH offers free Basic Wifi, and Premium Wifi may be purchased. To access these services, select the 'Public Wifi' network, open your internet browser, and select the service you want (Basic or Premium) on the VCH Welcome page. Wireless is also available through UBC's Eduroam. To log in to Eduroam, use *yourCWL@ubc.ca* as your username, and your CWL password.

campus-wide login (for UBC students, staff + faculty)

Campus-Wide Login (CWL) is UBC's single sign-on authentication system. It is designed to give you access to UBC's online applications with the same username and password. A CWL account provides you with access to the Student Information System, the Library, myUBC, WebCT, and Administrative systems at UBC. For information about getting a CWL, see the UBC ITServices web site: <http://www.it.ubc.ca/cwl/about.shtml>

lockers

Lockers are allocated preferentially to individuals who don't have offices. To request a locker on the 3rd, 4th or 5th floor, email bookings@icord.org with the locker number.

Lockers in the Basement and on the Ground Floor are for day use only on a first-come first serve basis. Please remove your lock at the end of the day as locks remaining after hours may be removed.

shipping/receiving

Deliveries for ICORD labs or personnel located on Floors 1, 3, 4 and 5 are accepted by the ICORD Admin staff. You will be contacted when you receive a delivery, and your item will be left for you on the table in the ICORD admin area.

Deliveries for the 2nd and 6th floors are directed there.

Please note, the 3rd floor is open to couriers and the public from 9:00am to 4:00pm.

Deliveries are sometimes mis-directed to VGH. If you are missing a delivered item, you may wish to contact VGH Shipping/Receiving at 604-875-4111 ext. 54080.

mail

The mailboxes are on the 3rd Floor. PIs have each been assigned one mailbox for themselves and their labs.

your mailing address is:

ICORD - [Your Lab]
Blusson Spinal Cord Centre
818 West 10th Avenue
Vancouver, BC V5Z 1M9

lunchrooms, coffee, water

There are lunchrooms on Floors 3, 4 and 5. Fridges and microwaves are provided. There is also a dishwasher in the 3rd floor lunchroom. Please help keep these rooms clean. Please wash your own dishes or put them in the dishwasher, and do not leave food in the fridge for extended periods of time.

Please bring your own mug to work and use it for coffee and water. ICORD has provided some dishes for use by visitors and at events. If you borrow them, please return them as soon as you are finished.

Filtered water is available from the coolers in the 3rd floor lunchroom (cold/very hot) and the Rehab Gym (cold/room temperature). Bring your own cup or mug. If you're a coffee drinker, you can join the ICORD Coffee Club. For a very reasonable fee, you can have all the coffee you can drink (plus milk, sugar, stir sticks to go with it). See Katie in the Admin Area for details.

purchasing equipment and supplies

Please check with your supervisor or lab manager for information about how to purchase minor equipment and supplies. Major equipment purchases for the BSCC are managed by Dr. Nancy Thorogood (thorogood@icord.org).

posting notices

If you would like to post a notice in the elevators to advertise an upcoming event, please provide 2 hard copies to a member of the ICORD Admin Team. Notices can be posted on the bulletin boards in the lunchrooms and in the admin area on the 3rd floor. Please do not use scotch tape or tacks to attach posters directly to painted surfaces.

To request that your upcoming event be mentioned in the weekly **Blusson Buzz**, send the relevant information to admin@icord.org by 12pm Wednesdays.

If you would like to post a notice on the display screens throughout the building, please contact Cheryl (niamath@icord.org).

To post a study recruitment ad on the ICORD website, please complete the online form available at

<https://icord.org/study-submission/>

Please be sure to notify Cheryl or email studies@icord.org once your study is complete and no longer recruiting.

housekeeping

VGH provides housekeeping services in the BSCC. Common areas are cleaned throughout the day. Offices and labs are cleaned after hours. Evening cleaners have been instructed not to touch computers and electronic equipment. Desks will not be dusted unless the space has been cleared.

If you have a housekeeping emergency (like a non-hazardous spill) please call the Housekeeping call centre at 1-844-372-1959. For emergency hazardous spills, call the VCH Emergency/After Hours line at 604-875-4111 x 62601.

security

Paladin provides Security for the BSCC along with the rest of the VGH campus. Paladin personnel patrol the BSCC regularly.

Dial 5800 or 88 to reach Security in an emergency.

Dial 4777 for non-emergency calls.

maintenance

building: If you notice anything about the building that should be fixed/changed/adjusted, please report these to bscc-maintenance@icord.org.

IT: If you are having problems with the network, please contact a member of the ICORD Admin Team for assistance or email medit.servicedesk@ubc.ca

general building etiquette

- UBC requires anyone working in a lab to wear long, loose-fitting pants, full-covering shoes and lab coats, and have long hair tied back.
- please do not let strangers into the building after hours, and make sure exterior doors close behind you when you leave.
- if you find someone in the building who seems to need help, please take them to the 3rd floor admin area.
- if you see anyone suspicious in the building after hours, or in card-access-only areas any time, please ask to see their ID tag or contact Security.

fitness options @ BSCC

The Yuel Family Physical Activity Research Centre (PARC) opened in May 2013. BSCC students, faculty and staff interested in using the exercise equipment should email parc@icord.org to register. Use of the facility is free. A brief orientation to the equipment is required. The facility is open for use before 10am and after 6pm on Mondays, Wednesdays, and Fridays, after 7pm on Tuesdays and Thursdays, after 3pm on Saturdays, and anytime on Sundays.

Fitness classes:

Combination yoga/pilates classes are offered in the BSCC. Taught by professional instructors, these classes focus on core conditioning and flexibility. Participants pay a small fee to cover class costs. For information on current and upcoming sessions, please watch for updates in the ***Blusson Buzz*** or contact Cheryl (niamath@icord.org).

room + equipment bookings

To book the Atrium or Lecture Hall:

Contact bookings@icord.org to check availability and request a BSCC Booking Request form. Complete the form and send it to bookings@icord.org or drop it off in the ICORD Admin Office. Your booking will be confirmed by e-mail.

The Lecture Hall has a maximum capacity of 80 when set up theatre-style, 30 when set up classroom-style, and 22 when set up boardroom-style.

To book the meeting rooms on the 3rd, 4th and 5th floors:

- For a meeting during the current week: sign up on the schedule outside the meeting room.
- For a meeting at least one week in the future: sign up in the bookings binder on the bookshelf outside Room 3303 or e-mail bookings@icord.org.

To book A/V equipment

To book the LCD projector or a conference phone, e-mail bookings@icord.org.

Built-in screens and projectors with VGA & HDMI connections are installed in the lecture hall, and VGA screens in the 3rd, 4th & 5th floor meeting rooms. Microphones are also available to be signed out. Instructions for using this A/V equipment will be provided to you when you book a room.

To book procedure rooms/equipment in the basement:

ICORD has various communal research equipment/procedure rooms available for booking. Contact your supervisor or lab manager to learn how to access them.

what to do if you are injured at work

If you suffer an injury while you are working in the BSCC, please:

- dial 5800 for first aid (if necessary)
- immediately (or within 24 hours), inform your supervisor about the incident: time, location, what happened. In addition, you should report the incident to your Local Safety Team representative.
- Make a CAIRS report on UBC website (https://www.cairs.ubc.ca/public_page.php) as soon as possible. If you don't know how to or can't due to the injury, ask your supervisor, safety representative or co-worker for help.
- additional information will be provided to you about filing a WorkSafeBC claim if the incident involved serious injury or time off work.

what to do if you have an accident

If you have an accident that results in damage to the building or equipment, please:

- dial 5800 if your accident has resulted in a hazardous spill and it is too large to easily contain using a spill kit
 - immediately inform your supervisor, as well as Yuan Jiang, about the incident: time, location, what happened. Take pictures of the incident and send to the Yuan by email.
 - if equipment has been damaged or is unsafe, please secure it or post notices to let others know
- * *If you notice any unsafe conditions or practices in the BSCC, immediately inform Yuan Jiang or a member of the your local safety team.***

BSCC fire wardens

Please contact a fire warden on your floor if you have any questions about the fire response plan.

Basement - Liz Raffaele, Min Lu

Level 1 - Milly Zaletelj

Level 3 - Alison Williams, Katie Ashwell, Yuan Jiang

Level 4 - Hongyan Zhao, Brittney Smaila, Nafise Amiri

Level 5 - Luis Dias, Xianghong Shan, Farah Samadi-Bahrami

health + safety

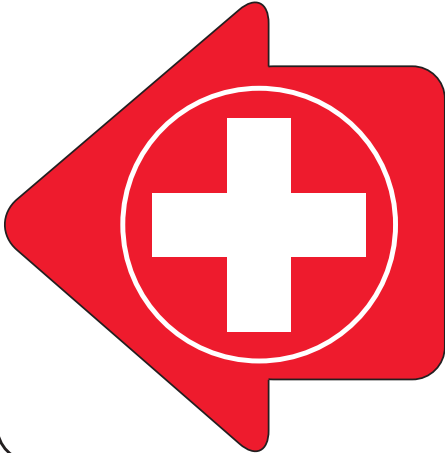
The Local Safety Team (LST) promotes health and safety in your workplace. There is an LST bulletin board near the bike room, where meeting minutes and accident forms are posted. If you have any questions or concerns, please contact a committee member.

first aid + laboratory spill kits

Paladin Security provides first aid for the BSCC. If anyone is injured inside the building and requires first aid, please call Paladin (dial 5800 from a local phone or 604-677-3672 from a cell phone). Individual labs might have some medical supplies such as band-aids for minor injuries. Please check with your lab manager or drop by the 3rd floor Admin area. Emergency spill kits are located in the basement, and on the 4th and 5th floors. These are for emergency use when containing hazardous spills. Please ask for training from an LST member.

Follow these signs to find first aid and spill kits:

Emergency First Aid



Emergency Spill Kit



what to do in case of fire

If you discover a fire

or suspect the presence of fire or are present when someone discovers a fire, **remain calm** and follow the **R.A.C.E. Procedure**:

R Remove people from immediate danger.
Shout "Fire!" and tell people to get out. Provide assistance to people who are not capable of evacuating by themselves.

A Activate the nearest manual fire alarm pull station
to sound the Fire Alarm. **Dial 88** (Switchboard) and state: "CODE RED at Blusson Pavilion, Floor ____, Room Number ____" **Provide as much information about the fire emergency as you can.**

C Contain the fire. Close all the doors and windows in the room of fire origin, and adjacent areas, to help contain the fire. ***If possible, shut off fans, and electrical equipment in the room. Close all other doors and windows in the affected area.***

E Evacuate those in immediate danger. Follow instructions of floor Fire Wardens. Move all staff and visitors out of the fire zone to the nearest emergency exit stairway. Ensure that all occupants are evacuated and the doors are closed on exit.

- Proceed to the designated assembly point located in the parking lot at the northeast corner of the building
- Building emergency exit stairways are designed as "areas of refuge" and provide a safe environment during the building evacuation. ***Do not run or panic.***
- The south emergency exit contains an emergency elevator that will continue to operate during the fire emergency. Proceed to this exit if unable to use the stairs.
- Once you've evacuated, do not re-enter the building unless told it is safe by the Fire Department or Security.

Extinguish the fire if the fire is small and it is safe to do so. If you feel unsafe at anytime while attempting to extinguish the fire, put the extinguisher down and exit the building. Do not forget to close the door(s) to the affected room or area.

please read the BSCC Fire Plan for complete information

using a fire extinguisher

When using a fire extinguisher, remember to PASS



Pull the pin



Aim the nozzle



Squeeze the handle



Sweep at the base of the fire

ICORD admin staff are here to help

Please use this list as a guide, but remember that any Admin Staff member will do their best to assist if you need help.



Katie Ashwell (Senior Admin Assistant)
ashwell@icord.org / local 5-8810

Contact Katie if you need help with: booking the Lecture Hall or Atrium; new e-mail addresses; building-wide announcements; submissions to the Blusson Buzz.



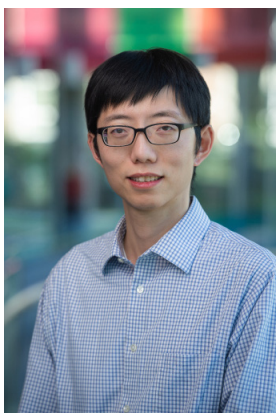
Chandelle Coleman (Finance Coordinator)
coleman@icord.org / local 5-8833

Contact if you need help with: travel reimbursements for yourself or others; expense repayments for yourself or others; invoice payments.



Zack Grant (Facilities Assistant)
zack.grant@ubc.org / local 5-8826

Contact Zack if you have questions about: building access; automatic door or elevator problems; couriers or mail; parking passes for research participants.



Yuan Jiang (Facilities Manager & Local Safety Team chair)
jiang@icord.org / local 5-8854

Contact Yuan if you need help with: facilities issues; vivarium orientation / access; equipment issues, safety concerns; supply issues.



Nancy Thorogood (Managing Director)

thorogood@icord.org / local 5-8811

Contact Nancy if you need help with: facilities issues; UBC or ICORD policy questions; major scientific equipment purchases; ICORD seminars; Trainee Travel Awards.



Cheryl Niamath (Communications & Administrative Manager)

niamath@icord.org / local 5-8844

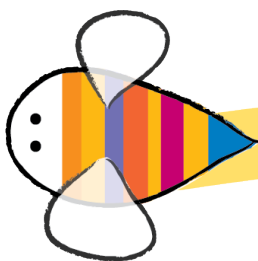
Contact Cheryl if you need help with: UBC HR or Payroll issues; UBC or ICORD policy questions; ICORD or BSCC events; LCD displays in the BSCC; media releases, other internal and external communications (including web site); graphic design, posters, displays.



Brian Kwon (Director) / brian.kwon@ubc.ca

Contact Dr. Kwon if you have questions about: ICORD membership for PIs, Investigators and Associate Members; Faculty appointments / promotions; UBC or ICORD policy questions; fundraising.

how to find out what's going on

read :  *the blusson buzz*

for the latest BSCC news. Find out about upcoming events and special offers for all occupants of the Blusson Spinal Cord Centre. The **Blusson Buzz** is an informal **weekly e-mail newsletter** produced by the ICORD Admin Office. If you are an ICORDian in the BSCC, you should be receiving this publication automatically. If you are not receiving it, please please contact Katie (ashwell@icord.org or 604-675-8810) to be added to the list.

Check out **ICORD's web site** (www.icord.org) for general ICORD news, announcements, and information about research projects, events and people. To post an item on the web site, please contact Cheryl (niamath@icord.org).



Post your research study online: icord.org/study-submission/
Access logos and handbook: icord.org/documents-2/

