

Alice Virginia & David W. Fletcher
Foundation Conference Center

GUIDELINES





Welcome to the Alice Virginia & David W. Fletcher Foundation Conference Center

Located in the D.M. Bowman Academic Hall at the Meritus School of Osteopathic Medicine (MSOM) in Hagerstown, Maryland, our conference center is a premier venue for medical conferences, educational workshops, and community events. With a versatile, six-way divisible space accommodating up to 1,000 attendees, cutting-edge audiovisual technology, and in-house catering, we are committed to delivering exceptional experiences. This handbook outlines policies and procedures to ensure your event is successful and aligns with our mission to advance healthcare education and community engagement.

THE ALICE VIRGINIA & DAVID W. FLETCHER FOUNDATION CONFERENCE CENTER



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Booking and Reservations

- **Reservation Process:** All events must be booked through the Conference Center Coordinator, Amber Burdick, at least 30 days in advance. Submit a request via the reservation inquiry form on the MSOM.org website, or email Amber.Burdick@msom.org
- **Availability:** The conference center is available for academic, professional and community events subject to MSOM's academic calendar. Priority is given to MSOM- related activities.
- **Deposits and Fees:** A deposit of 50% is due at the time of booking. This deposit becomes non-refundable 30 days prior to the event date. Full payment is due 7 days prior to the event. Additional fees may apply for the use of specialized equipment.
- **Cancellations:** Notify the event coordinator in writing at least 30 days prior to the event for the deposit to be refunded.
- **Event Approval:** Events must align with MSOM's mission of fostering socially responsible, community-oriented health care and will be approved by senior management. The coordinator reserves the right to review and approve event content. Approved events may use the MSOM logo to identify their event location. To display or hang signage, you must first gain written approval from the conference center.



Facility Usage Guidelines

- **Capacity:** The conference center can be configured into six divisible spaces, with a maximum capacity of 1,000 attendees in a theater-style setup. Contact the coordinator for layout options.
- **Hours of Operation:** Standard hours are 7 a.m. to 9 p.m., Monday through Saturday. Sunday and after-hours events require prior approval and may incur additional fees.
- **Setup and Cleanup:** MSOM staff will handle room setup and basic cleanup. Organizers are responsible for removing personal items and decorations post-event. Excessive cleanup may result in additional charges.
- **Prohibited Items:** Smoking, open flames, confetti, glitter and adhesive materials (e.g., tape on walls) are prohibited. Alcohol is permitted only with prior approval and use of the conference center bar services.
- **Damages:** Organizers are liable for any damage to the facility or equipment. A pre- and post-event inspection will be conducted with the event organizer.



Audiovisual and Technology Services

- **Equipment:** The conference center is equipped with high-definition projectors, wireless microphones, podiums and hybrid meeting capabilities (e.g., Teams, Zoom and Webex integration). Request specific AV needs at time of booking.
- **Technical Support:** On-site AV technicians are available during events. Schedule a pre-event tech rehearsal at least 7 days in advance.
- **Wi-Fi Access:** Complimentary high-speed Wi-Fi is provided. Access codes will be shared with organizers 48 hours before the event.
- **Usage Guidelines:** Only MSOM-approved technicians may operate built-in AV systems. External AV equipment requires prior approval.
- **Recording and Streaming:** Event recording or live-streaming must be arranged in advance. Organizers are responsible for obtaining participant consent for recordings.
- **Photographer:** An onsite photographer can be hired for an additional charge.



In-House Catering Services

- **Exclusive Catering:** All food and beverage services must be provided by MSOM's in-house catering team. Outside food is prohibited.
- **Menu Selection:** Choose from a variety of customizable menus, including healthy, sustainable options and accommodations for dietary restrictions (e.g., gluten-free, vegan). Submit menu selections 14 days prior.
- **Service Options:** Available formats include buffet style, stations or pre-made meals.
- **Billing:** Catering costs are invoiced separately and due 7 days before the event. Final headcount is required 72 hours in advance.
- **Sustainability:** MSOM prioritizes locally sourced ingredients and compostable serve ware to minimize environmental impact.



Safety and Emergency Procedures

- **Emergency Exits:** Familiarize yourself with posted exit routes and assembly points outside the conference center. Exits must remain unobstructed.
- **First Aid:** A basic first aid kit is available at the reception desk. For medical emergencies, dial 911 and notify MSOM staff immediately.
- **Fire Safety:** In case of a fire alarm, evacuate calmly and follow staff instructions. Fire extinguishers are located throughout the facility.
- **Security:** MSOM provides on-site security during events. Report suspicious activity to the coordinator or security personnel.
- **Incident Reporting:** All accidents or incidents must be reported to the coordinator within 24 hours using the Incident Report Form (available at the reception desk).



Accessibility and Accommodations

- **ADA Compliance:** The conference center is fully accessible, with ramps, elevators and designated seating areas. Request specific accommodations at booking.
- **Restrooms:** Accessible restrooms are located on each floor.
- **Service Animals:** Trained service animals are permitted with prior notification. Emotional support animals require approval.
- **Hearing and Visual Aids:** Assistive listening devices and large-print materials are available upon request, with 7 days' notice.

Medical Center Campus



Parking

- **Free parking** is available in the MSOM parking lot. Reserved spaces for accessibility needs are marked. Please park in the yellow highlighted spaces on the parking map.



Code of Conduct

- **Respectful Behavior:** All attendees must treat others with respect, free from harassment or discrimination based on race, gender, religion or other protected characteristics.
- **Professionalism:** Events should uphold MSOM's values of professionalism and community orientation. Disruptive behavior may result in removal from the premises.
- **Photography:** Organizers must inform attendees if photography or videography will occur. Signage indicating recording is recommended.
- **Compliance:** All attendees must comply with federal, state and local laws, as well as MSOM policies.

Sustainability Practices

- **Waste Reduction:** Use provided recycling and composting bins. Digital handouts are encouraged to minimize paper waste.
- **Energy Conservation:** Lights and AV equipment will be turned off when not in use. Organizations should report any unnecessary energy use to staff.
- **Green Events:** MSOM supports eco-friendly events. Request guidance on sustainable practices during planning.



Contact Information

- **Conference Center Coordinator:** Amber Burdick
- **Email:** Amber.Burdick@msom.org
- **Phone:** 240-452-6993
- **Office Hours:** Monday-Friday 7 a.m. - 3 p.m.
- **Emergency Contact:** Meritus Medical Center Security
- **Phone:** 301-790-8000 (24/7)
- **Website:** msom.org

Additional Notes

- **Feedback:** We value your input. Complete the post-event survey (emailed within 48 hours) to help us improve.
- **Updates:** This handbook is subject to change. Check msom.org for the latest version before your event.
- **Liability:** MSOM is not responsible for lost or stolen items. Secure valuables and use the provided coat racks at your own risk.



Thank You!

Thank you for choosing the Alice Virginia & David W. Fletcher Foundation Conference Center! We are honored to host your event and support your goals. By adhering to these guidelines, you help us maintain a safe, professional and welcoming environment for all. For further assistance, contact our team! We are here to make your event a success!



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msom.org