

	Neurodevelopment & Psychosis Section <i>Department of Psychiatry</i>	Date: 05/22/2024 Version #: 1.0
Faculty and Staff Handbook		SOP

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Welcome to Penn

Welcome to the University of Pennsylvania and congratulations on your new position! You are joining a workforce of over [20,000](#) (!!) staff and faculty and it can be overwhelming with all the information that is out there. Moreover, many people initially are confused as to where, as a faculty or staff member within the Neurodevelopment & Psychosis Section, we sit within this large institution and where to turn for information. Let's dive in!

The University of Pennsylvania (commonly referred to as Penn or UPenn) is composed of both an **academic institution** (the University) and a **hospital system**, which includes the University of Pennsylvania Health System (UPHS) and the Perelman School of Medicine (PSOM). UPHS and PSOM are also collectively referred to as Penn Medicine.

Even though you will likely be issued a UPHS account, work under PSOM, have “pennmedicine” in your email, and you may even sit in the hospital, you are a part of the University. It's confusing! But the important thing to remember is that **you are a University employee, which means you follow University policies** (such as snow days and the Special Winter Vacation) **and receive University benefits, salaries, etc.** UPHS has different policies and benefits that **do not** apply to you.

A great place to start is with **Penn's Orientation and Onboarding** page linked [here](#). There are many different **public** tabs and links within this website where you can read more about **staff benefits, HR and other policies, parking and commuting information**, and **other helpful resources**.

Another useful resource is the **U@Penn portal**. You can review it [here](#); however, many tabs and links require your PennKey log in (further described below).

Also of note, you may have been hired as a CHOP employee but work for our Section. We have included CHOP specific information in this handbook as well.

How to get to Penn and Penn Commuter Benefits

As further described below, our Penn offices are located on the **University City** campus. We are easily accessible via public transportation (e.g., bus, trolley, subway, regional rail – you can read more [here](#) for all public transportation options), walking if living in nearby neighborhoods, biking, and/or driving.

There are also a number of transit and commuter benefits for staff, which you can read about [here](#). Please note that for some of the benefits below, the enrollment period ends the 15th of the month. Therefore, you must enroll prior to the 15th to receive the benefits by the following 1st of the next month. If you enroll the 16th of the month or after, you will not receive the benefits until the 1st of the

following month (for example if you enroll on May 16th, you will **not** receive the benefit until July 1st).

Briefly, full-time benefits eligible employees receive a **50% discount** (maximum \$105/month) on most Philadelphia based regional transportation products.

Penn Bus ([East](#) and [West](#)) operates Monday through Friday from 4pm to 11pm year-round except for holidays. You can ride Penn Bus for free with your Penn ID.

The [Penn Bike Commuter Expense Reimbursement Program](#) offers bicycle commuting expenses to qualified faculty and staff for any out-of-pocket eligible **expenses up to \$240 annually**.

Eligible employees also receive discounted parking options; however, please note that there is a very high demand for parking on campus and most lots are operating on a wait list. To register for a monthly permit, follow the steps [here](#). You can see possible parking options around campus on this map [here](#).

CHOP Commuter Benefits

Through WageWorks, CHOP offers commuter benefits and will subsidize 75% of your commuting costs up to \$150 per month. However, this only applies to public transportation benefits, not parking or other commuting expenses. CHOP does offer pre-tax payroll deductions for the cost of parking at their garages though. You can read more about how to enroll in commuter benefits and apply for parking [here](#). (Note: You may need to be connected to CHOP intranet via VPN for some of the links on the page to work.)

Where to eat at Penn

There are communal fridges where you can store your lunch if you pack. There are also numerous places to eat around campus, all within a 5–10-minute walk, ranging from food trucks (cash only but some accept Venmo), food halls (e.g., *Franklin's Table*, *Houston Hall*), hospital cafeterias (e.g., *HUP cafeteria*, *Green Family Commons in the Pavilion*), and fast food options (e.g., *Jimmy John's*, *Wawa*).

Penn Benefits & Perks

There are many “Penn Perks” you will receive as a Penn employee. Penn’s comprehensive total rewards package is one of the most competitive in higher education. You can read about these benefits [here](#).

Penn faculty and staff can also take advantage of special discounts on a range of products and services including cars, computers, cell phones, fitness clubs,

home mortgages, and tickets to Penn and other Philadelphia sports games (sometimes even including play-off games!). You can read about these additional deals [here](#). You can download a PDF for a quick glance at many of the Penn Perks you have access to as a Penn employee (see screenshots below).

Every year there is a *Be in the Know* wellness campaign, which invites you into a healthier year and provides comprehensive programs, resources, and rewards up to \$300 to support your health and well-being and connect with the Penn community. *Be in the Know* continues to partner with Virgin Pulse, Penn's wellness platform provider, who offers an array of online well-being solutions and a robust rewards program, plus tracks your campaign progress. You can read more about it [here](#).

We also have access to an ancestry library through Penn Libraries, which you can read about [here](#).

Penn Perks

Live. Work. Play.



Explore Discounts

Go to [Deals@Penn](#) for details on most discounts

YouDecide
Financial Services
Home Ownership Services
Car & Auto
Cell Phone Service
Pet Care
Penn Bookstore
YMCA Memberships
GlobalFit Fitness Centers
Travel Reservations
Ancestry.com



Join an Organization

Penn Women's Center
Makuu Black Cultural Center
LGBT Center
Pan-Asian American Community House
La Casa Latina
Greenfield Intercultural Center
Penn Professional Staff Assembly (PPSA)
Weekly Paid Professional Staff Assembly (WPPSA)
SALT - Student Affairs Leadership Team
Eco-Rep Program
Kelly Writers House



Enjoy Arts, Entertainment & Sports

Institute of Contemporary Art
Arthur Ross Gallery
Penn Museum
Annenberg Center for the Performing Arts
Department of Music
WXPB Free@Noon Concerts - World Cafe Live
Ice Rink
Dance Lessons
Morris Arboretum
Penn Athletics
Awards & Appreciation



Penn Perks

Live. Work. Play.



Participate in Wellness & Work-life Programs

Campus Rec (Health & Fitness Centers)
Be in the Know Program
Health Advocate
Preventative Care (Annual Flu Shot)
Weight Watchers at Penn
Tobacco Cessation Program
Employee Assistance Program (EAP)
Wellness Workshops
Flex Work Options
Starting or Growing Your Family
Adoption Assistance
New Child Benefits
Paid Parental Leave
Lactation Support Program
Dependent Care for Children & Elders



Get Around Campus

Parking Permits & Passes
Emergency Ride Home
Ride Sharing (Carpool or Vanpool)
Rail Passes (Septa, Patco, etc.)
LUCY (Septa Loop Through University City)
Cyclist Resources
Bike Commuter Reimbursement Program
Maps (Campus and Transportation)
Tour of Campus (Walking w/ Cell Phone)
Tour of Campus (Virtual)
University Club
Food Trucks
University Square Farmer's Market
University City District Restaurants
On-campus Dining



CHOP Benefits & Perks

CHOP offers a variety of employee programs, including [family support programs](#), [discount programs](#) for everything from travel to car purchases, [expectant parent support and parental leave](#), [lactation support including pump discounts and rentals](#), [health advocates](#), [fitness and weight management programs](#), an employee [fitness center](#), [health coaching](#), an [employee assistance program](#) that offers five sessions of free counseling, and a [well-being program](#) that offers support groups and work-life balance programs. You can read about these, and other CHOP employee benefits, [here](#). (Note: You may need to be connected to CHOP intranet via VPN for this link on the page to work.)

Penn Resources

There are a number of free resources available to the Penn community, which you can read about [here](#).

If you have any Penn related questions (e.g., benefits questions, password resets), **Penn's Solution Center** (see [here](#)) is a hub that provides timely answers and referrals for the Penn community. You can submit a ticket on their website or call them at [\(215\) 898-7372](tel:2158987372).

For a quick review of Penn related news and updates, see the "myHR" page [here](#). You will also receive these updates via email once you are added to the appropriate listserve.

There are also several resources for prospective staff such as area tours, temporary housing needs, apartment rentals, etc. You can read more about them [here](#).

There are also a number of safety and wellness resources and policies. See below for the full list:

HUP Security: 215-662-2677 (COPS)

***Save this number to your work/personal cell if you work with research participants. If staff are running visits during non-business hours, they will call HUP security and ask them to do extra rounds on the floor in an abundance of caution.*

Penn Security: 215-573-3333

CHOP Main Hospital: 1-800-879-2467

HUP Occupational Health: 215-316-5151 (2 Ravdin)

Penn Division of Human Resources: Staff and Labor Relations Office

600 Franklin Building, 3451 Walnut Street

Tel: 215-898-6093; 215-898-6019

CHOP Human Resources

For human resources policies and the HR service center (used to contact an HR representative), visit their [page](#). (Note: You may need to be connected to CHOP intranet via VPN for this link on the page to work.)

Special Services Unit in the Division of Public Safety (Confidential) (24/7)

4040 Chestnut Street

24 Hour Helpline: 215-898-6600

- Special Services offers comprehensive victim support for any member of the University community who experiences interpersonal violence. Special Services has advocates on call 24-hours a day who provide options for counseling, hospital and court accompaniment and take formal police reports.

Penn Violence Prevention (Confidential)

3611 Locust Walk

Tel: 215-746-2642

- Penn Violence Prevention is a collaborative program that aims to engage the Penn community in the prevention of sexual violence, relationship violence, stalking, and sexual harassment on campus through educational programming.

Office of the Ombuds (Confidential)

113 Duhring Wing, 236 S. 34th Street

Tel: 215-898-8261

- The Office of the Ombuds is a confidential and neutral resource for students, staff and faculty. The Ombuds assists with the management of conflict, dispute resolution, and problem solving.

Lesbian Gay Bisexual Transgender (LGBT) Center (Confidential)

Carriage House, 3907 Spruce Street

Tel: 215-898-5044

- The LGBT Center provides advocacy, education, outreach, and support for and concerning Penn's lesbian, gay, bisexual, transgender, and queer communities. The staff is trained to support survivors of interpersonal violence, or anyone struggling with related issues in a safe and confidential manner.

Penn's Women Center (Confidential)

3643 Locust Walk

Tel: 215-898-8611

- PWC provides confidential crisis/options, counseling as well as referrals related to a wide range of issues including (but not limited to): Gender-based harassment, sexual violence, relationship violence, stalking, discrimination, parenting/lactation issues, and abortion.

African American Resource Center (Confidential)

3643 Locust Walk
Tel: 215-898-0104

- The African American Resource Center (AARC) provides advocacy, counseling, information, referrals, workshops, and informational sessions for all members of the Penn community with a particular focus on those of African descent.

The Office of the Chaplain (Confidential)

240 Houston Hall
Tel: 215-898-8456

- The Office of the Chaplain offers pastoral support, guidance, and informal advising and counseling to all members of the Penn community in a safe and confidential manner. The Office of the Chaplain is part of a wider community of support here at Penn. There are many resources available for students, faculty or staff in need; you can see a partial list of these resources on our website. If you are unsure of the best resource for your situation, we are glad to help guide you to the best place.

Employee Assistance Program (EAP) (Confidential) (24/7)

Tel: 866-799-2329

- EAP provides eligible faculty and staff and their families access to free, confidential, 24/7 counseling and referral services for personal and professional life issues from any location. The Health Advocate EAP counselors will connect you with the right experts at the right time: masters level clinicians, work/life specialists, medical bill negotiators, and financial and legal professionals. In addition, Health Advocate offers multi-language capabilities.

Restorative Practices @ Penn (RP@P)

- Restorative Practices @ Penn (RP@P) works with students, staff, and faculty at the University of Pennsylvania to promote healing, accountability, and community building. The work of Restorative Practices (RP) is informed by values and principles which emphasize the importance of involving those most affected in any given situation, the inherent worth of all individuals, and our interconnectedness. Drawing from a diverse web of roots, including practices of various Indigenous peoples of North America, Australia, and New Zealand RP@P works to promote right relationships between people. We are inspired by Indigenous models of relationality, reciprocity, and mutual obligation and seek to apply these in practices of RP.

Sexual Harassment Policy

<https://catalog.upenn.edu/pennbook/sexual-misconduct-resource-offices-complaint-procedures/>

Sexual Violence, Relationship Violence and Stalking Policy

<http://www.upenn.edu/almanac/between/2016/070116-of-record.html#violence>

Equal Opportunity and Affirmative Action Policy and Nondiscrimination Statement

<https://oaaeop.upenn.edu/about#:~:text=The%20University%20of%20Pennsylvania%20prohibits,any%20other%20legally%20protected%20class>

CHOP Policy Manual

CHOP's Administrative policies manual and Human Resources Policies and Procedures manual can be found [here](#). (Note: You may need to be connected to CHOP intranet via VPN for this link on the page to work.)

Penn PTO, Sick Time, and Other Time Off

You can read about Penn's generous time off [here](#).

Briefly, upon hire you have **5 days of Paid Time Off (PTO)**. After your [introductory period](#), which consists of the first four months of employment (3 months for internal hires), you accrue **1.25 days/month** with your first 0-2 years of service. This increases to **1.83 days/month** with 2-3 years of service and then to **2 days/month** with 3 or more years of service.

You accrue **1 sick day/month** (this does not increase with years of service).

You also have time off for bereavement, jury duty, disability, and other reasons found at the link included above.

The University also offers a "**Special Winter Vacation**" where the weekdays between Christmas Day and New Year's Day are observed as "days off", affording staff members the opportunity to enjoy well-deserved time off with pay. Each year the Vice President for HR announces the dates on which the special winter vacation is observed.

Lastly, at times, Clinical Research Coordinators (CRCs) may work evenings and weekends as needed/requested by participants. To accommodate this, we have an informal "**flex system**", which allows staff to accumulate flex time for later use. For example, if scheduled for evenings, staff can adjust their hours by starting later or working longer and using that accrued flex time at a later date. Similarly, weekend work can be compensated with a day off in the following week(s). The Clinical Research Manager (CRM) will provide access to the flex time tracker.

CHOP PPL (paid personal leave) and Other Time Off

For details about the types and amount of leave CHOP offers, visit their webpage [here](#). CHOP does not distinguish between sick days and paid personal days – they are all counted as paid personal days. The amount of paid personal days you accrue, and how many you can carry over per year, depend on the length of time you've been employed. (Note: You may need to be connected to CHOP intranet via VPN for this link on the page to work.)

Hybrid Policy

The University currently allows for Flexible Work Arrangements where staff can work up to two days per week remotely. However, please note your specific supervisor and/or lab within the Section may have different requirements regarding hybrid work and you should confirm with them on your first day (or before your start date).

All hybrid/flexible work schedules must be submitted in Workday and approved by your supervisor, the Psychiatry Business Office, as well as the by the Dean, Vice President, or Vice Provost of the School or Center. Hybrid/flexible work arrangements should be reviewed annually and may be changed/terminated at any time. You can access instructions on submitting a flexible work arrangement [here](#) (PennKey login required).

You can read more about Penn's general policy regarding hybrid work arrangements [here](#), among other policies related to flexible, hybrid, and remote work arrangements.

Welcome to the N&P Section

Now that you've been introduced to Penn and CHOP, we wanted to officially and specifically welcome you to the **Neurodevelopment and Psychosis Section!** You can read more about us [here](#). We are one of six Sections within Perelman School of Medicine (PSOM) Department of Psychiatry, which you can read more about [here](#).

Our Section is made up of a number of faculty from Penn and CHOP who have their own labs or centers all with the common goal of studying the brain and behavior in health and disease with an expertise in utilizing neurocognitive assessments, neuroimaging, clinical and basic neurosciences, and genomics. Specifically, our labs aim to advance the understanding and treatment of complex brain disorders such as developmental disorders, schizophrenia and related psychotic disorders, and psychosis-risk syndromes.

We also have several “cores” within our Section that help make our research possible such as the Clinical Core, the Data Core (BIT), the CNB team, the Neuroimaging and Cognitive Core (NICC), and the Administrative Core, which also includes our finance team.

Our funding and support draw from several types of grants such as program projects/cooperative agreements (e.g., P50, U01), research grants (e.g., R01, R03, R21), career development awards (e.g., K08, K23), research training and fellowships (e.g., T90), industry-sponsored, foundations, and gift donations.

Office Locations

Half of our Section is located on the **10th floor of Gates Pavilion** in the Hospital of the University of Pennsylvania (HUP) (3400 Spruce Street) while the other half of our team is in the **Richards Medical Research Laboratories** on the 5th floor (3700 Hamilton Walk). The Spruce Street Entrance for Gates has since been closed and is now only an exit; staff need to enter at the Employee Entrance, which is right next to the Main Entrance. See the photo maps below:

Gates Pavilion:



Richards Building:



We typically run participant visits in our testing rooms (notated by different colors on the doors e.g., “Blue Room”, “Red Room”, etc.) on the 10th floor of Gates.

Within your first 1-2 weeks, you will learn both the inside and outside route to travel to and from both locations.

Meetings

We have a quarterly Section meeting via Zoom with all faculty, staff, and postdoctoral trainees and fellows, where we review new hires, pertinent updates, research findings, and so on. These meetings are typically on designated **Fridays at 11am** unless otherwise noted. Our HR liaison sends out the schedule of these meetings via email.

All other reoccurring meetings will be discussed with your specific team/lab.

Faculty and Staff Directory

You can read about Neurodevelopment & Psychosis Section faculty and their research [here](#). You can find Neurodevelopment & Psychosis Section staff [here](#).

You can read about the CHOP/Penn Lifespan Brain Institute [here](#).

Job Titles

Our Section is made up of a team of individuals who are all at different phases of their careers and come from different training or technical backgrounds. Below are common job titles held within our Section:

1. **Professor** (faculty): see [here](#)
2. **Associate Professor** (faculty): see [here](#)
3. **Assistant Professor** (faculty): see [here](#)
4. **Postdoc**: A postdoctoral appointee is a person who has recently earned a Ph.D., M.D. or equivalent doctoral degree, and who joins the University of Pennsylvania to perform research full-time under the supervision of a member of the faculty.
5. **Clinical Research Professionals** (CRPs): Clinical Research Professionals (CRPs) at Penn are integral members of the research team. The goal is to have highly trained, competent and motivated individuals in these roles. Below are common titles held by CRPs:
 - a. Clinical Research Coordinator (CRC)
 - b. Program Coordinator, Program Manager
 - c. Clinical Research Manager
 - d. Data Analyst
 - e. Clinical Research Nurse
 - f. Clinical Research or Administrative Directors, Associate Directors
 - g. Application Analyst

- h. Application Developer
- i. Programmer Analyst
- j. Business Administrator (BA)
- k. Grants Manager
- l. Systems Administrator
- 6. **Counseling Psychotherapist**
- 7. **Undergraduate Students**

Administrative Onboarding

Onboard@Penn

Typically, a couple of days before your start date you will meet with **Onboard@Penn** to review tax forms and payroll related items. You can read more about this process [here](#). Instructions for completing these onboarding steps will be electronically sent to the email address you provided on your CV or application. Scheduling an appointment at the above link is highly recommended. You will be instructed to bring specific forms to your appointment to confirm your identity and right to work in the United States.

The onboarding office will create a PennKey account and password for you (if one does not already exist).

Onboard@CHOP

You will receive emails with some onboarding instructions, such as setting up your password, accessing required trainings, selecting healthcare coverage, etc. Additional onboarding information, like CHOP's New Employee Roadmap, can be found [here](#). You will need to set up CHOP's second factor authentication to log in to any CHOP systems from outside their network (i.e. from your desk at Penn or at home). Instructions for how to set up CHOP VPN can be found [here](#).

Workday@Penn

During Onboard@Penn, you will also gain access to Workday. Workday provides unified finance, HR, and student/faculty lifecycle management cloud applications designed for the way people work in today's organizations. At Penn, Workday is used for onboarding, some trainings, managing employee data, payroll and PTO/sick time, completing annual appraisals, and managing other benefits.

Workday@CHOP

CHOP's Workday system is like Penn's but does not include payroll or logging PPL hours. You will use Workday to access learning, set up direct deposit, view your employee profile, and submit expenses for reimbursement. CHOP's Workday platform can be accessed [here](#). For logging PPL and approving your timecards, CHOP uses a system called Kronos. That system can be accessed [here](#).

Penn HIPAA and CITI

Prior to your first day, your direct supervisor will communicate to you where and when to arrive. Upon arrival on your first day, you will meet with our HR liaison to review administrative tasks. Your priority will be to complete HIPAA and CITI in the first 1-3 days.

HIPAA should be assigned to you in WorkDay in the first day or two, but if it is not, you can search for it under Learning in WorkDay by searching “Protecting Patient Information (HIPAA) (Annual Program)”.

You will complete **CITI** training here: <https://about.citiprogram.org>. You should register with your personal email, or if you already have an account, you can affiliate it with the University of Pennsylvania. You will need to complete the Basic Human Subjects Protections and can complete either the Social Behavioral OR Biomedical modules (don't do both).

If you are working on a federally funded research project (which you most likely are), you will also need to complete the **Good Clinical Practice** module on the CITI website. You can complete either the Social Behavioral OR Biomedical module (don't do both).

Once completed, send the certificates to our HR liaison. You cannot receive access to any databases or attend any meetings where PHI is discussed until these trainings are completed.

CHOP HIPAA and CITI

CHOP's mandatory onboarding trainings will include HIPAA training, along with other crucial privacy and safety trainings. You do not need to send completion certificates for these trainings to your CHOP manager, as they'll be able to see it in the system.

To complete CITI training for CHOP, go to <https://about.citiprogram.org/>, add CHOP as an affiliation, and complete the assigned trainings. You will need to complete the Basic Human Subjects Protections courses to participate in any research at both CHOP and Penn. When you affiliate with Penn, you will complete most of the required modules, but CHOP has a few other modules they require that will be assigned when you also add CHOP as an affiliation. You may choose to complete either the Biomedical modules or the Social Behavioral modules.

If you will be working on any federally funded projects, which is likely, you will also need to complete the Good Clinical Practice modules.

Once you've completed these trainings, please email your completion certificates to our Administrative Director.

PennKey and Penn Email

A **PennKey** and password are required to access many of the University's secured electronic services. A PennKey is an individual's username within the PennKey authentication system. Paired with an associated password, a PennKey

is required to authenticate your identity for access to many of Penn's networked systems and services. You can read more about your PennKey [here](#).

Penn provides an email account for all students, staff, and faculty with a PennKey. The **Penn email** is critical for subsequent onboarding steps such as IT onboarding, PMACS onboarding, etc.

Staff must be in Penn payroll to obtain these accounts. Our HR liaison will initiate required steps for you to obtain them.

CHOP Email

Your CHOP email can be accessed by going to outlook.chop.edu.

University Penn Card and PennID Number

The **Penn Card** is the official University of Pennsylvania identification card for students, faculty, staff, and other members of the Penn community. It is also used for many services including access to Penn buildings and receiving discounts such as a 10% discount at the Penn bookstore, 20% discount with Penn Vet, among other discounts and benefits that you can read about [here](#).

Below your name you will find three sets of numbers in the form of 6 digits, then 8 digits, then 2 digits. **The slightly larger 8-digit number is your Penn ID.** The 2 digits following it is the number of times your Penn Card has been issued. For example, if you lose your Penn Card once and get a new one, that two-digit number will change from "00" to "01".

Our HR liaison will initiate the steps for you to receive your PennCard. You typically will get this in the first 1-3 days, and you will pick it up on the 2nd floor of the Penn bookstore (3601 Walnut Street). You can read more about your PennCard [here](#).

Penn Hospital Identification Badge

All hospital staff and volunteers are required to wear an identification badge with their photograph, name, and department clearly printed on it. University personnel who work within any UPHS buildings (this includes Gates Pavilion) must obtain a HUP identification badge.

Our HR liaison will initiate the steps for you to receive your HUP ID badge. You typically will get this in the first 1-3 days, and you will pick it up in the employee entrance of HUP (3400 Spruce Street – follow signs for "Employee Entrance").

CHOP Hospital Identification Badge

All CHOP employees will receive email instructions for how to submit a picture for their badge and where to pick it up.

Keys

Typically, in your first 1-2 days, our HR liaison will provide you a set of keys for your needed spaces. Please see the Clinical Research Manager if you would like “key covers” or “tags” to help differentiate which key is for which space.

For Gates, you will need a key for the kitchen and if you run participant visits for the subject testing rooms. Staff bathrooms no longer need a key.

For Richards, you will use your Penn Card to enter the building and the office pods. Once you receive your Penn Card, our HR liaison will ensure you have needed access for Richards. Keys are only needed for the offices located inside the pods.

UPenn Emergency Notification System

You can read about the UPenn Emergency Notification System [here](#). To receive emergency notifications, you must ensure your information is up to date in the Penn directory. To do so, follow the below steps (**note you must have a PennKey to complete these steps**).

1. Access the Penn Directories via, <http://www.upenn.edu/directories>.
2. Click on “Update Directory Listings” and log in using your PennKey to update your personal information.

OR

1. Access U@Penn directly via, <http://www.upenn.edu/u@penn>.
2. Click on “My Directory Information” and log in using your PennKey to update your personal information.

Introductory Review Period

You can read more about the introductory review period [here](#). Briefly, this refers to the first four months of employment at the University and is used to determine if the staff member’s performance meets the expectations of the position and if continued employment is warranted. This period can be extended with prior approval from Staff and Labor Relations.

It is a three-step process where you will 1) meet with your supervisor to define your goals and expectations 2) meet after 2 months to check in on progress and 3) meet before the 4 months ends to close out the process.

Introduction Email

After receiving your Penn/CHOP email, please send a headshot and a brief bio to the Section’s HR liaison. Either our HR liaison or your supervisor will send this to

our Section-wide email list serve (i.e., Lab2 further described below). If you are a CHOP employee, please send to the Section's Administrative Director. Here are some sample bios:

Sample bio 1:

Dear all,

Please welcome Alexandra Barnes to the Section. Alexandra joined the ProNet team as a Clinical Research Assessment Coordinator.

Alexandra is a Clinical Research Coordinator on the ProNET study under Drs. Monica Calkins and Dan Wolf. Prior to her current position, she worked at the University of Wisconsin-Madison under Dr. Stacey Schaefer and Dr. Richard Davidson on the Affective Neuroscience Project of the Midlife in the U.S. study, as well as a related study that examined individual differences in the relationships between emotional time course and neuroanatomy, stress reactivity, biomarkers, cognition, and mental health. While working towards her B.A. in psychology and concentration in neuroscience at St. Olaf College, she conducted research on the neurophysiology of musical chills. She eventually plans to pursue a Ph.D. in Clinical Psychology and a career in Neuropsychology. Outside of work, Alexandra enjoys playing cello, listening to music, cooking, photography, and spending time outdoors with her dog.

She can be reached at [work email]

Sample bio 2:

Dear all,

Please welcome Lia Brodrick to the Section. Lia joins Ted's PennLINC Program as a clinical research coordinator.

Lia graduated with a B.A. in Psychology and a minor in Law & Society from the University of Pennsylvania in May 2022. While at Penn, Lia founded a chapter of the national nonprofit A Moment of Magic and spent much of her time dressed in costume visiting children's hospitals and other social service institutions. When not in full princess attire, Lia spent her time working with Dr. Adrian Raine on an honors thesis, assisting in the EDEN Lab under Dr. Becky Waller, and exploring Philadelphia. Her research focused on the association between parasympathetic response and psychopathic traits, and her thesis documented the mediating role of increased parasympathetic response during cognitive stress in the relationship between adverse childhood experiences and later psychopathy.

Lia plans to pursue Clinical Psychology, either a PhD or a Masters, and hopes to continue exploring and expanding her interest in behavioral disorders across development and the influence of adverse childhood experiences on adult outcomes. She can be reached at [work email]

Lab2 Email and Slack

You will be added to our Section-wide email list serve called “Lab2”. Our HR liaison will add you to this list serve prior to sending out your introduction email as referenced above.

During BIT onboarding (see below), you will also be added to our Section’s Slack platform, which is a messaging platform designed for teams, offering real-time communication, file sharing, and integration with various tools and services to streamline collaboration.

BIT Onboarding

BIT Onboarding steps are found [here](#).

Access to Essential Systems

Our HR liaison requires HIPAA and CITI training completion certificates, Penn ID Number, and PennKey to proceed.

Access will vary depending on job duties. Primary systems include **Saturn** (Section shared drive), **Oracle** (Section participant database), **Slack** (Section message board), **REDCap** (data collection platform), **DaySmart** (participant scheduling platform), **ClinCard** (participant payment platform), **PMACS LPC** and **CUBIC** (neuroimaging processing), **bbirepo1** (Section’s data repository server).

The general onboarding process is as follows:

1. New employee completes HIPAA/CITI/GCP modules and sends to HR liaison.
2. HR liaison submits the new user to the BIT team.
3. Systems administrator sets up Slack channel for new employee (i.e., #bit_onboarding_pennkey).
4. Supervisor Approval – the supervisor will receive an email to approve the new user.
5. New employee to meet with Systems Admin to onboard their PMACS laptop, set up Saturn, Slack, VPN, email, Zoom, bbirepo1, and work cell phone if needed.
6. If relevant, new employee to meet with Clinical Research Manager (CRM) to review Oracle, REDCap, DaySmart, ClinCard and payment procedures, and participant consent best practices.
 - a. Once this step is completed, the CRM will request access on your behalf. For any PI/lab managed REDCap projects, the lead coordinator can either grant access directly, or request access on the new employee’s #bit_onboarding_pennkey slack channel.
7. If relevant, new employee to meet with Administrative Director to review IRB policies and procedures and any CHOP specific onboarding such as

[CHOP NTP](#) to gain access to CHOP buildings or work on CHOP protocols.

8. Meanwhile, the new employee will also receive lab/PI specific training/orientation/onboarding throughout the above process such as reviewing lab specific SOPs, reviewing specific protocol documents, etc.

Administrative Onboarding Checklist

- ☐ Meet with Onboard@Penn (**typically before your start date**)
- ☐ Complete HIPAA and CITI modules (**first 1-3 days**) and send certificates to the Section's HR liaison and/or Administrative Director
- ☐ Obtain identification cards (PennCard, HUP ID/CHOP ID) and keys (**first 1-2 days**)
- ☐ Complete your introductory period review with your direct supervisor (**first 1-2 weeks**)
- ☐ Send headshot and brief bio to HR liaison, Administrative Director, or supervisor (**after receiving work email**).
- ☐ Update your contact information in Penn Directory/CHOP Workday – need PennKey (**first week**)
- ☐ Enroll in UPenn Emergency Notification System (**first week**)
- ☐ Complete general onboarding steps described above (Steps 1-7)
- ☐ Review Penn/CHOP benefits, resources, and other orientation information at the links provided in this handbook (**ongoing throughout onboarding**)

Data Security and Data Privacy

Security Policies

1. Please be VERY careful about not sending protected health information (PHI) in email, email attachments, slack or google sheets/docs, dropbox – while some of these third party services might be used by you, they are non-complaint as per the Penn/CHOP IRB.
2. Keep passwords confidential – no sharing
3. Do not store files containing sensitive institutional data or PHI on your laptop or desktop workstation.
4. If handling PHI, place computer screen/monitor so that PHI displayed on the screen is not visible to unauthorized personnel.
5. Do not leave your laptop unattended
6. If you are sending documents containing PHI from your computer to a printer, use printer that is in a secure area.
7. If you accidentally sent PHI or shared PHI when you were not supposed to, please immediately notify via email to your supervisor/ PI. The PI and sometimes the Section head along with IT lead will further send an email to privacy and security office at Penn (email: privacy@upenn.edu)
8. Report any loss, damage, malfunction, misplacement, or theft of the computer immediately to your PI and IT leads.
9. Please note that most of us while being Penn University employees are also UPHS or CHOP employees. When it comes to PHI and handling sensitive data, we follow the guidelines required by health systems.

Email Policy

Please be VERY careful about protected health information (PHI) sent in an email and **especially sending attachments containing PHI** via email. We underscore attachments because that is the way most breaches happen.

Whenever possible, **you should avoid transmitting PHI or other sensitive information in email** because there are many risks to using email. Here is a list of the 18 HIPAA identifiers:

1. Names
2. All geographical identifiers smaller than a state
3. Dates (other than year) directly related to an individual
 - a. **As soon as you link an ID with a date of procedure this becomes PHI. For example, the following would be considered PHI and would need to be treated as such: BBLID 10 completed an MRI on 05/09/2024.**
 - b. **Dates used for scheduling purposes, or “future events”, are not considered PHI because the procedure dates have not happened yet.**
4. Phone Numbers

5. Fax numbers
6. Email addresses
7. Social Security numbers
8. Medical record numbers
9. Health insurance beneficiary numbers
10. Account numbers
11. Certificate/license numbers
12. Vehicle identifiers and serial numbers, including license plate numbers
13. Device identifiers and serial numbers
14. Web Uniform Resource Locators (URLs)
15. Internet Protocol (IP) address numbers
16. Biometric identifiers, including finger, retinal and voice prints
17. Full face photographic images and any comparable images
18. Any other unique identifying number, characteristic, or code except the unique code assigned by the investigator to code the data

We have both CHOP and Penn employees within our Section, and we also have people who forward emails to third party email providers like google/gmail. There are different rules when it comes to different institutions on using outside institution supported email clients. Penn and CHOP policies both do not consider email outside the institution as secure.

Here are some practices to follow if using institution email to share PHI.

If you are a Penn employee and sending email via your pennmedicine email account, adding [encrypt] to the beginning of the subject of emails will make it a secure email that will require the recipient to use Cisco Registered Email Service to open (free, password protected).

If you are a CHOP employee and sending email via your CHOP e-mail account, you can email information to recipients outside the organization in a secure and confidential manner by adding [SEND SECURE] in the subject line of an email message in order to create an encrypted message for all recipients outside the Hospital e-mail system.

If you need to send someone a csv or excel file that has PHI in it, here are some information security don't's and do's.

Don't's

1. Don't email it
2. Don't use Google Docs/ Google Spreadsheet to share it
3. Don't Slack it

Do's

1. Save to Saturn and share the file path. Saturn is a secure file server we have behind the UPHS firewall.

2. Use SecureShare for sharing within institution.
 1. For Penn: see [here](#)
 2. For CHOP: see [here](#)

Use Penn+Box with caution, see [here](#) or [here](#).

If you receive email that has PHI, please immediately inform your supervisor and the BIT team. The email containing PHI should be deleted from both the sender and recipient inboxes.

Electronic Health Record Data

- EPIC Access: Depending on your study, you might have access to review CHOP/Penn EHR or EPIC records.
- Regardless of the size of the data collection/extraction, all research driven data retrievals should be reviewed and approved by IRBs before any attempts are made to extract data from EPIC.
- Typically, a manual process might be the preferred method for extracting data for a small sample size. For extracting large numbers, Penn and CHOP each have a system.
 - For Penn: see [here](#)
 - Please copy Administrative Director and IT lead on all DAC Requests
 - For Chop: Contact Administrative Director with your request
- **Prior to Data Extraction from EHR**
 - Check if your study has permission to review EPIC charts for eligible participants.
 - Check if you are allowed to store the information in any database like Oracle/Redcap or a server like Saturn/bblrepo1.
 - If submitting a DAC request, note only listed study personnel are allowed to view the report from DAC and data has to be kept securely. Typically, we handle this by creating a secure group and secure space on Saturn that allows access to only those individuals that can see the DAC report preventing everyone else from accessing the files. No DAC data can be entered into other databases including Oracle or copied/sent until specific consent has been sought as per IRB of the protocol.
 - If not sure about what is covered or have IRB questions, please ask the Administrative Director who is the IRB liaison and they can help guide you.

Data Storage/Secure File Sharing Policy

- Avoid storing files related to study especially PHI data locally on your desktops/laptops
 - The Section supports two options:
 - Saturn (saturn.uphs.upenn.edu)

- bblrepo1 (bblrepo1.pmacs.upenn.edu)
- There are also other institute provided services for securely sharing files/data that has PHI with anyone within the institution.
 - **For UPENN**
 - Secure File Share Service to anyone within UPenn, see [here](#)
 - Use Penn+Box with caution to share with anyone within Penn or outside collaborators, see [here](#) or [here](#)
 - One Drive Storage and Teams – Sharepoint is also available with Penn Medicine. Please email IT team to know more.
 - **For CHOP** (see [here](#))
 - Secure File share Service: see [here](#)
 - CHOP Box.com
 - CHOP Google
 - One Drive storage is CHOP's enterprise file collaboration platform approved and supported by CHOP and is also available for outside collaboration. For those that have one drive with CHOP and are also part of Penn Medicine, Office 365 interchanging across institutions is not sometimes seamless and can cause confusion.

Collaboration, Task Management, and Calendar Tools

Many different tools exist to help with task management, organization, prioritization, and project tracking. Penn and CHOP support some of them and you therefore receive pro versions for free, and others extend beyond Penn but have free versions that are available.

Once you have your PennKey, you will gain access to **Penn+Box**, a cloud-based collaboration service for securely managing and sharing files and folders, both within the Penn community and externally. Consult your [PMACS](#) local service provider with questions. **At this time, please do NOT save PHI on Penn+Box.** CHOP+Box is also available to CHOP employees. As a reminder, you will primarily use Saturn for saving and sharing Section specific documents, but Penn+Box and CHOP+Box are great tools when sharing documents with people outside the N&P Section.

We primarily use **Zoom** for remote meetings or working with external sites/clients.

Slack is used to keep conversations organized and accessible from anywhere, anytime. At this time, **please do NOT share PHI when using the Slack platform.**

Trello is a web-based project management application that allows users to organize tasks and projects using boards, lists, and cards. **Please do NOT post PHI on Trello.**

Notion is a versatile all-in-one workspace application that allows users to create, organize, and collaborate on various types of content and projects. It combines the functionality of several tools such as note-taking apps, databases, wikis, project management platforms, and more into one cohesive platform. **Please do NOT post PHI on Notion.**

Microsoft offers various task organization tools such as Microsoft To Do, Microsoft Planner, and Outlook Tasks to cater to different preferences and needs.

For **calendar** needs, there are several options that you can use to manage your meetings and tasks such as google calendar, Microsoft Outlook calendar, or Notion. This is based on personal preference, and you may trial out different ones until you find the system that works best for you. Some people prefer to have all of their work and personal events in one place, while others prefer some separation. **Please do NOT post PHI on these calendars.**

Office Supplies

We have an office supply closet on the 10th floor of Gates Pavilion. You can use anything from this closet that you need. If you cannot find what you are looking for, please contact the Clinical Research Manager for office supply requests. Be sure to include the Office Depot (Penn approved vendor found [here](#)) link for the supplies you would like to order. The CRM will request on your behalf and will specify which building (Richards vs Gates) needs which supplies.

Dress Code

It is important to bear in mind that we need to maintain a professional appearance both in the office, on Zoom, and at participant's homes. This is especially important for staff who interact with research participants and their families, but please bear in mind that families are regularly on Gates and may encounter all research staff.

Human Resources provides the following guidelines for appropriate attire in the workplace:

- **Business casual** offers an opportunity to dress in a more relaxed fashion in the workplace. However, it is important to keep in mind that staff members represent the organization within and outside the office, especially when dealing with customers and visitors in the environment. It is important to present a professional, neat, and clean appearance every workday. The following summarizes do's and don'ts that can make a difference.

Acceptable Clothing:

- Neat and pressed clothing items
- Shirts with collars
- Tops that cover the back and have conservative necklines
- Pants and skirts at knee level or longer
- Jeans are allowed when **not** working with patients/participants
- Sneakers (must be clean)
- Shoes with some kind of back (e.g., sandals)
- Quiet jewelry (i.e., simple, not distracting)
- Light fragrances, or none, if patient/participant care is involved

Not Acceptable Clothing:

- Denim fabric in any kind of clothing item
- Shorts or cut-offs
- Mini skirts
- Tank tops or t-shirts
- Halter tops/strapless tops or spaghetti strap sundresses
- Exposed midriff
- Beach shoes or flip-flop sandals
- Jogging outfits or sweat clothes
- Clothing with messages or slogans

Thank you in advance for your part in providing a comfortable and professional environment for our participants and their family.

Personal and Participant Safety

We want to first emphasize that most individuals with psychiatric disorders/conditions are not typically violent despite common misperceptions and stigmatizations portrayed in the news, movies, and media. Violence is extremely rare in our clinical and research settings; however, it is important to be as prepared as possible if it were to occur.

Furthermore, in the clinical research setting non-violent and at times challenging situations may arise. Skills that promote a safe and professional environment include awareness, attending, and connecting. Below are general guidelines for your personal safety when working with research participants:

- Your safety assessment of the participant begins at the start of the visit (i.e., when you meet them in the lobby or log onto the video call). When interacting with participants, you should **always** pay attention to the participant's (and the legal guardian for minor participants) behaviors, mood, demeanor, and attitude. Be aware of any sudden or subtle changes. By watching and paying attention to the participant in this way, you are also attending to them and their needs. Be mindful to validate reasonable concerns participants may bring up (e.g., frustrations about length of visit, payment inconveniences) by expressing you understand their frustration/*(insert emotion)* while also explaining standard protocols in our lab. If a participant/guardian becomes agitated, upset, angry, or combative, alert a PI/clinician.
 - *Note:* Follow Clinical Incident Reporting SOP for instances of reported suicidal/homicidal ideation or child abuse.
- For any appointments conducted outside normal business hours (i.e., evenings past 5pm or weekends) there should always be a paired staff/faculty member (i.e., a "buddy") on the floor.
 - You should have your buddy's cell phone number and a determined way of how to get into contact with them if needed.
- You (the staff member) should always be seated closest to the door when you are in the same room as the participant.
- Windows in the assessment rooms on 10 Gates (or whichever location you are working with the participant) are to remain locked and closed.
- *Trust your gut and instincts.* If you start to feel uncomfortable during a visit with a participant, you can take a break and connect with the Clinical Research Manager and/or reach out to your study PI.

In case of immediate emergency, most cell phones have an emergency SOS option - you should be aware of how to access this on your personal and/or work cell phone. Security numbers should be programmed into your work and personal cell phones in case of an emergency. When in HUP, please call (215) 662-COPS (2677). You can also always call this number to request that a

security guard completes extra rounds on the floor during off-hour visits. If you are in Stellar Chance (3T and 7T scanners), contact (215) 898-0196 (office) or the 24-hour control center at (215) 898-0669 in case of an emergency.

Safety Procedures

10 Gates Pavilion

In the case of a fire, meet in the 10 Gates elevator tower and go from there. Our designated recovery area is Penn Tower on the step near the bridge. From the elevator tower we have several options.

1. Lateral evacuation to Founders
2. East Tower if the fire is in the west or center
3. West Tower if the fire is in the east or center
4. Main stairs if circumstances require

And remember **R.A.C.E**

Rescue

Alarm/Alert

Contain

Evacuate/Extinguish

And above all else, if you have participants or patients, they are of primary concern.

Richards Building

You can find safety procedures for Richards [here](#).

Commonly Used Acronyms and Terms

- **HUP**: Hospital of the University of Pennsylvania
- **PNC**: Philadelphia Neurodevelopmental Cohort
- **BBL**: Brain Behavior Laboratory
- **LiBI**: Lifespan Brain Institute
- **RCN**: Reschedule, Cancellation, No shows
- **PHI**: Protected Health Information
- **SOP**: Standard Operating Procedures
- **MOP**: Manual of Operating Procedures
- **CHPS**: Center for Human Phenomic Science
- **MRN**: Medical Record Number
- **DSM**: Diagnostic and Statistical Manual for Mental Disorders
- **Hx**: History, **Dx**: Diagnosis, **Tx**: treatment, **Px**: prescribed, **Cx**: criteria
- **CAPA**: Computer Assisted Psychopathology Assessment; semi-structured interview to assess range of psychopathology and gives us the ability to detail differential diagnoses
- **SCID**: Structured Clinical Interview for DSM Disorders; semi-structured interview guide for making diagnoses according to the diagnostic criteria published in the American Psychiatric Association's DSM.
- **SIPS**: Structured Interview for Psychosis-Risk Syndromes; typically administered with CAPA or SCID to measure subthreshold symptoms of psychosis
- **FIGS**: Family Interview for Genetic Studies; brief interview to assess family history of psychopathology
- **GOASSESS**: structured interview to assess a broad range of psychopathology; cannot detail diagnoses, only summary scores
- **Adaptive GOASSESS**: This is an adaptive version of the GOASSESS interview in self-report form.
- **CNB**: Computerized Neurocognitive Battery; memory and puzzle-like games on the computer; also, sometimes referred to as CNP
- **Adaptive CNB**: This is an adaptive version of the CNB in a self-administered form.
- **D-CAPS**: CHOP clinic where some participants are referred from
- **[PERC](#)**: Psychosis Evaluation & Recovery Center
- **T1/T2**: Timepoint 1, Timepoint 2
- **Proband**: person you're interested in, "participant"
- **Collateral**: relative/guardian/parent of proband
- **TD**: Typically Developing (also, **HC**: healthy control or **NC**: normal control)
- **CHR-P**: Clinical High Risk for Psychosis (formerly referred to as prodromal)
- **SPCRP**: Society for Penn Clinical Research Professionals
- **OCR**: Office of Clinical Research
- **Pt**: Participant or patient
- **[NICC](#)**: Neuroimaging and Cognitive Core

- **VPN:** Virtual Private Network. This is how you will connect to Penn systems from home or another off-campus location.
- **NTP:** Non-traditional Personnel
- **NSO:** New Staff Orientation
- **[PMACS](#):** Penn Medicine Academic Computing Services

Commonly Used Philadelphia Slang

Learn Our City “Philly Slang”

Written by high school students from the Office of Student Leadership Internship Program. Tyler Wims, Director of Student Leadership, The School District of Philadelphia. (2018).

If you are new to Philadelphia and/or will be working with local participants and patients, it's critical to know some of the very Philadelphia-specific slang. Please see some commonly used phrases and words below; you can see the full list [here](#).

1. **Cheesesteak:** Philadelphia's beloved sandwich made with sliced steak served on a long roll. Good for breakfast, lunch or dinner.
2. **Whiz:** The gooey, cheesy deliciousness found atop a cheesesteak. (Ex. What type of cheese should I get on my cheesesteak- American, provolone, or whiz?)
3. **Wit/Witout:** How to order fried onions on your cheesesteak, meaning with or without the onions. (Ex. Whiz wit means you will be getting a cheesesteak, smothered in cheese whiz and topped with fried onions)
4. **Yous:** Philly Version of y'all. (Ex. What are yous doing later?)
5. **Down the shore:** Also known as 'The Jersey Shore.' These are the beaches on the New Jersey coast and are the most popular vacation destination for Philadelphians. (Ex. Can't wait to go down the shore this summer!)
6. **Jimmies:** No ice cream cone is complete without Jimmies, which are known to the rest of the world as 'sprinkles.' (Ex. Can I have a vanilla cone with rainbow jimmies?)
7. **MAC machine:** Money Access Center or more commonly referred to as an ATM. (Ex. Where's the nearest MAC machine I need to get out money?)
8. **Jawn:** A noun to describe anything. A jawn can literally be any person, place, or thing. (Ex. Can you pass me that jawn?)
9. **Water Ice** (Pronounced Wooder Ice): A delicious summer treat that is synonymous with Italian Ice. (Ex. It's hot out- let's go to Rita's to get water ice!)
10. **Drawlin':** Acting out of character/Doing something that others don't approve of. (Ex. If you don't come out tonight you're drawlin').
11. **Wack:** Means “corny” or “dumb”. (Ex. Man, that's wack.)
12. **Finna:** “To go,” or, “Going to”. (Ex. “I was finna go but naw.”)