

The Human Organoid Innovation Hub (HOIH)

Policies and Procedures

Updated: May 1st, 2025

Overview

- The HOIH is committed to providing high-quality organoid and cell culture services. Users are expected to comply with all university and facility rules, including maintaining a safe and professional working environment and following all ethical guidelines related to the use of human or animal tissue.
- Users and their supervisors must review, sign, and return this Policies and Procedures document prior to receiving samples.
- Please contact hoih@ucalgary.ca in advance to discuss any new projects and feasibility assessments. Basic consultation is provided at no charge.

Human and Animal Ethics

- All users must have and send a copy of the appropriate ethics certification and protocols for their desired tissue (mouse or human) to the HOIH prior to receiving samples. If necessary, the HOIH would be able to assist with ethics protocol writing.
- Cryopreserved or growing organoids generated in the HOIH **may not** be distributed to others outside of the individuals listed on the HOIH request form, in compliance with our ethics protocols.

Organoid and Reagent Request

- Prior to requests being submitted, users must meet with a HOIH staff member to discuss experimental design, objectives, and timeline. Unsatisfactory orders being fulfilled due to failure to communicate the experimental aims will be the responsibility of the user and cannot be cancelled.
- Please send written requests to hoih@ucalgary.ca, outlining the following:
 - Type of cells being requested (*healthy or diseased/3D organoids or 2D monolayers*)
 - Quantity of cells being requested (*how many wells/transwells*)
 - Special plating instructions (*if applicable, e.g. IBIDI chambers*)
 - Transwell pore size (*for 2D monolayers only*)
 - Likely course of repeat experiments
- The HOIH requires the following notice for orders to be fulfilled, given that the cells are already growing in culture. If organoids of interest are cryopreserved and need to be thawed, 2 additional weeks are needed to fulfill the order.
 - **Three-week** written notice for 16 or fewer 3D organoids
 - **Four-week** written notice for 17 or more 3D organoids
 - **Four-week** written notice for 6 or fewer 2D monolayers
 - **Five-week** written notice for 7 or more 2D monolayers
- Users must request media and reagents **2 business days** in advance as a written request to hoih@ucalgary.ca.

Cancellations

- Users must cancel in written notice within the following timeline, or will result in being charged for the materials requested:
 - 16 or fewer 3D organoids: **3 business days** prior to the scheduled seeding date
 - 17 or more 3D organoids: **10 business days** prior to the scheduled seeding date
 - 2D monolayers: **10 business days** prior to the scheduled preparation date

- If the request involves the thawing of cell lines, failure to cancel before the cells have been thawed will result in full charges for the materials requested.
- Cancelling **media and reagent** requests must be completed **24 hours prior** to the requested pick-up date and time. Failure to cancel by this time will result in being charged for the media and reagents requested.

Sample pickup

- Users are responsible for evaluating the samples requested prior to bringing the samples back to their own facilities. The HOIH will provide the necessary equipment (e.g., white light/fluorescent microscope) for users to evaluate their samples prior to exiting the HOIH. Please verify with the HOIH staff that the organoids requested are of sufficient quality for your needs. HOIH is not responsible for the viability of cultures once they have left the HOIH facility, and any issues will be addressed on a case-by-case basis.
- Users may request that the HOIH staff maintain and monitor the cells for a delayed pickup. The materials and hours needed to maintain and monitor the cells will be invoiced to the users. All monolayer orders will be released once the requested confluency has been reached.
- While the HOIH will try to align the readiness of cells to the user's preferred experimental timeline, the HOIH is unable to guarantee a specific timeline for delivery of cells, as cells can be ready for experiments at varying lengths of time. Users must be responsible for **picking up cells M-F 9 AM-5 PM**.

User fees

- Users must be aware that there are fees associated with using the HOIH facility resources; you will be provided a pricing sheet and explanation of the expected charges during the consultation. Due to changing prices of consumables and organoid-related necessities, pricing is subject to change.
- In-house experimental services and special requests are available. Please inquire for consultation and quotation.
- Users will be provided a quarterly invoice to be paid in 60 days.

Acknowledgements

- Users **must** acknowledge the use of the HOIH core facility in all publications, conference proceedings, presentations, and abstracts. Examples of appropriate language include "This work was supported by the Human Organoid Innovation Hub in the Snyder Institute at the University of Calgary with the generous support of the Cumming Medical Research Fund and the office of the Vice President of Research. We also thank the (*appropriate tissue bank*) for supplying the tissue for use in this project."
- If a HOIH staff member provides a substantial intellectual and/or experimental contribution to a publication, the HOIH staff member should be acknowledged as a co-author. This matter should be discussed regularly among the HOIH user, Principal Investigator, HOIH staff, and Directors.

HOIH User Name

Principal Investigator

Signature

Signature

Date

Date