



Guidelines and Expectations
For
Engineering Services
Department Employees

TABLE OF CONTENTS

I. INTRODUCTION

- A. Mission and Vision
- B. Overview of Services
- C. Organizational Chart

II. CONTACT INFORMATION

Contact & Structure Information with phone numbers

III. SPECIFIC INSTRUCTIONS & PERFORMANCE EXPECTATIONS

- A. Work Rules
- B. Work Assignments, Uniforms and other Issued Items and Accident Reporting
- C. Keys and Security
- D. Standby and Call Back Procedures
- E. Accident Reporting, Uniforms, and other Specifics
- F. Work Hours
- G. Break and Meal periods

IV. ATTENDANCE AND OTHER GUIDELINES

- A. Reporting an Absence
- B. ELMS Time & Attendance
- C. Employee Health
- D. Hiring Process
- E. Expected Behavior

I. INTRODUCTION

A)



Mission/Goal

To maintain and repair the critical and non-critical equipment support systems of the physical plant that is required for a high quality healthcare environment. Deliver the most efficient equipment and building repairs to all customers by developing defined protocol to interact Hospital wide with implementation of repairs and follow-up communications.

VISION

To become a premiere department with service-oriented staff providing a well-maintained, safe comfortable environment and provide exceptional service.

GUIDING PRINCIPLES

Realizing that everything we do ultimately touches the lives of our patients, their families, visitors and all staff. We demonstrate this principle by:

- **Helping each other make responsible decisions.**
- **Keeping each other informed.**
- **Helping each other become more effective.**
- **Ensuring we deliver timely, high quality, cost-effective services.**
- **Creating an environment that promotes participation.**
- **Recognizing that training and education improves personal and professional growth.**

STRATEGIES

Customer Satisfaction

Work as a department to provide exceptional, timely services

Process Improvement

Continuously improve to meet our customer's expectations and identify and eliminate the process or processes that are not productive.

Staff Achievement

Assume responsibility for repair decisions, participate in improving services and performance.

Financial Performance

Promote accountability, use resources wisely and eliminate inappropriate costs





Overview of Services

Engineering Services provides services that address but not limited to:

- General maintenance and repair on building equipment.
- Maintenance for critical utility equipment.
- Maintenance for non-patient care equipment.
- Services that are not classified as normal building maintenance.

Patients, visitors, staff, and departments may expect:

- Immediate response by Engineering Services in the event of an emergency situation. Usually an Emergency All-Call will come from the 159 Service Center staff however, the call can be by pager or directly from the affected department. All staff are required to respond.
- Timely response to a routine service request. Usually within a 24 hour time period, or to be advised if such a response will be delayed.

Engineering Services currently monitors the following activities as related to our maintenance services but are not limited to:

- Preventive Maintenance assignment & completion
- Workload assignment & completion
- Backlog
- Repeat Calls
- Stand-by and Emergency Call-Backs
- Overtime activities

Regulatory survey responsibilities for, but are not limited to, The Joint Commission, Iowa Department of Appeals and Inspections and Fire Marshal:

- Documentation of Generator and ATS Performance & Inspections
- Documentation of Preventive Maintenance of Critical Equipment
- Documentation of Emergency Battery Backup Lighting Performance & Inspections
- Documentation of Med Gas and Vacuum Pump Performance & Inspections
- Documentation of Fire and Smoke Damper operations (every 6 years)
- Documentation of Med Gas Alarms Performance & Inspections
- Documentation of Roll Down Fire Shutters & Rolling Partition Inspections

* There are more requirements however; the above are the most critical.

When visiting our facility, regulatory agencies will perform a facility walk through, or tour, during their visits. Departmental Leadership, to include Supervisors, as well as Front Line Staff will participate in these tours.

The Surveyors usually inspect, but are not limited to, the following:

- Smoke and Fire door operations
- Above ceiling penetrations
- Exit sign placement and illumination

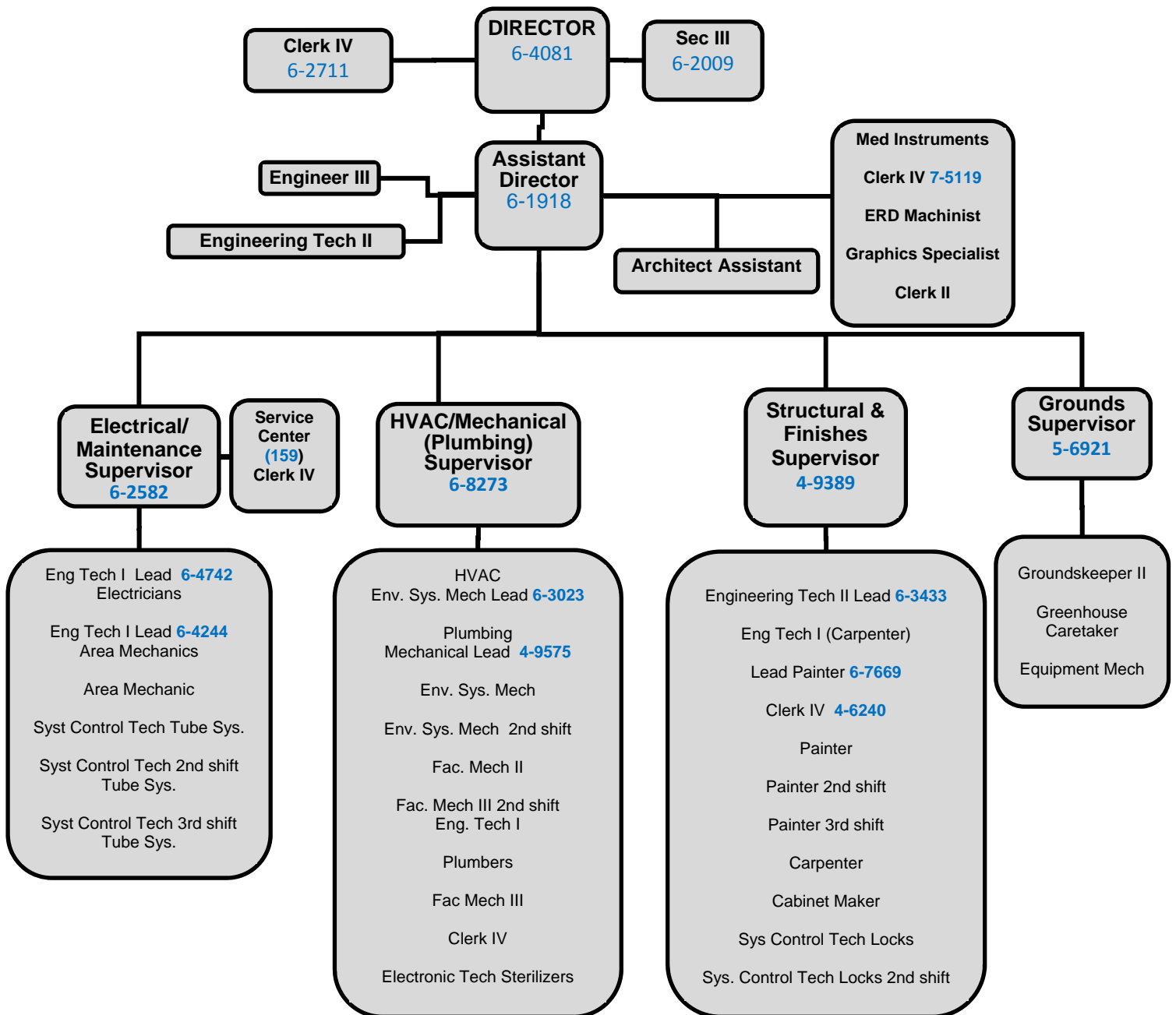
* Remember everything is fair game.

** If you are accompanying a Surveyor or Inspector, let them direct you on what they want to inspect.

C)



Departmental Organization as of February 1, 2014



II Contact Information



Each shop will have a departmental directory that is posted in an area all staff can access. The following is a listing of key numbers for Leadership, Supervisors and Lead staff as well as office personnel.

Responsibility	Section	Supervisor	Pager	Office	Lead	Pager	Office
Room, Unit or Area Temp Control	HVAC	Bob Leslie	7621	6-8273	Patrick François	5501	6-3023
Med Gases Oxygen	Mechanical	Bob Leslie	7621	6-8273	Jeff Lathrop	9216	4-9575
Sterilizers & Plumbing	Mechanical	Bob Leslie	7621	6-8273	Jeff Lathrop	9216	4-9575
Electrical/Maintenance	Electrical	Tom Davin	9141	6-2582	Bill Reddick	9142	6-4742
Pneumatic Tube System	Electrical	Tom Davin	9141	6-2582	Ron Brus Ron Calvert	1981 9215	6-3742
General Maintenance Service Center "159"	Maintenance	Tom Davin	9141	6-2582	Jeff King	9035	6-4244
Requisitions, Painting Ancillary Repairs	Finishing Structural	Frank Howard	9306	4-9389	Kirk Smith Scott Wieneke	9414 9409	6-7669 6-3433
Outside Grounds, Sidewalks and Interior Plants	Grounds	Jerry Liska	4177	5-6921	—	—	5-7898
Assistant Director	Maintenance Administration	Dale Flannery	9108	6-1918	—	—	
Department Administration	Main Office	Wayne Abbott	8198	6-4081	Rebecca Donovan Kathy Bugg	—	6-2009 6-2711

III SPECIFIC INSTRUCTIONS & PERFORMANCE EXPECTATIONS

A) Employee and Labor Relations

INTRODUCTION

Work rules are defined as and limited to rules which regulate the personal conduct of employees and are promulgated by The University of Iowa within its discretion. Generally work rules apply to matters arising from employment with the department or which have bearing on an employee's ability to be effective in his or her job. Work rules are not intended to limit the rights of employees but rather to define those rights so the department can attain its objectives in an orderly manner.

Good personnel practice and the negotiated labor agreements require that the work rules of the department be reduced to writing. The rules are listed below. Committing any of the acts on the list will be sufficient grounds for disciplinary action ranging from reprimand to immediate discharge, depending upon the seriousness of the offense and/or the number of infractions.

These work rules constitute the general rules applicable to employees of the University of Iowa. Additional work rules may be promulgated which concern only individual positions, classifications and/or work units when such rules are required by the nature of the work performed. Likewise, the work rules do not constitute the entire list of violations for which employees may be disciplined. Other rules are provided by statute, by Iowa Code, and by administrative procedures established by management to meet specific conditions. Violations of these rules will also result in appropriate disciplinary action.

WORK RULES

WORK PERFORMANCE

1. Insubordination, disobedience, failure or refusal to follow the written or oral instructions of supervisory authority, or to carry out work assignments.
2. Neglecting job duties and responsibilities.
3. Loafing, loitering, sleeping, or engaging in unauthorized personal business or visiting.
4. Disclosure of confidential information and records to unauthorized personnel.
5. Intentionally falsifying records or giving false information to other government agencies or private organizations or to employees responsible for record keeping.
6. Failure to observe all safety rules and practices, including the use of protective equipment and clothing or in the operation of vehicles and equipment.
7. Failure to report as soon as possible, but no more than 24 hours, all accidents or injuries which occur during working hours or while in the performance of state business, including traffic accidents, regardless of ownership of vehicles involved.
8. Attempting to keep secret or unavailable information or records which are public or which rightfully should be furnished to government employees and the public.

ATTENDANCE AND PUNCTUALITY

1. Failure to report promptly at the starting time of a shift; leaving before the scheduled quitting of a shift; or failure to timely notify the proper authority of impending absence or tardiness, prior to designated starting time.
2. Unexcused or excessive absenteeism.
3. Abuse of sick leave privileges.
4. Leaving the place of duty during a work shift without permission.
5. Failure to observe the time limits of lunch, rest, or wash-up periods.

USE OF PROPERTY

1. Abuse or misuse of government or private property, materials or equipment.
2. Stealing or unauthorized possession or use of government or private property, equipment, or materials.
3. Unauthorized posting or removing of notices, signs, posters, or similar materials.
4. Unauthorized use of state property or equipment such as 2-way radio.
5. Unauthorized entry to state property or leased sites.

PERSONAL ACTIONS AND APPEARANCES

1. Threatening, attempting or inflicting bodily harm to fellow employees, representatives of other agencies, or the general public.
2. Threatening, intimidating, interfering with, or using abusive or profane language toward others, including ethnic slurs.
3. Horseplay, including but not limited to practical jokes, pushing, running, or throwing objects.
4. Failure to observe smoking regulations.
5. Unauthorized possession of weapons.
6. Making false or malicious statements concerning other employees, supervisory, or the department.
7. Unauthorized possession or use of alcoholic beverages or narcotics, during work hours, while on state time or property, or while engaging in state business.
8. Reporting to work in a condition to be unsafe to the employee, others, or physical property; or to be unable to perform job responsibilities due to the influence of alcohol and/or narcotics when such evidence affects the performance of job functions.
9. Immoral conduct or indecency.
10. Eating and drinking in unauthorized areas.
11. Violation of health and sanitation procedures, directions and requirements including littering or creating unsanitary conditions.
12. Selling commercial or private products or services on state time or premises.
13. Unauthorized solicitation of funds or donations for any purpose on state time.
14. Unauthorized distribution of printed matter on state premises.
15. Unauthorized possession, lending, borrowing, or duplication of keys or government credit cards, or failure to report promptly the loss of keys or credit cards.
16. Dress or grooming which is inappropriate or unsanitary for the employee's specific assignment.
17. Unauthorized or improper use of a uniform; failure to wear uniform properly.
18. Failure to submit to inspection any personal packages taken from the employee's work area upon the request of a supervisor or security officer.
19. Gambling in any form while on state premises or state time including but not limited to: sport pools, card games, check pools, bets, dice, raffles, etc.
20. Soliciting or accepting unauthorized compensation, reward, gratuity or gift of any kind of value for any matter related to the employee's job as an employee of the state.
21. Engaging in unauthorized political or union activities.

OUTSIDE ACTIVITIES AND EMPLOYMENT

1. Transacting business as an employee of the state with any business entity in which the employee has an interest except as authorized by law.
2. Engaging in any outside activities or employment, which may impair the employee's independence of judgment or his ability to perform his duties as an employee of the state.

Content from Human Resources Web Site <http://hr.uiowa.edu/tools-departments/work-rules>

The above Work Rules were in force as of August 12, 2013. Please check this web site for updates.

B)

Assignments/Location Of Work

Your Assignments and/or work locations will be given by your Supervisor, Lead or Designee and may vary from day to day. It is possible that any employee could work anywhere within the hospital or associated facilities outside of the physical plant, not just in one building or area. You will not be asked to work beyond your capabilities.



All Shop staff are expected to respond to all Emergencies at any given time during the day. Notice of emergency response during 1st shift will be given by but not limited to: Two-Way "All Call" or Pager, initiated by the "159" Service Center, Shop Employee, Supervisor, Assistant Director, Director or Office Staff.

Each employee is to perform his or her work in such a manner as to present a professional appearance and attitude.

The following guidelines are to be used in conjunction with safe practices to meet these objectives.

Physicals and periodic health screenings are to occur in accordance with current UIHC's policies.

All assigned Work Documentation should be filled out in its entirety and returned to your Supervisor. Examples are as follows but not limited to; 159 Work Request, Daily Task Log, Preventive Maintenance (PM) forms and Call-Back form.

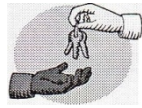
Employees in each shop are to be issued the following items:

- A.** Basic hand tools and other equipment to perform their job and lockable containment for these tools. Replacement for tools or equipment due to damage, beyond usefulness, lost or stolen should be brought to the attention of your Supervisor, Lead, or designee to evaluate and take the proper action. Issued tools may be audited annually.
- B.** Safety goggles face shields and other Personal Protective Equipment (PPE) will be provided based on the job duties of your shop.
- C.** Six sets of uniforms, the uniforms will remain the property of University of Iowa Hospitals and Clinics and should be returned upon termination of the employee. The procedure for obtaining uniforms will be detailed in part **E)** of this section.
- D.** One set of keys on a special key ring. The procedure for securing these keys will be detailed in part **C)** of this section.

Lost & Found:

Any items found should be taken to the Main Information Desk in the Carver Pavilion Entrance to be put into a Lost & Found area.

C)



Keys & Security Issues

- ✓ Ensure doors are kept locked as appropriate. You are not allowed to unlock doors for anyone. Requests to unlock doors are to be referred to Safety & Security.
- ✓ Do not enter secured rooms in other departments for any reason. If your work requires you to be in a secured area the Nurse Manager, Assistant Nurse Manger, Administrator or other person In-Charge of the area should be notified.
- ✓ Special security procedures are in place for other departments as well as Engineering Services designated equipment rooms. These doors can only be accessed by Electronic Card Readers. If you come to a door with this feature only authorized personnel have access. This access is obtained either from Safety & Security or the specific department. Contact your Supervisor to initiate an authorization for any area with this feature.

You will be assigned a set of keys. It is your responsibility to check the keys out, keep them on your person, and to return them at the end of shift. If lost/misplaced, immediately inform your Supervisor. **DO NOT TAKE THEM HOME** unless instructed to do so by your Supervisor! Each Key has a unique serial number and is assigned by your name and Employee number. If you lose them you may have to pay for replacement and you may be reprimanded if an entire area or set of entries has to be re-keyed.

A secured key box referred to as the Key Watcher was installed to enhance hospital security and to help prevent loss of keys. Two designated Engineering Services Employees are in charge of programming the Key Watcher, and can be contacted if you need assistance. All staff are required to use the Key Watcher. All keys you are issued will be put on a special key ring and stored in the Key Watcher. All Staff are expected to put these keys in the Key Watcher at the end of their shift and retrieve these keys at the beginning of their shift. The only exception to this policy will be when the staff member is on-call. When the staff member is on-call they can keep the keys until they go off on-call. The Engineering Vehicle keys are kept in the Key Watcher. All approved drivers will have access to these keys. The Key Watcher will record who removed the keys and how long the staff member had the keys. The Key Watcher is very easy to use. Your Supervisor or designee will instruct you on how to use the Key Watcher.

KEY WATCHER INSTRUCTIONS

The key watcher was installed to enhance hospital security and to help prevent loss of keys. Two assigned Engineering Staff will be in charge of programming the Key Watcher, and can be contacted if you need assistance.

All Engineering staff are required to use the Key Watcher.

Grand Masters, Building Masters, and Maintenance Masters will be put on a special key ring and stored in the Key Watcher. All Staff will be expected to put these keys in the Key Watcher at the end of their shift and retrieve these keys at the beginning of their shift. The only exception to this will be when the staff member is on-call. When the staff member is on-call they can keep the keys until they go off on-call.

The Van and Suburban keys are also kept in the Key Watcher. All approved drivers will have access to these keys. The Key Watcher will record who removed the keys and how long the staff member had the keys.

To remove your keys from the Key Watcher

- Touch or slide your ID card through the control unit
- Punch Enter
- Enter your 4 digit number code
- Punch enter twice and the door can be opened
- The keys you want will be lit in red

To remove a set of vehicle keys replace your 4 digit number code with the 4 digit number code for the vehicle you want to drive. The 4 digit code for the **Van and Suburban** will be posted on the Key Watcher box and the 4 digit code for the **Step Van is 0006**. If the Vehicle Keys you are looking for have been removed, the name of the person who removed the keys will be displayed in the display window.

To put your keys back into the Key Watcher:

- Touch or slide you ID card through the control unit
- Punch the down arrow (#8 Key) twice
- Punch enter twice
- Enter the number of key fobs you are returning (1) and the door can be opened.
- You can put your keys in any slot

To put the vehicle keys back into the Key Watcher follow the instructions above.

Assisting Others With Way-finding

- ▶ As you travel the corridors during your work day, please be aware of patients, family members, and visitors who appear to need assistance and stop and offer to help. While providing clear directions may be sufficient, you can "make a difference" by walking with the person(s) to ensure they reach their destinations.
- ▶ If you do not know the location of the service a Visitor or Patient is seeking; dial 101 from any designate hospital Help phone (identified by a blue sign) to get directions; ask a fellow staff member for assistance; locate a Guest Services "Red Coat" escort; or accompany the person(s) to the nearest information desk where they can receive directions.
- ▶ By providing personal attention to our Patients, Families, and Visitors, we will exceed their expectations and improve their experience at UI Hospitals and Clinics.

Salvaging Of Trash

Salvaging of trash is not allowed. If anyone wants an item that has been discarded, they cannot take it- not even flowers from a patient room! If anyone is interested, unwanted equipment, furniture, etc., is sent to surplus to be auctioned.

D)



Standby and Call Back Procedures For Electrical, HVAC, Plumbing and other Emergencies

The Engineering Services Department maintains 24-hour coverage for emergency maintenance items. Regular first shift personnel will cover all emergencies along with their regular duties from 8:00 AM to 4:30 PM. Monday through Friday excluding Holidays. Second and third shift will cover emergencies from 4:30 P.M. to 7:00 AM Monday through Friday. Personnel assigned Standby duties along with a scheduled Supervisor-On-Call will also be available for call back during this time. Weekends and Holidays are covered in the same manner with the exception of Saturday night into Sunday Morning and Sunday night into Monday morning when there is no third shift from 2:00 A.M. to 7:00 A.M.

Guidelines

Employees eligible for Standby assignment shall be permanent staff members. Eligible employees will be scheduled for Standby (Emergency Call back) duty by their Supervisor, Assistant Director, Director or designee and are required to carry an assigned cell phone and pager and restrict their whereabouts and activities in order to be available for immediate consultation or return to work at the facility within 45 minutes of receiving a call and shall receive Standby Compensation as per the most current AFSCME Collective Bargaining Agreement.

Definitions

- "Required to restrict their whereabouts" means being within immediate pager, cell, or landline telephone contact, and if requested, returning to the hospital ready to work within 45 minutes.
- Stand-by time is the responsibility of the assigned personnel and may be traded with other personnel.
- If an employee scheduled on Standby status must remove himself/herself from Standby status when illness or other extenuating circumstances intervene, the employee should notify his / her supervisor prior to the onset of the scheduled Standby period and obtain approval. If the circumstances occur while On-Call, the employee should contact the Supervisor On-Call.
- Standby pay commences with the beginning of the scheduled Standby period and terminates with the staff member's completion of the scheduled on call period. Staff members while in Standby status are paid according to the AFSCME contract.
- Time spent in Standby status and travel time to and from work shall not be considered as time worked. Time worked continuous to the beginning or end of a regular work shift shall not qualify for call back compensation.
- Staff members scheduled in a Standby status and who fail to respond to initial pager/telephone contact, or violate the **45 minute** return to facility limitation, may be subject to discipline.

Action:

Engineering Technician II, Engineering Technician I, Section Lead, Department Supervisors, Assistant Director and Director will rotate a Supervisor On-Call duty. This schedule is made by the Assistant Director.

Prospective and new staff members will be notified of the potential requirement to accept Standby at the time of employment. However these Employees will not be put into the rotation until fully oriented with their responsibilities and facility.

Standby status is initiated only with formal approval of and assignment by the department Director or designee.

Total Standby hours and actual Call Back pay to be received during each pay period will be calculated and recorded on appropriate employee time record through the ELMS system.

It will be the responsibility of the "On-Call" Supervisor whether or not to call in the appropriate personnel or wait until the next regular business day.

If the employee in Standby status has to come to the Hospital to make needed repairs, an Engineering Call Back Report will be turned in to the Supervisor by the end of the first day the employee reports to work.

"Standby" Status for New Employees

New hires may be placed in the "Standby" rotation after the initial six (6) months probationary period and completion of second shift and weekend shift orientation. Their competency for "Standby" status will be evaluated by their assigned Supervisor.

Emergency Call Back Other:

Other Engineering Services employees, who are not on official "Stand By" status, may be called in, as necessary, depending on the severity and type of emergency. Staff members who are called under these circumstances will be expected to report to the area designated by the caller or other prearranged work site as quickly as possible, unless there are extenuating circumstances that would preclude them from being able to report for work.

Parking:

When responding to a Call Back, Engineering Services personnel may park in the parking ramps between 5:30 P. M. and 7:30 A.M. (Parking fees are associated with a portion of this time), Monday through Friday or anytime Saturday and Sunday (No Parking fees associated with weekends or holidays).

Standby and Call Back Procedures Grounds

Emergency on call/standby Grounds staff are available on weekends and holidays from 1:00 am to 7:00 am. From the second Sunday in November until the second Saturday of April. These On-Call/Standby dates may change from year to year with the updated schedule sent out to the Director, Assistant Director of the Engineering Department and Safety and Security Leadership typically in the month of August.

The same general rules and pay apply to the Grounds section with the exception of Standby time and Emergency Call Back. Due to the nature of inclement weather during the early Fall, Winter and early Spring all exterior Grounds staff consisting of but not limited to: Supervisor, Mechanic & Groundskeeper II, will be placed in Standby On-Call Status and paid accordingly for the duration. As stated above, these staff are expected to report to the facility within 45 minutes after receiving a call.

Note: this does not apply to cleanup of the Grounds after Football games, as this is scheduled overtime work.

E)



Accident Reporting



All work related accidents resulting in injury to Engineering Services personnel shall be reported regardless of the perceived severity. An injured individual shall report the accident to his / her immediate supervisor and complete a University of Iowa Hospitals and Clinics **Workers Compensation - First Report of Injury** on line form found under Benefits on the Self Service web page, immediately or within 24 hours after needed treatment is received. Failure to complete this form may result in loss of treatment benefits for future problems related to an injury. Workers' Compensation will be handled through the Departmental HR Representative and the HHR.

Employee Appearance

Each employee is expected to present a clean and professional appearance while on duty.

Uniforms

Six sets of uniforms, which can be laundered and mended through the hospital, shall be supplied to each employee. Uniform colors and type are at the discretion of the Department Leadership. All shop staff will have the same color uniform. The addition of a coat or outerwear will be assessed based on the Employee's job function. The uniforms will remain the property of University of Iowa Hospitals and Clinics and shall be returned upon termination of the employee. All employees are required to be ready for work in a clean uniform daily. Anyone reporting for work out of uniform should notify their supervisor prior to starting the shift. Reporting for work without the proper attire may result in dismissal for the work day or until the proper clothing is obtained. If a uniform becomes dirty, greasy or otherwise has a poor appearance, it shall be changed before assuming new duties. After the first set of uniforms are issued the following is the procedure for acquiring replacements:

A person from the uniform shop may advise a Supervisor or the Assistant Director that a new shirt or pants are needed for an Employee. A requisition will be filled out by the Supervisor and signed then given to the Assistant Director to sign. **If the Assistant Director is not available then the Director can sign it. If neither of them are available then have the person left with Point of Contact responsibility sign it.** There will be some cases when a person from the uniform shop will send a Requisition. In this case the Supervisor will need to verify that it came from the Uniform Shop, sign it then have the Assistant Director sign or follow the bold instructions above. The Employee will then take the requisition to the Hospital Uniform Shop. If the Employee does not have their uniforms cleaned by the UI Laundry Service and they have a shirt or pants that need to be replaced they should show their Supervisor the article of clothing that needs to be replaced. A requisition will be filled out by their Supervisor and have all proper signatures affixed, then given to the Employee who will take it to the Uniform Shop.

Copies of all fully executed requisitions will be kept in a file either electronically (preferred) or paper with copy stamped on it.

Employees that go to the Uniform Shop without a signed requisition will not receive uniform replacement service at that time.

Size changes will only be made with authorization of the requesting Employee's Supervisor, Assistant Director & Director.

A fluctuation in weight does not warrant a complete new set of uniforms.

Blue Denim Jeans are highly discouraged and cannot be worn in place of issued uniform pants.

Issued Uniforms will be regular slack style pants and the Employee will have the discretion to request short or long sleeved shirts.

Employees may purchase their own pants, however the pants must be the same color as the issued uniform pants and the purchase is not reimbursable.

Footwear

Employees are expected to wear sturdy shoes that are appropriate for their job and provide adequate protection from injury. Athletic shoes are discouraged and the Employee may not be reimbursed for this type of footwear. If an Employee has a condition that prevents them from wearing the suggested type or is limited to an athletic type shoe, he/she must produce a medical professional's excuse or exception before being reimbursed. This excuse or exception may be required for each reimbursement. Employees will be reimbursed 1 (one time) per year or if the footwear becomes damaged or otherwise while at work. To obtain reimbursement the Employee must produce a purchase receipt from a reputable store or other place of business with their Supervisor's signature on the document to the front office staff in charge of entering P-Reqs into the UI Workflow system. The type of payment made by the Employee to purchase the footwear (check, cash or credit card) should also be written on the receipt.



Safety Glasses

If a prescription is needed, the eye exam is to be paid for by the employee however the actual eyewear is paid for by the Department. New eyewear, replacements and repairs as the need arises will be paid for by the Department provided that the eyewear **was purchased at the UI Optical Shop located in the Hospital.** Otherwise all expenses are the responsibility of the Employee. The proper form for procuring this eyewear can be obtained from the front office staff but will have to be requested by the Employee's Supervisor. The Employee's Supervisor must also sign the form before it can be fully executed.



Tools



The Engineering Services Department will furnish all tools and supplies necessary for the employee to successfully perform his/her work assignments. All hand tools required to perform repair or installation activities will be supplied to each employee. Specialty tools are at the discretion of the section Supervisor. These tools become the responsibility of the employee. If a tool is broken or worn out, it should be turned into your Supervisor for replacement.

The shop supervisor or designee may conduct a tool inspection annually to verify availability. This inspection can be a spot check or a total inspection.

An employee, upon termination, shall return all tools supplied by the department. When an Employee is no longer employed by the department, his/her cart should not be "stripped" of tools or supplies. This will only lead to further departmental expenses.

Training and Development

The Engineering Services Department recognizes staff development and training as a key element in expanding the performance potential of all staff members. This Department encourages all staff to take advantage of the opportunities in training and development offered by the University Human Resources Organizational Effectiveness.

Sectional Training and Development



Engineering Services will use in-service and on the job training to ensure the employees are properly trained on the operation and repair of currently installed equipment.

Monthly Training is held in each shop and may cover a variety of subjects from safety, products, tools, and standard procedures. This training is documented and kept within the department or at each shop.

The department may pay for specialized training and certifications.

Annual Hospital Training and Screenings

There are reoccurring annual training that all Employees are required to take. The vast majority are found on the ICON web site <https://icon.uiowa.edu/> or in Self Service. This training includes but is not limited to: ACTIVE SHOOTER, FIRE EXTINGUISHER SAFETY TRAINING, H.I.P.A.A. TRAINING, MANDATORY HAND HYGIENE TRAINING, PATIENT CONFIDENTIALITY (HIPAA) & INTERNET USE ATTESTATION, SAFETY / INFECTION CONTROL TRAINING, BLOOD BORNE PATHOGENS HOSPITAL WIDE TRAINING, TB SCREENING (completed by birth date, month and day), SERVICE EXCELLENCE, UIHC SEXUAL HARASSMENT, SECURITY AWARENESS TRAINING, CONFLICT OF INTEREST STATEMENT OF DECLARATION.



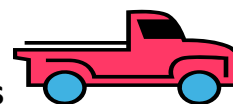
License, Continuing Education Credits



Some jobs within the department require license or certifications. After the employee takes and pays for the initial testing for the particular license or certification the department may pay for any annual fees or dues associated depending on the type and job qualification needs. In addition the department may pay for Continuing Education credited classes that are offered as a condition to keep the license or certification. Travel for additional training or time off to attend a class or seminar may also be paid for by the department depending on the budget restrictions as well as the type of class or seminar that is requested. This is on a case by case review and the discretion of the Department Director and Assistant Director. The department may have the option to pay for the Employee's time away from work without taking vacation or compensatory time. Documentation of attendance or certification may be required. If you have further questions please contact your Supervisor, Assistant Director or Department Director.



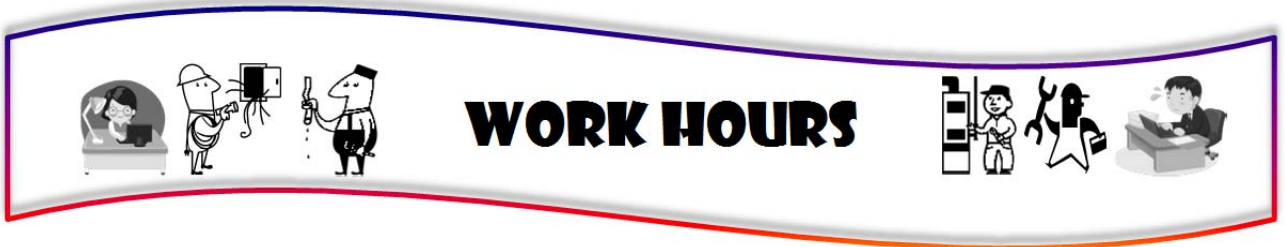
Departmental Vehicles



Travel may require using one of the departmental vehicles. A valid Driver's License is required to be authorized by UI Fleet Services to operate these vehicles. Additionally, the Employee's Driver's License number will be on file at UI Fleet Services. All insurance and registration information is kept current and in the vehicle. If an Employee is involved in an accident that is deemed his/her fault or if a traffic citation, other than a Parking Ticket, is given to the Employee while driving the departmental vehicle, the Employee may have their driving privileges revoked for these vehicles. If an Employee loses his /her Driver's License at any time, they cannot operate any UI vehicle.

Performance Appraisals

Annually between November 1st and March 31st, all Employees receive an assessment of their work during the previous year. This evaluation is given by the staff member's Supervisor and is placed in the Employee's file. If an Employee has a question or does not understand what is expected of them they should consult with their Supervisor. All conflicts or requests are to be addressed in a chain of authority manner. That is; the Supervisor is notified, if no resolution then the Assistant Director, if no resolution then to the Department Director, if no resolution then Human Resources.



Standard Work Hours

First Shift: 8:00 A.M. to 4:30 P.M., Monday through Friday

Second Shift: 4:00 P.M., Monday to 12:30 A.M., Saturday

Third Shift: 12:00 Midnight, Sunday to 8:00 A.M., Friday

Weekend & Holiday Shift: 7:00 A.M to 3:30 P.M

Weekend & Holiday 2nd Shift: 3:30 P.M. to 2: 00A.M.

Work hours may be adjusted for a variety of reasons that include but not limited to; 1st shift overlap, more coverage or as needed by the Supervisor after consultation with the Assistant Director and Director and in accordance with applicable section(s) of the current AFSCME Collective Bargaining Agreement for merit staff.

Scheduled Days Off (SDO)

When scheduled to work the weekend, Employees will take the Monday prior to their scheduled weekend to work and the Friday following their weekend as their scheduled days off.

Other Scheduled Work Hours

Scheduled and planned overtime requires prior notification to the affected Hospital Departments. Therefore, unless deemed an emergency Employees will be given ample notice. Overtime forms will be kept in each shop and the Supervisor or Lead are responsible for documenting projected hours, staff that will be working and description of the work that will be performed and in what area, on the appropriate document. These are given to the Assistant Director or if unavailable the Director prior to the work being performed for approval. Supervisors will ensure that planned overtime, within each section, is fair and equitable and documented in an understandable manner. Overtime equalization will be kept by each shop.

B
R
E
A
K

&

M
E
A
L

P
E
R
I
O
D
S



Break Periods:



Rest periods may be taken for 15 minutes during the work period before the meal break and 15 minutes during the work period after the meal break. These breaks should be taken approximately half way through the work period. As an example, If your shift begins at 8:00 AM your rest period may be taken at 10:00 AM to 10:15 AM. Realizing that there will be occasions, because of the nature of the job, that it is at a critical point and cannot be left unfinished or an emergency arises, these breaks can be taken later. Each Shop Supervisor may set specific times. The 15-minute period is to include any travel time necessary. Rest periods are not cumulative. As an example: if you miss a morning break, you cannot add an extra 15 minutes on to the Meal Period. Consequently, if you miss your morning break you may not add 15 minutes to the afternoon break.



Meal Periods



One unpaid 30-minute meal period is typically taken at the **mid-point** of the shift. Each Shop Supervisor may set a specific time. Emergencies may occur at any time so staff should be readily available during the meal period. If called to an emergency, a no lunch will be entered in ELMS by their Supervisor. When leaving the facility for the meal period, staff will notify their Supervisor, shop Lead, or designee.



Clean up

Before the meal break, the area you are working in should be cleaned and debris discarded. Tools and ladders should be secured (not blocking an egress or doorway) and material left in a safe and organized manner. All ceiling tile should be put back in place. A specific time for this activity is not given as the nature of the job may vary.

Prior to the end of the work shift: No specific time is given however, Employees will receive reasonable and adequate wash-up time as per the current AFSCME contract.

B
R
E
A
K
&
M
E
A
L
P
E
R
I
O
D
S



Appropriate Break Areas:

LL BT Staff Lounge, LL JCP Colloton Commons, 1 GH Fountain Dining Room, Compass Cafe, The Marketplace (fountain entrance), 8 RCP Rooftop Cafe (Kiosk), 8 JCP Solarium, 5 PFP Melrose Dining Room, and the Carver and Colloton patios. Smaller snack or cafe areas include three Java House's (located at the main entrance, fountain entrance, and 1 PFP NW corner) and the 2 JPP "I" Stop. In addition, there are designated areas in each shop.



Inappropriate Break Areas:

Public lobbies, patient lounges, and waiting rooms are to be avoided for breaks and lunches. These places are also NOT to be congregated in before or after work for two reasons: 1) to be considerate the space needed for the thousands of patients and visitors who use our services every day; 2) to prevent the negative impression that is *perceived* by patients and visitors when seeing staff "sitting down" (not working). Taking breaks in Mechanical rooms, Electrical rooms, storage areas, and trash collection areas is also unacceptable. Use only appropriate break areas as listed above.
The 6 JCP MOR also has a cafeteria however, it is reserved for OR staff

The Supervisor of each shop/section may modify these guidelines as reasonably needed to suit special needs of their shop. Any long-term modification requires review, on an as needed basis, by the Assistant Director and Director to ensure that a productive effort by that shop/section is preserved. Changes to these particular guidelines should apply to all Employees within this shop/section.



IV. ATTENDANCE AND OTHER GUIDELINES

A)



ABSENCES



The University of Iowa Hospitals and Clinics strives to provide a safe, supportive, and healthy work environment for staff that is both productive and engaging. The Hospital recognizes that its staff members are diverse and have a wide range of personal and family obligations. Some of these circumstances can be complex and at times difficult, potentially affecting the staff member's ability to be present and productive when at work. It is vital that UIHC and its staff members strive to meet their individual responsibilities regarding attendance and use of leave benefits.

What is the expectation of employee attendance?

- Being on time
- Work as scheduled
- Employees are encouraged to attend work regularly and consistently.

Employees are encouraged to stay at home if suspected of having a contagious illness such as but not limited to, common cold, flu, or flu like symptoms, or any type of illness with fever.

If you are unable to be at work for any reason, all Employees should follow these procedures:

When to Call?

- If possible at least 30 minutes before the start of your shift.

Who to call?

- Your Supervisor is the preferred contact however; you can call your Shop. The key is to talk to someone, even if you have to wait closer to the start of your shift. If you cannot make contact with anyone, it is permissible to leave a voice mail message with your Supervisor.

***An Employee will never be asked to divulge information concerning their illness.**

What to do when you return?

- Complete an absence request in ELMS on your first shift following your absence. In short, as soon as you return to work.
- Medical slips are not required with short term spontaneous absence request however, your Supervisor may ask for this documentation.

What about Spontaneous request?

These are vacation or compensatory time requests made for time off on the same day without previous notice.

- Based on work needs and staffing the Supervisor will evaluate an Employee's request for spontaneous vacation and choose to accept or deny the request.

In Summary to Absences

The following represent guiding principles that are expected to create and maintain a balance that supports both individuals and the organization.

- Honest and open communication
- Shared responsibility for outcomes
- Promotion of maximum health, engagement and productivity
- Excellence in service
- Stewardship of resources
- Best practices that promote and support regular attendance

Absences Summary *continued*

Staff members contribute toward the achievement of the UIHC goals by being present and attentive to their duties while at work. Employees are expected to:

- Make reasonable judgments in their efforts to be at work, maintain regular attendance, and be engaged while at work.
- Actively communicate in a timely manner with their supervisors about their attendance and need to request leave.
- Take reasonable care to maintain their personal health in order to be productive and are encouraged to maintain healthy lifestyle practices and take appropriate preventive health measures.
- Be responsible in balancing work obligations, impact upon co-workers, customers, and clients with personal considerations in scheduling leave, and schedule absences in advance whenever possible.
- Use leave benefits in the manner for which they are intended: vacation to provide for periods of rest, relaxation, or other personal needs; sick leave, as a reserve to use if unable to work due to a personal health condition; and family caregiving, adoption, or bereavement leave if and when these circumstances arise.

Department Leadership is expected to provide an environment that fosters a healthy and productive workplace, to support the recruitment and retention of staff. Management is expected to:

- Promote the health, engagement, and productivity of staff.
- Recognize the applicable rights and benefits for leave, the occasional need for unscheduled leave due to unanticipated illness or emergency, and the privacy of individuals, when appropriate.
- Balance operational needs and efficiencies with the interests of staff members in making staffing decisions.
- Exercise judgment in the management of performance, which may be impacted by attendance.
- Promote work life balance; be responsive and supportive of staff needs and work to accommodate individual circumstances, whenever reasonable.
- Be supportive of the interests of co-workers and customers impacted by any staff member's absence, and provide support and assistance whenever possible to minimize disruption due to absence

Each Supervisor keeps a daily log of absences and this information is periodically reviewed with Departmental leadership and UIHC Human Resources as needed. Correct reporting and coding is one of the objectives for this record keeping and review. Statistics are kept for national reporting and comparative standards so insuring that authorized absences, FMLA and LOA are documented properly along with the spontaneous and unexpected absences helps not only our department but contributes to the overall reporting as well. Additionally, time off in any form affects the Departmental budget as well as the Hospital budget and productivity. If you need any clarification in regards to the above please contact your Supervisor.

There are many programs and benefits, which are not identified in this document, as it was not intended to be all-inclusive. UIHC Human Resources and the UI Benefits office can answer any questions that arise.

The key to success is communication with your Departmental Leadership.

B)

Time Clock Guidelines/Expectations & Examples,

1) There is a 6 minute overall window to clock in and out. This is interpreted as; on a scheduled shift you should clock in no earlier than 3 minutes prior to the start of your shift to 2 minutes after the start of your shift. The reverse applies to clocking out; no earlier than 3 minutes prior to the end of your shift to 2 minutes after the end of your shift.

Clocking in prior to 3 minutes before the start of a shift will result in non-authorized overtime unless prior arrangements have been made with your Supervisor or there is an emergency that requires immediate attention. Repeated clocking's of this sort without the aforementioned communication could lead to a consultation with your Supervisor. Clocking in 3 minutes after your shift begins will result in loss of time that may be taken from vacation at the end of the two week pay approval period. The reverse is applied to clocking out. Clocking out over 2 minutes after your shift ends will result in non-authorized overtime unless either prior arrangements have been made with your Supervisor or there is an emergency that requires immediate attention or a continuation of work that needs to be completed before finishing the day. Repeated clockings of this sort without the aforementioned communication could lead to a consultation with your Supervisor. Missing time may **not** be adjusted without approval of your Supervisor.

2) On regular work days you only have to clock in at the beginning of your shift and clock out at the end. You do not have to clock out for lunch **unless** you are leaving the hospital grounds for personal reasons for example; going to get lunch at a restaurant or "fast food" establishment, paying a personal bill, visiting a friend or spouse, etc. **These are examples only and not intended to be all inclusive.**

3) Staff may use the "No Lunch" Code only after prior approval of your Supervisor. ELMS takes out ½ hr (30mins) for each 4 continuous hours of recorded time. **This code is used on the OUT punch for the day.**

4) Staff are asked to clock in and out on one of the 5 designated clocks within the Engineering areas unless you have made prior arrangements with your Supervisor. The clock located in Ramp 1 is exclusively for the Grounds Shop Staff. Exceptions to this guidance are working scheduled overtime and emergency call back. The 5 locations are; two in the shop area in the Basement of BT, entrance to the Work Control Center, the Mechanical shop and outside of the Med Instruments Machine shop.

5) When called back during Stand-by period staff should **clock-in at the first available time clock using the "Call-Back" code 15 and clock-out using the same code at any time clock** when your work is complete using the same special code.

6) Request forms for FMLA, overtime and comp time etc. will still be used in the same manner as before ELMS. This is also true for Call-In forms as well.

7) Staff are responsible for making requests (missed clocking, vacation, sick etc.) through the ELMS Portal on a computer or one of the touch screen time clocks. Response by your Supervisor to these requests will be made according to the current AFSCME contract.

8) Staff are responsible for making ELMS request(s) in a timely fashion. For example; unplanned sick request(s) are to be entered into the ELMS on the morning you return. ELMS Employee Time Records are approved by the Supervisors every two weeks. However Supervisors should check these on a daily basis to ensure the record is up-to-date.

9) Remember that the card readers (or clocks) are proximity readers and not card swipe. When clocking remember to simply hold your card at the appropriate spot, when the green light appears you have successfully recorded the time.

10) When requesting time off (i.e., Sick or Vacation) that will include the lunch hour the employee should remember to take out the ½ hr (30 minute) lunch period. As an example; an employee is scheduled for 0700 to 1530. He/she request to be away from 1000 to 1300 for a doctor's appointment. The employee should request 2.5 hours sick rather than 3 taking into account that there will be a 30 minute lunch period during this time. With this example it would better serve the employee and Supervisor if they simply informed their Supervisor they have an appointment, clock out then clock back in and fill the missing time with the appropriate request.

Things to Remember

The preceding guidelines are an overview with regards to what is expected. Basically, clock in and out at the appropriate assigned time, clock in and out on the appropriate clocks during your normal assigned hours, codes we commonly use are posted at each clock station (if not, inform your Supervisor), check your time in the ELMS Portal or at the large time clock at least three times a week, make request(s) in ELMS as soon as possible, do not wait till the last day before the finalization, do not wait after the pay period (every two weeks) to have call-back or overtime adjusted. If this occurs and it is a week into a new month time may not be altered. As an example but not all inclusive, you had been called in on May 1st but did not put in the call back code. On July 10th you want make a request to have this pay retroactive. This type of request may not be granted. Each request will be assessed on a case by case basis.

You will need to log into the ELMS portal using your Hawk ID and Password. For basic operation a guide for the ELMS portal and other information can be found at the ELMS Share Point site ELMS can be found on your Start Menu, or you can type “elms” into the URL area on the internet (internal only).

Last but certainly not least, communicate with your Supervisor.



C)

University Employee Health Clinic

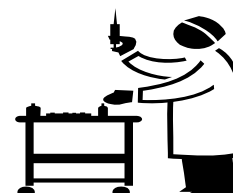
The University Employee Health Clinic (UEHC) serves all University of Iowa employees and provides a variety of prevention and treatment services based on the employee's workplace tasks and potential exposures.

UEHC provides new employee health screenings, audiometry, tuberculosis skin testing, and pulmonary function screenings. Our staff also evaluate and treat employees with exposures to environmental hazards, infectious agents, and blood-borne pathogens. Other services include influenza vaccinations, blood pressure checks, tobacco cessation counseling, animal exposure screenings, and reproductive hazards counseling.

Note: While UEHC serves all University employees, services for campus personnel who have no patient contact differ from services for employees working within the hospital. To help make the difference clear, we will refer to “Services for UI Employees” and “Services for UI Health Care Employees.”

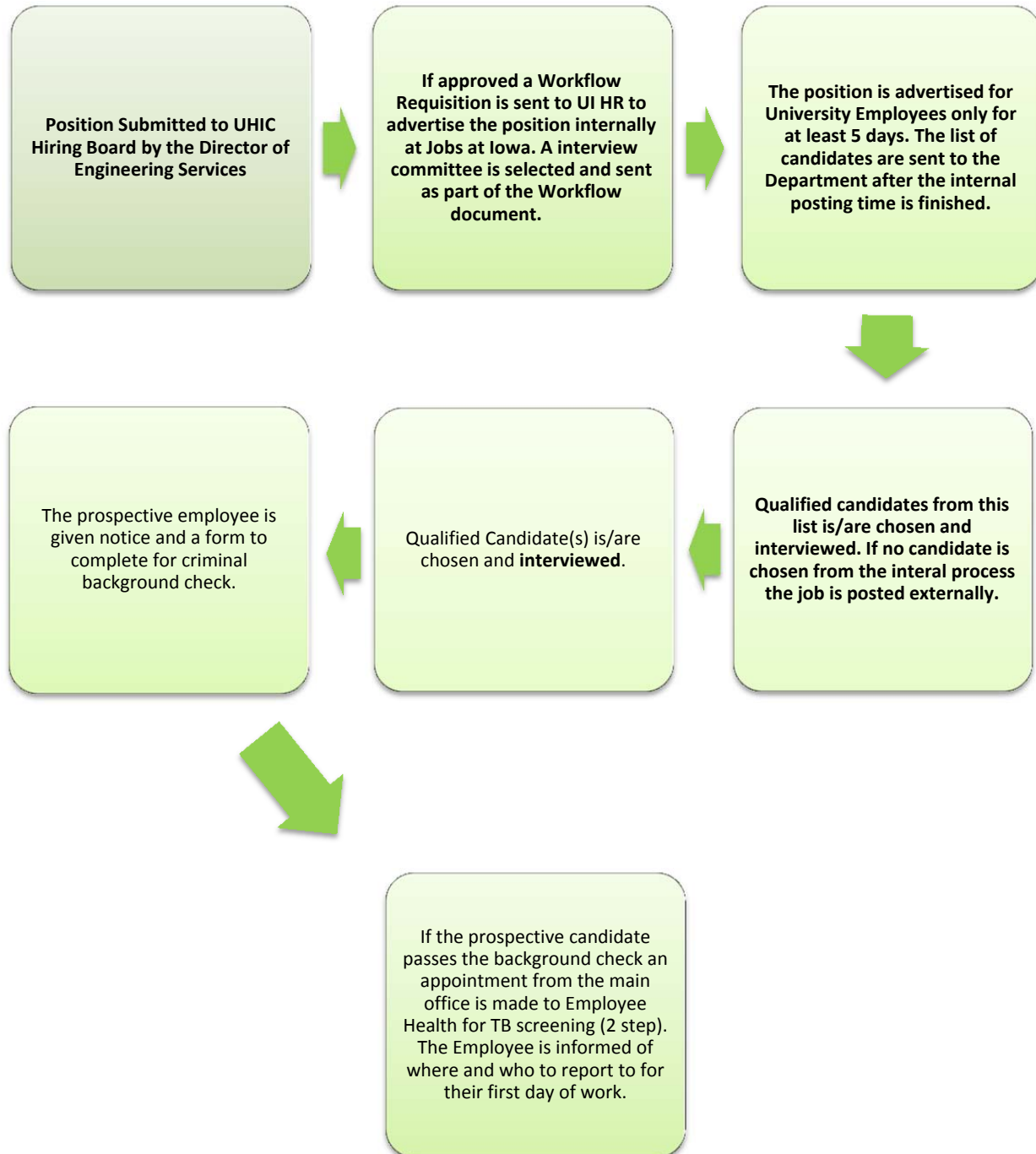
The University Employee Health Clinic (UEHC) is located on First Floor, Boyd Tower (BT) Room 1097-1. Currently UEHC does not provide sick-call services. Please see your primary care provider for evaluation. Other available services include UI Quick Care, the Family Medicine Clinic- Family Care Center, or one of the UI Community Medical Services Clinics (UICMS).

- UI QuickCare
- Family Medicine Clinic–Family Care Center



D)

HIRING PROCESS OVERVIEW



This entire process can take up to 6 weeks to complete.

E)

KEY Behaviors



1. Practice Safety
2. Respect Dignity and Privacy
3. Be Courteous
4. Listen, Explain, and Show Concern
5. Make Eye Contact and Greet
6. Provide Timely Assistance
7. Look and Act Professional

The expectation is that these behaviors be extended not only to our Patients and Visitors but also to Hospital Staff in Engineering Services and other Departments

Every Employee is expected to attend a Service Excellence Basic Training Session.

To Summarize Overall

The nature of this Hospital setting requires that Engineering Services personnel be especially sensitive to the needs of patients and visitors. As well, the professional atmosphere of this Hospital requires that Engineering Services personnel treat other Hospital staff with respect. In view of this, the following additional guidelines are to be followed by Engineering Services personnel.

- A. When entering an area to perform work, announce yourself to the person requesting the work or the person in charge. Give them an overview of what the work will involve.
- B. If the work requested will involve a delay; advise your contact of the reason for the delay and how long the delay may be.
- C. If a delay continues longer than previously noted to your contact, update him/her periodically on the reason and progress.
- D. When you have completed the requested work, make sure you perform general clean up and advise Housekeeping of any additional clean up needed.
- E. Advise your contact when you have completed the work. Let them know whom to call if problems arise. Of course, they may call you.
- F. If you investigate a problem or request that is the responsibility of another Engineering Services shop, advise your contact that you will forward it to the proper party, and promptly do so. Keep in mind, these people are our customers and have requested Engineering Service's help. In addition, we are all Engineering Service.

Everyone who requests our service is our customer. They deserve our courteous treatment. While we may expect like treatment in return, that may not happen. The treatment of our customer must remain positive and pleasant.

Every Employee is expected to attend a Service Excellence Basic Training Session.

Summary continued

If you find yourself in a situation, where a confrontation is likely and you do not believe you can resolve it:

1. In a courteous manner, break off the discussion as soon as possible, letting the individual know you will present the problem to your Shop Supervisor.
2. Promptly notify your Shop Supervisor and provide all pertinent information.
3. The Shop Supervisor is to contact the individual and / or notify the Operations Manager of Engineering Services and resolve the problem.
4. You should remember that you might be asked to work with the individual again. It is in all of our best interests to maintain a positive and pleasant relationship with everyone.
5. Under no circumstances should a confrontation be held in front of (or certainly with) a patient, visitor or departmental staff. Such action is completely unacceptable.

G. Personal Hygiene: While this is covered by The University's Work Rules, be particularly careful with:

1. Appearance of uniforms
2. Body odor
3. Breath odor

Be positive, pleasant, courteous, and helpful and always practice ***Excellent Customer Service***.

We Are



World Class **People.**