

CONTRACTED SERVICES PERSONNEL FACILITY HANDBOOK



Sutter _____

WELCOME!

You will be working in a Sutter _____ facility. While you are on _____ property, there are some rules and guidelines that you will be expected to follow.

It is your responsibility to read this handbook. The responsibility for compliance with this information is yours. Please read the following information carefully. If you have any questions regarding these rules, speak with your supervisor, or contact the Engineering Department. Keep this information with you for reference at all times while on the job.

Our patients, our staff, our visitors and the surrounding community thank you for your cooperation.

THANK YOU!

Appropriate Dress: Work clothes should be clean and not torn or frayed. No tank tops or shorts. Tee shirts with designs or words on them must be in “good taste”. Personal protective equipment appropriate to your task must be worn, and it is your responsibility to have such equipment with you while on the job. Clothing must be cleaned in accordance with Infection Control Department standards upon leaving the job site and entering other hospital areas. You may be asked to wear special protective clothing suitable for work in certain areas of the hospital.

Asbestos: If you have concerns about the potential for asbestos in your work area, please contact the Engineering Department.

Cabling: All cabling (signal, phone, nurse call and any other low voltage cable) not installed in conduit must be plenum rated as defined by the State Fire Marshal. Contractors performing this type of work must submit a ILSM permit to the Engineering Department with floor plans showing cable routing and above ceiling permit prior to work.

Cafeteria: You are welcome to purchase food in the hospital cafeteria. Discretion in dress, conduct, and language is requested. Your clothing and shoes must be free of construction dust and other contaminants.

Ceiling Penetrations/Ceiling Tiles: You must fill out an ILSM Permit and receive approval from Engineering AND Infection Control before performing work above ceiling level. Lost, damaged, or soiled ceiling tiles will be your responsibility to replace. Contractors and vendors will be back-charged for the replacement of ceiling tiles destroyed during the performance of work.

Cellular Phones and Hand-held Radios: Due to radio interference with sensitive electronic medical equipment, cellular telephone and hand-held radio use is prohibited in certain patient care areas. Cellular phones and radios must be turned off upon entering these patient care areas: Operating rooms (OR), Emergency Departments (ED), Special Care Nursery, Critical Care Units (ICU/CCU), Radiation Oncology Area of Cancer Center).

Check-in: You must check in at the Engineering Department or Service Center prior to work, unless alternate arrangements have been approved by Plant Operations and Maintenance. You will be issued a temporary badge upon completion of the check-in documentation requirements. Your badge must be worn at all times while on hospital property.

Conduct: At all times, contractors, sub-contractors, and vendors performing work on hospital property must use discretion in language and behavior. It is also expected that you will respect the dignity of patients, staff, and visitors. Sutter Health and _____ reserves the right to dismiss contracted and vendor personnel for behavior, dress, or language that is not appropriate for a health care/healing environment.

Elevators: The Engineering Department will inform you as to which elevators you are free to use while performing work in the facility. As an example, construction debris must be confined to elevators that have been identified and approved for such use during pre-construction meetings.

Emergency Codes: The following codes are used at all _____ facilities. You must be familiar with these codes in order to respond appropriately. Please contact the Engineering Department for clarification of your required action during the following codes:

- **Code Blue; Code White – Cardiac/Respiratory Arrest Adult/Pediatric**
What you should do: Stay clear of hospital personnel who are in the process of responding to the code.
- **Code Red - FIRE**
What you should do: Assess your immediate area for fire or smoke. Listen to the overhead page to identify the location of the code red. Follow hospital personnel instructions to evacuate if necessary. You are responsible for identifying escape routes prior to start of work.
- **Code Orange - Chemical Spill**
What you should do: Listen for location of code orange. Be prepared to secure your work site and follow hospital personnel instructions.
- **Code Triage - Multi-Casualty Incident/Disaster Event**
What you should do: Be prepared to secure your work site and follow hospital personnel instructions.
- **Code Pink – Infant Abduction**
What you should do: Secure your work site and block the nearest exits. Observe anyone who is or could be carrying a baby and report to Security immediately.
- **Code Gray – Combative Person(s)**
What you should do: Secure your work site and listen for location. If combative person is in your work area, dial _____ to alert Security and announce a Code Gray in your location.
- **Code Yellow – Bomb Threat**
What you should do: Secure your work site and report any unusual packages or items to Security ext _____.

If these codes should happen in your work area in the _____ dial _____ to report. If at an offsite facility, dial 911.

Emergency (ED) Entrance: The ED Entrance must not be blocked by vehicles or equipment unless approval has been granted by Emergency Department personnel AND Engineering Department.

Emergency Phone Numbers: A list of contact phone numbers appropriate to your specific task will be provided when you check in to receive your badge at the Engineering Department.

Fire Alarm Activation: If your work is likely to create dust or smoke, you may set off the fire alarm system. Contact Engineering prior to start of work in order to coordinate efforts to minimize false fire alarms.

Fire Extinguishers: You are responsible for knowing the location of the nearest fire extinguisher. On large construction jobs, you shall provide and maintain in working order sufficient fire extinguishers for protection of the job site.

Fire Exits and Evacuation Routes: Before you start work, you must be familiar with the location of the nearest fire exit and evacuation route. Evacuation plans are posted throughout the facility to assist you. *You must never block a fire exit or evacuation route.* If an evacuation route must be altered due to the work to be performed, you must coordinate the changes with Engineering in advance. Approved, alternate routes may take up to 48 hours to coordinate with affected departments. Signs and maps with alternate routes must be posted in the affected areas.

Fire Wall Penetrations: All fire wall penetrations must be approved in advance, and sealed in such a manner to meet all applicable fire codes. Rework to repair unsealed penetrations will be billed to your company, or payment for the work stopped.

Grounds Protection: Damage to grounds, signage, landscaping, city-owned fixtures, fences, gutters, hydrants, gates, etc must be avoided. Damage caused to grounds/equipment must be repaired at your expense.

Identification: All contractors and vendors working on hospital property must wear a temporary _____ identification badge at all times. Badges are available at the Engineering Department office.

Infection Control: As defined in the Infection Control Policy for construction and renovation, the contractor or vendor, who is expected to generate dust or release contaminants into the air, must complete an implementation plan (including the infection control permit). This plan must be approved by both Engineering and the Infection Control Department before the start of work. Appropriate control measures must be assessed, and an implementation plan approved before start of work.

Insurance: All contractors and vendors must provide proof of liability insurance before start of work on _____ property. Insurance documents may be submitted in advance to be kept on file in the Engineering Department.

Interim Life Safety Measures (ILSM): Any work that compromises fire safety must have approval in advance. ILSM may take up to 48 hours to implement, so you are encouraged to seek pre-planning assistance from the Engineering Department. Unplanned implementation of ILSM may result in overtime for hospital staff, or increased staffing levels. You may be billed for the costs incurred as a result of an unplanned ILSM implementation.

Noise and Vibration: For the comfort of our patients, you must make every effort to minimize noise and vibration during the performance of your work. Prior notification to Engineering is required for this type of activity in patient areas.

Parking: All construction vehicles must park in the _____ lot located off of _____ Ave. Contact the Engineering Department for further information about parking requirements.

Patient Confidentiality: While on the job, you may inadvertently see patient care activity in progress, or hear sensitive and confidential patient information. You are expected to use discretion and ensure patients' privacy at all times. Do not repeat patients' names, or any other patient care information that you may see or hear. It is never appropriate to inquire about or discuss any patient information.

Radios: Radios for entertainment purposes are not allowed. See the Cellular Phones and Hand-held Radios section for information about those specific devices.

Smoking: Smoking is prohibited within any _____ facility. Any smoking on the grounds must be greater than 50 feet from any entrance. Contact the Engineering Department should you have questions.

Telephones: Hospital telephones are not to be used for personal business. Pay phones are available for your use. Cellular phones must only be used as described in the Cellular Phone and Hand-held Radios section, above.

Tools: You must provide your own tools, including ladders, as necessary to perform your job.

Welding, Brazing, Soldering: Contractors and vendors who need to weld, braze, or solder must receive prior approval from Engineering and, in some cases, Infection Control. The need to weld, braze and solder must be discussed in pre-planning session(s), prior to start of work, in order to develop a plan to minimize the effects of the work on hospital personnel, patients and visitors.

Work Site Cleanliness: Contractors and vendors must maintain their work site in a manner that does not create a health or fire hazard or block a fire exit route. Hospital property, as well as personnel, patients and visitors, must be protected from debris, dust, and other byproducts of your work activity. Trash must be covered before transport. Our patients depend upon you to keep your work area clean and hazard-free.

Working Hours: No contractor or vendor may work on _____ property without the knowledge of the Engineering Department. Normal working hours are 0700 to 1530 hours. Work before or after normal working hours must have prior approval from the Engineering Department. All Life Safety and Utility Systems must be returned to normal operational status by 14:30 allowing time for testing or repairing malfunctions that may impact patient care.

Emergency Phone Numbers:

_____ , Director of Engineering –
_____ , Chief Engineering -
Emergency operator at - ext _____ otherwise call 911
_____ , Environmental Health & Safety Manager -

COMPLETE THE FOLLOWING FORM, DETACH AND SUBMIT TO THE ENGINEERING DEPARTMENT



**CONTRACTED SERVICES PERSONNEL HANDBOOK RECEIPT
ACKNOWLEDGEMENT**
(Submit to Engineering Department for Filing)

This acknowledges that I have received my copy of the Contracted Services Personnel Handbook. I have read and understand the contents, and will abide by all rules and guidelines described. Should I not comply with the rules and regulations in this handbook, I understand that I am subject to removal from the facility, and cancellation of any contracts governing my work in a _____ vices facility. I understand further that this handbook and the rules and regulations it contains do not in any way relieve me or my employer of any applicable regulatory agency requirements for safety on the job, quality of work performed, and compliance with federal, state, county or local codes and ordinances.

Company Name: _____

Print Your Full Name: _____

Your Signature: _____ Date: _____

Your Craft: _____ SSN# _____

Emergency Contact: _____ Phone: _____