Welcome to Maintenance
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Introduction

Congratulations on your recent appointment and welcome to the Hospital Maintenance Department! We are excited to have you as a part of our team. This guide will provide you with an introduction to our department and what to expect at your new job.

The University of Michigan Health System is defined by excellence in patient care, medical education and research. The Hospital Maintenance Department is committed to supporting the Health System by maintaining the physical environment and providing other related services, such as HVAC, plumbing, electrical, and general building maintenance. Please take the time to read the department’s entire Mission, Vision and Guiding Principles in Appendix A, as well as our Vision 2012 in Appendix B. The University of Michigan Health System’s values are summarized in the acronym “PARTNERS”:

- Patients and Families First
- Accountability for Outcomes
- Respect for Individuals
- Teamwork
- Never-ending Improvement
- Empowerment
- Responsibility for Cost Effectiveness
- Service to the Community

We also strongly encourage you to familiarize yourself with our department by visiting the hospital maintenance website at http://www.plantops.umich.edu/maintenance/hospital/ and the plant operations website, found at http://www.plantops.umich.edu/.

Working in such a fast paced, complex hospital presents unique challenges, and requires that our department perform preventive maintenance and repairs both efficiently and flawlessly. You will be an integral part of our team, and our performance as a department depends on you doing your job well. In addition, it is important that your appearance and conduct reflect positively on yourself and the department as a whole. Bear in mind that many patients and visitors are under a great deal of stress while they are here, so although they may be impolite or discourteous, you should remain understanding and be as friendly and helpful as possible.
Reporting to Work

The first person you will meet upon reporting to work for the first time is your Foreman. These are the primary things your Foreman will do for you:

- Introduce you to your coworkers and provide you with shop rules.
- Provide shop-specific information, such as when the vacation schedule will be posted, when breaks and lunch are usually taken, and introducing you to new employees in the department.
- Give you work assignments, and indicate the order in which they should be done.
- Observe and inspect your work results to evaluate your performance, and provide you with both positive and negative feedback.
- Answer questions and provide information that will help you better complete your assigned tasks.
- Issue tools you will need to perform your job.

Upon arriving to work, you will need to clock in using your timecard. Your Foreman will show you where to punch in and out each day. NEVER punch someone else’s timecard for them. **Falsifying time records is considered grounds for dismissal.** Any questions about timecards can be directed to your Foreman. You are expected to be in uniform and ready to begin working when your shift starts. You will need to account for the time it takes you to get to work (particularly if the weather is bad) so that you will still be ready at your scheduled start time. Information about available parking and public transportation options can be found at the Parking & Transportation Services website (http://pts.umich.edu/).

Lockers, which are located on level B2 of the University Hospital and in the area shops of Mott and North Ingalls Building, are provided for all Maintenance Department employees as necessary. You will be issued uniforms, and will be held responsible for any damage or stains they receive while you are not working. You will also be given vouchers for safety glasses and steel toed work boots. If you leave your employment with the University, you will need to turn in your uniforms to receive your last paycheck.
Appearance and Dress

As stated before, your appearance and conduct will strongly influence patients’, visitors’ and staff’s opinions of our department. The following guidelines should be adhered to while at work:

- The hospital-issued uniform must be worn at all times, and must be clean, buttoned and zipped.
- Shoes must be enclosed and cover the entire foot.
- Shirts must be tucked into trousers.
- Long sleeved shirts should not have the sleeves rolled up, unless the work site conditions require it.
- Shirts should have all buttons fastened. The top-most collar button may be left undone.
- Any undershirt worn should not have printed material on it that is visible through the uniform.
- If uniforms have not been issued, or there is a uniform shortage, you must dress in accordance with the University Hospital Dress Code.
- If your uniform is damaged during work, consult your Foreman. They will arrange for replacement and repairs.
- Hair may be any length and must be neat, clean, and well groomed.
- Beards, mustaches and sideburns must be neat, clean, and well groomed.
- Personal hygiene, a clean appearance and no offensive odor, is required.

Your First Weeks at Work

You will be issued an ID Badge that must be worn and visible at all times in the upper left-hand area of the chest or on a lanyard around your neck. You must identify yourself whenever requested by patients, visitors, or staff (such as Security). Your ID Badge is also coded as a cardkey, which will provide you access to the areas of the hospital in which you work. Your Foreman will determine your level of access, and provide you with a form to present at the ID/Key Office when obtaining your ID. The ID Badge must be turned in upon termination.

Your Foreman will also provide you with Key Forms to take to the ID/Key Office for any keys you will need to obtain. Your Foreman will also provide you with keys to cabinets or panels as needed. All keys must be returned to your Foreman upon termination.

You will be given a tour of the facilities by one of your co-workers in your first few days at work. You will also be introduced to the Maximo system, which you will use to enter your work hours, view the work orders that need to be done, and complete the work orders that have been finished.
Your Labor Contract

You will receive a copy of the labor contract that applies to you, either as an AFSCME or Trades employee. This contract contains information related to your wages, benefits, hours, holidays and vacation, bidding procedures, overtime provisions, and the grievance procedure. You should read your contract carefully and are encouraged to ask questions about the provisions if you need clarification.

Training Programs

You will receive a great deal of training at the start of your employment. If you are new to the University, there will be a University Orientation at Wolverine Tower on your first day. Other orientations that will take place in your first month of employment include the Hospital Orientation (MTV), the Plant Operations Orientation Program, and the OSEH Safety Training Program. Your Foreman will also go through the OSEH Safety Training Checklist with you in your first week (see Appendix F). As a hospital maintenance employee, there are many training opportunities available to you. To view more information about available training and tuition reimbursement programs, visit the facilities maintenance website at http://www.plantops.umich.edu/maintenance/training/.

Infection Control and Employee Health

A major priority for all hospital employees is infection control so that patients, staff and visitors remain safe. Information about infection control for maintenance and construction workers can be found at http://www.med.umich.edu/i/policies/ice/ICM_construct/construct.htm. You will be given a TB Test within your first two weeks of work at MWorks. More information about MWorks, the place where you will go for any injuries sustained while working, can be found at http://www2.med.umich.edu/healthcenters/clinic_detail.cfm?service_id=593&um_unit_id=.

Phone Calls and Visitors

If your family needs to reach you because of an emergency, they should call the Call Center at 936-5054, and explain the emergency. You will be contacted. Similarly, if you have an emergency at work, your family will be contacted for you. If someone calls for you with a non-emergency, the message will be posted where you check out, but will not be delivered to your work area.

Personal calls may be made during your break or lunch period. You are welcome to have visitors during your break or lunch periods, but they may not remain and visit while you work. If someone is bothering you, contact your Foreman to handle the situation.
Absence Policy

If you are unable to work due to serious illness or injury, call your Foreman before the start of your shift. Explain the nature of your illness/injury and how long you expect to be absent. Calling after your shift starts or not presenting the needed information about your absence will usually result in an unexcused absence without sick pay. You may leave a message on your Foreman’s voicemail if necessary; be sure to include your name, illness/injury, and the expected duration of your absence. You may also need to leave the same information with Systems Monitoring. Consult your Foreman for times when it is appropriate to do so.

If you are not ill, but are unable to work or going to be late to work due to an emergency, call your Foreman as soon as possible and explain what happened and when you will get to work. You will need to obtain approval from your Foreman for any extra time off you may need.

Your Pay

You will be paid biweekly. You are encouraged to have the University deposit your check directly into your account, but alternatively you may pick up your check at Wolverine Tower. You will also receive a monthly statement of your vacation and sick time accrual. Both your paycheck and your leave balance can be viewed online at Wolverine Access. If you think a mistake has been made in either of these items, consult your Foreman. In most cases, the Payroll Department will correct a pay shortage by the next pay period.

Plant Operations Policies and Procedures

A full description of all of the Plant Operations Department’s Policies and Procedures, including those detailed above, can be found online at http://www.plantops.umich.edu/director/PDF/Policy_Guide.pdf. Please take the time to review these policies.
Emergency Procedures

In order to avoid distress among patients and visitors, the hospital uses a series of codes to convey emergencies to staff. These codes, as well as what you should do during each emergency, are summarized in the following table:

### Table 1 Summary of Emergency Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
<th>Expected Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Cardiac/Resp. Arrest</td>
<td>Call the FCC (911)</td>
</tr>
<tr>
<td>D</td>
<td>Disaster</td>
<td>Report to your Foreman</td>
</tr>
<tr>
<td>D-Drill</td>
<td>Disaster Drill</td>
<td>Report to your Foreman</td>
</tr>
<tr>
<td>E</td>
<td>Non-clinical Emergency</td>
<td>Call the FCC (911)</td>
</tr>
<tr>
<td>F</td>
<td>Fire</td>
<td>R.A.C.E.</td>
</tr>
<tr>
<td>F-Drill</td>
<td>Fire Drill</td>
<td>R.A.C.E.</td>
</tr>
<tr>
<td>R-1</td>
<td>Bomb Threat</td>
<td>Continue work; stay alert</td>
</tr>
<tr>
<td>R-2</td>
<td>Bomb Discovered</td>
<td>Follow Security instructions</td>
</tr>
<tr>
<td>Pink</td>
<td>Infant Abduction</td>
<td>Continue work; stay alert</td>
</tr>
<tr>
<td>Strong</td>
<td>Violent Situation</td>
<td>Follow Security instructions</td>
</tr>
<tr>
<td>Tornado Watch</td>
<td>Tornado Conditions (announced on P.A.)</td>
<td>Stand by for further instructions</td>
</tr>
<tr>
<td>Tornado Warning</td>
<td>Tornado Sighted (announced on P.A.)</td>
<td>Move patients/visitors away from windows</td>
</tr>
<tr>
<td>Yellow Card</td>
<td>Discreet Distress Signal</td>
<td>Call Security and ask for a Yellow Card if in distress</td>
</tr>
</tbody>
</table>

A detailed description of what will happen during each code is provided in Appendix C. A detailed description of the classes of fires and types of fire extinguishers is provided in Appendix D. You will need to review these safety procedures in the first week of your employment.

Again, welcome to Hospital Maintenance! We hope your transition into our department will be smooth and quick, and we urge you to contact your Foreman with any questions not answered in this booklet.
Appendix A: Mission, Vision & Guiding Principles

Mission Statement
The Hospital Maintenance Department, a member of the University Community, maintains the physical environment and provides related services to support the Hospital in reaching its goal of excellence in healthcare and public service. Hospital Maintenance includes electrical services, HVAC services, plumbing services, and general building maintenance services.

Vision Statement
- To be a department where continuous and measurable improvement in services is the standard.
- To be recognized by the Hospital and University community for excellence in service, as a partner in solving our customers' problems, and as the provider of choice.
- To be an innovative leader in facilities management.
- To be an organization where all employees are treated equitably and honestly.
- To be an effective, diverse work community.
- To be a learning organization, where all staff members are empowered and supported in reaching their full potential.
- To be a workplace where the atmosphere of trust encourages creativity and innovation.

Guiding Principles
Our vision can only become reality through the efforts of all members of the Plant Operations team. This requires that everyone identify processes that need to be improved and the milestones that must be achieved as we seek to be the provider of choice for those we serve. While keeping the vision before us reminds us of what we are to do, it is critical that we also give attention to how we do it. We will be guided by these principles:

Focus
We exist to serve the needs of the Hospital through partnerships and mutual understanding.

Integrity
How we do our work and how we relate to each other are of paramount importance. Our conduct must conform to the highest, uncompromising standards of trustworthiness and character. We will never knowingly make decisions that harm people or that are not in the best interest of the Hospital community.
Respect for People
Respect for people and their intrinsic worth is the cornerstone of our relationships with one another, our customers, and our suppliers. We appreciate the diversity of the human family and recognize our differences as sources of collective strength and wisdom.

Empowerment
We are a team. Team members are stakeholders in the success of the enterprise, and must be involved in the decisions that affect their work lives. "Empowerment", with its freedoms, responsibilities and boundaries, describes the intended work culture. Empowerment requires competence, sharing of information and ongoing learning. We are dedicated to becoming the best workforce in our industry. A person seeking to improve service to a customer will not be blamed for taking reasonable risks or for trying something new that does not quite work out.

Innovation
- We are a learning organization.
- We recognize that improvement of our work processes, our methods, and ourselves is essential to our success.
- We must be creative.
- We must challenge our own thinking.
- We must seek to learn from our mistakes.

Once a problem, issue, or concern has been identified, it is good practice as an individual or group to actively seek solution or avenues of correction, regardless of the magnitude of the effort. If this practice is not performed, then as a group or as an individual you become part of the problem, issue, or concern.

Don't be part of the problem. Take OWNERSHIP. Support and exercise TEAMWORK. Most of all make a difference.
Plant Operations – Mission

Plant Operations, a member of the University community, maintains the physical environment and provides related services to support the university in reaching its goal of excellence in education, research, and public service.

Guiding Principles

- Service
- Integrity
- Respect for People
- Empowerment
- Innovation
- Responsibility to the Environment

Facilities Maintenance Strategic Direction:

Four Way Focus

Customers
Provide customer acclaimed facility services

1. FTE Support for New Space
2. Dept. Newsletter Development
3. 24 hr Management Coverage (except PHM weekends)
4. Update Web Page
5. Successfully Communicate
6. Customer Survey Results
7. Develop Area V Service Manual
8. Develop Department Photo Board
9. On-Line Viewing of Specific PM Activity
10. Identify Scheduling Opportunities of Available Staff in Providing Maintenance Support Efforts

Bold items are strategic initiatives developed from the B&F Employee Satisfaction Survey for Plant-Hospital Maintenance

Finance
Be a fiscal steward of the Univ’s physical assets & work collaboratively with the Campus comm. to dev. success within firm boundaries through expertise of Univ. bus.

1. Review Architectural and Mechanical Design Specifications
2. Develop Shop Specific Operating Budgets with Reporting
3. Encumbrance Process for Reimbursable Maintenance Work
4. Maintain PHM Contract “Break-Even” status

People
Cultivate a work env. of trust & collaboration in which all employees have opportunity & a responsibility to develop to their greatest potential

1. ID Training Location for staff at Hospital
2. Increase Communications between shops via new Scheduler/Planner Position
3. Establishment of Archive Room
4. I.U. Third Floor Clean-up
5. Dev/Imp Focused Service Groups (FSGs)
6. List B&F Core Values
7. Increase Honeywell/Simplex Fire Alarm System FTE Support
8. Conduct Employee Recognition Events
10. Honeywell Project List
11. Advance MMIII Business Case
12. Implement Strategic Planning Initiatives

Hospital Maintenance – Vision

The Hospital Maintenance Department, a member of the University Community, maintains the physical environment and provides related services to support the Hospital in reaching its goal of excellence in healthcare and public service. Hospital Maintenance includes electrical services, HVAC services, plumbing services, and general building maintenance services.

Internal Business Process
Leverage technology and resources to create best in class internal business processes in facilities management

1. Initiate pt. rm. PM prog
2. Impl. fire/smoke damper PM prog.
3. Perform Yearly Code/Regulation reviews
4. Develop Dept Training Prog. Via LearnerWeb
5. Dev/Impl/Supp Supervisor Leadership Program
6. Establish Greater Accuracy of Paychecks
7. Advance MMIII Business Case
8. Succession Planning
9. Hand-Held Technology
10. Establish Campus Shared Support for Boiler Systems (Area V)
11. Supplement Commissioning Efforts to Include Equipt Tagging/Bar-Coding, & Job Plans for Priority 4 Equipt for New Capital Construction Projects
12. Meet or exceed established Department operational indices
13. Rev/edit Job Plans in MAXIMO
14. Implement Strategic Planning Initiatives

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## Appendix C: Detailed Emergency Codes and Procedures

<table>
<thead>
<tr>
<th>Code</th>
<th>Event</th>
<th>Necessary actions</th>
</tr>
</thead>
</table>
| **Code A** | Cardiac / Respiratory Arrest | • Call the Facilities Control Center (FCC) at 911 on any telephone. Give the exact location (building, floor, room number), your name, and whether it is an adult or adolescent. In some buildings, such as the North Ingalls Building, calling 911 will connect you to the Ann Arbor Emergency Medical Service instead of the FCC.  
  • The FCC will page the Cardiac Arrest Team. This is the only code that will not be announced on the loudspeaker.  
  • Staff in all hospitals except the University Hospital are responsible for guiding the Arrest Team to the correct room. In UH, ceiling mounted arrows will direct the Arrest Team to the proper unit.  
  • Intensive Care Units can notify both the ICU Patient Care Center and the FCC by pressing an arrest button the patient headwall and an Arrest Team will respond. |
| **Code E** | Non-Clinical Emergency       | Indicates a non-clinical emergency, such as a brown-out from Detroit Edison. Check with your Foreman for shop-specific procedures.                                                                                                                                                                                                                                                                                                                                                     |
| **Code F** | Fire / Fire Drill            | • In the case of a fire or fire drill, follow the acronym RACE (Rescue, Alarm, Contain, Extinguish - if safe to do so).  
  • First, move patients, visitors and other staff away from the area and close the door.  
  • Report the fire by calling 911 on any telephone. Tell the FCC "I have a code F on" and give the exact location of the fire and your name. Use the code name to avoid panic amongst visitors or patients. The FCC will notify the Ann Arbor Fire Department.  
  • A fire can also be reported by using the fire alarm pull boxes located near stairwell doors, in elevator lobbies, and along corridors in UH, Taubman, Mott and other buildings.  
  • Once reported, the Code F will be announced with a location over the loudspeaker or by telephone notification. In some buildings, audible and visual alarms will activate.  
  • Electronic doors will shut automatically, but will not lock. All other doors and windows should be shut to prevent the spread of fire and smoke.  
  • Most areas have automatic water sprinklers in the ceiling that will be activated by heat.  
  • 14 areas in the Diagnostic and treatment floors (B2 - 2) have Halon Gas Systems instead of water sprinklers to prevent damage to sensitive equipment. Before Halon gas is released, red lights will flash and an alarm will sound. Leave the area immediately, the gas is dangerous. The stairwell doors on these floors will lock to prevent entry.  
  • Evacuation may be necessary. Horizontal evacuation means to evacuate beyond corridor smoke or fire barrier doors on your floor. Vertical evacuation means to evacuate to another level of the building. If the entire building needs to be evacuated, you will be instructed how to leave the building.  
  • Always use stairwells during a fire evacuation. Elevators will automatically shut down and return to the designated level for exit.  
  • Check with your Foreman for specific fire/fire drill procedures in your shop. |
<table>
<thead>
<tr>
<th>Code</th>
<th>Event</th>
<th>Necessary actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code D /</td>
<td>Disaster /</td>
<td>• This code will be announced when the Hospital anticipates receiving a large number of victims and casualties for emergency treatment, usually as a result of a major accident, fire, or weather condition, such as a tornado. *Emergency Services on Level B1 of UH is the focal point for receiving victims. Here, patients will be initially evaluated before they are sent to those personnel with particular assignments as part of the disaster plan should report to their designated area. Often they will be paged by the FCC. All other staff should report to their Foreman and stand by for assignment.  • Check with your Foreman for specific disaster/disaster drill procedures in your shop.</td>
</tr>
<tr>
<td>Code D Drill</td>
<td>Disaster Drill</td>
<td></td>
</tr>
</tbody>
</table>
| Tornado       | Tornado Conditions     | • This code will be announced when conditions are right for a tornado to form. You should stand by for further instructions.  
| Watch         | Tornado Sighted        | • This code will be announced when a tornado has been sighted in the immediate area.  
|               |                        | • Follow your area’s plan for tornadoes. This may include helping patients or visitors to get away from windows. If you have time, close curtains or blinds to patient rooms to prevent flying glass, but do not worry about opening or closing windows. In the lobbies or public corridors with lots of windows, move yourself and visitors to interior corridors.  
|               |                        | • Other severe weather may also be announced over the loudspeaker. In the instance of a severe snowstorm, you may be asked to stay past your normal hours if employees from the next shift cannot get to work. |
| Code R1       | Bomb Threat            | • If this code is announced, remain in your work area unless otherwise instructed by Hospital Administration or Hospital Security.  
|               |                        | • If you receive a bomb threat, stay calm and listen for any clues that may help identify the caller or their location. Call the FCC immediately. |
| Code R2       | Bomb Discovered        | This code may be announced over the loudspeaker or via telephone notification when a bomb is discovered within our facilities. You may be asked to evacuate your work area. Follow any instructions given by Hospital Administration or Hospital Security. |
| Code Pink     | Infant Abduction       | If this code is announced, remain in your work area. Contact Hospital Security if you see anything suspicious. |
| Code Strong   | Violent Situation      | In the event of a hostage or other violent situation, Hospital Security will announce this code along with the affected area (building/floor/room number/etc.)  
|               |                        | • Safely evacuate and avoid the area mentioned and minimize patient movement.  
|               |                        | • Remain in your work area and follow any instructions from Hospital Security. |
| Yellow Card   | Discreet Distress      | This code is to be used if you are involved in or observing a violent situation. Call Hospital Security at 936-7890 and request a Yellow Card, and state your location. Hospital Security will respond and determine if the situation requires a Code Strong. |

Chemical and other hazardous material spills or exposures should be reported to Environmental Health and Safety or the Facilities Control Center.

The general Facilities Control Center number is 936-7890.

Check with your Foreman if you have any questions about how to report or respond to emergencies.
# Classes of Fires and Types of Fire Extinguishers

**Note:** Use of portable Fire Extinguishers is limited to fires of wastebasket size or smaller.

<table>
<thead>
<tr>
<th>Class of Fire</th>
<th>Type of Fire Extinguisher</th>
<th>Contents</th>
<th>Horizontal Reach</th>
<th>Discharge Time</th>
<th>Weight</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>BC</td>
<td>Carbon Dioxide</td>
<td>3-6 feet</td>
<td>8-10 sec.</td>
<td>2.5-15 lb.</td>
<td>Limit exposure to chemical residue.</td>
</tr>
<tr>
<td>B</td>
<td>BC</td>
<td>Carbon Dioxide</td>
<td>3-6 feet</td>
<td>8-10 sec.</td>
<td>2.5-15 lb.</td>
<td>Limit exposure to chemical residue.</td>
</tr>
<tr>
<td>C</td>
<td>AC, BC</td>
<td>Water Mist (Miscible)</td>
<td>10-15 feet</td>
<td>2.5 gal.-60 sec.</td>
<td>28 lb.</td>
<td>See Class of Fire - C section.</td>
</tr>
<tr>
<td>D</td>
<td>ABC</td>
<td>Dry Chemical</td>
<td>13-20 sec.</td>
<td>8-15 sec.</td>
<td>5-10 lbs.</td>
<td>Not applicable to UMC/HC.</td>
</tr>
</tbody>
</table>

*Class AC - Water Mist for Dept. & Diagnostic Treatment Areas*

*Class A - Water for Non-applicable to UMC/HC*

*Class BC - Carbon Dioxide for ICU's, Labs, Mechanical Areas*

*Class ABC - Dry Chemical for Hh. Cus., Offices, & Mechanical Areas*

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*To activate an extinguisher, remember the acronym F-A-S-S.*

- **F**asten the pin.
- **A**im at the base of fire.
- **S**queeze the handle.
- **S**weep from side to side.
## Appendix E: Plant Hospital Maintenance Checklist for New Hires

<table>
<thead>
<tr>
<th>EMPLOYEE INFORMATION</th>
<th>Name:</th>
<th>Start Date:</th>
<th>Position:</th>
<th>Supervisor:</th>
<th>Finish by Day:</th>
</tr>
</thead>
</table>

### ORIENTATION PROGRAMS
- University of Michigan Orientation Program - Wolverine Tower 1
- Plant Operations Orientation Program - Plant Academy 30
- OSEH Safety Training Program - Campus Safety Services Building 30
- UMHS Hospital Orientation (MTV) - University Hospital 30

### FIRST DAY
- Meet Foreman and obtain Welcome to Maintenance manual 1
- Introduced to Time Clock and Maximo system 1
- Assigned “buddy” employee(s) to assist with general questions 1

### DEPARTMENT INTRODUCTIONS AND TOURS
- Introduced to department and hospital staff and key personnel 1
- Tour of Hospitals and assigned shop 5
- Review Department role and function at UMHS and in Plant Operations 5
- Review Plant Operations Policies and Procedures Online 5
- Review Plant Operations and Hospital Maintenance Websites 30
- Finish reading the Welcome to Maintenance manual 30

### POSITION INFORMATION
- Review job description and performance expectations and standards 5
- Review job schedule and hours 5
- Review initial assignments and training plans 5

### PAYCHECK
- Review Payroll Policies, including:
  - Time Cards
  - Entering Hours in Maximo
  - Pay Schedule
  - Overtime
  - Wolverine Access
  - PPAPO 5

### ITEMS ISSUED
- Cell phone 5
- ID badge/card 5
- Keys 5
- Pager 5
- Uniforms 5
- 2-way Radio 5
- Prescription safety glass voucher 5
- Safety shoe voucher 5
- Current Union contract 5
- TB Test (contact OSEH 615-2140) 14

### EMERGENCY INFORMATION
- Review Emergency Codes and Procedures 7
- Review Types of Fire Extinguishers 7

### SAFETY
- Review OSEH Safety Training Checklist 5

### FINANCIALS
- Fill out, sign and turn in HIPAA form 7
- Review Plant Operations Policies and Procedures Online 30

### COMPUTERS
- Learn to use Maximo (work order system) 14
- Learn to use Groupwise (email system) 14
- Learn to use Wolverine Access (view paychecks, etc.) 14

### DEPARTMENT FINANCIALS
- Review the following topics with Foreman:
  - Correct Shop Number & Short Code for time cards and purchases
  - Statement of Activity/Voucher Detail Expense Report 14

### UNION CONTRACT
- Review and ask questions about provisions in your contract, including:
  - Grievances
  - Schedule Changes
  - PTO accrual
  - Tuition refund
  - Rest periods
  - Union contracts 30

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Employee Signature _____________________________ Date ____________

Supervisor Signature _____________________________ Date ____________

Associate Director Signature _____________________________ Date ____________
## Appendix F: New Hire Safety Training Checklist

**Name:** ___________________________________  **SSN or Man#:** __________________

**Shop:** ___________________________________  **Job Title:** __________________

**Instructions:** Go down the checklist and complete each item. Follow the directions given under each item and initial when that item is completed. If one or more items cannot be completed at this time, cover as much of the information as possible and complete the item later. When all items on the checklist are completed, sign the checklist and forward a copy to your departmental training coordinator.

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<tr>
<td>1.</td>
<td><strong>Review Accident Reporting Procedures</strong>&lt;br&gt;Done:</td>
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<td>Explain to the employee that all work related injuries and illnesses must be reported immediately and an Accident Report completed and signed. Show the employee an example of the Accident Report and explain any departmental or shop specific accident reporting procedures.</td>
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<td>2.</td>
<td><strong>Review First Aid and Medical Treatment Procedures</strong>&lt;br&gt;Done:</td>
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<td>Show the employee where the first aid kit is located. Give the employee directions (verbal or written) to the MWorks Medical Clinic and the University Hospital Emergency Room. Explain to the worker that if they are injured or ill, they can go for medical treatment at one of these locations (depending on the time of day). Explain that they do not have to go for medical treatment unless they wish to, or unless their supervisor requires them to. Explain that at anytime they feel there is a life threatening emergency, that they can immediately call for emergency help through University DPS or at 911. Ensure the employee is familiar with alternate ways to get emergency help (e.g., phone, radio, alarm system, etc.).</td>
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<td>3.</td>
<td><strong>Review Medical Surveillance Examination Requirements</strong>&lt;br&gt;Done:</td>
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<td>If the employee is required to receive any medical surveillance examinations, schedule them now (763-6973). Explain the reason for the examination and the procedures they will receive as part of that exam. Explain that all medical procedures are strictly confidential and subject to the same doctor-patient confidentiality rules that apply to their personal physician. The University will only be informed of information directly relating to their ability or inability to perform the tasks they are assigned. Show the employee the summary sheet explaining each exam and inform them that if they have any additional questions about the Medical Surveillance Program, that they should contact OSEH (764-3141).</td>
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<td>4.</td>
<td><strong>Review Departmental/Shop Hazard Communication Procedures</strong>&lt;br&gt;Done:</td>
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<td>Explain to the worker that all hazardous chemicals they will use are labeled and have a material safety data sheet (MSDS) which lists the hazards and safety precautions that should be followed when using that chemical. Show them where the MSDS’s for the chemicals they will be using are located. Explain that they should always read the label on a chemical before using it and review the MSDS for that chemical, if they feel it’s necessary. Review with them the types of chemical they will use in their work and the associated hazards of those chemicals. Explain which specific personal protective equipment (PPE) they must wear when using these chemicals.</td>
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5. **Issue Personal Protective Equipment (PPE) and Review Use Requirements**

   Give the new employee any PPE they will need to do their work:
   - Eye/Face Protection (e.g., safety glasses, face shield): ___
   - Head Protection (e.g., hard hat): ___
   - Hand/Arm Protection (e.g., gloves, gauntlets): ___
   - Foot/Leg Protection (e.g., safety shoes): ___
   - Torso Protection (e.g., coveralls, apron, leathers): ___
   - Hearing Protection (e.g., ear plugs, ear muffs): ___

   Ensure they know how to wear all of their issued PPE (especially hearing protection). If they need and qualify for receiving equipment under the safety shoe or prescription safety glasses programs, explain the procedures for getting this equipment and start the paper work (647-1142). If they need to use respiratory or fall protection, begin arranging the required training now, and explain to the employee that they will receive specific training on this equipment before they can use it.

6. **Review Departmental/Shop Lockout/Tagout Procedures:**

   Explain to the employee that hazardous energy sources (e.g., electrical, mechanical, etc.) must be disengaged and locked out before working on equipment. Show them where lockout equipment is kept, and demonstrate how to use it. If they need their own lockout equipment, then issue it to them now.

7. **Schedule and Attend Safety Orientation Training**

   All newly hired employees (permanent or temporary) must attend Safety Orientation Training. This training can be scheduled through your departmental training coordinator or directly with OSEH (764-3141).

8. **Schedule Other Safety Training Subjects Needed**

   Some jobs require additional safety training not covered in Safety Orientation. These subjects include:
   - Aerial Work Platforms: ___
   - Electric Power Transmission Safety: ___
   - CPR & First Aid: ___
   - Confined Space Entry and Tunnel Safety: ___
   - Hazardous Materials Handling & Transport: ___
   - Hot Work Safety and Fire Safety: ___
   - Lead Worker Protection: ___
   - Powered Industrial Trucks (fork lift trucks): ___
   - Respiratory Protection: ___
   - Scaffold Safety and Fall Protection: ___

   If they need to receive training on any of these subjects, they should be scheduled now, through your departmental training coordinator.

9. **Other Issues Reviewed**

   List any additional topics discussed with the new employee: __________________________________________________________
   __________________________________________________________
   __________________________________________________________

   Supervisor Signature: ___________________________________________ Date: ____________________

   Employee Signature: ___________________________________________ Date: ____________________
Appendix G: HIPAA Confidentiality and Security Statement

The University of Michigan Health System is committed to protecting the confidentiality and security of information. I may be an employee, faculty, student, trainee, visiting observer, visiting health professional or scholar, volunteer, or vendor at UMHS. During the course of my duties or purpose at the Health System, I may have access to proprietary or confidential information. I understand that all proprietary and protected health information (collectively PHI) must be maintained confidentially, and in a secure fashion.

I agree to follow all UMHS policies and procedures governing the confidentiality and security of PHI in any form, including oral, fax, photographic, written, or electronic. I will regard both confidentiality and security as a duty and responsibility while part of the Health System workforce, or during my involvement with UMHS as a non-workforce member. I have completed UMHS HIPAA training.

I agree that I will not access, release, or share PHI, except as necessary to complete my duties or purpose at the UMHS. I understand that I may not access any information on friends or family members unless a Release of Information form authorizes me to do so, unless doing so is a necessary part of my job duties, or unless I am otherwise permitted to do so by UMHS policies. I understand that I am not authorized to use or release PHI to anyone who is not part of the UMHS workforce or an approved visiting observer, health professional, or scholar except as provided in UMHS policies and procedures, by University of Michigan contract, or as required by law.

I agree that I will use all reasonable means to protect the security of PHI in my control, and to prevent it from being accessed or released, except as permitted by law. I will use only the access privileges I have been authorized to use, and will not reveal any of my passwords or share access with others. I will take precautions to avoid inadvertently revealing PHI; for example, I will use workstations in a safe manner and will make reasonable efforts to prevent conversations from being overheard, including speaking in lowered tones and not discussing PHI in public areas. If I keep patient notes on a handheld or laptop computer or other electronic device, I will ensure that my supervisor knows of and has approved such use and I will keep this information secure and confidential. If, as part of my responsibility, I must take PHI off the premises, I will do so only with permission from my supervisor; I will protect PHI from disclosure, and will ensure that the PHI is either returned to UMHS or destroyed.

I agree that when my employment, affiliation, visitation or assignment with UMHS ends, I will not take any PHI with me and I will not reveal any PHI that I had access to as a result of my duties at the UMHS. I will either return PHI to UMHS or destroy it in a manner that renders it unreadable and unusable by anyone else.

I agree to immediately report unauthorized use or disclosure of PHI (including theft), or security issues affecting systems that contain or give access to PHI, to my supervisor, or the the UMHS Compliance and Privacy Office, 7300 Medical Science I, Box 0625, (734) 615-4759, (888) 296-2481.

I understand that if I do not keep PHI confidential, or if I allow or participate in inappropriate disclosure or access to PHI, I will be subject to immediate disciplinary or corrective action, up to and including dismissal or loss of access privileges to UMHS property and facilities. I understand that unauthorized access, use, or disclosure of PHI may also violate federal and state law, and may result in criminal and civil penalties against the University and/or me personally.

________________________________  _________________________
Signature                                  Date

________________________________  _________________________
Printed Name                               Employee ID Number (if applicable)