

Froedtert

Contractor Safety Handbook

4/12/2022

Welcome to Froedtert Health,

Working in a health care environment is quite different than most project sites. There are unique circumstances that make working here a little more challenging. This informational handbook was created to assist you in dealing with some of these unique situations. Please take the time to read the entire book. This document contains information vital to your compliance with our expectations for maintaining a safe environment of care for our patients, staff, and visitors, as well as for yourself.

Your work at Froedtert Health is important to us. You are a vital part of the process to maintain and improve our healthcare organization in this area. We appreciate your professionalism and thank you for your cooperation with adhering to our guidelines.

Vision Statement

Froedtert & the Medical College of Wisconsin will be the trusted leader by transforming health care and connecting communities to the best of academic medicine.

Mission Statement

Froedtert & the Medical College of Wisconsin advance the health of the diverse communities we serve through exceptional care enhanced by innovation and discovery.

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Definitions

Cogenerated Waste: Waste that was/is the responsibility of both Froedtert Health and the contractor.

Healthcare Organizations: Includes all hospitals, clinics, neighborhood hospitals and Rayus Radiology sites.

Sharps: a medical term for devices with sharp points or edges that can puncture or cut skin.

Tailgating: Following into an area that requires badge access without scanning your badge.

The facility operations: Operational departments outside of the hospital sites.

EMERGENCY TELEPHONE NUMBER

Write in the location's emergency number

CONFIDENTIALITY

The privacy of our patients is a priority for the health care organization. Contractors must respect the privacy of our patients and their guests/visitors. Under no circumstances are you to reveal the presence of a patient at the health care organization to anyone else. Contractors should not approach patients with whom they may be familiar unless the patient first initiates communication. Any information a contractor may overhear or records / documents a contractor may inadvertently view is strictly confidential. Breach of any confidentiality may result in the individual being directed to leave the health care organization property immediately.

IDENTIFICATION OF CONTRACTORS

All contractor staff are required to wear a Froedtert Health issued ID badge when working in occupied space. ("Occupied space" means any area within the confines of a building owned or controlled by Froedtert Health or new building construction that has an open passage way to the existing health care organization".) All IDs must be clearly visible, above the waist, and must be presented immediately to any Security Officer or Froedtert Health staff requesting it. IDs remain the property of Froedtert Health must be returned to the Security Department when the individual has completed their term of work at the health care organization. Failure to obtain or display an ID may result in the individual being directed to leave health care organization property.

TAILGATING

For personal safety and security measures, badging into areas is required when card/badge readers are present. Do not tailgate or follow into an area that requires badge access without scanning your badge.

EMERGENCY ALERTS

Froedtert Health has developed a series of alerts to notify health care organization staff of emergency events. In some locations, these alerts are announced over the public address system (PA) preceded by an alert tone. Whenever the alert tone is used, please listen closely to the information provided. For locations that do not have a PA system, follow internal protocol.

Active shooter - Hostile intruder

All clear = Resume normal operations

Building threat

Emergency evacuation

External disaster (Mass Casualty)

Fire

Hazardous materials emergency chemical alert

Lockdown

Medical emergency

Missing person

Weather watch/warning

FIRE EMERGENCIES

If you discover a fire:

R=Rescue

Remove anyone in immediate danger.

A=Alarm

Pull the nearest fire alarm and call the emergency number.

C=Contain

Close all doors in the area; clear corridors.

E=Evacuate

Relocate beyond the next set of fire doors. Do not use elevators.

FIRE SAFETY

Fire prevention is the best protection for the health care organization. Contractors are an important part of the fire safety program. Contractors are responsible for familiarizing themselves with the health care organization environment by locating fire exits, fire alarm pull stations, and fire extinguishers.

No work can be done on any of the fire safety systems without prior notification and approval by Enterprise Facility Services or the facility operations. In addition, the completion of the fire safety system disruption form must be submitted to Security Operations Center or the facility operations. Depending upon the nature, type, length of the work, Interim Life Safety Measures (ILSM) or other compliance actions may be required. Froedtert Health has fire / smoke detection devices and an automatic fire sprinkler system throughout the facilities. Contractors must take care not to activate any of these systems during their work.

Notification must be made to the safety department or the facility operations of all combustible / flammable gases or liquids that may be used by contractors prior to use. All items must be properly stored (may include flammable storage cabinets). Site clean-up of construction debris is to be ongoing daily.

ACCIDENT / INJURY / INCIDENT REPORTING

Any serious accidents, severe injuries, or significant adverse incidents occurring on any Froedtert Health project site must be reported to the Froedtert Health representative within 24 hours of occurrence.

KEEP ALL AISLES CLEAR

Aisles and passageways shall be kept clear and in good repair, with no obstruction across or in aisles that could create a hazard.

HARD HATS / SAFETY GLASSES

At a minimum, hard hats and safety glasses are mandatory for all personnel in designated construction areas. Other safety equipment may be mandated as necessary for personal safety or compliance to regulatory standards.

HAZARDOUS MATERIALS MANAGEMENT PROGRAM AND SAFETY DATA SHEETS (SDS)

Whenever contractor supplied chemicals are used within occupied spaces of the health care organization, SDS will be forwarded to the Safety Department or the facility operations prior to the use of the product. SDS will be readily accessible at the project site where they are used. Readily accessible is defined as available within one hour of the request.

Contractors will bear responsibility for hazardous and universal waste generated in processes resulting in the sole benefit to their company. Wastes generated by contractors as a result of activities to benefit Froedtert will be considered cogenerated. Onsite management (safe handling, labeling, packaging) of cogenerated wastes will be the joint

responsibility of Froedtert and the contractor. Froedtert bears responsibility for off-site disposal of cogenerated wastes (unless mutually agreed upon by contract or other terms).

Contractors may obtain information regarding Froedtert Health's hazardous materials management program, or information relating to hazardous materials to which they may be exposed from the Safety Department or Froedtert Health representative.

INTERIM LIFE SAFETY MEASURES (ILSM)

Interim Life Safety Measures (ILSM) are used to assure the ongoing fire safe environment of the health care organization. The ILSM actions must be reviewed for the project and if any potential deficiencies are identified, the ILSM must be implemented to maintain the fire safe environment. Information regarding the ILSM is available from the Froedtert Health representative.

LOCK-OUT / TAG-OUT

To assure staff and contractor safety, prior to performing any service work, installation work, or maintenance activities on machines or equipment, the apparatus must be isolated from all potential energy sources. To prevent the unexpected energizing, start-up, or release of energy the equipment must be locked-out / tagged-out. Any lock-out / tag-out work performed by contractors must be coordinated through the Enterprise Facility Services or the facility operations. Enterprise Facility Services or the facility operations will advise contractors of the general lock-out / tag-out process and any specific work affecting their projects.

SAFETY REVIEW / TRAINING

All contractors must review the "Contractor Safety Handbook" prior to working on property owned or controlled by Froedtert Health.

INFECTION CONTROL

Before working in a Froedtert Health facilities, all contractors must attend a mandatory infection prevention in-service training on potential infection hazards to patients and themselves. No construction or renovation will begin without having completed Infection Control training and Infection Control Risk Assessment (ICRA).

- Annual contractor training will be completed by the construction team members.
 - Standard precautions must be followed at all times. This includes hand hygiene and wearing personal protective equipment (gloves, gowns, and mask) when appropriate.
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- Contractors will be provided clean lavatory and hand hygiene stations maintained by the project when and where required.
- Contractors should not be handling sharps with the exception of specific contracted companies to service sharps containers and transport waste.

PATIENT CARE AREAS

- Any work compromising the complete functionality of the patient room must be approved by the area Director of Nursing, Infection Control and Prevention and/or the Froedtert Health representative.
- All work in patient rooms must be completed before the patient room is returned to service.

ACCESSIBILITY TO AREAS

Contractors should arrange with Froedtert Health representative their accessibility needs for their projects. Keys, card access, etc. will be facilitated by the Enterprise Facility Services or the facility operations. Access to mechanical equipment areas is restricted to Enterprise Facilities, Biomedical Engineering, Information Technology staff, and Security Officers. Contractors who require access to mechanical equipment areas on a regular, a single, or a limited basis must obtain permission from the department head. The department leadership will determine the appropriateness of the request and complete the required documentation for the issuance of keys or access control card. The department granting permission will educate the contractor to security and safety requirements.

CELL PHONES AND OTHER TRANSMITTING DEVICES

Personal communication devices are allowed to be used in any area of the health care organization except those posted to the contrary or any closer than three (3) feet from any electronic medical device or electronic diagnostic / laboratory medical equipment. Two-way radio communication devices must maintain a distance of ten (10) feet from medical electronic equipment.

CLEANLINESS

Each contractor is responsible for the cleanliness of the job site during the day and at the end of each day. This includes interstitial and mechanical spaces.

When contractors are exiting the job site and using common travel routes with our patients they must HEPA vacuum their work clothes, minimizing construction dust/debris.

All construction debris and demolition materials are to be removed from the occupied areas immediately. All debris should be transported in covered containers and removed via a route that avoids patient care areas.

DAMAGE TO FROEDTERT HEALTH PROPERTY OR EQUIPMENT

Any damage to property or equipment caused by a contractor must be reported to the Enterprise Facilities Services, the facility operations, or a Froedtert representative on the same work day of occurrence. Any repairs made to areas damaged by contractors may be deducted from the contractor's invoice. To ensure damages are not assessed to the contractor, report any existing damages found in an area to the Enterprise Facilities Services or the facility operations.

ELEVATOR USE

Contractor personnel will vacate elevators if a patient or medical transport is waiting on a landing and requires use of the car. Transportation of labor, materials, and debris is restricted to service elevators when/where available.

NOISE

A quiet and relaxed atmosphere must be maintained for the health and well-being of our patients. No radios, tape or CD players are allowed to be used where they have the potential of being heard by patients, visitors, or staff.

CONDUCT, ATTIRE, AND LANGUAGE

Contractor's personnel shall not wear abusive, suggestive, or inappropriate clothing or attire. Abusive, suggestive, or profane language or conduct are not permitted or tolerated. Individuals using inappropriate language, engaging in this type of behavior, or wearing inappropriate clothing may be directed to leave the health care organization immediately.

WORKPLACE VIOLENCE

Workplace violence is any physical assault, threatening behavior or verbal abuse occurring in the work setting. Inappropriate behavior will not be tolerated and may result in the individual being directed to leave the health care organization property.

PARKING

Contractors are to use parking areas as assigned. Parking costs are the responsibility of the individual. Contractors will not park vehicles at any loading dock area, except to load and unload materials.

SMOKING

Smoking, use of e-cigarettes or tobacco products are NOT permitted by any person anywhere on the Froedtert Health campuses. This includes all buildings, parking areas and all grounds areas. Individuals discovered violating the hospital's smoking and tobacco rules will be directed to leave hospital property immediately.

WEAPONS AND CONCEALED CARRY

Possession, use, and storage of weapons, firearms, or other equipment, tools, or instruments intended to inflict bodily harm are not permitted anywhere on Froedtert Health campuses or within the premises.

CEILING WORK

Any work above the ceiling or that involves removal of ceiling tiles needs to be reviewed with a Froedtert Health representative and Infection Prevention and Control. Ceiling tiles removed to allow for work above the ceiling must be replaced immediately upon completion of work. No ceiling tiles are to be left open at the end of the day.

DUST CONTROL

Dust can be a hazard to patients! During open ceiling work in locations adjacent to patient care areas, a floor-to-ceiling dust containment structure must be used. Additional measures may be required in patient care areas. (Such as HEPA filters, sticky walk-off mats or isolation of HVAC system).

No construction or renovation will begin without having an infection control plan (ICRA) in place for airborne pathogen control analysis.

WATER MANAGEMENT

Water management programs identify hazardous conditions and take steps to minimize the growth and spread of Legionella and other waterborne pathogens in building water systems. Waterborne pathogens may negatively affect patients or other building occupants. It is a requirement to control such pathogens through the hospital's on-going Water Management Program per ANSI/ASHRAE Standard 188. Construction activities are known to increase risk of growth and spread of waterborne pathogens when water stagnation occurs, soil and sediment invades the building water distribution system, or biofilms (slimy layers in pipes) loosen due to vibration and other pressurization activities. Water

management is also required during construction and commissioning activities to reduce the risk of illness or injury to patients and building occupants for renovation, additions, or new construction. Additional controls may be required for the building water distribution system (such as flushing protocols, residual disinfectant measurements, temperature readings, and disinfection).

No construction or renovation will begin without having an infection control risk assessment (ICRA) plan in place for waterborne pathogen control analysis.

EQUIPMENT SAFETY

Ladders are not to be left unattended during break and meal times. Ladders will be put down and placed out of traffic during these periods.

No tool carts or ladders are to be left in corridors during non-working hours. Orange safety cones must be used around work zones when working in public areas. No equipment is to be placed to prevent the closing of fire zone separation doors. Ladders and carts should not block electrical, fire equipment, and panels.

EQUIPMENT AND SUPPLIES

Unless otherwise specified at the time of equipment or service purchase, the contractor will supply all materials and tools necessary for the prompt and correct installation of equipment or completion of services rendered. No ladders or other tools will be given / loaned to the contractor.

“HOT WORK” PERMITS

A “hot work” permit must be obtained prior to any cutting, welding, torching, soldering, or other work that uses an open flame or causes sparks. The “hot work” permit is available from the Enterprise Facilities Services or the facility operations. The permit must be completed fully, prominently displayed, and guidelines followed. When the “hot work” is completed, Part A of the permit is to be returned to the Enterprise Facilities Services or the facility operations.

PENETRATIONS THROUGH SMOKE AND FIRE WALLS

Penetrations through smoke and fire walls MUST be sealed with an approved, tested, fire-rated material immediately after the penetrations are made. In the event penetrations are not sealed immediately, the contractor will have 24 hours to fill the penetration. If the penetration is not sealed by the contractor within this time frame, the Froedtert Enterprise Facilities Services or the facility operations will seal the penetration and deduct the labor and materials cost from the contractor’s invoice.

SHUTDOWN REQUESTS

For any construction work taking place within Froedtert Health which will affect a mechanical, electrical, plumbing, or other utility, a shutdown request is required prior to doing any work. Seventy-two hours (three working days) minimum notice must be given to the Enterprise Facilities Services or the facility operations where work is being done. The shutdown request form is obtained by contacting the Facilities Project Manager. A request form will be electronically e-mailed to you. **ONLY E-MAIL REQUESTS FOR SHUTDOWNS ARE ACCEPTED.** Submitting the request does not automatically guarantee approval of the shutdown request. Approval of the proposed shutdown must be received by the contractor before beginning work.

DIVERSITY AND INCLUSION

The Froedtert & the Medical College of Wisconsin health network embraces our roles as an employer, community member and corporate citizen. We value and celebrate the wealth of diversity reflected in our patients, their families, our workforce and the communities we serve. We are committed to being an inclusive and culturally competent organization that provides exceptional care to everyone. We expect contractors to follow our diversity and inclusion values.

Questions/ Concerns: Contact Information: Work through your Froedtert representative
