

I. WORK ENVIRONMENT

A. Dress Code

Residents are professionals. As such, they should wear appropriate attire and observe appropriate standards of cleanliness and good grooming at all times within the hospital. Residents will be provided white jackets free of charge. Residents are responsible for having their names placed on the outside of the jackets for identification at their own expense. Residents will be provided scrubs for use when on-call. Scrubs may only be worn on-call, at night. Scrub suits are inappropriate, unkept, and unprofessional for daytime wear and are permitted to be worn only from 10:00 p.m. to 8:00 a.m. If borrowing these scrub suits, residents will be responsible for their care and return, and will be charged for loss or damage. Scrub suits should be returned to Environmental services for laundering. Hospital policy requires special chemical and heat treatment, which cannot be done at home.

B. Lab Coats & Scrubs

The residents will be furnished with up to two (2) lab coats and scrubs for use during the academic year.

C. Parking, Meals and Living Quarters

The residents will have the ability to park in the designated area of the visitor's parking garage. If the designated area is full, the resident may park anywhere in the visitor's parking garage. All residents will register their cars with security and will be assigned a decal for their car. Appropriate security and personal safety measures will be provided to residents.

At the beginning of each academic year the residents receive a on-call meal allowance which is preloaded into an account which is accessed by the residents' ID badge. The ID badge can only be used in the cafeteria and hospital cafes. There is a maximum 24 hour daily spending cap of \$25. These funds are not to be used to purchase items in bulk or to purchase items for distribution. Funds are to only be used to purchase meals for yourself while on call. Abuse of this policy may result in disciplinary action. These funds will not be re-supplied should the resident run out of funds prior to the end of the academic year. It is the resident's responsibility to therefore pace and monitor the rate at which they use these funds so that they last throughout the academic year. Should the resident lose their ID badge it is their responsibility to immediately notify Medical Education so that another ID badge can be issued and the meal card service restored. Subspecialty residents (fellows) have access to the physicians' lounge using their badge. Breakfast and lunch are provided in the doctors' lounge Monday-Friday (except during holidays).

Additionally, lunch is provided at all educational conferences. Snacks and drinking water are provided in the resident's lounge area. Vending machines are also available on campus.

The residents are provided with adequate and appropriate sleeping quarters (call rooms) that are safe and private.

D. Beepers/Pages

All residents will be provided beepers where required and should maintain them in functional condition at all times. All pages should be answered promptly and courteously. If a resident is going to be unavailable, the operator should be notified. Lost beepers will be replaced at residents' expense.

E. Ancillary Services

The Institution provides various ancillary services which are available to the residents. These include but are not limited to: the IV team, phlebotomy team, patient transport, and laboratory, pathology, and radiology department services.



F. Smoking

Nicklaus Children's Hospital is a totally "smoke free" facility. Smoking is permitted only in designated **outside** areas.

G. Suggestions

The Hospital is always receptive to suggestions for improving services for our patients and/or working conditions for our employees. Employees are encouraged to pass on any suggestions to Department Heads, the Director of Personnel, or Administration. Employees may also present their suggestions in written form, using the employee suggestion box, located near the time clock

H. Telephone

All telephones should be answered promptly, pleasantly, courteously, and in a helpful manner. The resident should give the department name and his/her own name. Because of the heavy switchboard traffic, residents are requested to use the telephones only for Hospital business. For personal calls, residents may use the pay telephones located throughout the Hospital. The resident is expected not to make or receive personal telephone calls while on duty except for matters of extreme urgency or family emergency.

I. Valuables

Residents are asked to check with Medical Education for assignment of lockers. Residents are cautioned not to bring excessive amounts of money or valuables with them to the Hospital. The Hospital cannot accept responsibility for employees' articles or money lost or stolen.