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Introductions

The University of Arkansas for Medical Sciences (UAMS) – *U-Temps Handbook* has been designed to provide a **brief review** of our important policies and procedures. The policies and procedures summarized in this handbook are presented as information only and are not conditions of employment. The handbook is not to be used as an official statement of policy, but as a reference guide.

UAMS reserves the right to modify, suspend, revoke, terminate or change in whole or in part, any of these policies, procedures or practices at any time with or without notice. The language used in this handbook is not intended to create, nor is it to be interpreted as a contract between UAMS and any one or all of its employees.

An Overview of UAMS

Welcome to UAMS! We are glad that you have joined the University of Arkansas for Medical Sciences U-Temps team. We hope your time with us is productive and challenging. As a U-Temps employee, you may be seeking flexible hours, part-time hours, seasonal employment, or full-time employment. We will do our best to match your preferences with our temporary employment needs.

Please refer to this handbook for any questions you may have regarding your assignment. If this handbook does not answer all of your questions, please feel free to contact the U-Temps Office at (501) 686-6562.

All employees have a right to work in an environment free of discrimination and harassment. It is the policy of UAMS to prohibit sexual harassment of its employees in any form. Such conduct may result in disciplinary action up to and including termination of employment.

HISTORY OF UAMS

In 1879, eight physicians pooled their money and invested \$5000 to start the first medical school in Arkansas. Today, UAMS provides medical training for an overwhelming majority of the State's health-care professionals and is a center for world-class health care and medical research. The campus boasts more than 10,000 employees and has many facilities located throughout the state.

Mission Statement

The mission of UAMS is to improve the health, health care and well-being of Arkansans and of others in the region, nation and the world by:

- ❖ Educating current and future health professionals and the public;
- ❖ Providing high quality, innovative health care and also providing specialty expertise not routinely available in community settings and;

- ❖ Advancing knowledge in areas of human health and disease and translating and accelerating discoveries into health improvements.

Core Values

Due to our standard of excellence, UAMS abides by the following Core Values:

- ❖ **Integrity** – We foster, encourage, and expect honesty and the highest ethical standards in all that we do.
- ❖ **Respect** – We embrace a culture of professionalism with respect for the dignity of all persons, honoring the unique contributions provided by a diversity of perspectives and cultures.
- ❖ **Teamwork** – We seek to create interdisciplinary, synergistic, and collegial relationships characterized by collaboration, inclusiveness, and flexibility.
- ❖ **Creativity** – We encourage and support innovation, imagination, ingenuity, resourcefulness, and vision.
- ❖ **Excellence** – We strive to achieve, through continuous improvement and adherence to institutional policies and best practices, the highest quality and standards in all our endeavors.

Equal Employment Opportunity

It is the policy of UAMS to provide equal opportunity to all applicants and employees consistent with all legal protections offered by state and federal laws. This policy is applicable to all phases of employment to include hiring, promotion, transfer, and treatment of the employees of UAMS. All employees, especially supervisors and managers, are directed to familiarize themselves with this policy and to act in accordance with it. For the complete Anti-discrimination Policy, see the UAMS Administrative Guide, Policy 3.1.10.

UAMS Campus Compliance Program (The Federal Deficit Reduction Act of 2005)

Federal and state laws govern a broad range of activities at UAMS, and that includes the activities of its employees performing their job duties. With that in mind, UAMS developed a Campus Compliance Program to assist employees with their

understanding of these laws, to ensure that employees conduct their activities in a manner that is consistent with all state and federal statutes and regulations, and to establish a culture of ethics and professional respect for compliance. The Campus Compliance Program continues the long-held philosophy of UAMS that the highest standards must apply when carrying out its education, research, public service and clinical care missions. All UAMS employees must be aware of the problems that misconduct in the healthcare industry can pose to society, whether the misconduct is deliberate or accidental.

All UAMS employees must complete annual education which will include the following key areas:

➤ **Federal False Claims Act, 31 USC § 3279 – 3733**

The Federal Civil False Claims Act imposes civil liability on any person or entity who knowingly presents or causes to be presented a false or fraudulent claim for payments to Medicare, Medicaid, or other federally funded health care program. The term “knowingly” means the person has actual knowledge of the truth or falsity of the claim, acts in deliberate ignorance of whether the claim is true or false, or acts in reckless disregard of whether the claim is true or false. Conduct that may lead to the submission of a false claim includes knowingly making false statements, falsifying records, double-billing for items or services, or submitting bills for items or services never provided.

➤ **State False Claims Laws**

The Arkansas Medicaid Fraud False Claims Act (Arkansas Code Ann. §§ 20-77-901 et seq.) provides for civil penalties for knowingly engaging in activities that are prohibited under the Arkansas Medicaid Fraud Act (Arkansas Code Ann. §§ 5-55-101 et seq.). Prohibited activities include billing for services not rendered, duplicate billing, and billing for services not medically necessary. (More details can be found in the UAMS Campus Compliance Plan and Code of Conduct.)

➤ **Federal “Whistle-blower” Provisions**

Individuals within an organization who observe and report activities or behavior that may violate the law in some manner are provided protections

under Federal and State law. Such persons are called whistle-blowers. In addition to reporting violations, in certain circumstances a person with actual knowledge of false claims activity may file a lawsuit on behalf of the U.S. Government.

Civil Rights/Non-Discrimination Policy

In accordance with Title VI and VII of the Civil Rights Acts of 1964 and their implementing regulations, the University of Arkansas for Medical Sciences will, directly or through contractual or other arrangements admit and treat all persons without regard to race, color, creed, religion, sex or national origin in its provision of services and benefits, including assignments or transfers within the facility and referrals to or from the facility. Staff privileges are granted without regard to race, color, creed, religion, sex or national origin as is employment. (For the complete Anti-Discrimination Policy, see the Administration section of the UAMS Administrative Guide, Policy 3.1.10.)

Sexual Harassment Policy

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature; this behavior constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual’s employment. UAMS opposes **all** forms of sexual harassment, whether subtle or direct, and is committed to a thorough, timely, and confidential investigation, in a fair and impartial manner, of all complaints. The sexual harassment of UAMS staff by non-university employees and guests doing business or providing services on campus (for example, contractors, vendors, delivery persons) is also prohibited by this policy. Incidents of sexual harassment involving visitors should be reported directly to the Office of Human Resources. During non-business hours, sexual harassment complaints may be reported to the UAMS Police Department, who will then refer the complaint to the Office of Human Resources for review and action. UAMS will take appropriate actions within the scope of its legal authority to prevent, correct, and discipline behavior that violates this policy. (See UAMS Administrative Guide Policy 3.1.05)

Smoking/Tobacco Use Policy

On July 1, 2004, UAMS became a smoke/tobacco free environment. Employees are prohibited from smoking on or in all UAMS designated buildings, owned or leased properties, UAMS owned or leased vehicles, and UAMS adjacent grounds, including parking lots and ramps. UAMS is committed to promoting health, wellness, prevention and the treatment of diseases within the community as well as to providing a safe, clean and healthy environment for our patients, visitors, employees and students. UAMS serves as a model for our community in the area of promoting the good health of our staff and influencing public attitudes about the use of tobacco products. It is, therefore, UAMS's policy to provide a tobacco-free work environment. Smoking and the use of tobacco products (including cigarettes, cigars, pipes, smokeless tobacco and other tobacco products) by employees, faculty, students, patients, and visitors are prohibited on all properties of the University of Arkansas for Medical Sciences. In compliance with the Arkansas Clean Air on Campus Act of 2009, violators may be issued a citation for smoking on the campus of a state-supported institution of higher education. If convicted, a fine of 100 to \$500 may be issued. (UAMS Administrative Guide Policy 3.1.01 and 4.4.01)

Your Responsibilities as an U-Temp

Attendance
Work schedules are determined by the operational needs of each department. Your assignment supervisor will inform you of your work schedule, which will include the length and time of your unpaid meal period.

You may receive up to two 15-minute rest periods for an 8-hour day worked. Your rest periods cannot be used to make up for tardiness, or absenteeism. You cannot use this time to accumulate time to shorten the work day to leave early, or to extend the unpaid meal period. Rest periods are not mandatory, and are at the discretion of each department head.

If you are late to work or unable to report to an assignment, for any reason, it is your responsibility to contact the U-Temps office. You are to notify the U-Temps Office at least 30 minutes before you are to report to work due to an illness or emergency. If you need to request time off due to a nonemergency situation, please notify the U-Temps Office 24 hours in advance. This procedure is required so we can notify the department and make the necessary arrangements for coverage in your absence.

Failure to inform U-Temps of an absence for three consecutive days will be interpreted as job abandonment. Termination of employment will be effective as of the last day worked.

Pay
It **is** your responsibility to accurately record your time on an official U-Temps timesheet provided to you. Your timesheet should be submitted by 4:30 pm on Friday prior to the beginning of a new pay period complete with:

- ◆ Your name, SAP number, and signature
- ◆ Your hours of work and total hours worked per week; plus shift differential hours (when the majority of the shift is worked between 2:30 pm and 8:00 am)
- ◆ Your supervisor's signature and slot number
- ◆ Account number assigned by your supervisor for general ledger billing

Hours worked should be recorded daily on your timesheet. Time worked less than 60 minutes should be converted to quarters. Please use the following chart:

| <u>Minutes Worked</u> | <u>Time to Record</u> |
|-----------------------|-----------------------|
| 1-7 minutes | 0 |
| 8-23 minutes | .25 |
| 24-37 minutes | .50 |
| 38-52 minutes | .75 |
| 53-60 minutes | 1 hour |

If you are not able to submit your timesheet by the scheduled Friday, you must do so **NO** later than 8:30 am the following Monday. Late timesheets received will not be processed as a supplemental. This means you will not receive your pay on the late timesheet until the next pay period. Proper procedures for turning in timesheets are as follows:

- Fax in your timesheet. You are required to call the Office of U-Temps approximately TEN minutes after you have faxed your timesheet. **Please note, the confirmation printed on your fax transmittal does not mean we received it.**
- Hand delivery or inter-office mail the original timesheet to our office. If you submit your timesheet through interoffice mail, keep in mind the deadline. You should call to confirm its arrival.

As a U-Temp employee, you will be paid bi-weekly, which is every two weeks. Any overtime worked must be approved in advance, and must be necessary to the operations of your assigned department. Overtime is computed for all hours worked in excess of 40 hours a week. Individuals assigned shift hours which begin no earlier than 2:30 pm and end no later than 8:00 am, are eligible for Shift Differential Pay.

As a U-Temp employee, you will **not be paid for any holidays** unless you work on that day. The Office of U-Temps is striving to make sure each individual receives the correct pay for their hours worked during the appropriate pay period. In doing this, we would appreciate your cooperation in submitting your timesheet in a timely fashion.

Direct Deposit

All U-Temp employees are asked to utilize direct deposit. If an employee chooses to receive a paper paystub or paycheck, please note that it will be mailed to the employee's address of record on the scheduled payday, unless the employee has elected the option to go paperless. You can access this option through Employee Self Service (ESS) at www.uams.edu/ohr (Please refer to the information sheet included in your packet).

Dress Code

Depending on the work area, you will be instructed on what to wear to work. U-Temps assigned to office environments should wear professional business attire. If your job requires a uniform, scrubs, or similar clothing, it is your responsibility to keep your uniform clean and presentable.

Please follow the guidelines below:

- ❖ All clothing should fit properly and be clean, neat and without missing buttons, loose hems, rips or tears. Clothing should not appear too tight, too baggy, faded, or in need of repair.
- ❖ Cotton twill pants such as Dockers or khakis are permitted if they are neatly pressed.
- ❖ Jeans, Cargo-style pants, T-shirts, leggings, shorts, sweat pants and clothing intended for exercise and sleepwear are not acceptable.
- ❖ Employees responsible for direct patient care and those who have direct patient interaction may not wear sleeveless tops or dresses during patient care activities, unless covered by a jacket, sweater or lab coat.
- ❖ Employees may wear jewelry that projects a professional image, provided it does not interfere with equipment or job function.
- ❖ One ring may be worn on each hand, in addition to a wedding set.
- ❖ Dresses and skirts should be no shorter than three inches (7.6 cm) above the top of the kneecap. Slits in skirts, kick pleats and buttoned or snapped closures should not exceed five inches (12.7 cm) above the middle of the knee.
- ❖ Clothing that is see-through or reveals too much cleavage, your back, your chest, your shoulders, your thighs, your stomach or your underwear when standing, sitting, stooping, bending, or moving is not appropriate. Necklines, waistlines and skirt lengths should be professional.
- ❖ Intentional body alteration or modification for the purpose of achieving a visible, physical effect that disfigures, deforms, or similarly detracts from a professional image is prohibited. Examples include, but are not limited to, visible tattoos, brands, body piercing (other than traditional ear piercing), nose piercing, tongue piercing or splitting, tooth filing, earlobe expansion and

visible, disfiguring skin implants. Unacceptable piercings and tattoos should be concealed.

- ❖ Hats and caps not required for specific job functions should not be worn inside buildings on the UAMS campus. Exceptions can be made for a recognized religious head covering, unless it presents a safety or infection-control issue.

Phone Etiquette

Due to the large volume of hospital business transacted by telephone, outgoing personal calls on University telephones are strongly discouraged. Incoming personal calls must be limited to those of an urgent nature. Your contact number in the UAMS directory will be listed as the U-Temps number. Not all calls may be forwarded to your assigned area; exception for this would be emergency calls. When calls are transferred, they will be routed to your assigned supervisor. Cell phone use may be restricted in some areas and prohibited in other areas. Cell phone usage should be limited to your breaks unless there is an emergency situation. If an emergency occurs, you should make your assignment supervisor and the U-Temps office aware of the situation.

Confidentiality Commitment

A great amount of sensitive and confidential data resides on UAMS computer systems. You are not allowed to access or share this information unless there is job based necessity. You must sign a **Confidentiality Agreement** that acknowledge your commitment to protect and maintain the confidentiality of your sign-on code, all patients, employee and student information; and all proprietary information to which you have access to in the course of your work. Your signature also attests that you understand the consequences of violating the agreement which may result in civil and criminal liability. UAMS departments that support computer information systems will monitor use of the systems and will report access or confidentiality violations immediately to the appropriate manager. All staff and employees are responsible for immediately reporting any apparent violation of the confidentiality policy to their managers for action. Violation of this agreement may result in disciplinary action, including termination of employment.

Inclement Weather Policy

UAMS recognizes inclement weather occurs in the state of Arkansas. However, by virtue of our commitment to patient care, the campus never closes. When dangerous weather conditions dictate, the normal work schedule may be revised. A decision will be made for each occurrence of bad weather or hazardous road conditions as they happen. In severe weather or hazardous road conditions, the Chancellor has designated that the Vice Chancellor for Clinical Programs or the CLPR Director on Duty will decide if a liberal work schedule excusing late arrivals or permitting early departures will be allowed.

Accidental Injury

If an injury occurs while you are working on an assignment, immediately report the injury to your assignment supervisor. Your supervisor will assist you in completing an Injury and Incident Report Form and Workers' Compensation forms. If immediate medical attention is required, you should report to the Employee Health/Student Preventative Health Services located on 6th and Jack Stephens Drive. If your injury occurs after work hours or on the weekend, you should report to the Emergency Room for treatment and complete the appropriate paperwork. This paperwork can be obtained from your assignment supervisor.

Name Badges

As an U-Temp employee, you are required to have a UAMS name badge. You will receive the location and schedule information in you orientation packet regarding where and when badges are made. The name badge must be returned to the Office of U-Temps upon your termination of employment. **All assignments will require your wear you UAMS ID badge at ALL times,** and the badge should be worn at eye level.

New Employee Medical Screening

New Employee Medical screening is conditional for employment at UAMS. The medical screening consists of basic physical examination/questions, review of immunization records and a TB Skin Test. Effective October 1 2011, **all** U-

Temp employees are required to take the Flu Vaccine each during the annual Flu season. A medical screening must be performed within the first thirty (30) days of employment for all employees, and is repeated annually for the duration of your employment. You have been provide information in order to schedule an appointment for this screening in your New Hire Packet, please take the sheet of information provide with you to your first appointment. The purpose of the screening is to ensure that all employees are able to perform their duties without undue risk of injury to themselves.

Your Employment With UAMS as a U-Temp

Work Assignments

Work assignments are based on availability, your job skills, your work history, and the hours you are availability to work. We receive job assignment requests almost daily. However, there are days when we do not receive new assignments. If you are between assignments, please be patient. We will call you when an assignment that matches your skills becomes available.

Performance Evaluations

During your current assignment ~~2~~ and/or after you have completed each temporary assignment, an evaluation form will be sent to your supervisor requesting information regarding your performance, skills, attitude and attendance. The evaluations will be maintained with your personnel records. If you would like to utilize these records as an employment reference, please contact the U-Temps office.

Career Opportunities

If you desire full-time or part-time employment, you can visit the UAMS employment page at www.uams.edu for any current job vacancies for which you may qualify. We encourage everyone to take advantage of the career opportunities available at UAMS. If you obtain a regular position, please notify the Office of U-Temps as soon as possible.

Ending Your Employment

If you wish to terminate employment at UAMS you are expected to give at least ten (10) working days notice of intent to resign in writing. Dismissal from an assignment may occur when performance goals or behavioral standards are not met. A warning notice may be issued to employees specifically advising them of deficiencies in areas of performance or conduct. Continued inadequate performance may result in dismissal. Immediate dismissal will result in cases of gross misconduct. Violations such as theft, fighting, insubordination or carrying firearms on campus are a few examples of gross misconduct. Employees who leave UAMS may be eligible for rehire, providing there is no history of

disciplinary action on their employment. **Your assignment may end at any time with or without prior notice and with or without cause.**

Benefits

UAMS offers a wide range of benefits. State and Federal laws mandate some benefits, such as Unemployment Insurance, Workers' Compensation Insurance and Social Security contributions for all employees. As a U-Temps employee, one of the most valuable benefits available to you is the opportunity to save money for your retirement years. Within the current tax laws it is possible for an employee to contribute funds to TIAA CREF or Fidelity retirement accounts. The employee contributions/deductions may be made on a tax deferred basis. They provide a convenient method of saving for retirement, allow increased interest earnings through a variety of investment options, and defer income taxes on a portion of your earnings. For more information please call Human Resources at (501) 686-5650.

Credit Union

The Credit Union is a non-profit organization that allows us to save together and make loans to each other. You can be a member as long as you maintain a minimum \$50 balance. The Credit Union offers a variety of financial services including savings accounts, personal loans and secured loans for cars or home equity improvements. You may use payroll deduction for savings and loan payments. For more information about the services available contact the Credit Union at 686-6419.

Change of Personal Information

You should report any changes in your personal information to the Office of U-Temps. These changes include items such as: name, address, telephone number, dependents, and education. Notifying the Office of U-Temps of these changes helps us in our ability to provide service and information to you when necessary. However, you must also complete the Employee Personal Data Change form or change the information by using Employee Self Services (ESS).

Parking

Free parking is available at War Memorial Stadium to all UAMS employees. A shuttle bus will take you from the East parking lot of the stadium to designated locations around UAMS. The shuttle bus makes frequent trips to pick-up and drop-off employees. We recommend that you arrive approximately 15-20 prior to your work schedule in order to arrive on time for work.

Acknowledgment of Receipt UAMS U-Temps Handbook

This handbook has been prepared to assist you in becoming acquainted with your new job because you are an important part of the UAMS family.

Please take time to read this handbook. The policies and procedures summarized in the handbook are presented as information only and are not conditions of employment. UAMS reserves the right to modify, suspend, revoke, terminate or change in whole or in part any of its policies, procedures or practices at any time with or without notice. The language used in this handbook is not intended to create, nor is it to be construed to constitute, a contract between UAMS and any one or all of its employees.

Questions about your employment should be directed to U-Temps, or you may contact the Office of Human Resources should you have any questions, which cannot be answered by U-Temps.

This is to acknowledge that I have received a copy of the UAMS U-Temps Handbook. I agree to read the handbook carefully and to comply with policies and procedures as stated therein and as periodically modified.

Signed: _____
Last 4 Digits of Social Security Number: _____
Date: _____



University of Arkansas for Medical Sciences

The Office of Human Resources, U-Temps

4301 W. Markham Street, Slot 566

Little Rock, Arkansas 72205-7199

Phone (501) 686-6562

Fax (501) 526-7626