

HOW TO  
USE THE  
STAFF HANDBOOK

The staff handbook is designed to provide you with valuable information about the practices, policies, responsibilities and benefits you have as an employee at UAMS. 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. 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 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 interpreted as, a contract between UAMS and any one or all of its employees.

ACKNOWLEDGMENT  
OF RECEIPT

UAMS Staff 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 your supervisor, or you may contact the Office of Human Resources should you have any questions which cannot be answered by your supervisor.

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

Signed: \_\_\_\_\_

Last 4 digits of Social Security Number: \_\_\_\_\_ Date: \_\_\_\_\_



Dear Colleagues,  
Welcome to the University of Arkansas for Medical Sciences. I am pleased that you have chosen to become part of this important institution dedicated to improving the health and health care of Arkansans through medical education, research and clinical care. Our faculty and staff are our most valuable resource. Each employee, no matter his or her job description, is an integral part of our team. You are not only the face of UAMS, but its voice, its hands and its heart.

As Arkansas' only academic medical center, UAMS exists to serve all the people of our state, not just those in Central Arkansas. We want UAMS to be the place that people choose to come to for the best medical education, research and care. We also want it to be the place where the best professionals want to work. We strive to provide a stimulating and nurturing environment to help our employees reach their fullest potential.

Since health care is constantly evolving, UAMS relies on individuals who provide bright ideas that can significantly impact our performance and drive innovation. People choose to work in academic medicine because the work is worthwhile and provides a sense of purpose. At UAMS, we know we are succeeding when patients feel confident about their care, when students graduate and go on to rewarding careers in health care, and when scientists' discoveries are translated from bench to bedside.

Again, congratulations on your decision to join UAMS. I look forward to working with you.

Sincerely

Dan Rahn, M.D.  
Chancellor

“TO TEACH, TO HEAL,  
TO SEARCH, TO SERVE”

## **Vision**

UAMS is a world-renowned academic health sciences center improving the health of Arkansans.

## **Mission**

To teach, to heal, to search, to serve.

## **Mission Statement**

The mission of UAMS is to improve the health, healthcare and well-being of all Arkansans and of others in the region, nation and the world through the following:

- Education of exemplary health care providers
- Provision of standard-setting, comprehensive clinical programs
- Scientific discovery and research
- Extension of services to the State of Arkansas and beyond

## **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.

## **ABOUT UAMS...**

### **Our History**

Just a few weeks before Thomas Edison invented the first light bulb in October 1879, eight physicians pooled their money and invested \$5,000 to start the first medical school in Arkansas. The eight founding physicians were led by Dr. P. O. Hooper of Little Rock, and the street where many patients and visitors now enter the UAMS campus is named in his honor.

The initial investment of \$625 made by each of the founding physicians now represents more than \$5 billion in economic impact for the state of Arkansas from UAMS and its affiliates every year.

The former Sperindo Restaurant and Hotel in downtown Little Rock served as the first home for what was then known as the Medical Department of Arkansas Industrial University. As enrollment grew into the 20th century, the school was housed in several different locations, including the Old State House in downtown Little Rock.

A new medical school was built in the 1930s with funding provided by President Franklin Roosevelt's Public Works Administration. Additional funding was provided by a tax on beer and liquor assessed by the Arkansas state legislature.

In 1951, Governor Sid McMath used funds from a new cigarette tax to secure \$7.4 million for a new University Hospital on a 26-acre site on West Markham Street in what was then the outskirts of Little Rock. The University of Arkansas Medical Center moved into the new hospital in 1956. Air conditioning came to patients' rooms 10 years later.

UAMS was transformed from a small medical school with a charity hospital into an academic health center and research leader under the direction of Dr. Harry P. Ward, who served as chancellor from 1979 to 2000. The Harry P. Ward Tower, which opened in 1997, is named in his honor. Dr. Ward was succeeded as chancellor by Dr. I. Dodd Wilson in 2000.

Building on the foundation laid by Dr. Ward, Dr. Wilson began the most ambitious building program in the institution's 125 years. This round of expansion included nearly \$500 million in building projects begun in 2001 to provide additional space for education, patient care, research and outreach programs.

Among the projects was an education building opened in 2008 that the University of Arkansas Board of Trustees named the I. Dodd Wilson Education Building in honor of Wilson, who retired in late 2009. Wilson was succeeded by Dr. Dan Rahn.

In early 2009, UAMS opened a new hospital, a 540,000-square-foot facility with 234 adult beds and 64 neonatal beds. Combined with Ward Tower, UAMS Medical Center has 332 adult beds, plus 40 beds in the Psychiatric Research Institute. These facilities enable UAMS to create comfort, hope and healing for more patients and families than ever before.

The new hospital and the adjoining Psychiatric Research Institute will serve as the center of the institution's now 84-acre campus. Also in 2009, in response to a nationwide shortage of health care professionals, UAMS opened a northwest Arkansas campus in Fayetteville to help produce more physicians, nurses, pharmacists and other health care professionals.

In addition to its state-of-the-art hospital and outpatient center, UAMS is home to the colleges of Medicine, Nursing, Pharmacy, Health Related Professions and Public Health and a Graduate School with growing enrollment totaling 2,775 students and 748 resident physicians.

UAMS' Winthrop P. Rockefeller Cancer Institute serves as the only academic cancer research and treatment institution in Arkansas. The Cancer Institute was founded as the Arkansas Cancer Research Center in 1984 and renamed in 2007 to honor the late lieutenant governor of Arkansas. A 12-floor expansion is scheduled for completion in 2010. The number of patient visits to the Cancer Institute has tripled in the past ten years, and today one-third of the revenue generated by UAMS is from Cancer Institute patient care.

The Myeloma Institute for Research and Therapy at UAMS is part of the Cancer Institute and has performed more blood stem cell transplants for myeloma than any other facility in the world. Each year, the Myeloma Institute evaluates about 600 new patients. Seventy percent of these patients are from outside of Arkansas, coming to UAMS from all over the United States and from abroad. On any given day, there are about 200 myeloma patients staying in Little Rock for diagnosis and treatment.

The Harvey & Bernice Jones Eye Institute was founded in 1994 and houses the Department of Ophthalmology and the Pat & Willard Walker Eye Research Center. Through a nationwide network, the Eye Bank provides the gift of sight to more than 600 patients each year.

The UAMS Psychiatric Research Institute is one of only nine institutions in the country to combine psychiatric research and education with inpatient and outpatient care and is one of the most innovative psychiatric treatment and research facilities in the nation.

The Jackson T. Stephens Spine & Neurosciences Institute at UAMS is a center for research, education and clinical care related to the spine and features an expansive physical therapy room with special equipment that can measure minute improvements in patients' progress and a wheelchair-accessible swimming pool designed for water therapy.

The Donald W. Reynolds Institute on Aging, home to the UAMS Department of Geriatrics, is one of the most recognized geriatric centers in the nation. The department was established in 1997 and by 2003 was listed in the top 10 geriatrics programs in medical schools by U.S. News and World Report.

Today UAMS has outreach programs operating in every county of the state, including eight Area Health Education Centers, eight regional Centers on Aging and one of the most successful Head Start programs in the nation.

UAMS is where medicine – and excellence – live.

#### Buildings Completed:

1955	University Hospital	1993	Biomedical Research Center
1957	Education I Building (later renamed Winston K. Shorey Building)	1993	Parking Deck Expansion to 1,850 spaces
1959	Dormitory/Student Union	1994	Harvey & Bernice Jones Eye Institute
1960	Barton Research Center	1995	Education III Building
1969	Child Study Center	1996	Cancer Institute adds four floors to Walker Tower
1970	Computing Center	1996	Ambulatory Care (Outpatient) Center expansion
1972	Nuclear Medicine	1996	Central Receiving and Re-Distribution Warehouse
1973	Computer Services Building	1996	Clinical Lab expansion
1974	Annex Building-Administrative Support	1996	Boiler House expansion
1977	Education II Building	1997	Ward Tower
1977	Paint Shop	1999	Outpatient Parking Deck
1977	Psychiatry Clinic	2000	Reynolds Center on Aging
1979	Ambulatory Care Center	2000	UAMS/CARTI building
1982	Parking Deck (800 spaces)	2003	Jackson T. Stephens Spine & Neurosciences Institute
1984	Physical Plant	2003	College of Public Health building
1986	Family Medical Center	2003	BioVentures building
1986	Geriatrics Clinic	2003	Biomedical Research Center II
1986	Magnetic Resonance Imaging Facility	2005	PET building
1987	Cancer Institute Fourth Floor	2006	Jones Eye Institute expansion
1987	NMR Biomedical Facility	2006	Residence Hall
1988	Ear, Nose and Throat Clinic	2007	Central Energy Plant
1988	Computing Services (Renovation)	2008	Parking Deck
1988	Westmark Building	2008	Psychiatric Research Institute
1989	Winthrop P. Rockefeller Cancer Institute (originally Arkansas Cancer Research Center)	2009	Hospital
1989	Outpatient Diagnostic Center		
1990	Mediplex Apartments		

## Circle of Excellence

UAMS operates under a patient-centered culture known as the Circle of Excellence. The guiding principle of the Circle of Excellence is the service theme of “Creating Comfort, Hope and Healing for our Patients and Families.”



There are two primary goals of the Circle of Excellence. The first is that every patient receives safe, compassionate care in a patient-centered service culture. The second is that every employee takes pride in their work and feels valued for their part in creating comfort, hope and healing for our patients and families.

The Circle of Excellence is put into action by an unrelenting commitment to five UAMS Service Standards of safety, respect, excellence, image and efficiency.

### ***Safety***

Work to ensure a clean, safe and secure environment. Correct or report safety hazards. Report and document all accidents and incidents. Use appropriate protective gear. Never compromise the safety of a patient, another employee or yourself.

### ***Respect***

Be friendly and courteous. Show compassion. Be committed to your co-workers. Provide for patient privacy and protect confidentiality. Apologize for any inconveniences. Be sincere. Thank patients for choosing UAMS and use their time effectively. Provide immediate service recovery.

### ***Excellence***

Provide exceptional quality of care. Work to exceed expectations. Do the right thing. Seek innovation through research. Accept the responsibilities of your job. Make excellence a way of life.

### ***Image***

Be professional with a warm, welcoming attitude. Adhere to dress codes, wear your ID badge properly and keep our buildings and campus clean. Clean up spills and return equipment to the proper place. Display appropriate body language.

### ***Efficiency***

Work efficiently and responsibly. Treat UAMS resources as your own. Work together as a team toward common goals.

Another component of the Circle of Excellence is the Behavior Standards, which serve as a guide for how we should respond to our patients, their families and each others' needs.

### ***Appearance***

Maintain a neat, clean and professional appearance.

### ***Communication***

Actively listen and communicate in a caring, clear, concise and constructive manner.

### ***Teamwork***

Work together to meet the needs of all.

***Attitude***

Treat patients, families and each other with compassion, respect, dignity and courtesy.

***Ethics***

Always do the right thing.

***Environment***

Maintain a clean, safe, secure and comfortable environment.

***Quality***

Do your best work and take advantage of opportunities to exceed expectations.

The final component of the Circle of Excellence is Service Recovery. The acronym “HEART” makes the steps to correcting a problem easy to remember.

When something goes wrong, Hear the concern  
Empathize with the emotion  
Apologize  
Resolve the problem (ask for help if you need it)  
Thank them

Every UAMS employee is part of the Circle of Excellence and is responsible for interacting with patients, visitors and coworkers with respect and is asked to go out of their way to make any experience at UAMS a positive one.

UAMS is part of the University of Arkansas system. Conceived in 1969, the University of Arkansas has evolved into a multi-campus organization through the combined actions of the Arkansas General Assembly and the University of Arkansas Board of Trustees.

On July 1, 1975, the Board of Trustees at UAMS adopted the Rules and Regulations of the Board of Trustees of the University of Arkansas. The principal campus units provided for in those rules were: the University of Arkansas-Fayetteville, the University of Arkansas for Medical Sciences, the University of Arkansas at Little Rock, the University of Arkansas at Monticello, and the University of Arkansas at Pine Bluff.

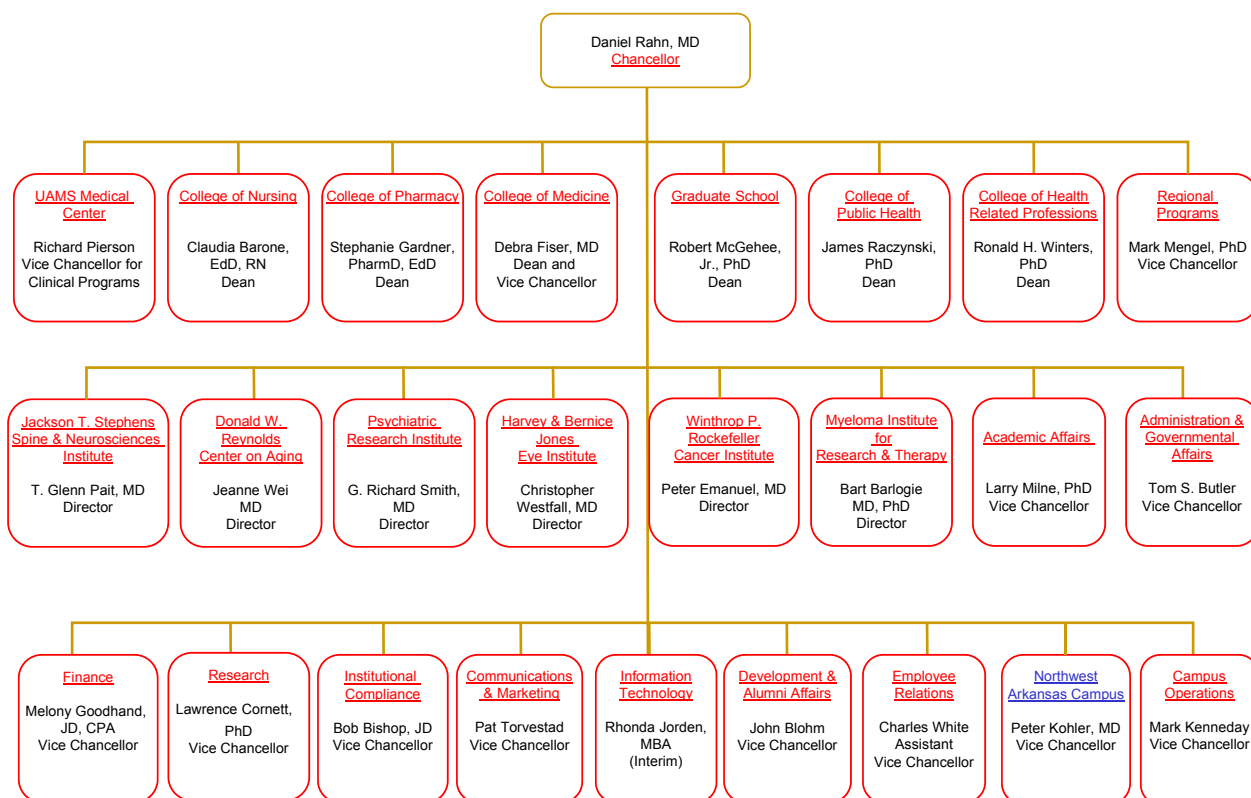
The Board of Trustees has legal control and responsibility for the functions of the University of Arkansas. Its composition is governed by provisions in the Arkansas Constitution.

The administration of the University of Arkansas system, under the authority of the Board of Trustees, is unified in the Office of the President. The President is appointed and is responsible to the Board of Trustees and the policies of the University. The President is responsible for the management of the affairs of the University of Arkansas and all of its campuses.

The chief executive officer of each campus is a Chancellor, appointed by the Board of Trustees upon the recommendation of the President. The Chancellor of UAMS is the leader and the official spokesperson for our campus.

The Deans of the Colleges, Vice Chancellors, and Executive Directors all report to the Chancellor. Below is a UAMS organizational chart.

### University of Arkansas for Medical Sciences



## YOUR EMPLOYMENT AT UAMS

### **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.

The Office of Human Relations and Human Resources have been designated to coordinate efforts to comply with all laws and regulations applicable to qualified persons. If you feel (because of your race, sex, disability, religion or national origin) you have been unfairly denied a promotion, a salary increase, a fair and equal workload, or any reason you feel you have received unjust treatment, contact either the Human Relations Office or the Office of Human Resources.

### **Anti-Discrimination Policy**

The University of Arkansas for Medical Sciences (UAMS) is committed to the principle and practice of nondiscrimination and equal opportunity in all areas of employment and other services that affect employees, students and the general public. The ability of UAMS to meet its mission will increasingly depend on and be strengthened by incorporating constructive diversity in its faculty, students and staff. Racism, bigotry and discrimination subvert the mission of UAMS which is to provide a wholesome environment where comprehensive educational, research and employment opportunities are offered to employees and students. All complaints or allegations of slurs, inscriptions, jokes or other offensive behavior based on race, color, gender, age, sexual orientation, religion, national origin, or disability which occur in the workplace or are related to the workplace are to be reported to the appropriate department head. Any employee, faculty member, or student may contact the Human Relations Office should the complainant feel uncomfortable in reporting the incident to the department head.

Therefore, the policy of UAMS is that members of the University community neither commit nor condone acts of bigotry, racism or discrimination. Actions on the part of any employee or official of the University contrary to this policy will be addressed promptly and appropriately, according to current UAMS disciplinary procedures.

### **Civil Rights / Nondiscrimination 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.

## Grievance Procedure

### I. General - Matters Subject to Grievance Procedure

It is the policy of the University of Arkansas for Medical Sciences to give prompt and impartial consideration to the complaints of its employees. Employees who submit complaints or grievances in accordance with the procedures which are set forth in this policy may do so without penalty or fear of reprisal. These procedures are applicable to non-academic employees of UAMS and shall also apply to employees not covered by any other grievance policy.

UAMS recognizes the right of employees to express their grievances and to seek a solution concerning disagreements arising from working relationships, working conditions, employment practices or differences of interpretation of policy which might arise between UAMS and its employees.

Temporary employees and employees in their 90-day evaluation period do not have access to the grievance procedure except in cases of alleged discrimination and alleged violations of other applicable laws or regulations.

Basic management rights such as, but not limited to, the right to direct and assign employees, to determine staffing patterns, to establish rates of pay and broad areas of financial management, performance evaluations, reduction in staff and conditions mandated by law are not subject to this grievance procedure except in cases of alleged violations of applicable law or regulation. Sexual harassment is governed by separate policy and procedures of UAMS and is not subject to this grievance procedure.

A grievance under this procedure must be initiated within fifteen (15) days of the action involved giving rise to the grievance or within fifteen (15) days of the employee's having reasonable knowledge of the action.

### II. Processing a Grievance

1. An employee having a grievance, a complaint or a question concerning a condition of his/her employment will take the matter up first with his/her supervisor, i.e., the individual who personally assigns and directs the work of the employee. It is the duty of the supervisor to give an impartial consideration of the grievance, to make a reasonable investigation and, if possible, promptly to arrive at an answer or settlement which is mutually agreeable.
2. If a mutually agreeable settlement is not reached within ten (10) days after the presentation of a grievance to the supervisor, the employee may then submit his/her grievance in writing to the head of the department. A terminated employee may, within ten (10) days after notification of (or after the effective date of, if earlier) his/her termination, submit in writing to the appropriate department head a grievance concerning his/her termination which will be processed in accordance with the procedures under this policy. An employee who has been terminated pursuant to Board Policy 405.4 of the University of Arkansas Board of Trustees, which permits termination on thirty (30) days written notice (sixty days for certain non-tenure track academic employees), shall not be entitled to submit a grievance concerning such termination unless the grievance is based upon alleged violation of applicable law or regulations. For the preparation of a written complaint, an employee may request and will receive the reasonable assistance of the Human Relations Officer.
3. Within ten (10) days after receipt of a written complaint, the department head shall consult with the supervisor involved; shall ascertain all the pertinent facts; shall examine carefully policies involved, if any; shall discuss the matter with the employee; and, if feasible, shall settle the matter within the framework of

existing policy to the satisfaction of the employee and his/her supervisor. If a mutually agreeable settlement is not reached by the department head within that time, the employee may then submit the written grievance to the Chancellor after informing the department head he or she is doing so. The department head will transmit to the Chancellor a written response to the employee's grievance. The employee may also request and receive assistance of the Human Relations Officer in the preparation and transmission of the written grievance.

4. Within fifteen (15) days after receipt of the employee's written complaint, the Chancellor (or his/her designee), should he/she be unable to settle the matter to the satisfaction of the employee, may elect to refer the matter to a grievance committee for conducting further investigations, impartially determining the facts and submitting, in writing, its findings, conclusions and recommendations to the Chancellor for disposition. The grievance committee shall be comprised of three (3) nonacademic employees of UAMS: one selected by the employee submitting the grievance, one by the Chancellor, and the third selected by the other two members. All members of the committee must be employees of UAMS. Employees in the immediate section and/or department where the grievance originated are not eligible to serve on a grievance committee. The following employees are also not eligible to serve on a grievance committee: employees who have served on a grievance committee within the last twelve (12) months; employees who are related to the grievant or any other parties; employees who were involved in the circumstances which form the basis of the grievance or who otherwise have a conflict of interest; and employees who currently or within the past six months have been subject to UAMS disciplinary action. An employee will be allowed regular pay for the time spent in grievance conferences held during normal working hours.
5. The grievance committee's report, consisting of its findings of fact, conclusions and recommendations, will be submitted to the Chancellor for his/her review. The decision made by the Chancellor will be final and binding and shall not be subject to further appeal.
6. The time periods set forth within this grievance policy are intended to provide a reasonably expeditious resolution of grievances, but a failure to process a grievance strictly within the time periods set forth shall not confer any additional rights upon the employee submitting the grievance.

### **Sexual Harassment**

All employees have a right to work in an environment free of discrimination, which includes freedom from harassment. It is the policy of the UA System to prohibit sexual harassment of its employees in any form. Such conduct may result in disciplinary action up to and including dismissal.

UAMS defines sexual harassment as any unwelcome sexual advance, request for sexual favors, or any physical or verbal behavior of a sexual nature, either in or out of the workplace, when submission to or rejection of the conduct is either explicitly or implicitly a term or condition of employment; submission to or rejection of a behavior that will influence any personnel decision regarding that employee's employment; and/or a behavior interfering with an individual's work performance, creating an intimidating, hostile, or offensive environment for work.

Employees who have complaints of harassment should report such conduct to their supervisors or the Office of Human Resources. Where investigations confirm the allegations, appropriate corrective action will be taken.

The complete Sexual Harassment policy can be found in the Administration section of the UAMS Administrative Guide Policy 3.1.05.

## **Disciplinary Notice**

A disciplinary notice may be issued when performance or conduct falls below departmental standards. Decisions to place an employee on disciplinary notice must be made without regard to race, religion, gender, age, national origin, disability or veteran status.

A first-time disciplinary action is normally a documented verbal warning to the employee, unless the violation is cause for immediate dismissal. A second disciplinary notice should be made in writing. The issue of a third notice (or second written notice) for the same or related offense may be grounds for immediate dismissal. In some instances, the manager may advance to a written warning with the approval of the Office of Human Resources. For further information about disciplinary procedures, please contact the Office of Human Resources or the Office of Human Relations. The complete Disciplinary Notice Policy can be found in the Employee Relations Section of the UAMS Administrative Guide Policy 3.1.05.

## **Employee Drug-Free Awareness Statement**

The University of Arkansas for Medical Sciences supports the concept of a drug-free workplace, as enacted in the federal Drug-free Workplace Act of 1988 and by the State of Arkansas Executive Order OE-89-2, issued March 30, 1989.

As a health care institution, employees who abuse drugs on the job pose an imminent danger to patients, visitors, and others we serve. It is the policy of the State of Arkansas and UAMS, that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance while on UAMS premises or during the course of any University assignment is prohibited.

Any employee who illegally uses, gives, sells, or in any way transfers a controlled substance to another person, or manufactures a controlled substance while on the job or UAMS premises will be subject to disciplinary action up to and including termination. This includes employees who report to work under the influence of drugs, if they are not able to perform their jobs in an efficient and safe manner.

Employees paid from federal grants and contracts are required, as a condition of employment, to abide by this policy. They are further required to notify their supervisor and the Office of Research Administration within five (5) days following any conviction for violation of any federal or state criminal drug statute where such violation occurred on UAMS premises or during the course of any UAMS assignment. Such employees further realize that such conviction will be communicated by UAMS to the granting agency and agree to waive any and all claims that may arise for conveying this information.

Employees who recognize their own diseased state of addiction to alcohol and/or other drugs are encouraged to seek assistance as specified in the UAMS Substance Abuse policy and the UAMS Employee Assistance Program (EAP). Employees will not be disciplined for seeking such help, although disciplinary procedures linked to performance criteria are still applicable.

**I have read the above statement, which outlines the dangers of drug abuse and our institution's goal of maintaining a drug-free workplace. By signing this document I certify that I have read and agree to comply with UAMS' drug policy.**

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Today's Date

\_\_\_\_\_  
Last 4 digits of your Social Security Number

## **Tobacco Policy**

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.

A new law entitled the *Arkansas Clean Air Campus Act of 2009* prohibits smoking or use of smokeless tobacco on campuses of state supported institutions of higher education and becomes effective August 1, 2010. Penalties for smoking convictions are \$100 to \$500.

In addition to monetary fines, standard disciplinary procedures are to be used for compliance problems with employees. Repeated violations may result in progressive disciplinary actions, including termination.

UAMS is committed to providing helpful intervention strategies and treatment resources in addressing this issue and to offer programs to assist patients, students, current employees to reduce their dependence on tobacco products. Employee can seek assistance, by contacting: UAMS Employee Health/Student Preventive Health Services at 686-6565 or Employee Assistance Program at 686-2588.

For more information, refer to PS.1.09.

## **Drug Testing**

UAMS enforces a drug testing policy for employees in patient care and/or safety-sensitive positions in three instances: pre-employment, for cause, and random. The tests are conducted and validated by an independent medical lab, and other steps are taken to ensure that employees' test results are treated confidentially. Failure to pass a drug test may result in disciplinary action, including termination. For the complete drug testing policy, see the Administration section of the UAMS Administrative Guide, Policy 3.1.14.

## **90 Day Evaluation Period**

UAMS provides a standard period of "at will" employment, called a 90-day evaluation period. All employees except for tenured faculty and others under written contract must successfully complete a 90-day evaluation period. The evaluation period provides for the assessment of employee qualifications, performance, and general suitability to successfully meet position requirements and standards. It likewise provides the employee with an opportunity to determine whether the position meets his or her expectations. During the initial and re-employment evaluation periods, the University and the employee have the right to end the employment relationship any time for any reason without creating a negative employment record, provided gross misconduct is not the cause for dismissal.

When your 90-day evaluation period is concluded, you and your supervisor will discuss your evaluation. You will be asked to sign the evaluation form as verification of your review with your supervisor. This evaluation will become part of your permanent record.

## **Performance Evaluation**

Performance evaluation is an analysis of how well you are doing your work and the extent to which your performance meets the standards of your position. Your supervisor may consider in this rating such factors as the quality of your work, the volume of your work, your teamwork, and your attendance record. It is your supervisor's responsibility to keep you advised of your progress and performance, but if at any time you feel uncertain as to how you are doing or where you stand, do not hesitate to ask your supervisor.

## **Job Posting**

Vacant positions are updated on a weekly basis and are posted for the review of all UAMS employees. A current listing of vacant positions can be found on our Web site at [www.uams.edu](http://www.uams.edu). For a complete listing of job openings, you may view the UAMS home page at [www.uams.edu](http://www.uams.edu) and click on jobs.

## **Promotions and Transfers**

We encourage your success at UAMS and want to assist you in reaching your career goals. If you are considering another position at UAMS, you may need to update our current information on your education and experience by completing a new Application for Employment online at [www.uams.edu](http://www.uams.edu). The application may be used to apply for more than one position. The online application for each position will remain active until the position is filled.

## **Post-Employment Immunization Review and Health Screen**

In order for us to ensure the safety and health of our employees, patients, and visitors, all new employees must have a review of their Immunizations and a Health Screening with our Employee Health/Student Preventive Health Service (EH/SPHS) within the first 30 days of employment. The purpose of the screening is to minimize the risk of injury to themselves, patients, visitors and co-workers. The Health Screening will include a blood pressure check, a detailed review of your immunization history and a tuberculosis skin test. Also, depending on the essential requirement of the job, the screening may also consist of a completion of your medical history, a physical examination and additional diagnostic testing as are required by state and federal regulations, and UAMS' business necessity.

Certain types of screenings may require periodic repetition; an example being annual re-screening for tuberculosis. Failure to complete the Health Screening may result in your suspension until such time as it is completed. All medical information and results will be kept in a confidential medical record at EH/SPHS.

## **Orientation**

Every employee is required to attend an employee orientation session. As an employee, you are encouraged to attend the first session following your employment (usually your date of hire) to complete required forms relevant to policies and procedures, benefit plans, parking and traffic regulations, and other information you will need to know as a new employee at UAMS. New Employees, including new faculty, should consult your supervisor for appropriate orientation dates and times.

## **Confidentiality Commitment**

A great amount of sensitive data resides on UAMS computer systems, including patient, physician, research and employee information. You are entrusted with this information. Implicit in this trust is the expectation that you will not divulge information or gain access to information unless there is necessity based on your job description or standards of practice.

You may be issued confidential and individualized sign-on codes and must sign a Confidentiality Agreement that acknowledges your commitment to protect and maintain the confidentiality of your sign-on code; all patient, employee and student information; and all proprietary information to which you have access in the course of your work.

When you sign the Confidentiality Agreement, you attest that you understand the consequences of violating the agreement. The consequences of violating the confidentiality of patient, student, employee or research data, a user sign-on code, or other UAMS proprietary data 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 and chairman of the appropriate steering committee. All staff and employees are responsible for immediately reporting any apparent violations of this confidentiality policy to their managers for action.

## **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. (A further outline 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 as a relator. To file such a lawsuit, which is referred to as a qui tam suit, one must meet the criteria listed below:

- The relator must be the “original source” of the information reported to the federal government. This means the relator must have direct and independent knowledge of the false claims activity and voluntarily provide the information to the government.
- The relator must file the lawsuit in a federal district court. The lawsuit will be confidential while the government reviews and investigates the allegations and decides how to proceed.

Relators have the following rights in qui tam suits:

- If the government decides the lawsuit has merit and decides to intervene, the U.S. Department of Justice will direct the prosecution of the lawsuit and will be the plaintiff or party suing the health care provider. If the government decides not to intervene the whistle-blower/relator may continue the lawsuit on his/her own.
- Successful lawsuits may award qui tam whistle-blowers/relators an award ranging from 15 to 30 percent of the amount recovered by the government. Whistle-blowers may also be entitled to reasonable expenses such as attorney's fees and costs for bringing the lawsuit.
- Retaliatory conduct against whistle-blowers/relators are prohibited by law.

### ***Arkansas Whistle-Blower Act***

In addition to federal whistle-blower protections, UAMS employees are protected by the Arkansas Whistle-Blower Act (Arkansas Code §§ 21-1-601 through 609). Employees who report, in good faith, the suspected violation of State law or report suspected waste of public funds, property or manpower are protected from adverse consequences because of such report.

The report of a violation may be made verbally or in writing to an appropriate authority as defined in UAMS policy (insert number/reference here).

## **Compensation Policy**

UAMS strives to establish equitable wage rates so that everyone is paid according to the working conditions, the position responsibilities, and the requirements of the job. Each job classification has been carefully evaluated, taking into consideration the skills, knowledge and experience required for each position.

### **Pay Days**

Depending on position, some employees are paid biweekly and some employees are paid monthly. Employees paid monthly will receive their paychecks on the last working day of each month. Employees should check with their supervisor regarding his/her pay frequency. Your check (or check stub if you have direct deposit) will be given to you in the department where you are employed. If you are an hourly employee, you are required to accurately report the time you work on a daily basis. If you are a salaried (exempt) employee, you are required to report all time off or unpaid days to your department. Consult your supervisor for information and training on your specific responsibilities for time reporting.

### **Overtime / Compensatory Time**

Overtime work must be approved in advance and must be necessary to the operations of your department. For non-exempt employees, overtime is computed for all hours worked in excess of 40 hours a week. Paid jury leave, required meetings, seminar time, and paid military leave are considered to be productive work hours and are included as “hours worked” in computing overtime; other paid time off (vacation and sick) are not included as “hours worked.” Employees will be granted 1.5 hours of compensatory time for every hour worked in excess of 40 per week. A department may pay overtime directly when the operational needs of the department would not allow a reasonable opportunity for time-off. Exempt (salaried) employees do not earn overtime.

Employees who leave UAMS are entitled to payment for any accrued, unused compensatory time. It will be paid at their last rate of pay immediately prior to separation.

### **Outside Employment / Moonlighting**

You may have outside employment if:

1. You report the outside employment to your immediate supervisor prior to beginning.
2. The outside employment does not constitute a conflict of interest and does not interfere with your job performance.
3. The work is done off the premises of the University.
4. The work is done before or after your scheduled work time.
5. The work does not involve the use of materials, supplies, equipment or other property belonging to UAMS except with permission of the appropriate department head and with arrangements to pay applicable expenses.

UAMS employees must report income of \$500 a year or more which is earned from another public agency of this state. The report is to be filed with your supervisor.

You may work concurrently in two state positions if you receive prior approval from the UAMS Office of Human Resources and the State Office of Personnel Management. Both positions may be with the same or different state agencies or institutions, as long as the combined salaries do not exceed the maximum allowed salary for the highest paid position.

### **Shift & Other Differentials**

Classified full-time and part-time employees who work an evening or night shift are eligible to receive compensation for working evening or night hours, provided the following criteria are met:

1. The employee is assigned to a full work shift beginning not earlier than 2:30 p.m. and ending not later than 8:00 a.m. the next day.
2. A full work shift is defined as eight (8) consecutive hours in one day. Shift differential will be 10% above base salary, unless specified differently by the state legislature. Eligible non-classified patient care personnel will be paid shift differential within the provisions of legislation, including shift, specialty pay and incentive pay, such as weekend differential.
3. An employee who is regularly assigned to a rotating shift can be compensated at the shift differential premium for only those hours actually worked on an evening or night shift.

### **Payroll Deductions**

UAMS is required by law to withhold part of your pay each period for federal and state income tax and social security. In January each year, you will receive a W-2 form, which is a statement of your earnings during the previous calendar year. The form includes all UAMS wages paid to you, and amounts withheld for income taxes and social security.

At your request, there are a few other items which can be withheld from your check. These include retirement contributions, group life, health, dental, and long-term disability. Flexible spending account payments, United Way contributions, and credit union deposits may also be made through payroll deductions.

### **Direct Deposit**

Direct deposit of your paycheck into your savings or checking account can be activated by filling out an Authorization for Direct Deposit of Pay Form. This form can be obtained from the Office of Human Resources and during the Orientation session. This information can be updated using the Employee Self Service tool on the intranet at [www.uams.edu/ohr](http://www.uams.edu/ohr).

### **Recovering Monies Owed to UAMS**

In some instances, the University has the right to withhold monies necessary to settle unpaid debts owed to the University from any amounts due and payable to any employee. If requested by an employee, the University Treasurer's Office may arrange a repayment plan for debts owed the University to minimize financial hardship. However, no such plan will be developed in cases where final settlement of an account is absolutely necessary, such as a final check from an employee who is terminating his/her employment.

### **Garnishments and Salary Liens**

UAMS is required to comply with any and all court orders to garnish your wages for repayment of debt and/or other reasons.

### **Hours of Work and Rest Periods**

Work schedules are determined by the operational needs of each department. Your supervisor will inform you of your work schedule and length and time of your unpaid meal period. Should it be operationally necessary for you to change your hours of work due to increased service or shift scheduling changes, you will customarily be given advance notice of two weeks. However, it may be necessary in emergency situations to adjust schedules without prior notice. UAMS will make every effort to work with you, should an immediate schedule change become necessary.

Up to two fifteen minute rest periods are allowed each day. Your rest periods cannot be used to make up for time absent or late, accumulated to shorten the work day by leaving early, or to extend the unpaid meal period. Rest periods are not required, and are at the discretion of each department head.

### **Absence From the Job**

If you are ill, have an accident, or are otherwise unable to report for work at the designated time, you are expected to notify your supervisor by telephone as soon as possible. You should contact your supervisor at least 30 minutes ahead of time if you are going to be late or absent from work. This procedure is necessary so that arrangements can be made to provide sufficient coverage in every department.

Some departments and divisions, especially those providing patient care, have policies which are more restrictive regarding tardiness and/or absenteeism. Information on these policies is available from your immediate supervisor.

Failure to inform your department of an absence for three consecutive days will be interpreted as job abandonment, and termination of employment will be effective as of the last day worked.

### **Voting Time**

UAMS encourages all of its employees to vote in political elections. In most cases, the polls remain open for a sufficient amount of time to allow employees reasonable time to vote without interruption of their work day. When situations prove to be an obstacle for you to vote, arrangements may be made with your supervisor to arrive late or to depart early from your assigned work station.

### **Inclement Weather Policy**

UAMS recognizes that transportation problems result from inclement weather and hazardous road conditions. However, by virtue of our commitment to patient care, academics, and research, this campus never closes. When conditions dictate, the normal work schedule may be revised by excusing late arrivals or permitting early departures. Decisions will be made on an individual case basis for each incident of bad weather or hazardous road conditions.

While UAMS is a “state” institution, the declaration of the Governor or other state officials are not applied to UAMS employees. Employees are advised to follow the UAMS policy and abide only by information in the media which is clearly labeled “UAMS.”

1. 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.

2. The decision of the Chancellor or his designated representative will be conveyed to Vice Chancellor for Communications as soon as it has been reached. The Vice Chancellor for Communications will notify radio and television stations: The Vice Chancellor is the **only** UAMS official authorized to communicate with the media on matters of inclement weather, so that a consistent message is maintained.

The stations that will be notified include the following:

**Radio Stations:**

KARN AM 920

KUAR FM 89.1

**Television Stations:**

KARK Channel 4 News

KATV Channel 7 News

KTHV Channel 11 News

The Vice Chancellor for Communications will immediately notify all cabinet/division level offices via automated phone messaging system. The administrators within these divisions will be responsible for communicating the decision to all departments reporting to them. Department Chairs and Directors will be responsible for communicating the decision to their staffs.

Additional information can be found in the UAMS Administrative Guide Policy 3.1.02.

### **Appearance/Dress Code**

The employee dress code is determined by the requirements of each department. If your job requires you to wear a uniform, it is your responsibility to keep your uniform clean and presentable. Please consult with your immediate supervisor for more specific information.

### **Employment of Relatives**

Employing relatives of employees is permitted at UAMS. However, a family member may not directly or indirectly have administrative responsibility over their relative. This policy is designed so that there is no appearance of favoritism.

### **Identification Badges**

UAMS provides all employees with an initial identification badge at no cost. Such badges may also allow you to clock in and out, receive library privileges, or allow entrance to restricted areas or parking lots. Replacement badges are available to you at a minimal cost. You are expected to wear your ID badge at all times while on the UAMS campus, so that you can be easily identified in restricted areas and provide assistance to visitors. Upon termination/separation with UAMS, identification badges must be turned in to the UAMS Police Department.

### **Viewing Personnel Files**

An official record of your work and employment history is maintained in the Office of Human Resources. You may view your own personnel file at any time. As a state employee, some information pertaining to your employment at UAMS is open to public disclosure upon written request. While most items must be disclosed under the Arkansas Freedom of Information Act, our office will attempt to notify you if information concerning your employment is requested.

## **Change of Personal Information**

You should report any changes in your personal information to your supervisor and the Office of Human Resources. Items such as: name, address, telephone number, dependents, education, work location and telephone extension are important to our ability to provide service and periodic information to you. Some items can be changed online using the Employee Self Service tool on the intranet at [uams.edu/ohr](http://uams.edu/ohr).

## **Accidental Injury**

If an injury occurs to you while on the job, immediately report the injury to your supervisor. Your supervisor will assist you in completing an Injury and Incident Report Form and Workers' Compensation forms. If medical treatment is necessary, report to the Employee Health/Student Preventative Health Services. If your injury occurs after hours or on the weekend, report to the Emergency Room for treatment. For more information about Workers' Compensation, refer to page 32 of this handbook.

# TERMINATION

## **Resignations**

Employees who wish to terminate employment after the initial 90 days of employment period with the University of Arkansas for Medical Sciences are expected to give at least ten (10) working days notice of intention to resign.

## **Employment-at-Will**

Employment with the University of Arkansas System is governed by an Employment-at-Will doctrine and is set forth in policy 405.4 of the Board of Trustees of the University of Arkansas. The Chancellor of UAMS serves at the pleasure of the President. Vice chancellors, associate vice chancellors and assistant vice chancellors serve at the pleasure of the Chancellor. Termination of employment in such positions shall be effected by written notice at least thirty days in advance of cause. Staff employees may be terminated at any time or be dismissed for cause under University procedures. Termination is effected by written notice at least thirty days in advance of the date the employment is to cease. Students and hourly employees are hired to work at the discretion of the University and, therefore, may be terminated at any time without notice. Other academic employees in positions for which tenure may not be awarded (research associates or research assistants, graduate associates, graduate assistants, clinical instructors) may be terminated at any time, or dismissed for cause under the procedures of Board Policy No. 405.1. Termination is effected by written notice at least sixty days in advance of the date the employment is to cease.

## **Dismissals**

Dismissal for cause may happen when performance goals or behavioral standards are not met. A warning notice may be issued to employees specifically advising them of deficient areas of performance or conduct. Continued deficient 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 some examples of gross misconduct.

## **Separation Clearance Policy**

As a UAMS employee, you are required to complete the Employee Separation Form. The form directs you to various areas of campus to turn in keys, receive insurance information, and to handle other separation business.

## References/Verifications of Employment

UAMS' Office of Human Resources normally releases information such as dates of employment, current or last salary, and job title to any potential employer seeking references. Additional employment related information may be released at the discretion of the department head or if you sign a written authorization allowing UAMS to release information.

## Rehires

Employees who leave UAMS may be eligible for rehire, providing there is not a history of disciplinary action on their employment record. Separating employees who are declared "ineligible for rehire" by their current department will not be considered for rehire in that department. Employees dismissed for reasons of "gross misconduct" are not eligible for rehire at UAMS.

YOUR  
PUBLIC RELATIONS

## Guest Relations

As a UAMS employee, your role will affect the way our patients feel about their experience here. We all share a responsibility to be sensitive toward patients, families, and visitors. Courtesy, respect, and strict attention to confidentiality are expected of all UAMS employees.

## Confidential Information (Patient's Rights)

Always remember that as health care professionals, the information that is obtained in caring for patients is strictly **CONFIDENTIAL**. Please do not discuss this private information with co-workers and other people, except as it is necessary to perform your duties as a health care provider. Never discuss patient or other confidential information outside the hospital. Be sensitive to patient privacy in public areas inside the hospital as well. A violation of this policy may result in disciplinary action up to and including termination of employment.

## Relations with Legislators and Members of Congress

UAMS respects the right of each employee as a citizen to exercise freedom of expression on legislative issues. At the same time, employees should not, unless authorized, attempt to speak as agents of the University in discussions with members of the Arkansas General Assembly, Arkansas Constitutional Officers, and members of Congress.

The President of the University and the Vice President for Governmental Relations and Public Service are the University officials responsible for liaison with members of the Arkansas General Assembly, Arkansas Constitutional Officers, and Members of Congress concerning legislation and programs affecting any unit of the University.

If you wish UAMS to consider matters of incorporation into its legislative program, contact the Office of the Vice President for University Relations.

## Political Activity

UAMS employees, as citizens, have the right to engage in political activity. However, no employee may involve the institution's name, symbols, property or supplies in political activities.

If you intend to seek public office or assume a major role in a political campaign, discuss your plans with your supervisor. If your supervisor determines that the activity will impinge to any extent upon the full discharge of your responsibilities, the plans must be reviewed through regular administrative channels to the President's Office for determination of work load and salary adjustment.

Involvement which requires part or full-time services, and for which more than token compensation is received, will require a reduction of work load and pay, leave of absence or resignation, depending upon the extent of the activity.

### **Distribution of Literature and Solicitation**

To ensure the efficient operation of UAMS, and to control any disturbance to your work, it is necessary to restrict private solicitations. Employees are prohibited from soliciting and distributing materials when on an assigned work shift. Solicitation of materials by employees for the purpose of political, organizational, commercial, social, or religious activities not directly related to approved UAMS functions are restricted to public areas and during non-work hours.

Individuals who wish to distribute materials to UAMS employees at the work site must secure prior permission from the Chancellor's office. Failure to conduct activities as approved may result in immediate removal from the premises by a UAMS Police Officer.

### **Use of University Space**

UAMS facilities may be used for extracurricular activities by the colleges, departments and other organizational functions of the University. Organizations approved to use UAMS facilities include recognized student organizations, faculty-staff meetings, and all organizations which exist for the benefit of the University. UAMS facilities cannot be made available to groups not associated with the University system unless the Chancellor or designee provides prior approval for the use of the space. University space will not be made available for soliciting membership to political parties, raising money for projects not directly associated with a University activity, or conducting private business.



### **Time Off Requests**

You are responsible for requesting time off in a timely fashion, according to the policies of your department or division. Your supervisor should take action to approve or disapprove your request in a timely manner. You should submit your request in writing by completing a "request for leave with or without pay" form in order to avoid a delay in payment.

If you are off due to illness at the end of a pay period, you or your supervisor/timekeeper may submit the appropriate number of sick hours without the written request. However, you are responsible for the accuracy of the hours to be paid, both worked and time-off.

## Vacation Time

UAMS regular full-time and part-time employees accrue annual leave at a rate determined by length of employment. The following schedule applies to all full-time classified and non-classified patient care employees, including classified managers.

Years of Service	Vacation per Year	Vacation per month
1-3	12 days	8 hours
3-5	15 days	10 hours
5-12	18 days	12 hours
12-20	21 days	14 hours
20+	22.5 days	15 hours

Part-time employees who work 20 hours a week or more will be granted annual leave on a prorated basis. Annual leave may not be accrued during a period of leave of absence (LOA) without pay when such a leave is for ten or more days within a calendar month. Carryover of annual leave accumulations may not exceed thirty days after the close of the calendar year (January 1). Days accrued in excess of 30 will be lost if they are not used before December 31 of each year; however, you may donate your annual leave to the Catastrophic Leave bank.

“Years of service” means continuous service with any state agency or institution of higher education. If you have previous state service, ask your former employer to forward a “Proof of Prior Service” form on your behalf to the Office of Human Resources.

Use of annual leave cannot be approved until it has been accrued. You may request the use, in writing, of accrued annual leave at any time on forms provided by your department. Your supervisor may approve or deny leave time after consideration of your preference, departmental work load and staffing requirements. Check with your supervisor for further information.

When an employee has separated from the University by reason of resignation or termination, the accrued, unused leave minus any outstanding monies owed the University of Arkansas will be paid as a lump sum payment, not to exceed thirty working days (240 hours).

## Holidays

UAMS honors eleven holidays for regular full-time and part-time employees during the calendar year:

New Year’s Day, Dr. Martin Luther King, Jr. Birthday, President’s Day, Memorial Day, Fourth of July, Labor Day, Veteran’s Day, Thanksgiving Day, Christmas Eve, and Christmas Day. The specific annual dates of the holidays to be observed will be published and distributed to all departments at the start of each fiscal year by the Office of Human Resources.

You are also eligible to schedule off your birthday.

Please get prior approval from your supervisor before missing work on this day.

If you must work on a scheduled holiday, your birthday, or if the holiday falls on a non-workday, you will accrue time to be taken in lieu of that day. All regular part-time employees will be allowed paid holiday or compensatory time for holidays on a prorated basis.

To be eligible for holiday pay, you must be in pay status on the last scheduled work day before the holiday and the first scheduled work day after the holiday.



*UAMS Chancellor Dan Rahn is surrounded by a herd of Head Start reindeer.*

## **Sick Leave**

All regular full-time employees earn sick leave credit at the rate of one day (8 hours) per month. Regular part-time employees who work 20 hours a week or more earn sick leave on a proportionate basis. Employees cannot be paid for sick leave used unless they have accrued sick leave hours. Any unaccrued sick leave will be considered unpaid leave, if approved. Sick leave may not be borrowed from future accruals.

Sick leave is granted on a basis of working days and not calendar days. Employees may accrue a maximum of 120 days (960 hours). Sick leave accrues only when you are in active pay status, and does not accrue when you are on a leave of absence without pay for ten or more cumulative days within a calendar month.

You may request (on forms provided by your department) leave for any of the following conditions:

1. When you are unable to work because of illness or injury, or for a medical, dental or optical appointment.
2. When you must care for an immediate family member who is ill or injured, or has a medical, dental, or optical appointment. Immediate family is defined as your mother, father, sister, brother, spouse, child, step-child, grandparent, grandchild, mother-in-law, father-in-law, or any individual who acts as your parent or legal guardian.
3. When there is a death or serious illness of an immediate family member, your supervisor may grant sick leave for death or family illness in an amount which is reasonable for the circumstances. If you use five (5) or more consecutive days of sick leave, or if you think your absences are protected by the Family Medical Leave Act (FMLA), you may be required to furnish your department head with a medical certification from your attending physician.

For absences from work due to an occupational injury or illness for which you are eligible for Workers' Compensation benefits, you may use your accrued sick leave as a supplement to Workers' Compensation and receive weekly benefits from both sources. These combined benefits may be equal to, but not in excess of, your normal weekly pay at the time of injury or onset of illness.

Absences due to illness or injury are charged in the following order:

- 1) Earned Sick Leave
- 2) Earned Annual Leave (at the discretion of the department head)
- 3) Catastrophic Leave, if applicable
- 4) Leave Without Pay

Maternity Leave will be treated as sick leave. If you are unable to work because of pregnancy you may choose to use leave without pay prior to the exhaustion of sick and vacation hours.

Accrued sick leave will not be paid at the time of termination, resignation, retirement, death or for any other reason that you cease to be an employee at UAMS.

### **Family Medical Leave Act**

If you have been employed by the state of Arkansas for one full year and have worked 1250 hours (approximately ½ time) during the last 12 months, you may be eligible for up to 12 weeks of family and medical leave as allowed by the Family and Medical Leave Act (FMLA) of 1993. This absence period may be paid or unpaid leave. Family and medical leave may be granted for any of the following instances:

- Birth or adoption of a child
- Placement of a child in foster care
- Your own serious health condition
- The serious health condition of an immediate family member (spouse, child, or parent)
- Illness, injury or financial exigency related to military services

As soon as you know you will be requesting leave, please speak to your supervisor. Your request may be communicated verbally or on forms provided by your department. Your supervisor will make arrangements for your job responsibilities to be maintained during your absence, discuss your return date, and other concerns. You will be required to provide a “Certification of Healthcare Provider” from your physician.

Before you go on leave, visit the Office of Human Resources to make arrangements for the continuation of your eligible benefits. Under the FMLA, you need only to continue paying your share of the cost of your benefits; UAMS will continue to pay its share for your coverage.

Once you exhaust all of your paid leave, family and medical leave becomes unpaid leave time. Once you return from family and medical leave, you are entitled to return to the same or equivalent job. The complete Family and Medical Leave Act policy can be found in the Leave of Absence section of the UAMS Administrative Guide Policy 4.6.11.

### **Leave of Absence Without Pay**

You may be eligible to take up to six months of leave of absence without pay for an extended illness, the birth or adoption of a child, or for personal reasons. Requests of a leave of absence for the birth or adoption of a child or for extended illness need only be approved by your department head. Requests for leave without pay for personal reasons must be approved in advance by the department head, the Division Director, the UAMS Chancellor, and the University President. All requests must be made in writing.

If you go on leave of absence without pay that is not considered family and medical leave, you must make arrangements to pay the full amount of your benefit premiums to continue your coverage. You can make those arrangements through the Office of Human Resources.

## **Catastrophic Leave**

If you or a family member suffers a heart attack, cancer, or other catastrophic illness or injury, you may be eligible for catastrophic leave. The Catastrophic Leave program makes paid leave time available for UAMS employees who have been employed full-time for a minimum of 2 years (state service) and have no current record of discipline relating to use of leave time. Likewise, if you wish to help fellow employees, you may donate any unused sick or annual leave hours to the Catastrophic Leave Bank for use by employees who meet the eligibility requirements.

To request Catastrophic Leave, or to make a donation to the Catastrophic Leave Bank, contact your supervisor or the Office of Human Resources. The complete Catastrophic Leave policy can be found in the Leave of Absence section of the UAMS Administrative Guide Policy 4.6.07.

## **Military Leave**

If you serve in the National Guard or any other reserve branch of the Armed Forces, you are granted 15 days of paid leave annually, plus necessary travel time, for annual training requirements. Annual leave is accrued during this time. You must request a military leave in writing and furnish a copy of your military orders to your supervisor prior to approval of the leave.

If you are called to active duty or volunteer in the Armed Forces of the United States, you will be placed on extended military leave without pay, and upon release from active duty, you will be reinstated to the same or equivalent position. If you are gone for less than five years, honorably discharged, and were not originally “temporary,” you will not lose any of your previously accrued benefits or privileges of employment upon your return to work.

Should you be called to duty in an emergency situation by the Governor or by the President, you will be granted leave with pay not to exceed thirty working days, after which leave without pay will be granted. “Emergency Situations” mean any case of invasion, disaster, riot, breach of peace, threats to public health or security.

## **Educational Leave**

Under certain unique circumstances, an employee may be granted a paid educational leave. Requests for paid educational leave must first be submitted in writing to your department head. Once approved, your request will be routed to your division head and to the UAMS Chancellor for approval.

Once your request for educational leave has been approved, you and the UAMS Chancellor will sign a written agreement stating all terms of the leave including the amount of salary to be paid during the training period (not to exceed your regular salary). Payments for tuition, fees, books and transportation may be made only if those items have been specifically appropriated by the Arkansas General Assembly for such purposes.

If you are granted educational leave, you must continue to be employed at UAMS for at least twice as long as the length of your course of training. During your educational leave, you will retain all rights of your position or a comparable position. Should you fail to complete training, you will be required to pay back the money as allocated for training and compensation paid during the training period.

Alternately, you may be granted an unpaid leave of absence for educational purposes. Unpaid educational leave is to be considered “personal” leave and subject to all conditions under the Leave of Absence policy (Administrative Guide 4.6.10).

## **Jury and Court Witness Duty**

Any employee called as a witness, juror, or party litigant shall be entitled to full compensation from the University in addition to any fees paid for such services. Necessary court appearances will not be counted as vacation or annual leave. However, if you volunteer as a witness without being subpoenaed, you will not be entitled to leave with pay. Should you be accepted by the Court as an expert witness and paid a fee in excess of the normal witness fee, you should take annual leave for the time required for such testimony.

If you are called as a witness and are able to give a deposition or statement without appearing in court, please do so. Any statement or deposition requested regarding a UAMS issue may be taken during work time. All others should be handled during non-working hours.

Where your service on a jury would substantially interfere with the execution of the University work schedule, your Dean, Director, or Vice Chancellor may petition the judge, in writing, for exemption from service. However, if exemption is denied, or if no response is received prior to the date jury duty is to begin, you must report for jury duty.

## **YOUR GROUP BENEFITS**

UAMS offers you a wide range of benefits. Some, such as unemployment insurance, Workers' Compensation insurance and Social Security contributions are mandated for all employees by state and federal law. Others, such as health and dental coverage, disability coverage and life insurance are made available to employees as part of UAMS' efforts to recruit and retain high quality employees. Many benefits may be purchased on a pre-tax basis through payroll deductions, providing a further tax benefit and convenience to you. Following is a brief summary of the benefits offered to you as a UAMS employee. For further information on each of these benefits, please refer to your summary plan documents.

### **Medical and Dental Coverage**

UAMS offers medical and dental insurance coverage for benefits-eligible employees and their dependents. The cost for coverage is shared by UAMS and participating employees.

Two medical plans are available from which to choose. Both cover a wide range of traditional expenses such as doctors' visits, surgical services, pregnancy, emergency room services, hospital stays, and diagnostic testing. With a goal of assisting you in being healthy, the plans also provide coverage for items such as well baby check-ups, mental health counseling and prescription drugs.

The dental plan is designed to assist you in maintaining good oral health. The plan covers basic dental exams, restorative care, cleaning services and preventative services. It also covers more intensive and specialty dental needs, including fluoride treatments, extractions, oral surgery, crowns, bridges and spacers.

### **Vision Plan**

The vision plan, benefits those who have vision impairments and wear corrective eye wear. It helps lower out of pocket costs when you get an eye exam and purchase frames, lenses or contacts. There are also discounts for refractive surgery.

You may enroll in the vision plan within your first 31 days of employment. Newly eligible family members (e.g. marriage) may also be added within 31 days. Open enrollment periods will be offered at the discretion of the carrier and are not guaranteed to be held annually.

Visit our website at [www.uams.edu/ohr](http://www.uams.edu/ohr) to view the SPD and detailed benefit description of the vision plan.

### **Voluntary Insurance Plans**

The University of Arkansas offers the convenience of payroll deduction and the advantage of group discounted rates for the following benefit plans. Enrollment is handled through the carrier.

Long Term Care Insurance is provided through CNA (Continental Casualty Company). You may enroll within your first 60 days of employment and generally be guaranteed coverage. Evidence of insurability is required if you apply after 60 days. Coverage is also available for your extended family members, including spouse, parents, in-laws, and grandparents. Visit CNA's website at [www.ltcbenefits.com](http://www.ltcbenefits.com) (password is UALTC) for more information.

Group Home/Auto Insurance is provided through Liberty Mutual. You can apply for coverage at any time. For more information, visit [www.libertymutual.com/lm/arkempl](http://www.libertymutual.com/lm/arkempl).

Critical Illness Insurance is provided through MetLife. You may enroll within your first 60 days of employment. Coverage is available for you and your family (spouse & children). For more information, visit [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits).

Additional information about these plans is provided at New Employee Orientation and is also available on our website at [www.uams.edu/ohr](http://www.uams.edu/ohr).

### **Pre-Tax Medical Spending Accounts**

While the medical and dental plans do cover many health care expenses, there are co-payments, deductibles and services which may not be covered. With our Medical Spending Account you may set aside a specified amount annually through payroll deductions to pay for out-of-pocket expenses on a pre-tax basis. This increases your take-home pay by reducing your taxes. Many employees choose to use the account to pay for items such as contact lenses, prescription glasses or orthodontia.

### **Life Insurance**

Life insurance provides a payment to your beneficiaries in the event of your death or the death of a covered dependent. UAMS provides Basic Life coverage at no cost to you. Coverage is equal to one times your annualized salary, up to a maximum of \$50,000.

You may also purchase Life insurance in amounts equal to one, two, three, or four times your annual salary, up to a maximum of \$500,000.

You may purchase Dependent Life insurance for your spouse and children. Coverage amounts available are \$10,000, \$15,000, or \$20,000 for spouse, with children covered at one-half of the elected spouse's coverage.

## **Long-Term Disability**

Disability coverage assists in replacing earnings in the event of a long-term injury or illness which prevents you from working. Coverage is based upon current annual salary and is available when you are unable to work for a period of more than six months.

Basic Long-Term Disability coverage is provided by UAMS at no cost to you. Benefits equal to 60% replacement of your salary, up to \$1,000 per month.

You may purchase Optional Long-Term Disability coverage in an amount equal to 60% replacement of your salary, up to \$4,000 per month (or \$5,000 per month when added to Basic Long-Term Disability). Cost is based upon the dollar amount of coverage selected.

## **Optional Accidental Death and Dismemberment Coverage**

You may purchase Accidental Death and Dismemberment coverage for yourself, your spouse, and dependent children. A spouse is covered at 60% of your elected dollar coverage, and children are covered at 20% of your elected dollar coverage. Coverage amounts are available in \$25,000 increments up to a maximum of \$300,000. Cost is based upon dependent participation and the dollar amount of coverage selected.

## **Continuation of Benefits Through COBRA**

UAMS offers continued medical, dental and vision benefit coverage for those individuals who experience a qualifying event. Coverage for a qualifying event would be:

- A. For an employee, spouse, or dependent child, due to the employee's termination (other than for gross misconduct) or change to a benefits ineligible position.
- B. For a spouse and eligible dependent child, upon death of the employee.
- C. For a spouse, upon divorce or legal separation from the employee.
- D. For a dependent child, ceasing to qualify as an eligible dependent under the plan.

## **Retirement Plans**

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 employers and employees to contribute funds to retirement accounts. These contributions, and employee 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.

You may select the Arkansas State Public Employees Retirement System (APERS) or the University of Arkansas System Optional Retirement Plan (UAORP). Each option offers different opportunities for your retirement planning. You should consider factors such as your interest in contributing to a plan, your future employment plans, and your interest in participating in managing your investment options when selecting a retirement plan. You are encouraged to discuss the options available to you with the UAMS Office of Human Resources prior to selecting a plan.

The (APERS) plan is a defined benefit plan. As a defined benefit plan, retirement income is a specific, calculated amount based upon your years of state service and salary during employment. If you select (APERS), UAMS contributes a variable percentage rate of your salary to the retirement plan, as per state legislation. New employees may have a 5% mandatory contribution.

The University of Arkansas System (UAORP) is a defined contribution plan. In a defined contribution plan, available retirement funds are based upon the amount of contributions made to the plan and the growth or interest earnings of those contributions. In the (UAORP), UAMS contributes an amount equal to 5% of an employee's salary to the plan. You may contribute a percentage of your own earnings to the plan. UAMS will match, dollar for dollar, your contributions over 5% to a maximum of 10%. The Optional Retirement Plan offers many investment options through one or both of the plan's companies: TIAA-CREF (Teachers Insurance and Annuity Association - College Retirement Equities Fund) and Fidelity Investments.

### **Pre-Tax Dependent Care Spending Accounts**

With a Dependent Care Spending Account, you may set aside a specified amount annually through pre-tax payroll deductions to be used for dependent care expenses. The account may be used to help pay for the expenses of child care, or care of other immediate family members.

### **Unemployment Compensation**

You are covered under Arkansas employment security law for unemployment benefits. UAMS contributes to the state on your behalf; no deduction is made from your pay for unemployment benefits. A benefit may be paid if you lose your job for reasons other than resignation or termination for cause.

### **Social Security**

You are covered by the Federal Social Security program. Under the law, both you and UAMS each contribute an equal percentage of your salary for programs which provide retirement, disability, and medicare benefits.

The Social Security Administration maintains social security records on all U.S. citizens. To ensure the accuracy of your social security record, remember to report any name changes to both the Office of Human Resources and to the Social Security Administration.

### **Workers' Compensation**

UAMS seeks to provide a safe, productive workplace for all employees. UAMS also contributes to a Workers' Compensation trust fund on your behalf to cover medical expenses and wages due to lost work time resulting from a work-related injury or illness.

If you are injured on the job, or suffer a work-related illness, report this to your supervisor and complete a Workers' Compensation packet as soon as possible following the injury or illness. For more information about Workers' Compensation benefits, or how to apply for Workers' Compensation benefits, please contact the Office of Human Resources.

### **Travel Insurance**

Full-time employees on official travel status for UAMS are covered by \$25,000 of accident insurance with regard to loss of life, dismemberment, or total disability. This coverage is for accidents occurring during their travel if they submitted a Request for Authorization of Travel Expenses form to the Office of Financial Services prior to travel.

## YOUR EDUCATIONAL BENEFITS

Education is a very important part of the mission of UAMS. You are encouraged to take advantage of the many educational programs available, such as Adult Education-GED classes, courses offered through the Training Consortium, the Inter-Agency Training Program (IATP) sponsored by the State of Arkansas and tuition discounts at any of the University of Arkansas campuses.

### **Tuition Discounts**

As a full-time (100%) employee, you, your spouse, and your dependent children are eligible to receive a tuition discount at any of the University of Arkansas campuses: the University of Arkansas at Fayetteville, the University of Arkansas at Little Rock, the University of Arkansas for Medical Sciences, the University of Arkansas at Pine Bluff, the University of Arkansas at Monticello, and the community colleges in Helena, Batesville, Hope, Morrilton, Fort Smith and DeQueen.

You may take any combination of undergraduate or graduate semester credit hours up to 11 hours during the fall and spring semesters and up to three hours during each summer term. Your discount is 90% off the full cost of tuition at UAMS and 70% off the full cost of tuition at any other University of Arkansas campus. Professional education (minimally law, medicine and pharmacy) is excluded from the discount; the campus of enrollment retains the final decision on the eligibility of any course for tuition discount.

Your spouse and dependent children may take up to a total of 132 undergraduate semester credit hours at a discount. They receive a 50% discount off the normal tuition rate at UAMS and 40% off full tuition at other University of Arkansas campuses. All enrollees must meet normal admission requirements, and auditing courses will be approved on a space available basis only.

Forms are available for employee and for dependent/spouse discount requests. Both forms are available from the Office of Human Resources and must be completed at least a week prior to class registration to be eligible for the discount. Forms must be approved by your department head so that such course work will not interfere with your responsibilities in the department.

### **Adult Education**

If you do not have a high school diploma or you desire to take a refresher course in reading, writing, or math, plan to participate in adult education courses. You must work with your supervisor to establish requirements regarding make up for work time spent in adult education classes.

### **Training and Events**

The UAMS Training and Events offers employees a range of opportunities to learn more about specific subjects, such as Team Building, Leadership Effectiveness, Conflict Management, Interpersonal Communication and much more. For more information on training classes, please contact the Office of Human Resources or visit our Web site at [www.uams.edu/ohr](http://www.uams.edu/ohr).

## Inter-Agency Training Program (IATP)

The Inter-Agency Training Program is coordinated by the Arkansas Department of Finance and Administration and is designed to provide state employees with a variety of training opportunities. IATP calendars are mailed quarterly to each department.

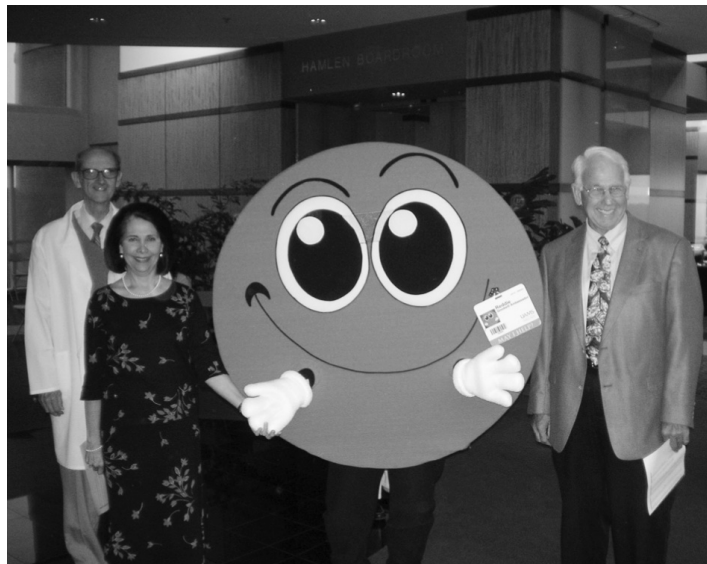
## RECOGNITION PROGRAMS

### Career Service Recognition Payments

The Arkansas Legislature has established a longevity bonus for eligible full-time staff employees who have worked for the State of Arkansas for 10 or more years. The Career Service Bonus payments range from \$600 (10 years) to \$900 (25 or more years) and are paid on your anniversary or review month.

### Service Award Pins

UAMS offers an accrual recognition program to honor the service and dedication of its employees. Excellent skills and service provided by employees like you have been a central factor to UAMS' success. To recognize employees for their service, UAMS celebrates with Employee Service Awards receptions and a luncheon. Employees who have given five or more years to our campus are recognized and receive a pin indicating their years of service. If you see a co-worker wearing one of these pins, you will know they have built the reputation of our growing campus.



*2009 Recipients with 45 years of service.*

### Special Events

UAMS celebrates and recognizes the hard work employees do on a daily basis, by sponsoring or participating in several events during the year. These include: National Hospital Week Festivities in the Spring and Diversity Week. Special events are published in the UAMS Update as the occasion nears.

## **Cafeteria and Canteen**

As a UAMS employee, you are eligible to receive a 20% discount on all purchases made in the cafeteria. You must show your UAMS ID badge to receive the discount. UAMS provides several alternative food types and delivery systems, including a traditional cafeteria, a bakery and coffee specialty shop (open to 4 p.m.).

## **Bookstore**

The UAMS Bookstore is located at 200 Hooper Drive, west of the College of Public Health, and sells UAMS merchandise, educational books, computer software and much more.

## **Gifts**

The gift shop is a project of the UAMS auxiliary and is staffed by auxiliary volunteers. It is a nonprofit business serving UAMS employees, students, and patients. There are no taxes on items purchased. Proceeds from their sales are reinvested in UAMS.

## **Library**

Your UAMS I.D. badge will also serve as your library card, and may be activated by contacting the circulation desk, located on the first floor of the Education II Building.

## **UAMS CA\$HCARD**

The UAMS CA\$HCARD works like a bank debit card. You deposit money into a spending account designated just for you. When you want to make a purchase at any participating location (cafeteria, cafeteria vending machines, Gourmet Bean Coffee Shop, outpatient pharmacy account, and gift shop), just present your card to the cashier, or use it in the on-line vending machines located in the cafeteria. When used at a cash register, the register will read the encoded number, record the transaction and instantly display the balance remaining in your account.

New accounts may be opened at the card kiosk machine located on the ground floor of the Hospital. A one-time \$1.00 administrative charge will be deducted from your beginning balance.

## YOUR COUNSELING NEEDS

UAMS offers its employees several types of counseling. Personal (see Employee Assistance Program), Benefits counseling, Spiritual and Employment counseling are just a few of the ways that UAMS works to encourage understanding and to provide answers to your questions.

### **Employee Assistance Program (EAP)**

The Employee Assistance Program was developed to provide counseling, information and referral assistance to UAMS employees and their immediate families who experience personal or professional adversity. Participation in the EAP program is strictly voluntary, and your privacy is protected by state and federal laws. If you are experiencing a personal or professional problem and do not know where to go, call the EAP.

### **Benefits Counseling**

The Office of Human Resources extends its services to all employees who need assistance with benefits issues. This includes one-on-one training sessions on issues specific to you and group counseling sessions with our benefits vendors. Watch for periodic announcements from TIAA/CREF, Fidelity, QualChoice, and others.

### **Spiritual Counseling (Pastoral Care)**

Samuel Moore Walton Memorial Chapel is located in the Ward Tower, room 1E90. The Walton Memorial Chapel is open daily from 6:00 a.m. to 8:30 p.m. A chaplain is available after normal office hours on an as needed basis 24 hours a day, seven days a week. Chaplains can be reached by phone at 501-686-5410 and by beeper at 501-688-2060.

### **Employment Counseling**

The Office of Human Resources can assist you with employment opportunities and career planning. If you are interested in promotion or transfer opportunities, you may set up an appointment with an employment specialist to learn about your options.

**Internet**

Many offices have access to an online Internet system. We encourage you to utilize this campus resource for researching information relevant to the business of your department and the University. The UAMS home page ([www.uams.edu](http://www.uams.edu)) offers news items, a calendar of events, and updated job vacancies.

**E-Mail**

Our campus possesses both internal and electronic mail capabilities. We encourage departments and employees to utilize this communication media for business purposes relating to the institution.

**Mail Service: Campus and Personal Mail**

The campus mail system provides mail distribution and postal service for all faculty and staff. Service is normally provided through departmental administrative offices. It is the responsibility of each department to ensure all outgoing mail is identified by a department name and slot number.

The Mail Processing Center also provides U.S. postage stamps for purchase between the hours of: 8:00 a.m.-4:00 p.m, Monday through Friday, at the current rate of postage.

**Publications**

The UAMS campus has several ways for you to stay current on UAMS issues and topics. The following is a list of publications that are recognized by the UAMS system as a means for sharing information:

- UAMS Capsule - created by the Staff Education Department for Clinical Programs employees.
- UAMS Update - an employee newsletter published ten times per year.
- UAMS HouseCall - created by the Communications & Marketing. A quarterly magazine for friends, supporters and potential new friends of the University of Arkansas for Medical Sciences.



**Bulletin Boards**

Bulletin boards are located throughout the UAMS campus to post important campus-wide information. General bulletin boards not enclosed in glass, or otherwise designated for a particular purpose, may be used to post personal notices. As an employee, you are encouraged to read bulletin boards regularly for current information.

The Campus Assembly is the vehicle that faculty, students and staff use to voice their opinions about campus policy. The Campus Assembly is made up of two representative bodies: The House of Delegates and the Academic Senate. Their purpose is:

1. To provide UAMS with a broad base for campus governance through the participation of students, faculty, and staff in the development of guidelines and regulations for campus affairs in relation to those matters that affect the quality of campus life.
2. To generate and promote understanding, collaboration, and a sense of community on the UAMS campus.
3. To provide a bridge for the communication and exchange of ideas to the Cabinet and to the President of the University through the Chancellor's Office on matters of concern to members of the Assembly.

Both the House of Delegates and the Academic Senate meet with the Chancellor on a regular basis.

### **House of Delegates (HOD)**

The UAMS House of Delegates is an open assembly of volunteer employees from various departments throughout the UAMS campus. Members serve a term of two years and are asked to participate in any of the eight committees that meet monthly to discuss issues that matter to the employees.

Have you ever watched a campus address by the Chancellor or participated in a food drive on campus? Then you have seen a little of what the House of Delegates does. In addition to these events the House of Delegates sponsors other activities like the UAMS talent show, UAMS employee night at the Traveler's ball game and the UAMS volleyball tournament and bowling league.

If you have an interest in any of the current HOD issues and activities or would like more information on how to become a member, contact a House of Delegates officer at [www.uams.edu/HOD/](http://www.uams.edu/HOD/) or send your concerns to the House of Delegates, slot 710.

### **Academic Senate**

The Academic Senate is composed entirely of faculty members. The Senate is responsible for developing educational policies and programs on the UAMS campus and has the authority to make recommendations to the Chancellor on any matter of general faculty or campus-wide concern. Among their considerations are admission requirements, curriculum and courses, degrees and requirements for degrees, calendars, schedules, academic honors and honorary degrees, and student academic affairs.

## **Employee Health**

The UAMS campus provides an initial medical screening and care for any illness/injury which is work related. The Employee/Student Preventative Health Service, located at 521 S. Elm Street, is not intended to substitute for an employee's personal physician. If you receive services other than those listed above, you will be billed as a regular patient. For medical care for illness or injury not related to your job, you may wish to go to the Family Medical Center, which is located in the same building.

## **Consultation Center**

The consultation center is a referral service for patients and employees with specific needs who want assistance in finding doctors to suit their medical care needs. The center will identify a physician and will make an appointment for you. An automated message service answers calls after hours. If you need a doctor, an appointment, a second medical opinion, or would like more information regarding this service, please call the consultation center.

## **UAMS ECCO/Head Start**

UAMS ECCO/Head Start in Pulaski County offers an early child development program for infants, toddlers and preschoolers. Employees may utilize the program through income eligibility, or they may utilize the program by paying a weekly tuition. For more information contact Head Start at 570-5000.

## **Dental Care**

The Dental Hygiene Clinic provides preventive dental services, including teeth cleaning, diagnostic radiographs, and fluoride applications for you and your family at reduced rates. The Dental Hygiene Clinic is located in room 1E13 - Ward Bed Tower. For an appointment, call 686-5733.

## **Prescription Discounts**

You and your immediate family are entitled to receive an employee discount on prescription drugs at the UAMS Outpatient Pharmacy. The pharmacy will deliver your prescription, on-campus, at your request.

## **ATM Machines**

Automated Teller Machines are located on the UAMS campus as a service to UAMS employees, students, and patients. Locations include the main entrance to the hospital (across from the gift shop) and the ground floor level of the hospital next to the elevators.

## **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 \$25 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.

### **UAMS Fitness Center**

Located on the 8th floor of the College of Public Health building, the center is open 24 hours a day, seven days a week through key card access. For more information call (501) 526-2222 or visit [www.uams.edu/gethealthy](http://www.uams.edu/gethealthy).

### **War Memorial Fitness Center**

You are invited to join the War Memorial Fitness Center for an annual membership rate that is discounted for all UAMS employees and their immediate family members. For more information on the UAMS corporate rate, hours of operation, and services offered, please call the War Memorial Fitness Center.

### **UALR Donaghey Student Center**

You and your immediate family are offered discounted rates when joining the UALR Donaghey Fitness and Aquatic Center. Membership costs may be payroll deducted or paid monthly/annually. The hours of operation vary with the school year. For more information about the services, and the hours of operation, please contact the Donaghey Fitness and Aquatic Center.

### **Merchant Discounts**

Many local merchants offer discounts to UAMS employees. Merchant discounts are constantly changing, and you can find the latest information through the Office of Human Resources or our Web site at [www.uams.edu/OHR](http://www.uams.edu/OHR). When buying a product or service, always ask if they offer an educational, health, or state government discount. If you learn of a business that offers UAMS employee discounts that is not on the merchant list, please let us know so that we can include them on our list.



## **UAMS Police Department**

UAMS Police Department provides public safety services twenty-four hours a day, seven days a week to the campus community. All UAMS Police Officers and Investigators are sworn, commissioned police officers, and as such, have full police authority in the State of Arkansas.

### **Crime Prevention**

You are vulnerable to the same problems encountered by other residents of the metropolitan area. The primary purpose of the UAMS Police is to protect this community from illegal activities. Frequent patrol of the campus is a major factor in continuing to provide a safe environment. Emergency telephones are located strategically throughout the UAMS campus and are easily noticed with a flashing blue light. To use the Emergency phone, open the cover and pick up the receiver or push the button, depending on the type of telephone. You will then have a direct line to the police dispatcher.

You can help contribute to a safe environment by supporting your Police Department in its efforts and by utilizing preventative measures to reduce the opportunity for criminal acts. The UAMS Police offer instruction and pamphlets on crime prevention, self protection, and burglary protection as well as many other topics to the campus community.

Below is a list of suggestions to help insure your safety while employed at UAMS:

1. Use a buddy system when going outside after dark.
2. Park in lighted areas of the parking lot.
3. Never leave purses or bags unattended. If you leave your office, lock your purse or bag in your desk, or take it with you.
4. Do not carry or display large sums of money.
5. Record serial numbers of all property and mark each item of property.
6. Look in your car before entering it.
7. Keep the car locked at all times - never leaving property visible in the car.
8. Do not loan UAMS keys to others. When not in use, keep the keys in a safe place.

## Cardiac Emergency Team (333 Team)

The UAMS 333-Team should be called in the event of a cardiac emergency. The 333-Team can be contacted by pager at 688-6333. Wait for the beep and clearly state:

1. 333-Team
2. Location of the patient: building and room number
3. Announce the location TWO more times before concluding the page.

The Team is limited to the following buildings on the UAMS campus: Hospital, ACC, Shorey Building, ED II Building, Barton Research, MRI, ACRC and Annex. Other UAMS sites that require emergency response care should dial 911.

## Safety Statement About Fire Prevention

You should know your responsibilities during a fire. The word R.A.C.E. can be used as a reminder of the four primary steps to take in the event of a fire.

**RESCUE:** Help anyone in immediate danger from the fire. This should be carried out before sounding the alarm, closing doors, or attempting to extinguish a fire.

**ALARM:** Pull the nearest fire alarm pull station and report by phone to Central Control. Time is critical. Always sound the alarm before attempting to extinguish a fire.

**CONTAIN:** Close doors where the fire/smoke is located to isolate and contain. Smoke is the biggest killer in the event of fire. Be sure no one is inside the area.

**EXTINGUISH:** Attempt to extinguish the fire. Use whatever means available: fire extinguisher, water, blankets, pillows. Do not put yourself at risk. Remember, help is on the way.

The fire plan for UAMS is referred to as **CODE RED**. **CODE RED** will be put into effect when fire and/or smoke are reported anywhere on the campus. The phrase **CODE RED** shall be used as the code for announcing a fire emergency or a fire drill. **Under no circumstances should anyone shout "FIRE"**. Elevators should not be used during a fire emergency. Fire can affect the electrical power operating the elevators and trap you between floors. If a CODE RED has been activated, the hospital operator will announce three times over the public address system:

**"ATTENTION ALL PERSONNEL - CODE RED"** (giving the location of fire and/or smoke)

When the fire department determines that the fire and/or smoke situation no longer poses any danger, the Central Control operator will be notified, and the telephone operator will be instructed to make the following announcement three times over the public address system:

**"ATTENTION ALL PERSONNEL - CODE RED - ALL CLEAR"**

After the "ALL CLEAR" has been given, activities should return to normal.

For a list of the UAMS safety codes visit the Occupational Health and Safety website at <http://www.uams.edu/safety/>.

## **Lost and Found**

Please return any items found on the UAMS campus to the Lost and Found section of the Campus Police Department and be sure to check with them if you lose something yourself. Special arrangements can be made for pickup after hours.

## **Parking**

Free parking is available to UAMS employees and students at War Memorial Stadium. A shuttle bus will take you from the parking lot to the Medical Center and back on a frequent schedule.

Applications for on-campus and deck parking are available at the information desks located on the first floor of University Hospital, the Arkansas Cancer Research Center, the Outpatient Center, the UAMS Police Department, and on the Internet at [www.uams.edu](http://www.uams.edu). Parking privileges are determined by the needs of the employee in the order of job title, critical need and tenure. Requests from disabled employees take precedent over any other parking requests. New parking lots are being built to accommodate the future needs of UAMS employees. For more information about parking and shuttle hours, call the UAMS Campus Police.

## **Parking Ticket Appeal Process**

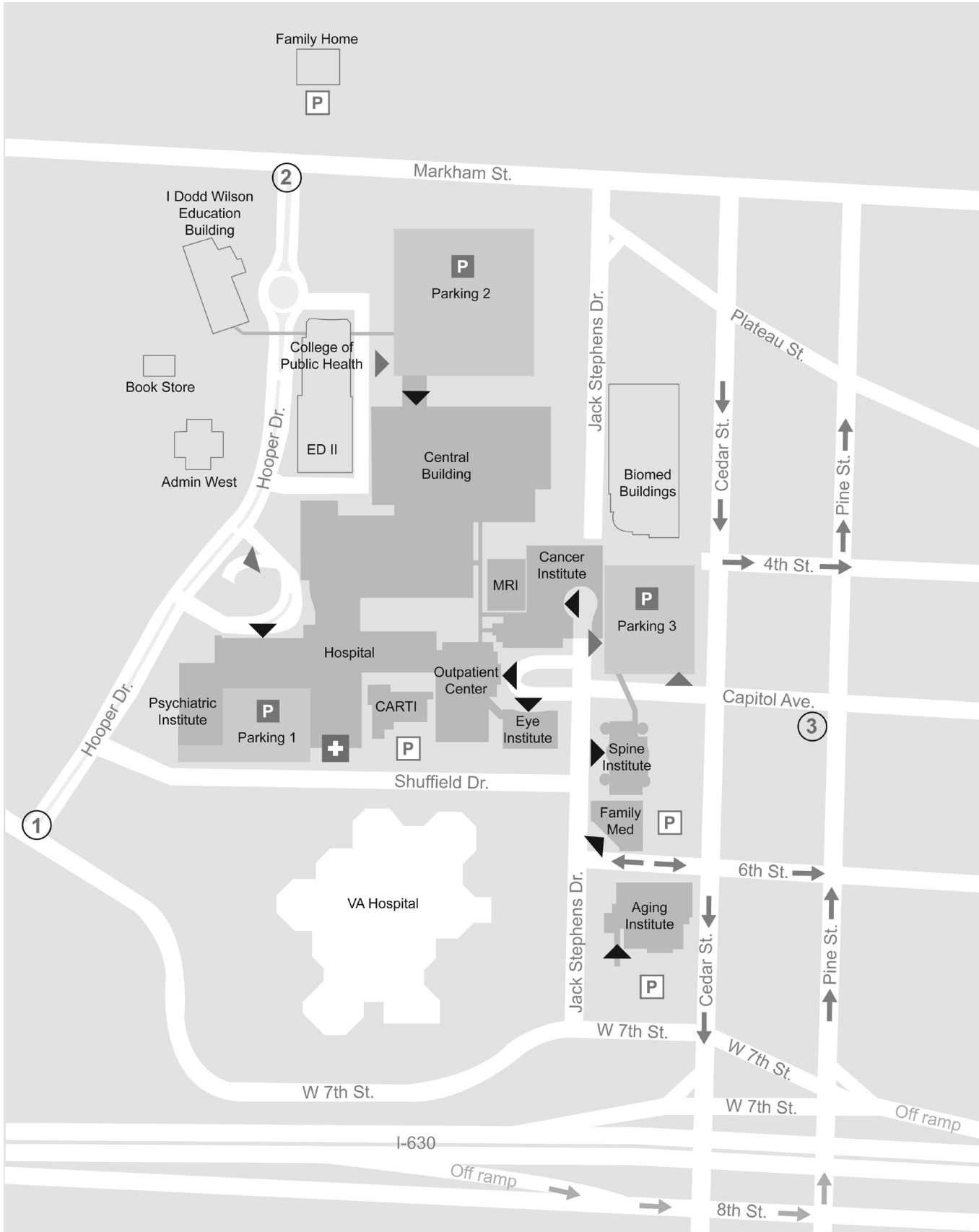
The Traffic Appeals Committee, a part of the House of Delegates, is responsible for reviewing appeals of traffic citations. If you wish to appeal a parking ticket, you must complete a Traffic Appeals Form and turn it in to the UAMS Police Department within seven days of when the ticket was issued. The Traffic Appeals Form is available in the UAMS Police Department Traffic Office or at the Hospital Information Desk. If the Committee's decision is to void the ticket, no notification will be sent to the applicant. If the appeal is denied or reduced, the committee will notify the applicant of the ruling.

## **Disaster Plan**

In case of a tornado, flood, fire, electrical outage, or other disaster, a disaster plan has been designed for this campus to facilitate the treatment of a large number of injuries. Your department head or supervisor will explain your responsibilities and assignments in responding to the overall disaster plan quickly and efficiently.

We encourage you to use this staff handbook as a reference guide. If you have questions concerning any of the information in this handbook or need additional information, contact the Office of Human Resources.

# Campus Map



- Emergency
- Parking
- Building Entrance
- Parking Entrance

## UAMS Emergency and Other Useful Numbers

Resource	Location	Hours of Operation	Telephone
Appointment Center	not open to public	7:30 a.m. – 5 p.m.	686-8000
Bookstore	200 Hooper Drive	8 a.m. – 4:30 p.m.	686-6160
Chaplain	Ward Tower - 1E50	8 a.m. – 4:30 p.m. M-F 24 hrs. On Call	686-5410
Credit Union	Hospital - B112	9 a.m. – 4 p.m.	686-6419
Crime Prevention	800 Cottage/DC223	24 hours	686-7933
Delta Dental	Sherwood, AR	8-12/12:30-4:30	835-3400 1-800-462-5410
Dental Hygiene Clinic	Shorey - 8S/13	8 – 4:30 p.m.	686-5733
Emergency Room	Hospital - B231	24 hrs.	686-6337
Employee Assistance Program	JBSU - 322 University Tower Bldg	8 a.m. – 5 p.m. 8 a.m. – 5 p.m.	686-8082 686-2588
Employee Relations Hospital	- M1112	6:30 a.m. – 3 p.m.	686-5945
Employee Health	Family Medical Center	8 a.m. – 4:30 p.m.	686-6565
Fidelity Investments		7 a.m. – 11 p.m.	1-800-343-0860
Fire Report	Physical Plant - M1408	24 hrs.	686-5333
Gift Shop	Ward Tower - 1E10	9:30 – 7 M-Th 9:30 – 3:45 Fri	686-5519
Head Start	Various	Various	570-5000
Human Resources		7:30 a.m. – 4:30 p.m.	686-5650
Investigation/Detectives	800 Cottage - DC227	24 hrs.	686-8585
Lost and Found	800 Cottage - DC/2nd floor	7:30 a.m. – 4 p.m.	686-7777
Mail Processing	Hospital - G/900	8 a.m. – 4 p.m.	686-6122
Occupational Safety and Health	Hospital - G154	7:30 a.m. – 4:30 p.m.	686-5536
Poison Hotline		24 hrs.	1-800-3POISON 1-800-377-4766
Physical Plant Control Center	M1408	24 hrs.	686-6424
QualChoice		8 a.m. – 5 p.m.	1-800-235-7111 219-5133
Rape Crisis Hotline		24 hours	663-3334
Red Cross Blood Bank	401 S. Monroe	2 p.m. – 7 p.m. MTTh 10 a.m. – 7 p.m. W 12 p.m. – 6 p.m. Fri	614-4430
Sexual Assault Hotline		24 hrs.	801-2700
Student Activities and Housing		8 a.m. – 5 p.m. M-F	686-5850
Telecommunications	Hospital - G280	24 hrs.	686-6420
TIAA-CREF		7 a.m. – 10 p.m.	1-800-842-2776
Traffic/Parking/Decals	800 Cottage - DC204	7:30 a.m. – 4 p.m.	526-7275
UALR Donaghey Ctr	UALR Campus	6:30 a.m. – 7 p.m. M-Th 6:30 a.m. – 6 p.m. Fri	569-8284
UAMS Police Emergency	800 Cottage - DC211	24 hrs.	686-7777
War Memorial Fitness	War Memorial Park	5:30 a.m. – 10:00 p.m.	664-6976

The above hours of operation represent Monday – Friday unless otherwise indicated. If you are interested in finding out about weekend hours for any of the resources listed please call them directly.