

**Occupational Health and Safety**

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Carol J. Price, M.S.  
Director

**UAMS**

UNIVERSITY OF ARKANSAS  
FOR MEDICAL SCIENCES

# Service Level Agreement

By

**OCCUPATIONAL  
HEALTH & SAFETY DEPARTMENT**



For

**UNIVERSITY OF ARKANSAS FOR MEDICAL SCIENCES**

Presented to

**Daniel Rahn, M.D., Chancellor**

## **Service Level Agreement Executive Summary**

Occupational Health & Safety (OH&S) strives to provide the safest and healthiest environment possible for the entire UAMS community. Ensuring a safe and healthy environment creates an ideal atmosphere for the promotion of learning, fosters high standards of research and allows for the provision of the highest quality health care. OH&S works with all programs, colleges and departments to ensure regulatory compliance with federal, state, local regulations and UAMS policy.

OH&S has its offices located at the main campus but works with all UAMS locations including the eight Area Health Education Centers and the UAMS Northwest Arkansas campus. The OH&S staff is composed of 17 full time employees and 2 part-time employees, which includes the biohazard team responsible for transporting and managing the biohazardous waste for the Campus. Thirteen OH&S staff members oversee regulatory compliance with services divided into seven divisions: Fire/Life/Chemical; Industrial Hygiene; Environmental/Hazardous Waste Programs; Radiation Protection; Occupational Safety; Biosafety/Biohazardous Waste; and Insurance/Driver's Program. OH&S provides services to approximately 10,000 UAMS employees and assists Clinical Programs in the management of the Environment of Care for Joint Commission Accreditation.

The OH&S budget of \$1.07 million is funded through a 111 account which covers 92% of the operating budget. The remaining 8 % is received from services to individual departments, i.e., radiation dosimeters, transporting and disposal of chemical waste for Clinical Programs, complete lab clean outs, and ICRA/ISLM construction audits. Without this 8% funding from services rendered, the OH&S Department would require approximately \$90,000 dollars in additional 111 funding. OH&S does not charge for routine environmental and personnel monitoring but will pass charges for testing materials to the customer. Biohazard waste, generated from Clinical Programs, Research labs and Education labs, is managed by and disposal costs are paid by OH&S. Chemical waste generated by research and educational labs is managed by OH&S at no cost with the exception of large lab clean outs. A processing fee of \$100.00 plus the cost of chemical disposal is assessed for large quantities of chemicals. Clinical Programs, who generate large quantities of chemicals in routine diagnostic testing, receive scheduled chemical pickups by OH&S staff. Cost of these pickups is \$50.00/pickup plus the cost for chemical disposal and supplies. Services outside the routine are charged at a rate of \$100.00 per hour or at the previously agreed rate. Examples of where this fee would apply are large construction jobs which require additional oversight for fire and life safety regulations.

OH&S program costs are 35% of other medical centers/research campuses surveyed by the Campus Safety Health & Environmental Management Association (CSHEMA) in their benchmarking report of June 2011. When staff FTEs is considered, OH&S staff is 39% of other comparable institutions. OH&S continues to strive to provide quality services and products with the limited staff and funding.

The enclosed document outlines the core products and services provided by OH&S. With few noted exceptions these services and products apply to the entire UAMS community.

## ADMINISTRATIVE OPERATIONS

### Objective of the Agreement

The purpose of this Service Level Agreement (SLA) is to identify the product and/or service provided by Occupational Health & Safety (OH&S) to UAMS. This SLA establishes mutually agreed upon service, expectation, and departmental responsibilities, where appropriate.

This Agreement describes:

- The services provided to the Campus, Students, Clinical Programs, Faculty and Staff;
- The overall standard aimed to be achieved in the provision of the services; and
- A mechanism for resolving any problems relating to the delivery of the services.

### Future Reviews and Amendments to this Service Level Agreement

This agreement will be reviewed annually as part of the OH&S annual planning process and any changes will be agreed with service users. Changes made to this agreement will be signed off by all parties annually.

### Service Users

Services are provided to UAMS staff, students and visitors. Accordingly, those parties will be represented in this agreement by the Safety Coordinating Committee whose membership consists of staff and College representatives and which reports to the Chancellor and other senior leadership.

### Responsibilities

The service provided by OH&S is managed by Carol Price, Campus Safety Officer (CSO), who can be contacted at 501-686-5299 or email: [pricecarolj@uams.edu](mailto:pricecarolj@uams.edu)

### Service Availability

- Service users can contact OH&S during normal office hours (7:30 am to 4:30 pm Monday-Friday). Questions or concerns will be acknowledged immediately with response as soon as possible thereafter. Crisis/Emergency events will be responded to within 15-30 minutes (see Crisis/Emergency Response service for more details). In the event of an afterhours emergency the CSO can be contacted by mobile phone at any time (501-590-2038). Alternately, individual OH&S Division Safety Officers may be contacted afterhours through the Campus Operations Call Center, 501-526-0000.
- When on leave the CSO will arrange with other OH&S Division Safety Officers for backup coverage in the event that an emergency requires onsite presence. Where an onsite presence is not required, the CSO can be contacted by mobile phone for advice of an urgent nature even when on leave.

### Complaints

- Initial complaints should be made directly to the CSO who will attempt to satisfy the complainant where possible.
- In the event the CSO and service user cannot reach a mutually acceptable resolution, the complainant should contact the Chairman of the Safety Coordinating Committee or any member of the Committee willing to raise the matter for discussion at the next Committee meeting or speak to the CSO on the complainant's behalf.

### The Objectives of the Service are to:

- Provide the safest and healthiest environment possible for the entire UAMS community,
- Ensure regulatory compliance with federal, state, local regulations and UAMS policy, and
- Provide administrative support for safety related activities.

## OH&S Products and Services

Training Program .....	6
Audit Program .....	8
Crisis Response .....	10
Incident and Injury Reporting .....	11
Hazard Surveillance .....	12
Driver's Safety and Insurance Program .....	13
Respiratory Protection Program .....	14
Industrial Hygiene Program .....	16
Medical/Biohazardous Waste Pickup and Disposal .....	18
Chemical Pickup and Disposal for Clinical Programs .....	19
Chemical Pickup and Disposal for Campus .....	21
Radiation Safety Program .....	22
Radiation Monitoring Program .....	24
Radioactive Materials Receipt and Inventory .....	26
Radioactive Materials Disposal .....	27
Survey Meter Calibration Program .....	29
Inpatient Brachytherapy Program .....	30
Inpatient Radiopharmaceutical Therapy Program .....	32

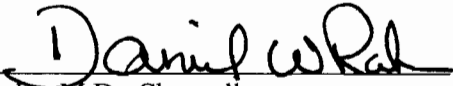
## REPORTING, REVIEWING AND AUDITING

This Agreement is valid from the Effective Date outlined herein and is valid until the Date of Termination. The Agreement should be reviewed at a minimum of once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The SLA owner, OH&S, is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required. OH&S will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

## SIGNATURE

This agreement entered into on this 15 day of February, 2012.

  
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Daniel Rahn, M.D., Chancellor

  
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Carol Price, M.S., OH&S Director

**Occupational Health & Safety  
Central Building, G154  
Fax 501-296-1339**

**Campus Operations Call Center  
501-526-0000**

**OH&S  
POINTS OF CONTACT**

<b>Name</b>	<b>Title/Role</b>	<b>Other Locations</b>	<b>Phone</b>	<b>Email</b>
Carol Price	Director		501-686-5299	<a href="mailto:PriceCarolJ@uams.edu">PriceCarolJ@uams.edu</a>
Sandy Cox	Biohazard Team Supervisor	Parking Deck 2, F Level	501-296-1294	<a href="mailto:CoxSandraE@uams.edu">CoxSandraE@uams.edu</a>
Ned Dale	OSC – Fire Safety		501-686-5551	<a href="mailto:DaleNed@uams.edu">DaleNed@uams.edu</a>
Rick Erickson	OSC – Radiation Safety		501-686-5550	<a href="mailto:awerickson@uams.edu">awerickson@uams.edu</a>
Sonja Hart	Safety Compliance Officer		501-296-1060	<a href="mailto:hartsonjac@uams.edu">hartsonjac@uams.edu</a>
Diane Hughes	Fire/Life Safety & Chemical Hygiene Officer		501-686-6786	<a href="mailto:dmhughes@uams.edu">dmhughes@uams.edu</a>
David Minton	OSC – Fire Safety & Environmental Programs Safety		501-526-4603	<a href="mailto:dlminton@uams.edu">dlminton@uams.edu</a>
Linda Rogers	Operations Manager	G172A/Central Bldg.	501-686-5536	<a href="mailto:RogersLindaK@uams.edu">RogersLindaK@uams.edu</a>
Michael Webb, Ph.D.	Environmental Programs Manager		501-686-6958	<a href="mailto:MWWebb@uams.edu">MWWebb@uams.edu</a>
Ron Webb	OSC – Lab Safety			
Leah Welker	Industrial Hygiene Officer		501-526-5462	<a href="mailto:lrwelker@uams.edu">lrwelker@uams.edu</a>
Kim Wiebeck	Radiation Safety Officer (RSO)		501-686-7803	<a href="mailto:kwiebeck@uams.edu">kwiebeck@uams.edu</a>

Occupational Safety Coordinator (OSC)

## **I. TRAINING PROGRAM**

### **A. POINTS OF CONTACT**

Sandy Cox, Biohazard Team Manager Diane Hughes, Fire/Life Safety and Chemical Hygiene Officer Sonja Hart, Safety Compliance Officer Leah Welker, Industrial Hygiene Officer Carol Price, Director Linda Rogers, Operations Manager Michael Webb, Ph.D, Environmental Programs Manager Kim Wiebeck, Radiation Safety Officer See Page 3 for Contact Information
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### **B. LIST OF SERVICES**

1. Provide awareness and safety training to UAMS employees and students in accordance with regulatory requirements.
2. Provide requested, non-required awareness and safety training to UAMS employees and students.
3. Provide requested, customized awareness and safety training to non-UAMS individuals.
4. Provide safety related information to the Campus by newsletter, safety fairs, Flash15 and Safety Awareness For Employees (SAFE) program.

### **C. PRICING**

There is no charge for this service.

### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Maintain updated training modules for training required in accordance with regulations and license conditions.
  - Develop and present customized training upon request.
  - Educate staff, students, and public on health and safety principles.
  - Notify via email of annual web-based training due date.
  - Contact Departments regarding annual lecture presentations.
  - Publish upcoming lecture based training opportunities on OH&S website.
  - Maintain current database of training for UAMS employees and students.
  - Respond to questions and request for training in a timely manner.
  - Available training options:
    - Standardized web-based training
    - Customized computer based training
    - Standardized lecture presentations
    - Customized lecture presentations.
  - Available training presentations:
    - Annual requirement for All UAMS Campus
      - Fire & Life Safety and Hazard Communications Program
    - Annual requirement for sub-groups of UAMS Campus
      - Bloodborne Pathogens
      - Radiation Safety
      - Chemical Hygiene/Laboratory Safety
      - Respiratory Safety (N95, PABR, Half-Face/Full Face)

- Environmental/Chemical Disposal
- Medical Waste/Regulated Medical Waste
- Contractor Orientation and Training
- Shipping of Hazardous Goods/DOT
- Zoonoses and Lab Animal Allergies
- Electrical Safety
- Informational and Optional
  - Driver's Safety
  - Workstation Ergonomics
  - Back Safety
  - Ladder Safety
  - Flashpoint (Workplace Violence)
  - Code Black (Active Shooter)
  - Shots Fired (Active Shooter)
  - Requested Departmental Customized

## 2. Client Responsibilities

- Ensure staff completes required training prior to engaging in regulated activities.
- Ensure required annual web-based training is completed in a timely manner.
- Contact OH&S to request additional or customized training.

## II. AUDIT PROGRAM

### A. POINTS OF CONTACT

<p>Diane Hughes, Fire/Life Safety and Chemical Hygiene Officer Sonja Hart, Safety Compliance Officer Michael Webb, Ph.D, Environmental Programs Manager Leah Welker, Industrial Hygiene Officer Kim Wiebeck, Radiation Safety Officer See Page 3 for Contact Information</p>
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### B. LIST OF SERVICES

1. Conduct audits and inspections of physical facilities, environmental conditions, and staff activities.
2. Review results to determine safety of conditions and/or compliance with regulatory requirements.
3. Provide real-time training to address issues, potential items of noncompliance or deficiencies.
4. Document audit and inspection results.

### C. PRICING

1. There is no charge for regulatory compliance audits.
2. Pass-through charges for environmental monitoring devices may be applicable.
3. Per project fees may apply to inspections and audits of construction areas. \$100.00 charge per hour.

### D. RESPONSIBILITIES

1. OH&S Responsibilities
  - Immediately address any health and/or safety issues.
  - Conduct audits/inspections at required or established frequency.
  - Document inspection results.
  - Notify responsible party of any noted issues, items of noncompliance or deficiencies.
  - Conduct follow-up audits/inspections to verify satisfactory resolution of noted issues, items of noncompliance or deficiencies.
  - Maintain documentation of audit/inspection results.
  - Report audit/inspection results to responsible Departments and/or applicable campus committees.
  - Update training presentations as necessary to address noted trends in items of noncompliance or deficiencies.
  - Provide real-time training to address issues, potential items of noncompliance or deficiencies.
  - Respond to questions and requests for audits/inspections in a timely manner.
  - Ensure compliance and certification for Biosafety Level 3 laboratories.
  - OH&S Audit types
    - Fire/Life Safety
    - Environment of Care
    - ILSM/ICRA Compliance
    - Laboratory Radiation Safety
    - Laboratory General Safety & Fume Hoods
    - Research Use of DEA Controlled Substances
    - Laboratory Biosafety Level 3
    - Food Service Sanitation



- Noise Evaluation
- Indoor Air Quality
- Lighting
- Cooling Towers
- Hazardous Waste Storage Area

## 2. Client Responsibilities

- Comply with all applicable federal, state, local and UAMS regulations and/or policies.
- Request non-scheduled inspections.
- Upon notification, promptly correct noted issues, items of compliance or deficiencies.
- Notify OH&S of any known or suspected health and/or safety issues.

### **III. CRISIS/EMERGENCY RESPONSE**

#### **A. POINTS OF CONTACT**

<b>501-526-0000</b> <b>CAMPUS OPERATIONS CALL CENTER</b>
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#### **B. LIST OF SERVICES**

1. Maintain Hazard Communication Program.
2. Respond to emergencies immediately dangerous to life and health (IDLH) within 15 minutes of notification (normal office hours) to determine threat level, action plan, and recommended follow-up items. Examples of IDLH events include but are not limited to fire alarms, floods, odors (burning, chemical or gas), major chemical spills (excess of 5 gallons, depending on type of chemical), sewer line breaks, and gas line leaks.
3. Respond to non-IDLH events within a 30 minute time interval (normal office hours) to determine threat level, action plan, and recommended follow-up items. Examples of non-IDLH events include but are not limited to water leaks, minor chemical spills (less than 5 gallons, depending on type), excessive noise in patient care areas, sewer odors, and other odors that are not essentially life threatening.
4. Response to emergencies of mass scale i.e. earthquakes, tornados, mass casualty events, decontamination, etc. will be coordinated by the UAMS Emergency Management Department. Response times may vary depending on the need for OH&S personnel.

#### **C. PRICING**

There is no charge for this service.

#### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Maintain master database for material safety data sheets (MSDS) for chemicals that enter the UAMS campus.
  - Respond to a crisis/emergency in a timely manner as defined above.
  - Conduct assessment of hazard, determine immediate need action items and coordinate with necessary UAMS personnel to mitigate the situation.
  - Develop action items to be addressed, if needed.
  - Follow-up on action items and report on event, if needed.
2. Client Responsibilities
  - Maintain inventory of chemicals in use.
  - Notify OH&S if or when new chemicals are obtained.
  - Follow departmental procedures in the event of crisis/emergencies.
  - Follow instructions given by OH&S personnel pertaining to action items, follow-up items, or aid OH&S personnel as directed during a crisis or emergency event.

#### **IV. INCIDENT AND INJURY REPORTING**

##### **A. POINTS OF CONTACT**

Sonja Hart, Safety Compliance Officer Leah Welker, Industrial Hygiene Officer See Page 3 for Contact Information
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##### **B. LIST OF SERVICES**

1. Enter all submitted incident and injury reports into the UAMS Incident and Injury Database.
2. Conduct investigation of all reported incidents and injuries.
3. Identify areas needing attention or personnel needing additional training based on number of specific injuries.

##### **C. PRICING**

There is no charge for this service.

##### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Maintain accurate database of all reported incidents and injuries.
  - Maintain strict confidentiality of all records.
  - Respond to all questions in a timely manner.
  - Implement specialized training as needed or requested.
  - Investigate all reported incidents and injuries.
2. Client Responsibilities
  - Report all incidents and injuries by filling out an incident/injury form.

Refer to UAMS Policies:  
11.4.01 Incident and Injury Reporting

**V. HAZARD SURVEILLANCE**

**A. POINTS OF CONTACT**

**Hazard reports should be made online at:  
<http://www.uams.edu/safety/Hazard.aspx>**

Carol Price, Director  
Linda Rogers, Operations Manager  
See Page 3 for Contact Information

**B. LIST OF SERVICES**

1. Coordinates and tracks to their conclusion all hazard reports submitted.

**C. PRICING**

There is no charge for this service.

**D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Maintain a log of all incoming hazard reports.
  - Determine if the report merits logging as a hazard.
  - Determine who hazard report is sent to for investigation and correction.
  - Conduct follow-up on all hazard reports not returned within seven business days of initial report.
  - Present all hazard reports to Environment of Care and Safety Coordinating Committee for closeout.
2. Client Responsibilities
  - Report, by submitting online hazard report, anything which might be dangerous to employees, students, patients or visitors at UAMS.
  - Report, by submitting online hazard report, anything which could result in damage to UAMS property.

## **VI. DRIVER SAFETY & INSURANCE PROGRAM**

### **A. POINTS OF CONTACT**

Linda Rogers, Operations Manager See Page 3 for Contact Information
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### **B. LIST OF SERVICES**

1. Operates UAMS Driver Safety Program.
2. Maintains insurance summary for all UAMS buildings, contents, vehicles, fine arts, rare books, and lab animals.
3. Acts as UAMS liaison to UA Systems Risk Management Office in the event of property damage or vehicle accident.
4. Acts as UAMS liaison to UA Systems Risk Management Office for special insurance coverage outside of normal policies, i.e. events.

### **C. PRICING**

There is no charge for this service.

### **D. RESPONSIBILITIES**

1. OH&S Responsibilities

#### Driver Safety Program:

- Maintain accurate database of all drivers who have submitted enrollment forms to OH&S.
- Maintain strict confidentiality of all records.
- Respond to all questions in a timely manner.
- Offers driver safety training when required.

#### Insurance:

- Maintain accurate summaries for insurance coverage on the following: buildings (owned and leased), building contents, vehicles, fine arts, rare books, and lab animals.
- In the event of a vehicle accident, maintain records and report to the UA Systems Risk Management Office.
- In the event of property loss, maintain records and report directly to the insurance company and the UA Systems Risk Management Office.
- Obtain certificate of insurance when requested by departments.
- Obtain special event insurance coverage when requested by department. Department is responsible for paying for this coverage.

2. Client Responsibilities

- Ensure all department personnel who drive on UAMS business either in a fleet vehicle, department vehicle, rental vehicle, or personal vehicle are enrolled in the UAMS Driver Safety Program. Blank enrollment forms are located on OH&S Website at: [http://intranet.uams.edu/safety/policy/UAMS\\_Vehicle\\_Safety\\_Program\\_Signup.pdf](http://intranet.uams.edu/safety/policy/UAMS_Vehicle_Safety_Program_Signup.pdf)
- Notify Police (UAMS Police if on campus or local police if accident is off campus) and UAMS Vehicle Control at 501-686-6896 in the event of a vehicle accident.

- Notify OH&S business office when moving off campus to a rented location or closing a rented location to move back on campus or to another location. Contents must be moved to new location on insurance records. Return completed Property change form to OH&S business office. Blank forms are located on OH&S Website at: <http://www.uams.edu/safety/Forms/OnlineForms.aspx>
- Immediately notify OH&S business office at 501-686-5536 or Vehicle Control 501-686-6896 of purchase of a utility vehicle or used vehicle if vehicle is not purchased through the Vehicle Control office.
- Notify OH&S business office at 501-686-5536 in the event high dollar equipment (greater than \$100,000) is purchased. Dollar amount of building contents must be increased.
- Notify OH&S in the event of property loss.

Refer to UAMS Policies:

11.1.10 Vehicle Driver Safety Program

11.1.12 Travel Insurance

11.1.13 Insurance Claims

## **VII. RESPIRATORY PROTECTION PROGRAM**

### **A. POINTS OF CONTACT**

Sonja Hart, Safety Compliance Officer See Page 3 for Contact Information
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### **B. LIST OF SERVICES**

1. Maintain respiratory program.
2. Perform fit test on an established schedule.
3. Perform special request non-routine group fit test via agreed upon schedule.
4. Provide on-line training and group training by request.
5. Generate, print and mail fit test cards.
6. Send email renewal reminders to previously tested staff.

### **C. PRICING**

There is no charge to UAMS employees for this service. Nursing students are charged \$5.00 each for materials only.

### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Perform fit test for all respirators worn on campus.
  - Maintain accurate database of all medical clearances, fit tests and trainings.
  - Respond to all questions in a timely manner.
  - Update training materials.
  - Coordinate hazard assessments, respirator selection and training, medical evaluations and fit tests.
  - Maintain hardcopy records of approved respirator wearers (i.e.: medical clearances), and fit test results.
  - Audit the program for continued effectiveness.
2. Client Responsibilities
  - Comply with all requirements of the UAMS Respiratory Protection Program.
  - Wear the respirator in accordance with the program policies and worksite specific procedures.
  - Report any malfunctions or concerns to immediate supervisor.
  - Notify OH&S of any problems with respirator use, or any changes in work processes that would impact airborne contaminant levels.
  - Notify OH&S of tasks/jobs that involve the potential for air contaminant concentrations greater than the permissible exposure limit (PEL) for evaluation.

Refer to UAMS Policies: 11.4.14 Respiratory Protection Policy Part II

## VIII. INDUSTRIAL HYGIENE PROGRAM

### A. POINTS OF CONTACT

Leah Welker, Industrial Hygiene Officer See Page 3 for Contact Information
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### B. LIST OF SERVICES

- Noise studies
- Chemical Exposure studies (Annually for compliance purposes in most areas)
- Lighting studies (Triennially for the entire campus, or after acquisition or construction of a new building)
- Air Quality studies ( Annually for clinical areas, triennially for entire campus)
- Total Dust studies
- Ergonomic assessments
- Risk assessments
- Asbestos inspections
- Lead inspections
- Odor surveys
- Residual Moisture surveys
- Odor calls
- Confined space entry evaluations
- O<sup>2</sup> Sensor calibration for Cryogenic Storage Area
- Site Specific training (custom built or generic)
- Management of the records of studies/surveys/assessments performed by IHD

### C. PRICING

Pass through charges for sampling media and third party analysis are charged to the department in which exposure assessments are performed. Typically, this cost is \$40 per each sample. For studies that are not part of the scheduled program, Industrial Hygiene Division (IHD) labor costs at \$100 per hour.

### D. RESPONSIBILITIES

#### 1. OH&S Responsibilities

Exposure Studies (annual for accreditation and compliance, or requested at additional cost):

- Develop sampling plan prior to the exposure assessment detailing specifics of study.
- Collect all data of exposure assessment with calibrated equipment in accordance with the rules of the area.
- Analysis of data collected to determine exposure.
- Formal report of the study including all data collected, detailed maps of areas survey, pictures, third party analysis report (passive monitoring), MSDS (if necessary) and recommendations (if needed).

Exposure surveys/inspections (not annually planned):

- Collection of data with calibrated equipment while in accordance with the rules of the area.
- Analysis of data collected to determine exposure.



- Informal report with summary of data, collected pictures and/or maps, and recommendations.

Exposure assessments:

- Investigation of potential exposure.
- Summary of activities performed with recommendations by IHD.

Odor calls:

- 15 minute response during normal hours for IDLH odors (See Crisis/Response Program)
- 30 minute response during normal hours for non-IDLH odors (See Crisis/Response Program)
- Within one hour for afterhours IDLH or emergency events
- On-site assessment and recommendations to customer.
- Information of call input into response database.

Site specific training:

- Investigation of area, procedures, pictures
- Custom built presentation using area photos and procedures, plus delivery to staff in area by IHD.

Recordkeeping:

- IHD will maintain records of studies/assessments/surveys performed as well as distribution of records to clients.

2. Client Responsibilities

- Reimbursement of cost for sampling media, third party laboratory analysis, and or additional IHD labor charges if applicable.
- Utilize recommendations posted in reports by IHD.
- Inform IHD in the event that chemicals, procedures, or laboratory conditions change (501-526-5462).
- Maintain records of IHD reports for studies/surveys/assessments for area, employees, OSHA, and Joint Commission.

**IX. MEDICAL/BIOHAZARDOUS WASTE PICKUP AND DISPOSAL**

**A. POINTS OF CONTACT**

Sandy Cox, Biohazard Team Supervisor See Page 3 for Contact Information
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**B. LIST OF SERVICES**

1. Routine medical/biohazard waste pickups are done in clinical areas based on need. All clinical areas are serviced at least daily with some areas serviced multiple times during the day. Frequency is based on the amount of waste generated.
2. Research/Educational labs will be serviced on an as need basis.

**C. PRICING**

There is no charge for biohazard waste pickups.

**D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Clinical Programs Coverage: Core business hours are 5:30 a.m. until 10:30p.m. Monday through Friday. Weekend hours are Saturday and Sunday 4 p.m. to 12:30 am.
  - OH&S will service clinical areas by routine schedule.
  - Research/Education Coverage: OH&S will respond to requests of pickups of biohazardous waste in research /educational labs as soon as possible, but no later than 24 hours of receipt of request.
2. Client Responsibilities
  - Proper segregation of waste into the appropriate waste stream is mandatory. Regular trash or landfill waste should not be placed in a biohazard bag. Cost containment is the responsibility of the generator.
  - Routine pickups in clinical areas are scheduled and client does not have to initiate pickups. If an additional pickup is needed due to a high volume of waste being generated, the biohazard team can be contacted by calling 501-526-0000 or on line at <http://www.uams.edu/Safety/BioHazardWaste.aspx>.
  - All pickup requests for research /educational labs must be made online using OH&S online pickup request: <http://www.uams.edu/Safety/BioHazardWaste.aspx>.

## X. CHEMICAL PICKUP AND DISPOSAL FOR CLINICAL PROGRAMS

### A. POINTS OF CONTACT

**Scheduled routine pickups based on customer needs (See Schedule Below)**

**All other pickup requests must be made online at:**  
<http://www.uams.edu/Safety/ChemicalPickup.aspx>

Michael Webb, Ph.D., Environmental Programs Manager  
See Page 3 for Contact Information.

### B. LIST OF SERVICES

1. Routine chemical pickup and transport of chemicals from originating department based on customer need. See Pickup Schedule below:

DEPARTMENT	LOCATION	DAY OF WEEK	TIME
Histology	Central Building, 1/300	Thursday	9:00 a.m.
Pathology	Shorey Building, 4S/17	Upon request	
Cytogenetics	Freeway Medical, 2/200	Upon request	
Clinical Lab	B1-037	Upon request	
OB-GYN	Freeway – 7/218	Upon request	
Molecular Lab	Shorey 7S/17	Upon request	

2. Disposal of chemicals.
3. Barrels for chemical storage.

### C. PRICING

1. Routine chemical pickup, transport, and processing of chemicals will be \$50.00 per trip + cost of chemical disposal (including price of barrels) and truck rental (if needed).
2. Barrels will be delivered at the same time of chemical pickup at no charge. Requests for delivery of barrels only will incur a \$25.00 delivery charge.
3. Expedited pickup – Same as routine pickup + an additional \$25.00.

### D. RESPONSIBILITIES

1. OH&S Responsibilities
  - Coverage: Core business hours are 8:00 a.m. until 4:30 p.m. Monday through Friday. Coverage is not offered outside core business hours. This includes weekends and UAMS holidays.
  - Respond to requests for pickup of chemicals as soon as possible, but no later than within 24 hours of receipt of request.
  - Accurately submit billing information to client within 30 days.
2. Client Responsibilities
  - All pickup requests must be made online using OH&S online pickup request: <http://www.uams.edu/Safety/ChemicalPickup.aspx>. Pickup requests by phone will not be accepted.

- Anticipate needs for holidays and weekends, and make requests “in advance” during core coverage hours.
- Provide account information within 14 days upon receipt of billing request.

## **XI. CHEMICAL PICKUP AND DISPOSAL FOR CAMPUS**

### **A. POINTS OF CONTACT**

**Scheduled routine pickups based on customer needs (See Schedule Below)**

**All other pickup requests must be made online at:**  
<http://www.uams.edu/Safety/ChemicalPickup.aspx>

Michael Webb, Ph.D., Environmental Programs Manager  
See Page 3 for Contact Information.

### **B. LIST OF SERVICES**

1. Chemical pickup and transport of chemicals from research laboratories.
2. Disposal of chemicals.
3. Barrels for chemical storage.
4. Biomed I & II chemical(s) pick-up is upon request or as needed.
5. Complete laboratory close out.

### **C. PRICING**

1. No charge for routine disposal of chemicals
2. Complete laboratory close out is \$100.00 per lab plus pass through charge for chemical disposal.

### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Core business hours are 8:00 a.m. until 4:30 p.m. Monday through Friday. Coverage is not offered outside regular business hours. This includes weekends and UAMS holidays.
  - Respond to requests for pickup of chemicals as soon as possible, but no later than within 24 hours of receipt of request.
  - Accurately submit billing information to clients within 30 days.
2. Client Responsibilities
  - All pickup requests must be made online using OHS online pickup: <http://www.uams.edu/Safety/ChemicalPickup.aspx>. Pickup requests by phone will not be accepted.
  - Anticipate needs for holidays and weekends, arrangements will need to be made during regular office hours for this arrangement.
  - For laboratory close out, lab personnel must notify Michael Webb, Ph.D. two weeks in advance before departure from UAMS. Lab must have a current list of chemicals, and a list of chemicals that will be transferred with the departing Principle Investigator.
  - Provide account information within 14 days upon receipt of billing request.

## **XII. RADIATION SAFETY PROGRAM**

### **A. POINTS OF CONTACT**

Kim Wiebeck, Radiation Safety Officer See Page 3 for Contact Information
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### **B. LIST OF SERVICES**

1. Development, implementation and oversight of the UAMS Radiation Safety Program.
2. Function as the authorized representative of the UAMS Radiation Safety Committee.

### **C. PRICING**

There are no charges for this service.

### **D. RESPONSIBILITIES**

#### 1. OH&S Responsibilities

- Stop unsafe activities involving radioactive materials or sources of radiation.
- Provide consulting services on all aspects of radiation protection.
- Maintain radiation doses, releases, contamination and other risks As Low As Reasonably Achievable (ALARA).
- Develop and maintain a procedure for personnel monitoring, review personnel exposure records, develop corrective actions for those exposures approaching maximum permissible limits, and maintain records of the results of such monitoring.
- Maintain documentation to demonstrate, by measurement or calculation, that the total effective dose equivalent to the individual likely to receive the highest dose from the licensed operation does not exceed the annual limit for members of the public.
- Conduct educational programs for the purpose of instructing employees and students in the proper procedures and the equipment necessary for the safe use of radiation sources.
- Develop, distribute and implement up-to-date radiation protection procedures in the daily operation of the licensee's radioactive material program.
- Perform a preliminary review of proposed new uses and users prior to formally discussing the proposal with the RSC.
- Furnish authorized users of radioactive materials a copy of the Radiation Safety Manual and inform them of relevant sections of the State regulations.
- Establish and maintain procedures for the safe disposal of radioactive materials.
- Conduct periodic inventory and leak testing of sealed radioactive sources.
- Inspect all facilities and equipment for appropriate radiation safety procedures and features.
- Oversee the ordering, receipt, survey, and delivery of radioactive material.
- Ensure that radioactive material is transported, or offered for transport, in accordance with all applicable Department of Transportation (DOT) requirements.
- Ensure that possession, use, and storage of radioactive material is consistent with the limitations in the license, the regulations, the Sealed Source Device Registry (SSDR) Certificate, and the manufacturer's recommendations and instructions.
- Ensure that individuals installing, relocating, maintaining, adjusting, or repairing devices containing sealed sources are trained and authorized by Arkansas Department of Health, NRC or Agreement State radioactive material license.
- Investigate any incidents and respond to any emergencies.

- Notify proper authorities of incidents such as loss or theft of radioactive material, damage to or malfunction of sealed sources, and fire.
- Investigate and report to the Arkansas Department of Health, medical events and precursor events, identify the causes and appropriate corrective actions and take timely corrective actions.
- Audit the radiation protection program at least annually.
- Maintain appropriate records.
- Maintain an up-to-date license, and submit amendment and renewal requests in a timely manner.

## 2. Client Responsibilities

- Commit to provide adequate resources (including space, equipment, personnel, time and, if needed, contractors) to the radiation protection program to ensure that public and workers are protected from radiation hazards and compliance with regulations is maintained.
- Select and assign qualified individuals to serve on the Radiation Safety Committee, if required, and to serve as Radiation Safety Officer for licensed activities.

## **XII. RADIATION MONITORING PROGRAM**

### **A. POINTS OF CONTACT**

Kim Wiebeck, Radiation Safety Officer Rick Erickson, Radiation Safety Coordinator See Page 3 for Contact Information
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### **B. LIST OF SERVICES**

1. Operate the UAMS Radiation Monitoring Program.
2. Issue personnel radiation monitoring devices as requested by individuals working in a radiation area. \*Note: Individuals should meet the regulatory criteria for monitoring before a monitoring device will be issued.
3. Exchange personnel radiation monitoring devices on a monthly basis.
4. Review and maintain monthly and annual personnel radiation monitoring reports.
5. Issue monthly personnel radiation monitoring reports to Department Coordinators.
6. Issue annual personnel radiation monitoring reports to monitored individuals in accordance with regulations.
7. Issue annual and lifetime exposure records upon request.
8. Monitor member of the public exposures in accordance with regulations through the use of radiation monitoring devices and area radiation surveys.

### **C. PRICING**

Pass through charges for personnel radiation monitoring devices are based on the current Landauer Personnel Radiation Monitoring Services prices. Small upcharge (less than 2%) on Luxel dosimeters to cover cost of area monitors and spares. Prices are renegotiated with the vendor each fiscal year.

### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Upon request, enter individual into the personnel monitoring program.
  - Maintain accurate database of all current and previously monitoring individuals' radiation exposure history.
  - Review radiation monitoring exposure reports and area radiation survey reports to ensure that the member of the public exposure limits are not exceeded.
  - Maintain strict confidentiality of all records.
  - Respond to all questions in a timely manner.
2. Client Responsibilities
  - Designate a Radiation Monitoring Program Coordinator.
  - Ensure all individuals working in a radiation area who meet the regulatory requirements for monitoring are enrolled in the UAMS Personnel Monitoring Program. Blank enrollment forms are located on OH&S Website at: <http://www.uams.edu/safety/RAMUserApp.aspx#BADGE>
  - Ensure that monitored individuals exchange radiation monitoring devices in a timely manner (no later than the 13<sup>th</sup> of each month).
  - Notify OH&S Radiation Safety office when an individual no longer requires monitoring.



(Note: Dosimeters will continue to be ordered and charges will continue to apply until the Radiation Safety Office is notified of deletion.)

- Notify OH&S Radiation Safety Office when a new radiation-producing device is installed or a new radioactive materials use area is added.

Refer to UAMS Policies:

11.4.10 POTENTIALLY PREGNANT FEMALES WORKING WITH IONIZING RADIATION

Refer to UAMS Radiation Safety Manual:

<http://intranet.uams.edu/safety/policy/safetyman/RadiationSafetyManual.pdf>

### **XIII. RADIOACTIVE MATERIALS RECEIPT AND INVENTORY**

#### **A. POINTS OF CONTACT**

Kim Wiebeck, Radiation Safety Officer  
Rick Erickson, Radiation Safety Coordinator  
See Page 3 for Contact Information

#### **B. LIST OF SERVICES**

1. Receive incoming packages of radioactive materials.
2. Conduct radioactive package receipt procedures in accordance with regulations and license conditions.
3. Enter radioactive materials into UAMS Inventory Database.
4. Generate UAMS Radioisotope Inventory and Disposal Log.
5. Deliver package to recipient or contact recipient to pick-up package at OH&S Office.

\*Note: Nuclear Medicine, PET and PET Research Departments are exempted from this process. Incoming packages containing radioactive materials may be received by these departments.

#### **C. PRICING**

There is no charge for this service.

#### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Approval of radioactive materials orders via SAP R-10 group.
  - Receipt, inventory and delivery of incoming packages of radioactive materials.
  - Maintain current inventory of radioactive materials.
  - Conduct physical inventory of sealed sources on a quarterly basis in accordance with regulations.
  - Respond to all questions in a timely manner.
2. Client Responsibilities
  - Order radioactive materials in SAP using the R-10 group and ensuring correct delivery address of UAMS, OH&S G-154 Central Building, 4301 W. Markham Street, Little Rock, AR 72205.
  - Submit in a timely manner, updated quarterly inventory of radioactive materials upon request for the Radiation Safety Officer.
  - Return empty package or package containing unused materials along with the UAMS Radioisotope Inventory and Disposal Log to the Radiation Safety office.
  - Immediately notify the Radiation Safety office if a package of radioactive material is delivered to any unauthorized location on campus.

Refer to UAMS Policies:  
11.4.01 RADIOACTIVE SUBSTANCES

Refer to UAMS Radiation Safety Manual:  
<http://intranet.uams.edu/safety/policy/safetyman/RadiationSafetyManual.pdf>

## **XIV. UAMS RADIOACTIVE MATERIALS DISPOSAL**

### **A. POINTS OF CONTACT**

Kim Wiebeck, Radiation Safety Officer  
Rick Erickson, Radiation Safety Coordinator  
See Page 3 for Contact Information

### **B. LIST OF SERVICES**

1. Manage the disposal of radioactive materials.
2. Inventory, segregate, package, store and dispose of short half-life material (< 120 days), long half-life material (>120 days), exempt quantity radioactive materials, and sealed sources in accordance with regulations.

### **C. PRICING**

1. Long half-life materials are disposed via a licensed radioactive materials waste broker. Pass through charges are based on current broker disposal prices. The availability of radioactive materials disposal options may affect the cost of disposal.
2. Sealed sources are disposed via return to the manufacturer or via a licensed radioactive materials waste broker. Pass through charges are based on current manufacturer or broker disposal prices. The availability of radioactive materials disposal options may affect the cost of disposal. Some manufacturers may eliminate disposal charges if a new source is purchased.
3. There is no charge for disposal of short half-life or exempt quantity radioactive materials.

### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Receipt, segregation, packaging and storage of radioactive waste or sealed sources for disposal.
  - Maintain current inventory of waste and sealed sources.
  - Survey, de-label, and dispose of decay-in-storage waste after proper decay period.
  - Arrange for disposal via manufacturer or commercial waste broker when applicable.
  - Issue IDT billing for contract broker disposal within 5 days of receipt of vendor invoice.
  - Ensure DOT and radiation regulations are followed in the disposal of radioactive waste or sealed sources.
  - Maintain documentation of disposal of all radioactive waste and sealed sources.
  - Respond to all questions in a timely manner.
2. Client Responsibilities
  - Dispose of radioactive materials in one of the following ways:
    - Use
    - Disposal by the Radiation Safety office
    - Sanitary sewer for aqueous non-hazardous liquids. A total of 100 uCi per day may be disposed in an approved and labeled “Radioactive” sink. Disposal via sewer must be documented on the UAMS Radioisotope Inventory and Disposal Log.
  - Properly segregate radioactive waste based on physical form and radioisotope.
  - Ensure that waste is placed in a blue “radioactive waste” trash bag with a completed waste disposal tag attached. No more than 30 pounds of waste should be placed in each bag.
  - Contact OH&S to arrange for transfer of waste or sealed sources. Waste drop-off appointments

- can be scheduled online <http://intranet.uams.edu/Safety/RAMWaste.aspx> or by contacting the Radiation Safety Office.
- Provide billing information within 5 days of receipt of IDT billing request for contract broker disposal.

Refer to UAMS Radiation Safety Manual:

<http://intranet.uams.edu/safety/policy/safetyman/RadiationSafetyManual.pdf>

## **XV. SURVEY METER CALIBRATION PROGRAM**

### **A. POINTS OF CONTACT**

<p>Kim Wiebeck, Radiation Safety Officer Rick Erickson, Radiation Safety Coordinator See Page 3 for Contact Information</p>
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### **B. LIST OF SERVICES**

1. Perform annual calibration of radiation survey meters for UAMS Departments and researchers.
2. Perform minor repairs of radiation survey meters during calibration.
3. With client approval, arrange for repair by service vendor if required.

### **C. PRICING**

1. Survey meter calibration service is provided for less than the current service vendor rate. Clients will be notified one year prior to any rate increase.
2. Current charges are:
  - \$25 per meter when calibrated during annual calibration period of April-May.
  - \$50 per meter if calibrated outside of annual calibration period.
  - Pass through charges for replacement parts (upon approval of client).
  - Pass through charges for meter repair (upon approval of client).

### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Notify researchers and Departments of upcoming calibration period and request submission of survey meters. Include an example IDT in email notification.
  - Calibrate meters in accordance with regulations.
  - Provide calibration certification to clients with copy maintained in Radiation Safety Office.
  - Maintain database of survey meters with current calibration information.
  - Respond to all questions in a timely manner.
2. Client Responsibilities
  - Ensure annual calibration of survey meter via outside vendor or UAMS Radiation Safety Office.
  - Remove all meters with overdue calibrations (more than 12 months past previous calibration date) from service and mark "Do Not Use Until Calibrated."
  - Notify RSO when a meter is removed from service.
  - If utilizing UAMS Radiation Safety Office for calibration:
    - Deliver survey meters for calibration to OH&S office, Central Building G-154, along with a completed IDT form for calibration charge (Note: Funds 211-219 cannot be processed by OH&S).
    - Upon notification of completed calibration, promptly pick-up meters from OH&S office.

## **XVI. INPATIENT BRACHYTHERAPY PROGRAM**

### **A. POINTS OF CONTACT**

Kim Wiebeck, Radiation Safety Officer Rick Erickson, Radiation Safety Coordinator See Page 3 for Contact Information
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### **B. LIST OF SERVICES**

1. Oversight of the brachytherapy program.
2. Assist UAMS Radiation Oncology Department with brachytherapy program.
3. Consult with UAMS Radiation Oncology regarding specific patient issues.
4. Provide access to sealed sources vault and brachytherapy equipment prior to and upon conclusion of the treatment.
5. Receive incoming packages of sealed sources in accordance with radioactive material package receipt process.
6. Dispose of sealed sources in accordance with radioactive material disposal process.
7. Provide regulatory required training to UAMS staff regarding brachytherapy procedures.
8. Review brachytherapy documentation and prepare a quality management report as required by regulations.
9. Conduct inventory and leak test of sealed sources as required by regulations.

### **C. PRICING**

1. There are no charges for services outlined under OH&S Responsibilities.
2. At the request of the Radiation Oncology Department, OH&S will perform Client Responsibilities during normal operation hours (Monday-Friday, 7:30 am to 4:30 pm) at the rate of \$100 per hour with a minimum of charge of 2 hours per inpatient case.

### **D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Review regulatory required therapy documentation. Inform Radiation Oncology Department if issues are noted during the review of documentation. Assist with correction of issues. If required, make notification to regulatory body.
  - Provide radiation training in accordance with regulatory requirements.
  - Respond promptly to any questions and/or request for assistance.
  - Immediately correct and then notify Radiation Oncology Department of any noted radiation safety issue.
  - Document annual review of brachytherapy procedures in accordance with regulatory requirements.

#### Inpatient Temporary Brachytherapy Procedures

- Provide access to sealed sources vault and brachytherapy equipment upon request.
- During course of treatment, audit inpatient brachytherapy documentation and room posting.
- Receive sealed sources back into inventory at the conclusion of the treatment.

### Outpatient Permanent Implant Procedures

- Receive incoming packages of custom ordered sealed sources (seeds). Notify Radiation Oncology Department when seeds are ready for pick-up.
- Receive and store unused seeds for disposal in accordance with radioactive materials disposal process.
- Assist Radiation Oncology Department during implant procedure upon request. (In the event of a device error, lost seed, or other emergency event only.)

### 2. Client Responsibilities

- Conduct brachytherapy procedures in accordance with regulations and license commitments.
- Maintain documentation of brachytherapy as required by regulations.

### Inpatient Brachytherapy Procedures

- Notify Radiation Safety Office of scheduled inpatient brachytherapy procedure date.
- Request access to sealed sources vault and brachytherapy equipment prior to implantation.
- At time of implantation, transport sources to patient room, perform after loading procedure, conduct and document surveys, and label patient room.
- Update RSO with planned implant removal date/time.
- At time of source removal, remove and transport sources to storage, conduct and document surveys, remove labels from patient room.
- Notify Radiation Safety Office when access to sealed sources vault is required at the conclusion of the implant.

### Outpatient Permanent Implant Procedures

- Notify Radiation Safety Office of scheduled outpatient procedure date.
- Pick-up seeds from Radiation Safety office prior to scheduled implant date.
- On date of implant, conduct and document implant, performs surveys (OR and Recovery Room), and provide patient instructions prior to discharge.
- Return unused seeds to Radiation Safety Office for disposal.

**XVII. INPATIENT RADIOPHARMACEUTICAL THERAPY PROGRAM**

**A. POINTS OF CONTACT**

<p>Kim Wiebeck, Radiation Safety Officer Rick Erickson, Radiation Safety Coordinator See Page 3 for Contact Information</p>
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**B. LIST OF SERVICES**

1. Oversight of the inpatient radiopharmaceutical therapy program.
2. Assist UAMS Nuclear Medicine Department with the inpatient radiopharmaceutical therapy program.
3. Consult with UAMS Nuclear Medicine Department regarding specific patient issues.
4. Provide storage location for inpatient radiopharmaceutical therapy cart.
5. Provide waste pick-up service at the conclusion of inpatient therapy procedures.
6. Review inpatient room contamination survey and wipe results and approve release of room for unrestricted use.
7. Provide training to UAMS staff regarding inpatient radiopharmaceutical therapy procedures.
8. Review inpatient radiopharmaceutical therapy documentation and prepare a quality management report as required by regulations.

**C. PRICING**

There are no charges for this service.

**D. RESPONSIBILITIES**

1. OH&S Responsibilities
  - Provide access to inpatient radiopharmaceutical therapy cart upon request.
  - During course of treatment, audit inpatient radiopharmaceutical therapy documentation and room posting.
  - Upon request, pick-up bagged and labeled radioactive waste. Transport to OH&S storage area and process according to waste disposal program.
  - Approve release of room for unrestricted use.
  - Inform Nuclear Medicine Department if issues are noted during the review of documentation. Assist with correction of issues.
  - Provide training in accordance with regulatory requirements.
  - Respond promptly to any questions and/or request for assistance.
  - Immediately correct and then notify Nuclear Medicine Department of any noted radiation safety issue.
  - If required, make notification to regulatory body.
2. Client Responsibilities
  - Notify Radiation Safety Office of scheduled inpatient radiopharmaceutical therapy. (Note: Director of Nuclear Medicine and RSO in consultation with Case Coordination must approve all inpatient radiopharmaceutical therapy procedures.)
  - Request access to inpatient radiopharmaceutical therapy cart.
  - Conduct and document inpatient radiopharmaceutical therapy in accordance with regulations



- and license commitments.
- Update RSO on status of patient and anticipated release date/time.
  - Notify RSO when room waste is bagged, labeled and ready to pick-up.
  - Provide inpatient room contamination survey and wipe results to RSO for release of room.
  - Maintain documentation of inpatient radiopharmaceutical therapy as required by regulations.