



Staff Handbook

The mission of the University of Arkansas for Medical Sciences is to provide excellent educational opportunities for students of the health care professions in a stimulating environment of basic and clinical research, integrated with the delivery of superb, comprehensive health care services.



Revised: August 2002

Table of Contents

How to Use the Staff Handbook	1
Acknowledgment of Receipt	2
Letter from the Chancellor	3
UAMS Mission	4
History of UAMS	5-7
The U of A system	8
Your Employment at UAMS	9-15
Equal Employment Opportunity	9
Race Relations	9
Grievance Procedure	9-11
Sexual Harassment	12
Disciplinary Notice	12
Smoking	12
Drug Testing	12
Drug-Free Awareness Statement	13
90 Day Evaluation Period	14
Performance Evaluation	14
Job Posting	14
Promotions, Transfers	15
Post-Employment Medical Screening	15
Orientation	15
Confidentiality Agreement	15
Your Pay & Other Compensation	16-18
Compensation Policy	16
Paydays	16
Overtime/Compensatory Time	16
Outside Employment/Moonlighting	16
Shift & Other Differentials	17
Payroll Deductions	17
Direct Deposit	18
Recovering Monies Owed to UAMS	18
Garnishments and Salary Liens	18
Attendance	18-21
Hours of Work and Rest Periods	18
Absence From the Job	18
Voting Time	19
Inclement Weather Policy	19
Appearance/Dress Code	19
Employment of Relatives	19
Identification Badges	20
Viewing Personnel Files	20
Change of Personal Information	20
Accidental Injury	21

Termination	21-22
Resignations	21
Employment-at-Will	21
Dismissals	21
Separation Clearance Policy	22
References/Verifications of Employment	22
Rehires	22
Your Public Relations	22-23
Customer Service	22
Confidential Information (Patient’s Rights)	22
Relations with Legislators and Members of Congress	22
Political Activity	23
Distribution of Literature and Solicitation	23
Use of University Space	23
Your Time Off.....	24-29
Time Off Requests	24
Vacation Time	24
Holidays	25
Sick Leave	26
Family Medical Leave Act	27
Leave of Absence Without Pay	27
Catastrophic Leave	28
Military Leave	28
Educational Leave	28
Jury and Court Witness Duty	29
Your Group Benefits	29-33
Health and Dental Coverage	30
Pre-Tax Medical Spending Accounts	30
Life Insurance	30
Long-Term Disability	30
Optional Accidental Death and Dismemberment	31
Continuation of Benefits through COBRA	31
Retirement Plans	31
Pre-Tax Dependent Care Spending Account	32
Unemployment Compensation	32
Social Security	32
Workers’ Compensation	32
Travel Insurance	33
Your Educational Benefits	33-34
Tuition Discounts	33
Adult Education	33
Training Consortium	34
Inter-Agency Training Program (IATP)	34
Recognition Programs	35
Career Service Recognition Payments	35
Service Award Pins	35
Special Events	35

Your Campus Resources	36
Cafeteria and Canteen	36
Bookstore	36
Gifts	36
Library	36
UAMS Cashcard	36
Your Counseling Needs	37
Employee Assistance Program (EAP)	37
Benefits Counseling	37
Spiritual Counseling (Pastoral Care)	37
Employment Counseling	37
Communication	38
Internet	38
E-Mail	38
Mail Service: Campus and Personal Mail	38
Publications	38
Bulletin Boards	39
Campus Assembly	39
House of Delegates (HOD)	39
Academic Senate	39
Other Things You Should Know	40-42
Employee Health	40
Consultation Center	40
UAMS ECCO/Head Start	40
Dental Care	41
Prescription Discounts	41
Blood Bank	41
ATM Machines	41
Credit Union	41
War Memorial Fitness Center	42
UALR Donaghey Student Center	42
Merchant Discounts	42
Your Safety	42-46
UAMS Police	42
Crime Prevention	43
Cardiac Emergency Team (333).....	43
Safety Statement about Fire Prevention	44
Lost and Found	45
Parking	45
Parking Ticket Appeal Process	45
Disaster Plan	45
UAMS Emergency and Other Useful Numbers	46

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: _____

Social Security Number: _____ / _____ / _____ Date: _____

Letter from the Chancellor

UAMS

University of Arkansas for Medical Sciences

OFFICE OF THE CHANCELLOR

4301 West Markham, Slot 541
Little Rock, Arkansas 72205-7199
501/686-5681
501/686-8137 (fax)

I. Dodd Wilson, M.D.

I would like to welcome you to UAMS. I am pleased that you have chosen to work at UAMS and I hope your career here is rewarding. It is my wish that when you go home at the end of the day you have a sense of accomplishment. Everyday we have the opportunity to make a difference in somebody's life – a patient, a family member, a co-worker, or a student. Health care, teaching, and research are the end result of the efforts of our employees.

We want UAMS to be the place where people choose to come for medical care. We can do this by continually improving the quality of care and service associated with our programs. Over the years, the slogan "World Class Care" has gathered greater meaning based on performance. Today, patients come to UAMS Medical Center not only from every county in Arkansas but from the nation and around the world to receive medical care. This is an affirmation of the growing reputation of faculty physicians and staff at the center and is proof of their impact upon grateful patients. The difference is people, not facilities. When people think of the dramatic expansion at UAMS, they invariably think of the buildings we have constructed. In fact, it is our people that have made the difference.

Without the high level skills and dedication of thousands of people who staff our hospital, medical clinics, colleges, laboratories, administrative services, computer facilities, libraries, and a myriad of other functions and services, UAMS could not have achieved its present stature. Again, I am happy that you are here and I know that your service will add to our continued success.

Sincerely,



Dr. I. Dodd Wilson
Chancellor

“TO TEACH, TO SEARCH, TO SERVE”

UAMS’ mission is to provide comprehensive educational opportunities for students of the health care professions in a stimulating environment of basic and clinical research, integrated with the delivery of primary, secondary and tertiary health care services. More simply stated, “To Teach, To Search, To Serve.”

To Teach

The University of Arkansas for Medical Sciences is Arkansas’ only institution of professional and graduate education devoted to the health and biological sciences. Maintaining high educational standards has afforded UAMS the opportunity to offer world-class care.

To Search

In research programs, UAMS provides an environment which encourages and supports a scholarly sense of inquiry by both faculty and students. Through the exploration of new knowledge regarding the health needs of patients and the issues of health throughout the world, UAMS aids in the important weld between education and service.

To Serve

UAMS provides exemplary comprehensive patient care services required for its education and training programs, as well as services that meet the referral needs of the State. Our services are provided for all Arkansans regardless of their economic level. There are also several ways in which UAMS employees serve each other and our patients, including donating sick and annual leave to fellow employees through the Catastrophic Leave bank.

UAMS provides leadership, consultation, and technical advice to other institutions and agencies of the State and to local communities in our endeavor to help maintain and improve the health of the people of Arkansas.

ABOUT UAMS...

Our History

UAMS began in 1879 as a proprietary school that served as the Medical Department of Arkansas Industrial University. Eight private practitioners started the school as a joint venture and served as the first faculty for an initial class of 22 students in a remodeled hotel in downtown Little Rock. The school was related to the University of Arkansas at Fayetteville in name only. Its founders sought to improve medical practice in Arkansas and to take advantage of a unique business venture in the process. The school occupied the former Sperindio Restaurant and Hotel at 113 W. Second Street until 1890, when it moved a few blocks away to larger quarters at Second and Sherman streets. It was housed there until 1912.

Shortly after the turn of the century, when competing schools began to adversely affect both the revenues and the quality of medical education available in Arkansas, the Arkansas General Assembly consolidated the schools into a single State-assisted institution as part of the University of Arkansas. Over the next forty years, the University of Arkansas School of Medicine faced some unique circumstances which led to the facility being moved to temporary quarters in the Old State House at Markham and Center streets from 1912 to 1935. The school was able to offer only pre-clinical instruction from 1919 to 1922 and lost its national accreditation in 1938.

In the 1930's, programs in allied health professions such as medical technology and X-ray technology began. In 1935, the school moved into a new building on McAlmont Street, adjacent to Little Rock City Hospital (the current site of the UALR School of Law). The hospital provided much needed clinical facilities, which helped the school regain minimal accreditation in 1944. The school remained at the McAlmont Street site until 1956, when it moved to the present home of UAMS on West Markham Street.

In 1951, the College of Pharmacy was established. The College of Nursing followed in 1953. By the year 1956, the University of Arkansas Medical Center's College of Medicine had developed partnerships with other health-sciences professions, and the multidisciplinary role of present day UAMS had begun to take shape. Dental Hygiene was added in 1968, and in 1971 the growth of these programs and increased interest in others resulted in the establishment of the College of Health Related Professions.

Today, UAMS provides medical training for an overwhelming majority of the State's health-care professionals and is a center for world-class health care medical research. The campus boasts more than 7,000 employees and has several facilities located throughout the city. In addition, the Area Health Education Center's (AHEC) Program has six free-standing clinical facilities located around the State, which provide residency practice experiences for UAMS Physicians, and improved health care for those communities. The AHEC program was established in 1973.

The UAMS Medical Center is the patient-care network of the University of Arkansas for Medical Sciences. UAMS Medical Center combines the resources of University Hospital, the Arkansas Cancer Research Center, the Harvey and Bernice Jones Eye Institute, the Outpatient Center, the Trauma Center, the Pediatrics Department at Arkansas Children's Hospital, the Women's Health Clinic, the Family and Community Medicine Clinic, the Reynolds Center on Aging and several other associated clinics, each of which encompasses a wide array of medical expertise. Many medical professionals at UAMS Medical Center have achieved national and international reputations as top practitioners in their respective fields.

Between 1955 and 1990, UAMS completed 26 major building and renovation projects. In 1991, UAMS officials successfully launched the UAMS Invest in Life Capital Campaign. The campaign was an ambitious, five year, \$63.5 million fund-raising effort by the UAMS Foundation Fund Board that sought to secure finances for faculty and scholarship endowments, development of "centers of excellence," and both new construction and renovation of current facilities. As a result of this and other fund-raising efforts, below is a list of major buildings/expansions and the year they were completed or acquired.

1955	University Hospital
1957	Education I Building (later renamed Winston K. Shorey Building)
1959	Dormitory/Student Union
1960	Barton Research Center
1969	Child Study Center
1970	Computing Center
1972	Nuclear Medicine
1973	Computer Services Building
1974	Annex Building-Administrative Support
1977	Education II Building
1977	Paint Shop
1977	Psychiatry Clinic
1979	Ambulatory Care Center
1982	Car Parking Deck (800 spaces)
1984	Physical Plant
1986	Family Medical Center
1986	Geriatrics Clinic
1986	Magnetic Resonance Imaging Facility
1987	ACC Fourth Floor
1987	NMR Biomedical Facility
1988	Ear, Nose and Throat Clinic
1988	Computing Services (Renovation)
1988	Westmark Building
1989	Arkansas Cancer Research Center (ACRC)
1989	Outpatient Diagnostic Center
1990	Mediplex Apartments

1993	Biomedical Research Center
1993	Parking Deck Expansion to 1,850 spaces
1993	Jones Eye Institute
1995	Education III Building
1996	ACRC expansion
1996	Ambulatory Care Center expansion
1996	Central Receiving and Re-Distribution Warehouse
1996	Clinical Lab expansion
1996	Boiler House expansion
1997	Ward Tower
1999	Outpatient Parking Deck
2000	Reynolds Center on Aging



Plans under construction and projected completion year:

2000	UAMS/CARTI Building
------	---------------------

The University of Arkansas System

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.

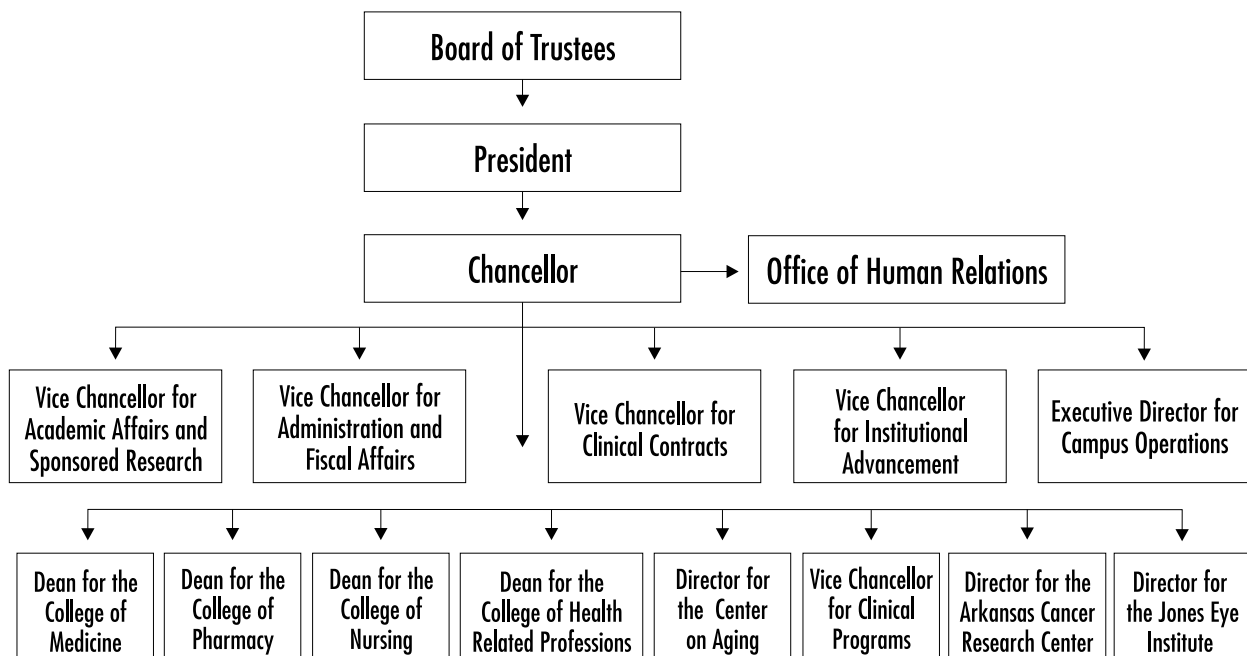
On July 1, 1975, the Board of Trustees at UAMS adopted the Rules and Regulations of the Board of Trustees of the University of Arkansas. The principal campus units provided for in those rules were: the University of Arkansas-Fayetteville, the University of Arkansas for Medical Sciences, the University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



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 Offices 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.

Race Relations Policy

UAMS desires to provide a productive environment where comprehensive educational research and patient care are offered to students, visitors, and employees. In both obvious and subtle ways, racism, bigotry and discrimination adversely affect an individual's ability to function productively.

All complaints or allegations of racial slurs, racial inscriptions, racial and ethnic jokes, derogatory comments or other offensive behavior based on race, or national origin which occur in the workplace or are related to the workplace are to be reported to the employee's department head. Assistance is also available through the Office of Human Relations.

Proven cases of unacceptable behavior will result in disciplinary action, up to and including termination of employment.

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, the Office of Human Resources or the Office of Human Relations. 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 made verbally 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. For further information about disciplinary procedures, please contact the Office of Human Relations or the Office of Human Resources.

Smoking

For the health of our employees, patients, and visitors, smoking is restricted on the UAMS campus except in areas designated as smoking areas.

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.

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 healthcare 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

Social Security Number

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 reemployment 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.

Promotions, 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 form and submitting it to the Office of Human Resources. The Form may be used to apply for more than one position. The Employment Form will remain active for 90 days after which time you will need to submit another Employment Form.

Post-Employment Immunization Review

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 with our Employee Health/Student Preventive Health Service (EH/SPHS) within the first 30 days of employment. Additionally, all employees must have a TB skin test placed and read upon hire and repeated annually for the duration of their employment.

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 to familiarize yourself with relevant policies and procedures, benefit plans, parking and traffic regulations, and other information you will need to know as a new employee at UAMS. New Employee Orientation sessions occur every Monday and Tuesday. If you are a Faculty employee, 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.

YOUR PAY & OTHER COMPENSATION

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.

Paydays

All classified employees receive their paychecks bi-weekly. Non-Classified (exempt) employees who are paid monthly will receive their paychecks on the last working day of each month. Your check (or check stub if you have direct deposit) will be given to you in the department where you are employed. Hourly employees 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 5.5% 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.

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 their 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.

ATTENDANCE

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 there will be occasions of inclement weather; however, by virtue of our commitment to patient care, the campus never closes. When poor weather conditions dictate, the normal work schedule may be revised. Decisions will be made for each incident of bad weather or hazardous road conditions. In severe weather conditions or hazardous road conditions:

1. The Chancellor or designee will decide if the normal work schedule will be altered, permitting late arrivals or early departures. This decision will be communicated to the Office of Human Resources.
2. The Office of Human Resources will immediately notify the “Daily Minute”, the local radio stations (KARN, KURB), the local television stations (KARK, KATV, KTHV), and will telephone divisional offices.
3. Respective division administrators will be responsible for communicating the decision to their departments.

When recording time for an authorized late arrival or early departure, department heads or their designee(s) may record the employee’s regularly scheduled hours as hours worked. The use of accrued vacation time can only be granted during inclement weather conditions if approved by the employee’s department head, based upon staffing needs.

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 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 Office of Human Resources.



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.

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

Customer Service

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 and their families. Courtesy, respect, and strict attention to confidentiality are expected of all UAMS employees. An "Employee of the Month" program is in place that recognizes employees for being a "Partner in Excellence", exhibiting superior performance on behalf of co-workers and patients.

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 to 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 extra-curricular 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.

YOUR TIME OFF

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. (For more information on the Catastrophic Leave program, see page 28 of this handbook).

“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 twelve 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 and the anniversary date of your employment. Please get prior approval from your supervisor before missing work either of these two days.



If you must work on a scheduled holiday, your birthday or anniversary date, 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.

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 you cease to be an employee at UAMS.

Family Medical Leave Act

If you have been employed by the State 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 may be paid or unpaid leave. This 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)

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. You and your supervisor will make arrangements for your job responsibilities to be maintained during your absence, your return date, and other concerns. You will be required to provide a “Statement of Health Condition” 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 a family and medical leave, you are entitled to return to the same or equivalent job.

Leave of Absence Without Pay

You may be eligible to take up to 6 months for (classified employees) or 12 months (for non-classified) 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 suffer 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.

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.

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 under the University's plan. With our Medical Spending Account you may set aside up to \$3,000 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 Optional Life insurance in amounts equal to one, two, three, or four times your annual salary, up to a maximum of \$300,000.

You may purchase Optional 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 and your dependent spouse and 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 and dental 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 (ORP). 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 PERS 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 PERS, UAMS contributes 10% of your salary to the retirement plan. No contributions to the plan by you are allowed.

The University of Arkansas System ORP 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 ORP, 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 up to \$5,000 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 six University of Arkansas campuses.

Tuition Discounts

As a full-time 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-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, Phillips Community College of the University of Arkansas, the University of Arkansas at Batesville, University of Arkansas at Hope, University of Arkansas at Morrilton; Crossett and Ft. Smith.

You may take any combination of undergraduate or graduate semester credit hours up to 11 credit hours during the Fall and Spring semesters and up to three hours during each summer term at a cost of \$5 per credit hour at UAMS, or for 70% off of 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. Additionally, discounted hours may be taxed as “imputed income” according to the IRS regulations in force at the time; in 2000, only graduate hours are subject to this taxation.

Your spouse and dependent children may enroll in up to a total of 132 undergraduate semester credit hours. You 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 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 Consortium

The UAMS Training Consortium 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.



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 ten or more years. The Career Service Bonus payments range from \$300 (10 years) to \$600 (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.



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, Diversity Week, the Women's Conference, and the Five Star Spirit employee recognition program. Special events are published in the UAMS Update as the occasion nears.

YOUR CAMPUS RESOURCES

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 4pm) and even fast food such as Chic-Fil-A.

Bookstore

The UAMS Bookstore is located in the Jeff Banks Student Union 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 CASHCARD

The UAMS CASHCARD 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 their services to all employees who need assistance with benefit 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)

The UAMS Chapel is located on the main floor of the hospital. The Chapel is open to all denominations from 6:00 a.m. until 8:30 p.m., Monday through Friday. Spiritual counseling is available to all employees, students, and visitors who want guidance. A chaplain is available after normal office hours on an as needed basis 24 hours a day, seven days a week.

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.

COMMUNICATION

Internet

Many offices have access to an on-line 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) 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 Update** - an employee newsletter published ten times per year.
- **UAMS Calendar** - a calendar distributed annually to all UAMS employees.
- **UAMS Journal** - a quarterly magazine that features UAMS programs and people. It is distributed to UAMS alumni, UAMS supporters, Government and Community leaders, and the UAMS population.

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.

CAMPUS ASSEMBLY

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 House of Delegates is the elected representative group of staff and faculty who function as the "voice of employees" directly to the Chancellor. Areas of concern include safety, health services, salaries, working conditions, and job evaluation appeals. In addition, the House of Delegates sponsors several extra-curricular activities and events including: softball, bowling, volleyball, UAMS days at Wild River Country, and Family Photos.

If you have an interest in any of the current HOD issues and activities or want more information on how to become a member, contact a House of Delegates Officer (listed on the hospital ground floor display) 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.

OTHER THINGS YOU SHOULD KNOW

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 may utilize the program by paying a weekly tuition. For more information contact Head Start at 570-5000.



Dental Care

UAMS has two clinics available for your 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.

The Family Dental Clinic, located in the Arkansas Cancer Research Center, 6th Floor, offers general dentistry and dental hygiene services for the whole family. Services include preventive dental care, fillings and root canals, cosmetic dentistry, and treatment and therapy of the jaw. They accept most dental insurance, VISA, Master Card, personal checks and cash (they cannot accept Medicaid). For an appointment, call 686-7555.

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.

Blood Bank

You can perform a random act of kindness by giving your blood. It may save someone's life. The American Red Cross Blood Bank is open Monday through Saturday. Talk with your immediate supervisor before donating blood during work hours. To make an appointment, or for more information about weekend hours, please call the Blood Bank at 614-4430.

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.

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. 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.

YOUR SAFETY

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, Jeff Banks Student Union, MRI, ACRC, Annex, and the Child Study Center. Other UAMS sites who 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.

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. 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.

UAMS Emergency and Other Useful Numbers

Resource	Location	Hours of Operation	Telephone
Access Center	not open to public	7:30 a.m. – 5 p.m.	686-8000
Alliance Flexible Benefits		8 a.m. – 5:30 p.m., M-Th 8 a.m. – noon, Fri	1-800-477-4007
Bookstore	Jeff Banks Student Union	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
Family Dental Clinic	ACRC - 6th Floor	Clinic 8 – 5 M-W Office 8 – 5 M-Th	686-7555
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	Annex	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 228-7111
Rape Crisis Hotline		24 hours	663-3334
Red Cross Blood Bank	401 So. 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	JBSU-2U/04	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.	686-6874
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.