

**Children's Hospital Mission Statement:**

To improve the life of every child. *Through dedication to exceptional clinical care, advocacy, research, and education*

**Children's Hospital Vision Statement:**

To be a global leader for children's health.

**Children's Hospital Values:**

- Safety
- Positive Attitudes
- Service Excellence
- Integrity
- Accountability
- Respect
- Wise Use of Resources
- Innovation

**Harassment:**

Children's is committed to a workplace free of discrimination and harassment. Harassment consists of unwelcome conduct, whether verbal, physical, or visual that is based upon a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, disability, medical condition, marital status, veteran status, citizenship status, or other protected group status. Harassment includes conduct that demeans or shows hostility or aversion toward an individual because of his or her protected status. Offensive or harassing behavior will not be tolerated against any employee. This policy covers vendors, customers, others who enter our workplace, as well as all employees. Supervisors are responsible for taking proper action to end such behavior in their workplace. In an effort to prevent sexual and other forms of harassment from occurring, this policy against harassment will be communicated to each employee. No employee of this company is exempt from this policy.

Harassment is unlawful when:

- Submission to the conduct is an explicit or implicit term or condition of employment.
- Submission to or rejection of the conduct is used as the basis for an employment decision.
- The conduct has the purpose or effect of unreasonable interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment and is severe or pervasive.

An employee who feels she/he has been the subject of harassment should immediately contact her/his supervisor or the Human Resources Department. All complaints will be investigated in a timely manner.

Harassment is cause for discipline in accordance with the corrective action guidelines. Any employee who files a complaint in good faith or participates in any investigation will not be subjected to retaliation. This policy will assure confidentiality to the extent possible to any employee reporting such actions as well as those against whom such charges are made. Please review the Harassment Policy (HR73).

### **Violence in the Workplace:**

Children's expects all individuals within its facilities to treat others and be treated with courtesy, respect, and dignity and to comply with Children's Code of Conduct. Children's will be free of incivility, bullying, and workplace violence for patient, families, visitors, workforce, and the community. Children's will not tolerate any person engaging in any inappropriate (at risk) or disruptive (willful) behaviors whether conduct or speech, either on Children's property or during the performance of work related duties that would threaten the safety, health, life or wellbeing of another person, resulting in damage to property, or undermining a just and safe culture. Children's Workplace Violence initiative is in compliance with OSHA Guidelines and other Regulatory Standards. The initiative is part of the Children's No Harm – Our Safety Journey. The WPV Steering Committee is responsible for the strategic direction of the initiative and providing necessary resources. All workplace violence events are encouraged to be reported to a Children's leader or as an Eye On Safety (EOS) via the RLDatix system. Please review the Violence in the Workplace Policy (ADM030) and other resources located on the intranet: MyChildren's/Workplace Violence.

### **Hospital Facts:**

Children's is a private non-profit organization that has been caring for children since 1948. Children's professionals are specially trained to care for the medical needs of children. The hospital has the equipment and services tailored to serve the smallest premature infant to the adolescent. The 145-bed hospital is the only pediatric specialty hospital in Nebraska.

### **Parking:**

Parking will be assigned by Security. It is mandatory that you park in your assigned location. Failure to do so could result in a citation or fine according to Children's parking policy (EOC023).

### **Dress Code:**

Children's recognizes each individual as a unique person. Appearance standards are needed to promote and support confidence in Children's employees as highly competent members of a team who are committed to customer service, high quality care, and employee and patient safety. Anything that detracts from Children's professional image is not consistent with our core values.

All Children's employees, students, volunteers, contractors and physicians will comply with appearance standards and exhibit appropriate personal hygiene. An employee who wishes to request an exception to any of the requirements in this policy for health, religious, cultural or other reasons should submit a written request for an exception to their leader, who will confer with the division Vice President and Human Resources and advise the employee if the request will be granted.

Appearance standards are to be followed during working hours, at meetings/trainings, at organizational events and when representing Children's at outside/off campus activities.

- a. Photo identification badges are required to be worn above the waist and visible at all times. Identification badges must be worn above the waist and nothing may be stuck

- through the badge or obstruct the picture or information on the badge (pins, stickers, etc.).
- b. Clothing must be clean and in good condition (not wrinkled, frayed, stained, excessively faded, etc.).
  - c. Hair (including facial hair) must be clean, combed, and neatly trimmed or arranged. Length must be worn in a manner that keeps it from contact with the patient or care related items. Any accessories worn in the hair should be minimal.
  - d. Fingernails must be clean, neat, well maintained and short in length (nail tips less than a quarter (¼) inch long). Traditional nail polish that is painted directly onto the nail surface that is fully intact and not chipped is allowed. If nail polish is chipped, removal will be required prior to patient care. Artificial fingernails, gel polishes, solar sculptured nails, nail wraps, and nail decals are NOT to be worn by employees providing direct patient care due to the risk of pathogen transmission.
  - e. Jewelry must provide no risk to the wearer or patient. Some departments may further restrict jewelry and other adornments as an infection control or safety risk. Body piercings/adornments, other than in the ears or a single small nose stud must not be visible.
  - f. Children's approved logo wear must be specific (e.g. Children's Physicians staff must wear logo wear with the Children's Physicians logo on it) and expired logo wear brands with previous Children's logos may not be worn.
  - g. Tattoos must not be offensive or cause distress to the patient or public. Tattoos located on the face are not allowed. Examples of visible tattoos which are NOT allowed: weapons, skulls, profanity or inappropriate language, nudity or risqué drawings.
  - h. Shoes should be clean and in good condition (not frayed, stained, tattered, ripped, etc.). High risk areas, as identified by the department management may require additional restrictions.

The following list of clothing will NOT be allowed during working hours, at meetings/trainings, at organizational events and when representing Children's at outside/off campus activities (can be worn to and from work):

- a. Leggings (and such) worn as pants unless a top, dress or jacket is worn and covers to the fingertips.
- b. Dress shorts above the knee, unless part of an approved uniform.
- c. Material or fabric that is see through or gives the appearance that the clothing is not being worn.
- d. Tank tops (to include spaghetti straps), halter tops, racerbacks, and off the shoulder tops, unless covered by jacket or sweater.
- e. Strapless, tube tops or low-cut blouses, shirts, sweaters, or dresses.
- f. Skirts or dresses, unless covering to mid-thigh.
- g. Clothing or accessories displaying name brands, advertising or logos (other than Children's) or solicitation-related wording or illustrations.
- h. Headwear such as baseball caps, visors and hats unless part of an approved uniform.
- i. Casual footwear such athletic flip flops/sandals, house slippers, snow boots (e.g. UGGs) and rain boots (e.g. duck boots), unless part of an approved uniform.
- j. Pajamas.
- k. Sunglasses.
- l. Any athletic wear, except tennis shoes.
- m. Hooded sweatshirts.
- n. Blue jeans, unless part of an approved uniform.

Exceptions:

- a. Blue jeans may be worn in off-site locations (non-hospital campus location) where employees are rarely seen by patients, families or the general public. Blue jeans may also be worn for staff attending meetings outside of their regularly scheduled hours or for off-site staff to go to the hospital coffee shop or cafeteria. Off-site staff are not allowed to wear blue jeans for meetings scheduled on the hospital campus during their regularly scheduled hours. Blue jeans must be in good condition (no holes, excessive fading such as acid washed, rips, frays, etc.) Blue jeans or other attire may be worn on days specified by the organization for fundraising or other purposes. This may not be permissible for some employees providing patient care and the decision will be made by the Vice President or area management.
- b. Some departments may have additional appearance requirements that are more restrictive than the organizational dress code and may require specific uniforms.
- c. Department management may designate times when team logo wear may be worn.

If an employee / contingent worker reports to work improperly dressed or groomed, the leader may instruct the employee to return home to change clothing. An employee will not be compensated during such time away from work. Children's reserves the right to determine the appropriateness of employee appearance and attire. Please review the Dress Code Appearance Standards Policy (ADM090).

**HIPAA – Protection of Patient Health Information:**

The federal HIPAA law and state laws mandate protection of patient health information or PHI. PHI includes a patient/family's demographic information, all patient medical information, and information regarding payment for services. You may only access PHI if it is required to do your job at Children's. PHI may not be disclosed without authorization from the patient/parent/guardian unless specifically allowed under the HIPAA regulations. A Notice of Privacy Practices that describes how PHI can be disclosed is provided to each patient family at their first encounter with Children's and is available on Children's internet. You will be held responsible for protecting the privacy and security of PHI whether in public communication areas (i.e. elevators, cafeteria), electronic or paper form. All our HIPAA policies are available on the employee intranet under policies. Any PHI privacy or security violation should be reported to the Privacy Officer at 402-955-4122 or via the Hotline at 402-955-3250. Please review the Confidential Information Policy (ADM164)

**Photos:**

You may not take a photograph of a patient unless the patient's parent or guardian has given express permission. Please review the Patient Photographic Images Policy (ADM077).

**Computer Access:**

You will be given computer access to the extent needed to do your job. Do not give your computer login information to anyone else. If your job requires access to confidential information, you must protect the confidential information from being viewed by others. You may only access confidential patient information to the extent it is required to do your job. Any violation of this limited access may subject you to discipline up to and including termination of employment. You will be required to sign a Confidentiality Agreement form before you are given computer access.

**Non-sectarian institution:**

Children's is a non-sectarian hospital and no one working at Children's is allowed to promote their personal religious beliefs.

**Unexpected Problems:**

If you experience an unexpected medical problem with a patient, immediately contact the closest medical professional.

**Hand Hygiene:**

- All employees are required to perform Hand Hygiene (washing hands with soap and water for 15 seconds or using hand sanitizer and rubbing hands for 15 seconds) before entering a patient's room and when exiting a patient's room.
- Parents are empowered to ask health care providers to perform hand hygiene before having contact with their children
- Health care providers are expected to assist each other in the enforcement of hand hygiene activities.
- Refer to Handwashing/Hand Hygiene policy ADM218.

**Fire and Emergency Procedure:**

- **Facility Alert - Fire Alarm** Listen for instructions and follow the **RACE** steps:  
**Rescue** patients, visitors/evacuate.  
**Activate** the fire Alarm and call x6911 (for off-site call 911)  
**Close** doors to rooms, offices.  
**Extinguish** fire if possible and **Evacuate.**
- To use a fire extinguisher: **PASS**  
**Pull** pin  
**Aim** hose at the base of the fire  
**Squeeze** the handle  
**Sweep** from side to side
- Won Doors – extend out from the wall to make a fire compartment and minimize spread of fire and smoke. The green release bar on the Won door will open the door.  
**If an emergency occurs, please see your manager/supervisor and follow instructions.**

**Event CODES:**

- **Facility Alert - Fire Alarm** - Fire in the hospital/facilities (Fire Drill)
  - Dial 6911 (for off-site call 911)
- **Medical Alert – Pediatric Code** - Pediatric patient/visitor in cardiac or respiratory arrest
  - Dial 4444/6911 - hospital & Pavilion; pull blue code slider bar in patient care areas, for off-site call 911
- **Medical Alert – Adult Code** - Adult in cardiac or respiratory arrest
  - Dial 4444/6911 - Main Hospital Campus; 9-354-6911 - Methodist North Tower, off-site call 911
- **Security Alert – Active Shooter** – Active shooter/Armed intruder response.

- Dial 6911 – Main Hospital Campus; 9-911 – All Off Campus locations
- **Security Assist – Disruptive Behavior** - Actual or threat of potential disruptive or violent behavior.
  - Dial 6911; ask to speak to Dr. Major. Protect patients, visitors, yourself and other staff, off-site call 911
- **Security Alert – Missing Person** - Missing child or suspected abduction
  - Pay attention to what is going on around you!
  - Dial 6911 if you found a lost child, off-site call 911
  - Notify supervisor. Immediately search & secure area. Follow department specific procedures.

### **Safety and Security:**

- Equipment — Do not use equipment that you have not been trained to use by hospital employees. Bed/crib rails must be raised and secured at all times.
- Always wear ID badge above the waist
- Store personal belongings in a secure location.
- Personal Protective Equipment (PPE) – utilize as appropriate to your job and department requirements
- Park in approved locations
- Incidents — If you have an accident resulting in physical injury or if anything very unusual happens during your experience at Children's, immediately notify the supervisor
- Use personal safety techniques such as proper lifting and moving.
- Contact the supervisor of the area you are in if you have immediate safety concerns.
- Should you become suspicious of a person's behavior, please notify the area supervisor immediately.
- Contact Security any time of the day or night if you would like an escort.
- Latex balloons - strictly prohibited at Children's Hospital & Medical Center.
- NPO (Nothing Placed Orally) — Do not give a patient anything to eat or drink without checking with the staff first.
- For Safety Data Sheets (SDS) in the event of a chemical spill or decontamination needs, contact the call center at 8999.

*Each individual has the responsibility to act in an honest and ethical manner and to recognize and report potential problems as they arise.*