



PROHEALTH CARE

# Contractors' Guidelines

Information Assembled By:  
Facilities & Construction Services  
Infection Control  
Employee Health  
ProHealth Care Safety  
ProHealth Care Security



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## ***Contract Requirements***

The Contractor, their Subcontractors, employees, and all other persons visiting or conducting business on the premises of the Owner or on sites of Owner construction projects in connection with Contract work shall conform to these rules as part of the Contract Requirements.

Prior to beginning work at a ProHealth Care facility, the Contractor, their Subcontractors, employees, and all other persons conducting business on the premises of the Owner or on construction projects sites of the Owner in connection with Contract work shall contact the ProHealth Care Facilities Compliance Specialist to complete orientation and training requirements.

## ***Infection Control***

- Prior to beginning work at a ProHealth Care facility, the Construction Project Manager will provide all contractors with Infection Control materials for training and instruction on health hazards to patients, employees and themselves.
- All contractors joining the job need to be instructed on Infection Control practices prior to working at the facility.
- Annually, the ProHealth Care Facilities Compliance Specialist reviews Infection Control practices for ProHealth Care. At that time, any new procedures on environmental control for the prevention of nosocomial infections will be presented.
- Standard Precautions must be followed at all times.
- Hand hygiene must be done before entering non-construction areas (i.e. cafeteria, gift shop, and all occupied departments).
- If clothes are soiled from the job, cover-ups are required to enter clean areas of the hospital.

## ***Department Manager Requesting Contractor Service***

- Department Directors requesting contractor services are responsible to assure documentation of applicable compliance with Joint Commission, CMS, OSHA, CDC, HIPPA, etc. and that it is available upon request.

## ***Hazardous Materials***

- Departments that utilize outside service contractors must verbally notify the contractor of the specific hazardous materials, which may be encountered in the normal course of their work on the premise. Leaders are also responsible for the following:
  - a) Require outside service contractors to provide SDSs for all hazardous materials brought into or utilized by the contractor in performance of duties at the facility.
  - b) Ensure that employees who may come

- c) in contact with above hazardous materials are provided the necessary training/information.
- d) Ensuring that contract work involving the use of hazardous chemicals is conducted in a manner to minimize potential exposure to staff, patients, or visitors.
- e) Make available all appropriate SDS to an outside service contractor, through PHC staff, PHC contractor computer or facilities resources.

### ***Dress Code***

- All contract employees are to report to work neat and clean, wearing proper attire for their job functions.
- Attire containing abusive, sexual, or profane content is not allowed

### ***Incident Reporting***

In the event of an incident/injury, the appropriate incident report should be completed and a copy forwarded to the Hospital's Safety Officer for follow-up.

### ***Parking***

- Contractors are to use the parking assigned by Security Department.
- Except to load and unload materials, Contractors shall not park vehicles at the loading dock.

### ***Traffic Control***

- Any traffic interruptions must be coordinated with Security Department.

### ***Security***

- Weapons: ProHealth Care campuses are intended to be "Weapons Free". ProHealth Care reserves the right to request that any individual on the premises clarify suspicions or allegations regarding the possession of weapons. *[For details refer to PHC policies]*
- Parcel Searches: PHC reserves the right to inspect any parcel/package/etc. entering or leaving the PHC premises. All searches or inspections will be conducted in a consistent manner. *[For details refer to PHC policies]*
- Identification badges: PHC requires all contractors to obtain and display the appropriate PHC identification. The identification must be in a conspicuous place on the front of their exterior clothing where it is clearly visible at all times. Placement of the identification must be on or above the belt line at all times and it is preferred the identification be at least chest height, unless the contractors safety is compromised by doing so.
- ALL Contractors working during off-hours must check in and out with the Power Plant as they enter and exit the building. The Plant Operator has the approval to refuse any contractor entry to the building without the proper paperwork and notification.

- Access Control for Security Sensitive Areas: The PHC Security Department has established criteria for and has identified “Security Sensitive Areas”. Contractors should make themselves aware of these areas and follow appropriate security protocols for access. *[For details refer to PHC policies]*

### ***Emergency Response Announcements***

PHC facilities have standardized Emergency responses by using clear text for each event. Since these may not be the same at other organizations contractors may have worked, it is important that you are familiar with Emergency response used by ProHealth Care and expected actions in the table below.

#### **Emergency Response Alerts /Announced at PHC Facilities**

<b>Name</b>	<b>Description</b>	<b>Action</b>
All Clear	Follows all announced codes	Resume normal activity
Hazardous Material Spill/Release Call 262-928-4865	Hazardous Material Spill, Release, Exposure Response & Decontamination	Suspend routine operations and await instructions from Hospital Leadership
Medical Emergency / Stroke Alert	Medical Emergency (Patient Care Areas)	No Response expected from contractors
First Responder /Rapid Response	Medical Emergency (Non-Patient Care Areas)	No Response expected from contractors
Severe Weather Alert	Tornado/Sever Weather <ul style="list-style-type: none"> <li>• Phase 1 – Tornado Watch or Severe Thunderstorm warning</li> <li>• Phase 2 – Tornado Warning</li> </ul>	Phase 1: Standby Phase 2: Move to a safe place within the interior of the hospital until “All Clear”
Emergency Operations Alert	Disaster, Internal/External	Suspend routine operations and await instructions from Hospital Leadership
Missing Person Alert	Missing Person/child abduction	Be VERY observant for suspicious behavior & notify Security if observed
Evacuation	Evacuation of building or a portion of the building	Suspend work and evacuate via the nearest exit
Fire Alarm Alert	Fire Alarm	Follow R.A.C.E. <ul style="list-style-type: none"> <li>• <b>R</b>escue People</li> <li>• <b>A</b>ctivate Alarm</li> <li>• <b>C</b>ontain fire</li> <li>• <b>E</b>xtinguish or <b>E</b>vacuate the area</li> </ul>
Security Alert Response	Immediate response to a high risk (disruptive) Patient, Visitor, Employee.	Maintain a safe distance from the event.

Name	Description	Action
Security Alert Building Threat	Bomb Threat - All considered serious and are responded to without delay	Be aware of unusual items & packages in the construction area & contact Security
Active Shooter	A person threatening using a deadly object	Immediately dial 911 (9-911) Call Security if it can be done safely <ul style="list-style-type: none"> <li>• <b>Evacuate (Run)</b> (If escape route is accessible)</li> <li>• <b>Hide Out (Hide)</b> (If evacuation is not possible)</li> <li>• <b>Take Action (Fight)</b> (Last Resort – Imminent Danger)</li> </ul>
Perimeter Control/Lockdown	Emergency response that may require the facility to be immediately or progressively “locked down”	<b>Perimeter Control:</b> Possible threat. Restricted entry/exit movement. <b>Lockdown:</b> Imminent Danger to facility. No Entry/ No Exit
Utilities Outage	A utility system has been disrupted.	Resume normal activities unless notified otherwise

## Noise

- It is necessary to maintain a *quiet and relaxed* atmosphere for the health and wellbeing of the patients.
- No digital file devices (e.g. radios, iPods, etc.) are allowed when working in patient areas. In all other areas, the volume of allowed units must be adjusted so as not to be heard outside the limits of construction.
- Abusive, suggestive, and profane language or actions will not be permitted or tolerated.

## Accessibility to Areas

- Because of daily health care functions, it may be necessary for a job to be completed off shift (other than first shift). Before proceeding, permission and arrangements must be made with Construction Services or Facilities. Three days prior notification is required, and an email notice must be sent to the Facilities Manager, Supervisors, Project Manager, and Facilities Compliance Specialist for off-hours work.
- Access to certain areas of a remodeling project may require keys. These keys **MUST** be signed out from the Construction Services department and **MUST** be returned at the end of each day.
- Secured doors must not be blocked open or the locking mechanism defeated. Any Contractor violating these guidelines will be asked to leave the premises.
- Contractor's employees will not be permitted in areas of the medical facility other than authorized work areas.

- Contractors are NOT to contact, schedule, or take direction on project from staff in their work area. The PHC Project Manager will direct the schedule and scope. Only work authorized by the Project Manager can be invoiced.

### ***Cleanliness***

- Each Contractor is responsible for cleanliness of the job site during the day and at the end of each day. This includes mechanical spaces.
- All construction debris and demolition material is to be removed from the occupied areas immediately. All debris should be tightly covered and removed via a route that avoids patient care areas unless absolutely necessary. (This will be determined through communication with appropriate PHC representatives, including the manager of the area in question). Each trade shall vacuum the floor around the work area during the day and at the end of each day using a vacuum equipped with a HEPA filter.
- Dampened walk-off mats will be placed at entry and exit points for each work area. At times, wet cloths may be needed inside construction areas to aid in debris removal from carts and workers boots.
- During open ceiling work, a floor-to-ceiling dust containment structure must be used with portable HEPA filtered air recirculators operating in close proximity. Additional measures may be required in areas with severely immunocompromised patient (such as an anteroom, walk-off mats, and isolation of HVAC system.) Contractors may be asked to stop work on a project if cleanliness is not being maintained.

### ***Ceiling Tile Replacement***

- If a ceiling tile needs to be removed to allow for work above a ceiling, the tile must be replaced immediately upon completion of work. No tile is to be left open at the end of the working day.
- If ceiling tiles require removal for more than 1 shift, the sprinkler heads either need to be turned up in the ceiling space or a smoke-proof plastic barrier needs to be installed in place of the ceiling tiles.

### ***Smoking / E-Cigarettes / Vaporizers***

- Smoking, Vaporizers and use of Electronic Cigarettes are strictly prohibited anywhere on PHC property. Contractor employees will be directed to leave the premises if found to be smoking or using a vaporizing device.

### ***Cutting/Welding/Soldering***

All Contractors must comply with the following requirements prior to any cutting, welding, torching, soldering or other work that uses an open flame or sparks:

- Notify Facilities to determine the need for a Hot Work Permit prior to beginning such work. ***Hot Work Permit*** form must be completed and approval signatures obtained one week prior to scheduled work.



- A fire extinguisher must be located at specific task site within easy reach. Fire extinguishers on PHC property must be checked and documented monthly on the tag. **The use of ProHealth Care facility fire extinguishers, other than for an actual fire, will result in the Contractor's eviction from the premises!**
- All normal fire prevention measures must be taken prior to hot work.
- Make sure the fire system is bypassed in your work area! Failure to do so may result in a fine by the local fire department.

### ***Utilities and Shutdowns***

- For any construction work in an occupied area, a **1-week notice** must be given to Facilities for any shutdowns required by the tie-in or relocation work. ***Utility Shutdown Request Form*** must be completed and approval signatures obtained.
- Contractors are responsible for contacting Facilities to request the devices be disarmed **EACH** work day **PRIOR** to work beginning.
- **IMMEDIATELY FOLLOWING** completion of work, contractor is responsible for contacting Facilities to re-arm the devices.
- When covering a disarmed smoke detector, a plastic cover is to be used. Do not use any tape to cover smoke detector.
- Caution must be taken when working with or around live electrical circuits. Overloading or shorting circuits can cause major power interruptions at the facility due to sensitive equipment used to monitor these surges.

### ***Fire Safety***

Class A fire – Common ash producing combustibles [wood, paper, etc.]

Class B fire – Flammable liquids such as oils, solvents, gasoline, etc.

Class C fire – Electrical fires

Fire response acronym:

**R** = Rescue anyone in the fire area if you can do it without becoming a victim

**A** = Alarm, activate a pull station or sound the alarm to alert others

**C** = Contain, close all doors, windows, etc. to cut off oxygen to the fire

**E** = Extinguish if possible or Evacuate the area

Extinguisher Use acronym

**P** = Pull the safety pin on the extinguisher

**A** = Aim the nozzle at the **BASE** of the fire

**S** = Squeeze the handle to discharge the extinguisher

**S** = Sweep the nozzle from side to side at the base of the fire

### ***Fire Prevention***

All Contractors are responsible for maintaining the integrity of the facility's fire alarm system in their work area. If the fire alarm system needs to be temporarily taken out of service during work. Facilities **MUST** be notified prior to job start **AND** immediately following completion of work.

- Construction personnel working with existing areas of the facility must be aware of fire detection devices and the potential of their work alarming the fire protection system. These devices must be protected from dust and debris.
- Upon completion of work, protection shall be removed and the device must be returned to service. Construction personnel shall verify the operational status of devices before leaving work areas. Devices should never be left non-functional when work is completed.
- The fire alarm system and the sprinkler system must never be taken down at the same time. Neither system is to be left down overnight.
- All fire extinguishers within the construction area or used by contractors must be checked monthly with the check documented on the tag. Fire extinguishers within a construction area are the responsibility of the contractor for the entirety of the project.
- Combustible waste materials and rubbish shall not be allowed to accumulate. The Contractor must remove all such materials.
- Contractors shall store and use flammable liquids and gases in accordance with all applicable codes and regulations. Only the minimum required quantities are allowed on site,

### ***Hard Hats***

**Hard hats are mandatory for all personnel in designated construction areas.**

### ***Equipment Safety***

- Ladders are not to be left unattended during breaks and lunch hours. Ladders are to be taken down at the end of the workday and on weekends.
- No tool carts or ladders are to be left in corridors or stairwells during non-working hours.  
**Orange safety cones must be used when working in public areas.**

### ***Penetrations Through Smoke and/or Fire Walls – Fire Barriers***

- **Penetrations must be filled and/or restored with approved UL rated patching/restoration material immediately after penetrations are made.** [See Specs in Construction Services for approved manufacturers] If penetrations are not immediately filled, Construction Services will give the Contractor 24 hours to fill and/or restore the penetration. If the penetration is not filled by the Contractor within this time frame, ProHealth Care will fill the penetration and deduct the cost of labor and materials from the Contractor's invoice.  
**Repeated offenses will result in Contractor being banned from working at any ProHealth Care facility.**

- Smoke walls and fire walls are identified on Master Firewall plans, maintained by the Architect. Plans are available for review. ProHealth Care uses a painted on the wall stenciled identified for smoke and fire wall structures. The painted red markings can be found above the ceiling at regular intervals along a smoke or fire wall.
- All smoke and/or fire walls will be marked with a red stencil located directly above ceiling grid and repeated regularly along the wall. The text will state the level of rating that must be maintained when penetrations are filled and/or restored.

- Levels as noted on walls and plans:

2-FB	<b>Rust-Oleum OSHA Safety Red (Red on plan)</b>
2-FB (BEYOND)	<b>Rust-Oleum OSHA Safety Red (Red on plan)</b>
2-SE	<b>Rust-Oleum OSHA Safety Red (Red on plan)</b>
1-FB	<b>Rust-Oleum OSHA Safety Orange (Orange on plan)</b>
1-FB (BEYOND)	<b>Rust-Oleum OSHA Safety Orange (Orange on plan)</b>
1-SE	<b>Rust-Oleum OSHA Safety Orange (Orange on plan)</b>
2-SB	<b>Rust-Oleum Regal Blue (Blue on plan)</b>
1-SB	<b>Rust-Oleum OSHA Safety Blue (Cyan on plan)</b>
X-SMOKE TIGHT	<b>Rust-Oleum OSHA Safety Green (Green on plan)</b>

To view the Facility Life Safety Plans showing smoke and Fire Wall Separation wall locations, please contact the Construction Services department.

### ***Elevator Use***

- Construction personnel shall vacate elevators if a patient or medical transport is waiting on a landing and require the use of the car.
- Specific elevators for construction use will be determined by the Construction Project Manager and appropriate PHC personnel prior to the start of construction.

### ***Patient Rooms***

- All work in patient rooms **MUST** be completed before the patient returns to his/her room. Faceplates shall be in place and no un-terminated wiring will be left exposed.
- Any work compromising the complete functionality of the room shall be approved by the Patient Care Manager responsible for that area.

### ***Equipment and Supplies***

- Unless otherwise specified at the time of equipment or service purchase, the Contractor shall supply all materials and tools necessary for the prompt and correct installation of equipment or completion of services rendered. **No ladders or other tools will be loaned to the Contractor.**

### ***Damage to Equipment***

- If ProHealth Care staff finds any damaged equipment or systems in an area accessed by a Contractor, the cost of repairs will be deducted from the Contractor's contract. The burden of proof lies on the Contractor. The Contractor should report any damages found in the area to the Facilities Department. This will ensure that the damages are not deducted from the Contractor's contract.

### ***Use of Subcontractors***

- ProHealth Care reserves the right to approve any subcontractors used on the job.

### ***Installation of Cabling***

- Plenum Environment Areas: If plenum ceiling, all cabling installed at ProHealth Care facilities that are not routed through conduits **MUST** be of plenum rating.
- If conduit provided, EMT is used.
- No cabling is allowed to be tied to any existing pipes, conduit, cabling or supports. "J" hooks should be used or wire racks when necessary.
- At no time is any cabling allowed to be draped on or wrapped around any sprinkler lines.

### ***Breaching of Barriers***

- Any walls or structures breached by the contractor **MUST** be through a proper sleeve and be sealed with an approved compound or material. See "Penetrations Through Smoke and Fire Walls" for consequences.

### ***Cable Drops Into Areas***

- Any cable dropped into a new or renovated area must be brought down through conduit. If an existing conduit is used, a faceplate of the type approved by the IS/Telecommunications Departments must be used to terminate the cable. Fishing of walls is permitted where exterior molding is not allowed.
- It is the responsibility of the Contractor to relocate furniture and equipment to facilitate the installation of cabling. The Contractor will be held liable for all damages.

- When cabling through office wall panels, all cabling shall be routed through the wall panel baseboards. Any cabling exiting the baseboards shall use the facility standard faceplate for electrical, voice and data communications.

### *Test of Cabling System*

- Test each installed link to 250 MHz or 500 MHz or as required by manufacturer for compliance with specified performance characteristics and certification program for Category 6 installations.
- Each pair of each horizontal cable shall be verified for wire map (transposed/reversed/split pairs) and shorts through toning of each conductor.
- Maximum length of station cable shall not exceed 90 meters.
- Tests made and documentation provided shall consist of wire map, Power-Sum near-end crosstalk, Power-Sum equal level far-end cross talk, return loss, attenuation, cable length and resistance using TDR technology. Complete any and all other tests as required by manufacturer to obtain certification for their cable link system.
- Test results shall meet or exceed cable manufacturer's requirements for Cat 6 (data) certified system. Any cable that does not meet manufacturer's requirements for a certified system shall be retested or replaced at contractor expense until cable meets the requirements. Test results that show any parameter that failed will be rejected.

### ***Safety Regulations***

- All Contractors and their Subcontractors are responsible for complying with these guidelines and all other site conditions, OSHA requirements, and safety regulations.
- Contractor may be required to provide additional PPE at entrance to barrier.
- All compressed gas cylinders, whether full or empty, must be securely fastened with a chain to a cylinder dolly or hand truck at all times.
- All supply and return ventilation ducts must be covered or filtered prior to starting any work.
- Smoke-rated plastic and tape is required for all construction work barriers.
- All construction barriers **MUST BE** inspected prior to any work beginning **AND** before taking down barriers. Contractor must provide 24-hour notice for barrier inspection before working and on take down.
  - Any work within the ProHealth Care system that is started prior to barrier inspection and approval, will be shut down for 24 hours. Following the 24-hour shutdown, the contractor will be required to contact the Facilities Compliance Specialist for inspection before work can begin again.
- Any code issues identified by the contractor while working, but outside the scope of their work, must be reported to the PHC Project Manager for review.
- Air Pressure Monitors that do not comply with smoke rating regulations (e.g. flutter gauges), are not permitted for use within PHC. Only air pressure gauges that do not allow for gaps or openings in the containment can be used.

### ***Safety/Review Training***

- All Contractors are encouraged to frequently review these guidelines with their employees and/or Subcontractors on site (i.e., during weekly toolbox safety meetings).



***Requests For Information***

All Contractor requests for information and assistance shall be addressed to:

**ProHealth Care Facilities Compliance Specialist: 262-928-6046**

**Facilities:** \_\_\_\_\_

**Construction Services:** \_\_\_\_\_

**Safety:** Jennifer Carroll PHC Safety Officer @ (O) 262-928-2233 or Pager 414-584-9012

**Security:** \_\_\_\_\_

***Phone Numbers and Pagers***

Maintenance Technician 1<sup>st</sup> shift \_\_\_\_\_  
2<sup>nd</sup> shift \_\_\_\_\_  
3<sup>rd</sup> shift \_\_\_\_\_  
Weekend pager \_\_\_\_\_

HVAC 1<sup>st</sup> shift \_\_\_\_\_  
2<sup>nd</sup> shift \_\_\_\_\_  
3<sup>rd</sup> shift \_\_\_\_\_  
Weekend pager \_\_\_\_\_

Electrical 1<sup>st</sup> shift \_\_\_\_\_  
2<sup>nd</sup> shift \_\_\_\_\_  
3<sup>rd</sup> shift \_\_\_\_\_  
Weekend pager \_\_\_\_\_

Maintenance Supervisor / Manager 1<sup>st</sup> shift \_\_\_\_\_  
2<sup>nd</sup> shift \_\_\_\_\_  
3<sup>rd</sup> shift \_\_\_\_\_  
Weekend pager \_\_\_\_\_

HVAC  
Technician

1<sup>st</sup> shift \_\_\_\_\_

2<sup>nd</sup> shift \_\_\_\_\_

3<sup>rd</sup> shift \_\_\_\_\_

Weekend pager \_\_\_\_\_

Electrical  
Technician

1<sup>st</sup> shift \_\_\_\_\_

2<sup>nd</sup> shift \_\_\_\_\_

3<sup>rd</sup> shift \_\_\_\_\_

Weekend pager \_\_\_\_\_

Other

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**NOTES**

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## Contractors' Guidelines Receipt

**Please sign and return this receipt to the ProHealth Care Facilities Compliance Specialist prior to starting any work at ProHealth Care.**

I acknowledge having received and been trained on the *ProHealth Care Contractors' Guidelines*. I agree to abide by the guidelines as listed in the handbook and as covered in the training I received.

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Contract Worker Name (Print)

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Contract Worker Name (Signature)

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Employer

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Date

