

JUN 15 1992

17
U582HC
4:P467
1990
c.2

**DIETARY
DEPARTMENT**

THE UNIVERSITY OF IOWA HOSPITALS AND CLINICS

PERSONNEL POLICIES

STATE LIBRARY OF IOWA

DES MOINES, IOWA 50319

"QUALITY IS OUR FIRST INGREDIENT"

Welcome to the University of Iowa Hospitals and Clinics Dietary Department. The University Hospitals have a 3 fold mission -- patient care, teaching, and research. In support of this, the Dietary Department is dedicated to excellence in the provision of nutritional care, nutritional education, and cooperation in research activities.

While you are here you have the opportunity to help achieve the Dietary Department's goals which are to:

- Serve tasty, nutritious, and attractive food using the most efficient methods while maintaining cost and quality controls.
- Provide diets suitable for the patients based on their medical condition and dietary habits.
- Provide patients with special dietary instruction for post-hospitalization dietary care.
- Provide dietetic interns with the academic and clinical training needed for proficiency in dietetics.
- Provide nutrition education for health care professionals, dietary personnel, and members of the community.

In order to meet these goals, follow the policies in this booklet concerning attendance, sanitation, work performance, safety, and use of property. These policies augment the University Work Rules which are posted in your work areas.

Work Performance

Follow written or oral instructions. This includes such things as job routines, policies and procedures, instructions given in personnel meetings, and information from on-the-job training. A failure to comply with supervisory instructions is considered insubordination and has serious consequences.

Poor work habits can result in neglecting job duties and responsibilities. Loafing, loitering, sleeping, or engaging in unauthorized personal business or visiting are forbidden. Work locations are considered "off limits" to all but on-duty personnel.

Use of Dietary Department telephones for personal business is prohibited. During scheduled break periods, you may use any of the pay phones throughout the hospital for personal business. Dietary personnel are called from their work areas only when the caller indicates an emergency situation.

Safety rules are necessary to maintain Dietary Department areas in a safe condition for staff, patients, and visitors. Safety must have priority consideration in performing assigned duties. You may be disciplined for failure to follow safety regulations.

There are situations when you are obligated to report information about safety hazards, incidents affecting quality service, mechanical failures, or on-the-job injuries to your supervisor. Intentionally supplying false information is a serious offense.

Attendance and Punctuality

Be present for work as assigned. If you are unable to report to work as scheduled because of circumstances beyond your control (illness, injuries, emergencies) notify your supervisor at least 30 minutes prior to your scheduled work time.

All personnel are expected to report to their immediate supervisor at the beginning and the end of the work shift. You are to be in the work area prepared to start at the scheduled time. Staff members are given a 15 minute break for every 4 hours worked. One 30 minute unpaid meal break is given for 4 1/2 hours or longer work shifts. Notify your supervisor at the beginning and end of each break as directed by your unit manager. Returning late from rest and meal periods or leaving the work area without permission from the supervisor is prohibited.

Holiday and vacation requests should be turned in to your manager at least 6 weeks in advance. When available paid leave is exhausted and your absence is necessary, request a leave of absence without pay.

When personnel are absent and no request or notification is received, the absence is considered unexcused. When a request for a day off was denied and the staff member reports that he/she or a family member is ill, medical verification is required.

Absenteeism is termed excessive when paid leave is exhausted or when sick leave usage exceeds Dietary Department average. Medical verification is required when absenteeism is excessive.

Use of Property

All food, supplies, and equipment used by the Dietary Department are considered hospital property. Properly safeguarding and conserving hospital property is everyone's responsibility.

Using equipment, including carts, in a manner which is likely to cause damage to that equipment or to other hospital property such as doors or walls is not tolerated.

Neglectful handling or disposal of usable food and supplies cause unnecessary expense. Taking care in deciding what leftovers should be kept and then storing them properly is an important part of many food service jobs. Loss due to failure to lock up Dietary property as directed reflects poorly on your work performance.

Stealing or unauthorized possession or use of Hospital or private property, equipment, or materials is prohibited. Hospital food must not be consumed without its purchase except for testing a food item by the preparer or for checking the quality of a questionable product. Unauthorized removal of food, equipment, or supplies from the Dietary Department is in violation of these rules. Staff members who misappropriate hospital property are subject to reprimand, either written or oral; suspension; and/or termination.

Personal Actions and Appearances

To provide for orderly functioning of the Department, all personnel must communicate and conduct themselves in a cooperative and considerate manner. Actions which show displays of temper and hinder performance of work assignments are not tolerated. Actions which provoke personnel, and therefore endanger their job status, are prohibited.

Activities not related to work assignments, which may appear harmless to the participants, could result in unnecessary physical contact, personal injury and damage to Hospital supplies or equipment. Such horseplay often involves practical jokes, pushing, running, and throwing objects. Horseplay is not allowed.

Sanitation and hygiene standards are followed to protect foodstuffs during storage, preparation, and service from bacterial infection and contamination with other substances. Eating, smoking, touching one's hair, and other actions can contaminate hands, utensils, uniforms, or work surfaces.

Handwashing is the best method of preventing food infections. Wash your hands frequently during a workday, including before starting work and when returning from meal or rest periods. Handwashing is necessary after visiting the locker room, using the restroom, coughing or sneezing, and when hands are soiled with food.

Gloves are worn in some areas of food service. Wear plastic gloves when handling food directly. Latex (non-sterile) gloves are worn in contaminated areas of the dishroom. Plastic and latex gloves are not reusable. White cotton cloth gloves are worn in the clean dish/pan area. Cloth gloves are laundered before reuse.

In order to keep hair from falling into the food, hair restraint is required for all personnel in food preparation and service areas. You will be instructed on the proper hair restraint for your work unit. Beards are discouraged; if a beard is worn, a hairnet must cover it. Mustaches and sideburns must be trimmed and well groomed.

Jewelry can provide a place for bacteria to collect and can interfere with good handwashing procedure. Jewelry can become lost in food product preparation and service. Wrist watches, wedding rings, pierced post earrings (not extending below the earlobe) and items warning of medical limitations may be worn.

Fingernails must be kept clean and short. Remove fingernail polish prior to reporting for work.

When working with food, all hand lesions (whether infected or not) should be covered with a bandage and a plastic glove. Personnel with infected lesions or other infections which could contaminate food will be transferred to non-food related duties or placed on sick leave.

Smoking is permitted only during meal and rest periods in appropriately designated areas. University of Iowa Hospitals and Clinics is a smoke free environment.

Eating, drinking, chewing gum, or having foreign objects in the mouth is allowed only on breaks in break areas.

Personnel are required to wear issued uniforms as defined by Dietary Department policy. Issued uniforms must be returned upon termination of employment with the Dietary Department. You are expected to report to work in a clean uniform.

Wear solid white or solid black shoes with closed toe and low closed heel to prevent injury. Shoes must be clean and in good repair. Canvas shoes should not be worn. Storeroom personnel wear the safety shoes issued by the University, or an approved equivalent. Please consider the compositions of the sole and heel in the selection of shoes, as some materials are hazardous on wet floors.

Socks are required for all personnel. Hose are worn with dress uniforms.

Employee Assistance Program

Counseling is available, free of charge, to University staff for a wide range of personal problems: alcohol and drug dependency, financial difficulties, emotional problems, job stress, family problems, etc. Call 335-2085 for information.

Cleaning Compounds

Use cleaning supplies in the appropriate manner. All cleaning products are labeled with the product name and precautions for use. Use Material Safety Data Sheets to obtain additional information. Certain compounds require the user to wear rubber gloves and/or goggles. Treatment is available if an accident occurs.

Food and Beverage

Carry pop through the kitchen in a paper bag or other suitable container. All open beverage containers should be carried through the back hallway. Do not store pop in lockers. Remove empty cans daily.

There is a designated refrigerator for sack lunch storage in your work area.

You may eat in the locker room as long as you clean up after yourself. Any food items prepared in this kitchen and purchased in the cafeteria should be accompanied by a receipt if eaten in the locker room. Use a paper sack to carry food purchased in vending areas through the back hallway to the locker room.

Patient Confidentiality

Do not touch or handle patients or their belongings. Be courteous but don't become involved in long conversations or ask personal questions. Don't give personal advice. Information about patients and visitors obtained in performing assigned duties must be kept confidential.

Disciplinary Action

Depending on the seriousness of the situation, disciplinary action will be taken as a result of violations by Dietary staff members of the policies stated in this booklet.

Thank you in advance for your compliance with these rules. Not only is the Dietary Department a better organization because of your cooperation, but you have the personal satisfaction of contributing to higher quality service for the patients and people who care for them at the University of Iowa Hospitals and Clinics.

Revised and Approved: April 1990

The University of Iowa
UIHC
Hospitals and Clinics

STATE LIBRARY OF IOWA



3 1723 02106 7574