

Welcome

New Employee Resource Manual

**UCDAVIS
HEALTH**

*Special thanks to the following departments for their contributions
to this manual:*

Academic and Staff Assistance Program

Benefits

Community Relations

Office for Health Equity, Diversity and Inclusion

Office of Strategic Planning

Public Affairs

UC Davis Health

Learning & Development

<https://hr.ucdavis.edu/departments/learning-dev>

July, 2023

**For more information about UC Davis Health,
Follow Us!**



<http://intranet.ucdmc.ucdavis.edu/ucdhs/communicationtools/social/index.shtml>



Welcome

Table of Contents

What to Expect 4

Who to Call 8

History and Mission 12

Getting Around 20

Campus Climate & Culture 33

Work and Life 53

Campus & Community Engagement 76

**UC DAVIS
HEALTH**

UC DAVIS MEDICAL CENTER
2315 STOCKTON BLVD.
SACRAMENTO, CA 95817

MEDICAL CENTER OPERATOR
(916) 734—2011

**UC DAVIS
SCHOOL OF MEDICINE**
4610 X STREET
SACRAMENTO, CA 95817
(916) 734—7131

What to Expect

Welcome to UC Davis Health! The following guide is a tool to help ease the process of settling into your new position, giving you an idea of what to expect in the next few months. It highlights time-sensitive items such as enrolling in benefits and suggests ways to learn more about what the health system has to offer. Your Supervisor or Manager may have additional items to discuss with you specific to your position.

Your First Few Days

- Attend the “New Employee Welcome” orientation within your first 30 days of employment.
- Visit the UCPath website to learn about your paycheck, direct deposit, pay dates, and deductions at <https://ucpath.ucdavis.edu>.
- Visit the Transportation website to learn about commuting options and/or to obtain relevant parking permit (p. 20).
- Review map to locate relevant buildings and parking lots (p. 26).
- Determine if you are a policy-covered employee or represented by an exclusive bargaining agent (union):
<http://ucnet.universityofcalifornia.edu/>
- Learn about your vacation and sick leave accruals:
<http://ucnet.universityofcalifornia.edu/>
- Visit and peruse the Human Resources Website to learn about the services offered and who to contact: <https://hr.ucdavis.edu/>
- Ensure your Kerberos computing account is set up:
<https://computingaccounts.ucdavis.edu>



<i>First few days</i>	4
<i>First Month</i>	5
<i>First few months</i>	6
<i>Ongoing items</i>	7
<i>Reporting Workplace Injuries</i>	7

Your First Month

- Pick up your new badge at Medical Illustration upon receiving email notification.
- Set up your office voicemail, email, and workstation.
- Tour your building and get to know your surroundings.
- Have one-on-one meetings with your Manager to discuss expectations, work rules, and department-specific organizational structure, vision, and current goals/priorities.
- Have one-on-one conversations with your team members.
- Read and analyze your Benefits Package, if eligible.
- Eligible employees: Attend the New Employee Benefits Orientation.



<https://www.hr.ucdavis.edu/departments/learning-dev/course-catalog/benefits-retire/benefits-orientation>

- Enroll in benefits within your Period of Initial Eligibility (PIE) – You have 31 days beginning on your eligibility date.

<https://ucnet.universityofcalifornia.edu/compensation-and-benefits/roadmaps/new-employee.html>

- Ensure you have completed all Mandatory Classes within your first 31 days of employment (p. 53) – New Employee Welcome & Benefits Orientation, Mandatory Annual Safety Training, Privacy & Security, Cyber Security Awareness, Ethical Values and Conduct Training, and Sexual Violence & Sexual Harassment Prevention.
- Add the UCDH Police non-emergency phone number into your cell phone contacts (916-734-2555).
- Check your medical plan ID card when it arrives in the mail to be sure it reflects your benefits choices if benefits eligible.
- Review your first paycheck to be sure it reflects your health and welfare choices, payroll deductions, personal information, and more.
- Check the UC Davis directory to make sure your name, department, and contact information is correct:
<http://directory.ucdavis.edu/>
- Learn about your department-specific emergency procedures and your role.
- Ensure you have access to the varying Information Technology systems required for your position.
- Establish your Kerberos login and passphrase (p.54).
- Log in to the UC Learning Center to review assigned trainings and learning opportunities (p. 56):
<http://lms.ucdavis.edu>
- Find out your department’s process to request vacation and/or sick leave.
- Conduct an ergonomic self-assessment by taking the ‘Ergo eSAT’ course via the UC Learning Center.

First Few Months

- Check out the Learning and Development Catalog to learn about classes and development opportunities for staff.
- Plan now for your future retirement: <https://ucfocusonyourfuture.mysecurebenefitsportal.com/>
- If eligible, make your Primary Retirement Choice election.
- Try out the Total Compensation calculator: http://atyourservice.ucop.edu/applications/total_comp/index.php
- Learn how easy it is to use the Shuttle around the health system.
- Attend all required competency training for your new position.
- Learn about policies and procedures that drive processes that relate to your work: <http://intranet.ucdmc.ucdavis.edu/policies/>
- For new Supervisors and Managers, enroll in and attend (within 18 months) the courses in the Developing as a Supervisor certificate series.
- Visit The Insider to find out what's happening at the health system and on the UC Davis campus (e.g. The Insider, Mondavi Center, UC Davis events and sports, and "Thank Goodness for Staff Day").
- Check out the various Employee Resource Groups and find out how to join (pg. 79).
- Learn more about the health system's core values of Kindness, Trust, and Inclusion.
- Give back to the community by volunteering at one of the many opportunities around the Sacramento Area (e.g. Community Relations, Staff Offering Services). For more information, refer to page 80.
- Explore the many ways in which you can give back to the UCDH community through philanthropy. Review current initiatives and enroll through the Employee Giving Program at <https://health.ucdavis.edu/giving> (pg. 81).
- Learn more about work life balance and employee wellness by joining UC Living Fit Forever, walking routes, and ergonomics at your desk.
- Learn more about employee discounts: <https://hr.ucdavis.edu/departments/worklife-wellness/discounts>
- Check out cafés and stores on campus such as the Pavilion.
- Revisit the UC Learning Center to explore ongoing learning opportunities from Learning and Development.
- Familiarize yourself with the tuition assistance programs outlined on the Learning and Development webpage at <https://hr.ucdavis.edu/departments/learning-dev/tuition-assist>
- Visit the UCOP website to learn more about the Office of the President.
- Have a one-on-one meeting with your Manager to discuss training progress and development goals at the 3-month and 6-month checkpoints.
- Complete Family Member Eligibility Verification process for all family members who have been enrolled into your UC benefit plans.
- Designate beneficiaries for life and retirement programs.



Ongoing Items

- Read the health system and UC Davis publications to stay informed (e.g. The Insider, First Tuesday, California Aggie).
- Attend campus-wide functions to network, meet colleagues, and stay informed.
- Make changes to your personal and payroll information as your life events affect it.
- Visit the health system organizational structure to learn more about the structure.
- Review the health system policies.
- Revisit UC Learning Center to explore new classes and learning opportunities from Training and Development.
- Learn more about department cross-training opportunities through Learning and Development.
- Receive Annual Flu Shot and TB shot at Employee Health Services.
- Take the annual mandatory classes via the UC Learning Center.

How to Report Workplace Injuries

- Notify supervisor/manager
- Complete workers comp illness/injury form
- Call workers comp line to report an injury
- Call Employee Health to make an appointment (triaged)
- Do not go to the ER unless you have a life threatening illness or injury
- If you cannot perform your work duties and need a modified change to your job functions, you need to be seen by EHS- or go to our identified Urgent Care
- If you just want to report an injury and don't require treatment – complete the illness report form.

For more information, please contact Workers' Compensation at (916)734-6180.



Avoid the Flu

Healthy habits and simple actions will help reduce your risk of flu and other illnesses.

- **Wash your hands.** Use soap and water often, especially after coughing or sneezing. Carry alcohol-based hand cleaners in your car, backpack or purse when soap and water are not available.
- **Keep your distance.** Avoid close contact with people who are sick. If you're ill, stay home. You can help prevent others from getting sick.
- **Cover your cough.** Use a tissue when coughing or sneezing. It can prevent the spread of germs. If you don't have a tissue, cough or sneeze into your upper arm or elbow. Sneezing and coughing into your hand puts the virus in an excellent spot for further spreading of the disease.
- **Don't contaminate.** Try not to touch your eyes, nose or mouth. Germs are often spread this way, which is why hand washing is so important.
- **Maintain good health.** Get plenty of sleep. Drink lots of water and eat nutritious foods. Get regular exercise. Manage stress. Being healthy improves your immunity and helps fight the flu.
- **Get a flu vaccination.** Protect yourself against seasonal illness. It's the single best way to prevent the flu.
- **Stay informed.** For more flue prevention tips and resource links, visit www.ucdmc.ucdavis.edu/flu.

Who to Call

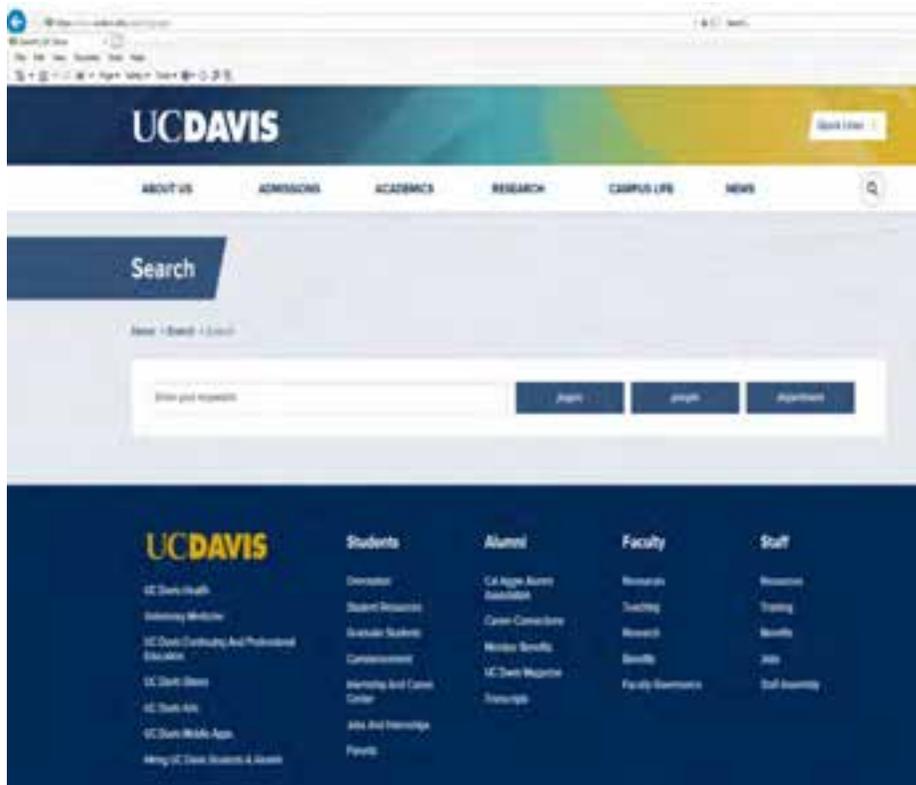
EMPLOYEE DIRECTORY

Contact information and the location of employees of the UC Davis Health System and the UC Davis main campus can be found through the on-line directory at the URL below.

<http://directory.ucdavis.edu/index.html>

Simply enter the employee's name into the search box and click *people*.

You can also search for individual departments by typing the department name in the search bar, then click *department*.



<i>Employee Directory</i>	8
<i>Human Resources</i>	
<i>Contacts</i>	9
<i>Safety Related Contacts</i>	9
<i>Other Contacts</i>	9
<i>Benefits & Insurance</i>	10

HUMAN RESOURCES — <https://hr.ucdavis.edu/>

All Human Resources departments are located in the Ticon III building at 2730 Stockton Blvd. All phone numbers below begin with area code (916) 734—xxxx.

HR UNIT/DEPARTMENT	PHONE	ROOM
ACADEMIC AND STAFF ASSISTANCE PROGRAM (ASAP)	4 - 2727	2100
BENEFITS	4 - 8099	2300
COMPENSATION	4 - 5009	3102
HARASSMENT & DISCRIMINATION ASSISTANCE PREVENTION PROGRAM	4 - 3417	2200
EMPLOYEE AND LABOR RELATIONS	4 - 3362	3208
HR RECEPTION	4 - 2362	3201
MEDICAL ILLUSTRATION (PICTURE ID'S)	4 - 2133	2300
NURSE RECRUITMENT	4 - 2742	2500
RECORDS UNIT	4 - 2705	3202
RESIDENT PROGRAM	4 - 6387	2200
STAFF RECRUITMENT	4 - 2362	2500
TRAINING AND DEVELOPMENT	4 - 2676	2600
DISABILITY MANAGEMENT SERVICES	4 - 3553	3117
WORKERS' COMPENSATION	4 - 6180	3204
WORKLIFE	4-2760	2600

SAFETY RELATED CONTACTS

ENVIRONMENTAL HEALTH & SAFETY	4 - 3355
CLINICAL ENGINEERING	4 - 2846
EMPLOYEE HEALTH SERVICES	4 - 3572
ENVIRONMENTAL SERVICES	4 - 3777
INFECTION CONTROL	4 - 3377
PO&M URGENT REQUESTS	4 - 2763
TELECOMMUNICATIONS	4 - 8700
UC DAVIS HEALTH FIRE & POLICE	4 - 2555
WORKERS COMPENSATION	4 - 6180



OTHER CONTACTS

IT HELP DESK	4 - 4357 (4 - HELP)
PAYROLL	4-9150



Employee Benefits

<p>Benefits eligibility and education: Benefits Customer Service</p> <p>Mailing Address: 260 Cousteau Place, Suite 100 Davis, CA 95618</p> <p><i>Benefits staff are working remotely</i></p> <p>http://hr.ucdavis.edu/benefits</p> <p>email: benefits@ucdavis.edu phone: 530-752-1774 (voicemail only)</p>	<p>Benefits enrollment, benefits billing and forms processing:</p> <p style="text-align: center;">UCPath</p> <p>https://ucpath.universityofcalifornia.edu</p> <p>email: ucpath@universityofcalifornia.edu phone: 855-982-7284 fax: 855-982-2329</p> <hr/> <p>UC Benefits & Retirement Information: UCnet: http://ucnet.universityofcalifornia.edu</p>
--	---

MEDICAL	PHONE NUMBER	GROUP NO.
ANTHEM BLUE CROSS – CORE MEDICAL, UC CARE & UC HEALTH SAVINGS PLAN (https://www.uchealthplans.com)		
Customer Service.....	844-437-0486	
Anthem Pharmacy	844-437-0486	
Blue Card.....	800-810-BLUE (2583)	
24/7 Nurse Line.....	800-700-9186	
Anthem Behavioral Health.....	844-437-0486	
Health Equity (Heath Savings Account)	866-212-4729	
KAISER PERMANENTE HMO (https://select.kp.org/university-of-california)		
Customer Service.....	800-464-4000	603604 (North)/102604 (South)
Kaiser Mental Health Services	800-464-4000	
Optum Behavioral Health.....	888-440-8225	11280
Optum (www.liveandworkwell.com - Access Code is 11280)		
UC BLUE & GOLD HMO (http://www.healthnet.com/uc)		
Customer Service.....	800-539-4072	
Mail order pharmacy questions	888-624-1139	
Decision Power (Nurse Line)	800-893-5597	
Managed Health Network (MHN)	800-663-9355	

DENTAL	PHONE NUMBER	GROUP NO.
DELTA DENTAL PPO (www.deltadentalins.com/uc)		
Network: Premier and PPO	Customer Service.....	18066
	800-777-5854	
DELTACARE USA (www.deltadentalins.com/uc)		
Network: DeltaCare	Customer Service.....	72039
	800-422-4234	

OPTICAL	PHONE NUMBER	GROUP NO.
VISION SERVICE PLAN (www.vsp.com)		
Network: VSP Choice	Customer Service.....	00101923
	866-240-8344	

LEGAL	PHONE NUMBER	GROUP NO.
ARAG LEGAL PLAN (www.ARAGLegalCenter.com – Access Code 11700uc)		
	Customer Service.....	11700
	800-828-1395	

LIFE	PHONE NUMBER	GROUP NO.
PRUDENTIAL (www.prudential.com/uc)		
University-Paid – Basic or Core		G-97000
Employee-Paid – Supplemental and Dependent		GO-97000
	Customer Service.....	
	800-524-0542	

DISABILITY	PHONE NUMBER	GROUP NO.
LINCOLN FINANCIAL (www.mylibertyconnection.com – Company Code: UNIVERSITY)		
		037972

Revised 11.1.2022

AD & D

PHONE NUMBER

GROUP NO.

PRUDENTIAL (www.prudential.com/uc)

Customer Service.....800-524-0542

HEALTH CARE FACILITATOR PROGRAMwww.hr.ucdavis.edu/hcf

Health Care Facilitator 530-752-4264

POSTDOCTORAL SCHOLARS BENEFIT PROGRAM<http://clients.garnett-powers.com/pd/uc>

Customer Service..... 800-254-1758

Campus Benefits..... 530-752-1774

RETIREMENT**UC RETIREMENT ADMINISTRATION SERVICE CENTER (RASC)**<http://ucnet.universityofcalifornia.edu>

Phone: 800-888-UCOP (8267)

Direct: 510-987-0651

UCRAYS<https://retirementatyourservice.ucop.edu>**SOCIAL SECURITY**www.ssa.gov

825 Riverside Parkway, Suite 100

West Sacramento, CA 95605

Phone: 800-772-1213

MEDICAREwww.medicare.gov

Phone: 800-633-4227

CalPERSwww.calpers.ca.gov**SAVINGS/INVESTMENTS****UC RETIREMENT SAVINGS PROGRAM**

Fidelity Retirement Services (403b/457b/DCP)

www.myuciretirement.com<http://netbenefits.com>

Customer Service: 800-558-9182

Retirement Readiness Workshops

Reservation Line: 800-642-7131

COLLEGE SAVINGS**SCHOLARSHARE**www.scholarshare.com

Phone: 800-544-5248

HEALTH FSA/DEPCARE FSA**WEX**<https://uc-fsa.com>

Phone: 844-561-1338

Claims Fax: 866-451-3245

COBRA**WEX**<https://cobralogin.wexhealth.com>

Phone: 844-561-1338

FAMILY MEMBER VERIFICATION**UNIFYHR**<https://app.unifyhr.com>

Customer Service: 844-718-3970

DISABILITY RESOURCES**CA STATE DISABILITY INSURANCE (SDI)**www.edd.ca.gov

Phone: 800-480-3287

*Note: UC does not participate in SDI. If you have been employed with UC for less than 18 months at time of disability, you may be eligible through a former employer***DISABILITY MANAGEMENT SERVICES**dmshelp@ucdavis.edu**WORKERS COMPENSATION****Campus**Risk Management Services: rms@ucdavis.edu**UCD Health**

Workers Compensation: 916-734-6180

Environmental Health & Safety (EH&S): 916-734-2740

EH&S afterhours pager: 916-816-1994

WELLNESS PROGRAM**UCD WORKLIFE**<https://hr.ucdavis.edu/departments/worklife-wellness>**ADOPTION ASSISTANCE PLAN****WEX Health: 844-561-1338****FAMILY CARE****BRIGHT HORIZONS CARE ADVANTAGE**<https://clients.brighthorizons.com/UniversityOfCalifornia>

Customer Service: 888-748-2489

AUTO/HOME/RENTERS INSURANCE**CALIFORNIA CASUALTY** (existing customers)www.calcas.com/uc

Phone: 877-711-9653

FARMERS INSURANCE CHOICE<https://farmersinsurancechoice.com>

Phone: 844-543-0791

PET INSURANCE**NATIONWIDE**www.petinsurance.com/uc

Phone: 877-738-7874

SUPPLEMENTAL HEALTH PLANS**UC PLUS (AFLAC)**<https://www.ucplus.com>

Phone: 888-212-7201

HOME LOAN PROGRAM**FACULTY HOME LOANS**www.ucop.edu/loan-programs**OTHER CAMPUS RESOURCES**

PAYROLL 530-757-8550

PERSONNEL 530-752-0530

OTHER RESOURCES

GOLDEN 1 CREDIT UNION 877-465-3361

USE CREDIT UNION 866-873-4968

History & Mission

University of California

Founded in the wake of the gold rush in 1868, the University of California (UC) is a public university system in the U.S. state of California. Under the California Master Plan for Higher Education, the University of California is a part of the state's three-tier public higher education system, which also includes the California State University system and the California Community Colleges system.

Comprised of 10 campuses, 3 national laboratories, and 5 medical centers, the UC system has grown to more than 238,000 students, over 190,000 faculty and staff, and more than 1,700,000 living alumni, their missions being teaching, research, and public service.



UC's campuses provide exciting environments that foster world-class educational and research opportunities and generate a wide range of benefits and services that touch the lives of Californians every day.

UC's medical centers support the clinical teaching programs of the University's medical and health

sciences schools and handle more than 3 million patient visits each year. Providing a full range of health care services in their communities, they are sites for the development and testing of new diagnostic and therapeutic techniques. Collectively, these centers comprise one of the largest health care systems in California.



<i>UC History</i>	12
<i>UC Davis History</i>	13
<i>UC Davis Health History</i>	13
<i>Teaching hospital definition</i>	14
<i>Facts & Figures</i>	15
<i>Communication</i>	16
<i>Executive Leadership team</i>	17
<i>Guiding Principles</i>	19

UC Davis



Since 1908, UC Davis has transformed itself from a pioneering “ag” school into a university that is not only the largest UC campus, but is ranked among the top 10 public universities in the nation. With a student population of more than 39,000, UC Davis stands out as the only UC campus with professional schools in all of the following disciplines: business management, education, law, medicine, nursing and veterinary medicine.

UC Davis is widely known for specialties in agriculture, viticulture and enology, the biological sciences and veterinary medicine. Teaching and research are grounded in a century-plus tradition of excellence that stretches across all of the disciplines.

UC Davis Health

The history of UC Davis Medical Center dates to May 3, 1850 when the Sacramento City Council recommended that a hospital be built. The Sacramento County Hospital was established as a result, in 1852.

In 1871, the hospital was moved to a parcel of land on Stockton Blvd in Sacramento, CA which incorporates some of the buildings of the former Sacramento Medical Center (which was acquired from the County of Sacramento in 1973) as well as much of the land previously occupied by the California State Fair until its 1967 move to a new location.

A fire destroyed the original facility in 1876. Four years later, a new hospital designed by N.D. Goodell, architect of the Governors Mansion in Sacramento was completed and accepted by the county. It stood until 1914, when construction of an entirely new facility was proposed. The main hospital building was completed in 1928, and still stands today. It was incorporated into the north/south wing of the main hospital in 1950.

In 1965, the regents voted to establish a medical school at Davis, paving the way for the UC Davis Medical Center to be officially part of UC Davis in 1977.

Today, the health system includes one of the country's best medical schools, UC Davis School of Medicine, a 646-bed acute-care teaching hospital, the UC Davis Medical Center, an 800+member medical group and the Betty Irene Moore School of Nursing. Combined, it has over 11,000 staff and handles more than 900,000 visits a year.

The health system operates the only Level 1 trauma centers for both adult and pediatric emergencies in inland Northern California. It is also home to a Comprehensive Cancer Center, an international neurodevelopmental institute, a stem cell institute and a comprehensive children's hospital. Other nationally prominent centers focus on advancing telemedicine, improving vascular care, and translating research findings into new treatments for patients. Together, they make UC Davis a hub of innovation that is transforming health for all.



Teaching Hospitals: An academic approach to health care

What is a teaching hospital?

A teaching hospital or academic medical center is a hospital that is associated with a major medical and professional schools, such as UC Davis. Teaching hospitals conduct research to discover new and improved treatments for patients, and train medical students, nursing students, residents and others to become skilled medical professionals.

A medical student has completed college and is working towards an M.D. degree (short for “doctor of medicine”). He or she is learning basic skills such as how to communicate with patients and make diagnoses. Medical students are always directly supervised by a licensed physician.

A resident physician (resident) is a doctor who has completed medical school, earned an M.D. degree and is now undertaking intensive training for a medical or surgical specialty. Residents write orders and make care-related decisions under the direct supervision of a faculty (attending) physician.

The attending physician is the doctor who directs your care and provides oversight and guidance to fellows, residents and medical students. You may ask to see your attending physician if you ever feel additional clarification is needed.

Because of a rigorous three- to four-year training program, residents’ schedules change frequently as they learn about different aspects of their medical specialty. Residents and faculty team up to ensure comprehensive, timely, state-of-the-art, culturally sensitive and compassionate care. Your care will always be anchored by one of our many experienced, board certified physicians.

What are the advantages of a teaching hospital?

Because they are at the forefront of scientific development, teaching hospitals provide a distinctive brand of high-quality patient care, informed by the latest science and medical insights. UC Davis Health System is recognized nationally and internationally for excellence in patient care, teaching and research.



Patients find unique advantages at teaching hospitals, including access to:

- Advanced primary and specialty care
- New treatments and cures
- Help for the most complex and severe conditions
- State-of-the-art technologies, and
- The expertise of an accomplished physician faculty

For more information, visit medicalcenter.ucdavis.edu

UC Davis Health Facts & Figures

Faculty, Staff and Students

School of Medicine, Betty Irene Moore School of Nursing and Medical Center

Faculty and other academic personnel, full- and part-time	1,789
Residents and Fellows	957
Students	1,054
Nurses	2,964
Physicians	1,252
Staff, full- and part-time	11,799



Discovery

UC Davis health research encompasses basic-science, translational and clinical studies, with an emphasis on collaboration and on improving health for individuals, communities and populations. Selected highlights:

Of the nation's 1,400-plus cancer centers, UC Davis Comprehensive Cancer Center is one of 51 in the U.S. **designated “comprehensive” by the National Cancer Institute.**

The UC Davis MIND Institute includes one of 15 **Intellectual and Developmental Disabilities Research Centers** funded through the Eunice Kennedy Shriver National Institute of Child Health and Human Development.

The UC Davis Alzheimer’s Disease Center has earned **30 years of continuous support** from the National Institute on Aging.

The UC Davis Institute for Regenerative Cures has **36 clinical trials using stem cells** ongoing, planned or completed as of early 2017.

Clinical and Translational Science Center-supported investigators have published 1,300+ papers in 500+ journals that have been **cited 34,000 times.**

Research areas at the Betty Irene Moore School of Nursing at UC Davis include **chronic disease management, health technology, pain management, population health and quality improvement.**

Units such as the Center for Reducing Health Disparities, Center for Healthcare Policy and Research, Institute for Population Health Improvement and Center for Health and Technology help drive our work to **improve health for all.**

Nearly 1,000 studies are underway in basic-science, translational and clinical research areas, funded by federal and state governments, the pharmaceutical and biotechnology industries, private foundations and philanthropy.

Hospital, patient statistics (for year ending June 30, 2020)

Licensed beds	646
ER visits	73,194
Clinic/office visits	808,242
Admissions*	29,841

* *Inpatient admissions; does not include 16,581 observation days.*



UC Davis Communication

The Insider: Your News and Information Source -
<http://intranet.ucdmc.ucdavis.edu/ucdhs/index.shtml>

The Insider is the UC Davis Health System's on-line news and information source where you will find special announcements, information on upcoming events, free classes and workshops, recognition we have received, the Vice Chancellor's weekly update, on-the-job resource links, and much, much more. We encourage every employee to make The Insider their internet home page on their work computer.



Dateline UC Davis - <http://dateline.ucdavis.edu/>

A weekly newspaper for faculty and staff, covering issues, news and events involving the UC Davis community. The paper publishes each Friday during the academic year.

First Tuesday - <http://insiderblog/ft/>

A blog which serves as a single, comprehensive source of information and resources devoted to Patient Care Services posted on the first Tuesday of every month.

Friday Update - <http://fridayupdate.ucdavis.edu/>

A weekly electronic newsletter published by the UC Davis News Service that highlights the campus's top news stories and upcoming events.

Staff Voice - <http://staff.ucdavis.edu/News>

Staff Assembly's email newsletter, Staff Voice, is published biweekly for UC Davis Staff. This newsletter was created to inform staff of upcoming staff events, current staff issues, and Staff Assembly's programs.

The California Aggie - <http://www.theaggie.org/>

The student-operated newspaper of UC Davis publishes daily during the academic year.

UC Davis Magazine - <http://ucdavismagazine.ucdavis.edu/issues/sp13/>

A quarterly magazine for more than 145,000 alumni and friends of UC Davis.

UC Davis Leadership



Gary S. May, As chancellor and chief executive officer, he oversees all aspects of the university's teaching, research and public service mission, including UC Davis Health and its acute-care teaching hospital, medical school, school of nursing, and physician group.



Mary S. Croughan, Provost and Executive Vice Chancellor, is the chief academic officer of UC Davis. Under the direction of the chancellor, she assumes primary responsibility for the academic and organizational functioning of the campus and the advancement of the university's excellence and impact in its mission of education, research, and public service.

UC Davis Health Executive Leadership



David Lubarsky, M.D., M.B.A., Vice Chancellor for Human Health Sciences and Chief Executive Officer, oversees the School of Medicine, School of Nursing, UC Davis Medical Center, and Primary Care Network.



Joseph M. Galante, M.D., M.B.A., F.A.C.S. Interim Chief Medical Officer, UC Davis Medical Center serves as liaison between the hospital, school of medicine and the self-governed medical staff, and is the senior officer for patient safety and quality at the UC Davis Medical Center.



Michael Condryn, Interim Chief Administrator for UC Davis Medical Center and Chief Operating Officer, Ambulatory Care, responsible for all of UC Davis Health's outpatient care, including 70 clinics at 25 locations.



Hendry Ton, M.D., M.S., is Associate Vice Chancellor for Health Equity, Diversity, and Inclusion and a clinical professor of psychiatry and behavioral sciences. He serves as the director of education at the UC Davis Center for Reducing Health Disparities and is the founding medical director of the Transcultural Wellness Center of Asian Pacific Community Counseling.



Chong Porter, Associate Vice Chancellor of Health Sciences Development and Alumni Relations, responsible for enhancing the culture of philanthropy at UC Davis Health and expanding the base of donor support through alumni relations and community engagement.



Colleen E. Clancy, Ph.D., Associate Vice Chancellor for Academic Personnel, oversees academic recruitment, appointment, onboarding, merit and promotion review, faculty development, and mentoring.



Cheryl Sadro, C.P.A., M.S.M., Chief Financial Officer for UC Davis Health, provides executive oversight for Financial Planning, Decision Support and Operations, Health Information Management, Patient Access and Financial Services, Facilities Planning and Development, and Financial and Business Management for the schools of health.



Nick Eversole, M.B.A., Assistant Vice Chancellor, Human Health Sciences and Chief of Staff to Dr. Lubarsky, oversees initiatives, projects, programs, recruitments and other priorities of interest to the Vice Chancellor/CEO.

UC Davis Health Executive Leadership, Continued



Ron Amodeo, Chief Strategy Officer, works closely with the Faculty Practice Plan, the Medical Center, the School of Medicine, Betty Irene Moore School of Nursing, and with university leadership to guide, and execute strategic and business plans across the entire clinical enterprise.



Ashish Atreja, M.D., M.P.H., F.A.C.P., A.G.A.F., oversees UC Davis Health's expansion of its digital relationships with patients and with other hospitals, bridging the gap between IT, academia, research, and innovation as "Digital Davis" becomes a global hub for digital health.



Jennifer Baron, Chief Experience Officer, responsible for creating a strategic framework for the UC Davis Health Experience that will be designed to support an extraordinary culture of excellence in patient and family experience, as well as a highly engaged and energizing working environment for faculty and staff.



Susan Murin, M.D., MSc, M.B.A., Interim Dean, UC Davis School of Medicine, and most recently served as Vice Dean for Clinical Affairs, Executive Director of the UC Davis Medical Group, and co-leader of ambulatory operations.



Stephen Cavanagh, Ph.D., M.P.A., R.N., F.A.C.H.E., F.A.A.N., Dean of the Betty Irene Moore School of Nursing at UC Davis, oversees one of the nation's top 50 graduate nursing schools, with approximately 40 full-time faculty and more than 320 students.



Christine Williams, R.N., M.S., C.N.S. Interim Chief Nursing Officer and the Chief Nursing Informatics Officer.



Anna Orlowski, Chief Counsel, provides advice and counsel in the development of policy, procedure and strategy to address a wide range of issues related to the management and operation of the UC Davis Health system.



Melinda Mendoza, B.S.N., J.D. C.P.C, C.H.C., C.H.P.C., C.H.R.C, Chief Compliance and Privacy Officer of UC Davis Health, oversees the system's privacy and compliance programs, ensuring institutional adherence to internal policies and outside regulatory and legal requirements.



Annie Wong, M.B.A., Director, UC Davis Health Contracts Managed Care, Provider Relations, responsibilities include strategic planning, development, oversight, review and execution of contracts for The Regents of the University of California on behalf of UC Davis Health. Is an advisor to UC Davis Health leadership, specifically the officers of the Vice Chancellor/CEO, the Medical Center CEO, the School of Medicine Dean, and the UC Davis Medical Group.



Steven Telliano, Assistant Vice Chancellor for Strategic Communications and the academic health system's Chief Communications Officer.

Guiding Principles

Our Mission

Grounded in equity, we provide unparalleled care across California, transforming lives and communities. Our teams research and develop trailblazing therapies and technologies, educate and prepare a future-ready workforce, and drive excellence into all we do.

Our Vision

Tomorrow's Health Care Today.

Our Values

Kindness, Trust, Inclusion.

Our Patient Promise

Patients are at the center of everything we do.



Getting Around

Parking Permits

Unless marked otherwise, all parking areas at UC Davis Health, including off-site and leased facilities, are reserved for permit-only parking for staff, government or vendor/service vehicles. To use these areas, vehicles must display a valid permit and/or license plate. All permits must be authorized and issued by Parking Services. Monthly parking permits may be purchased from the Parking Services office, or daily permits are available through the ParkMobile app. Scan the QR code for more information:



- All parking permits are virtual, so your license plate is you permit. If you need to drive a different vehicle or use a rental car, simply update your license plate number on your permit.
- Employees who hold a Disabled Placard or license plate will need to register their placard with Parking Services to use handicap parking spaces. Employees and students with a disabled placard will still be required to have a valid parking permit. Both the placard and DMV registration paper must be presented and verified with the parking office, and must be renewed upon placard expiration.

Where to Park

- Permit holders may park in designated lots anytime as posted on signs at the entrance to the lots.
- Motorcycle permit holders may park in designated motorcycle parking spaces only. If all motorcycle spaces are taken, permit holders may park in any B-permit space.

For more information visit health.ucdavis.edu/parking.



<i>Parking Permits</i>	20
<i>Where to Park</i>	20
<i>Avoiding Citations</i>	21
<i>Courtesy Shuttle</i>	21
<i>Emergency Services</i>	22
<i>Causeway Connection</i>	23
<i>Green Commuter Program</i>	24
<i>Regional Transit Options</i>	25
<i>Parking Map</i>	26
<i>Campus Walking Routes</i>	27
<i>UC Davis Health Map</i>	29
<i>ATM Locations</i>	31
<i>Campus Eating Facilities</i>	32

Parking and Transportation Services

Facilities Support Services Building
4800 2nd Avenue, Suite 1100
Sacramento, CA 95817
Mon-Fri 8:00am-4:30pm
Wed 8:00am-3:30pm
Closed University Holidays

916-734-2687
hs-parking@ucdavis.edu

Parking Tips to Avoid Citations

- Read the signs at the entrance to lots and parking structures. This will let you know which permits are valid in that area.
- If you receive a citation, the citation should be paid or appealed at ucdmc.aimsparking.com within 21 days of the citation issuance date.
- To ensure adequate patient/visitor parking, employees may not park in designated patient parking areas at any time and may be subject to a parking citation. Employees with medical appointments at the hospital may utilize the Employee Appointment Permit to avoid getting a citation.



Employee Appointment Permit

UC Davis Health values its employees and their families who park as patients. To provide convenient parking for employees who have patient appointments or transporting a family member who does, the Employee Appointment Permit is available.

Employees can obtain an Employee Appointment Permit by logging into their parking account online at ucdmc.aimsparking.com (New employees will need to establish an account with the parking office to gain access online). The Employee Appointment Permit is valid on the date of the appointment. Employees parking in patient areas are still subject to the posted hourly parking rate in that area.

Courtesy Shuttle Services

UC Davis Health's On-Site Shuttle service offers convenient transportation within the UC Davis Health campus. Routes connect the hospital with various buildings, parking lots, and other locations within the Health campus, including public transit stops.

This service is free to all UC Davis Health employees, students, patients, and visitors.

Visit health.ucdavis.edu/parking/courtesy for schedules and more information.



Emergency Vehicle Services

Tires low? Locked keys in the car? Need a jump?

Don't hesitate, call the Parking and Transportation Office for assistance. Service is free to permit holders. Must be parked on University property (in parking lots or structures).



Services offered:

- Vehicle Unlock
- Air Service
- Battery Jump



Hours Available:

Monday—Friday 5:30am—11:45pm

Saturday—Sunday 8:00am—9:00pm

(Excluding holidays)

Call: 916-734-2687

Causeway Connection

The Causeway Connection (Route 138) is a zero-emission bus service managed through a partnership with Sacramento Regional Transit and YoloBus that provides transportation between the UC Davis university campus and UC Davis Health (Sacramento). The Causeway Connection service is currently **free** to all UC Davis staff and students who show a valid UC Davis ID badge upon boarding.

- Hourly service from 6:00am to 8:00pm Monday-Friday (except University holidays).
- The trip between Davis and Sacramento usually takes about 35 minutes, barring significant traffic delays.
- All buses are ADA accessible.
- Seats are available on a first-come, first-served basis.
- Riders without a UC Davis ID must purchase a ticket to board.



Visit causewayconnection.com for schedules, rates, and more.

Zipcar is available UC Davis Health



Zipcar is a self-service hourly car share program. Designed for local, short-term usage for personal and business reasons, Zipcar rentals include insurance and gas, starting at the discounted rate of \$9.00 and hour. Cars are available for when you need to run errands, have lunch with friends or anything else you may need to do.

There are three vehicles on the Sacramento campus—two are located in Lot 21 and one in Lot 12. Register to join Zipcar and have access to the vehicles!

Register for a personal account: zipcar.com/ucdmcpersonal

Green Commuter Program

The Green Commuter Program promotes sustainable transportation practices that not only protect air quality in our community but are also good for your health! By encouraging the use of alternative transportation options, the program works to reduce the cost and stress of an employee's commute, relieve campus congestion, and ease parking demand.

Becoming a Green Commuter means that you are committed to the reduction of greenhouse gas emission and air pollution by walking, biking, taking public transit, or carpooling to work.



Green Commuter Options

- Walk
- Bike
- Regional Transit (Bus, Light Rail, Amtrak, Causeway Connection)
- Carpool or Vanpool
- Drop Off

Have You Considered the Benefits?

- Save money on gas, parking fees, and car maintenance costs
- Save time by using carpool lanes
- Emergency Ride Home Program to get you home in cases of emergency
- 24 courtesy parking passes available each fiscal year when you need to drive alone
- Subsidized regional transit passes, up to \$65 per month
- Bike shelters for secure bicycle or scooter parking



Interested in carpooling but don't know anyone making a similar commute?
Scan the QR Code to complete the Carpool Interest Form and we can help you find a match!

Visit health.ucdavis.edu/parking/green for more information.

Regional Transit Options

As an employee at UC Davis Health, you can receive discounted rates on regional transit passes. Subsidies cover 65% of your transit costs, up to \$65 per month. These subsidies can be used for transit services across the Sacramento region, including Sacramento Regional Transit and its neighboring cities, and Capitol Corridor service from the Bay Area via Amtrak.



Sacramento Regional Transit

Sacramento Regional Transit (SacRT) runs bus and light rail services throughout the Sacramento Region. UC Davis Health is conveniently located near two bus routes and the Gold Line Light Rail. Parking and Transportation even offers shuttle service to and from the 39th St Light Rail Station.

For more information on bus schedules and routes offered, visit sacrt.com

Connect Card

To receive subsidies on regional transit passes, visit the Parking and Transportation Services office to pick up a Connect Transit Card.

Connect Card is an electronic transit fare payment system that allows you to purchase passes online, and even use the same card for more than one transit agency. The Connect Card is easy to use: simply tap your card to board the bus or light rail.



Interested in taking transit, but not sure which route to take? Let us help!

For route-planning assistance, please email our Green Commuter Coordinators:

Sarah Janus (stjanus@ucdavis.edu)

Marissa Barber (mnbarber@ucdavis.edu)

Parking Map



Download the map:



- **Light blue-shaded** areas indicate where you can park with a B-Permit or ParkMobile daily pass.
- **Green-shaded** areas indicate current construction zones
- **Red dots** indicate shuttle pickup and drop-off locations

Parking areas and construction zones are subject to change.
Please visit health.ucdavis.edu/parking for updates.

WALK THE *healthy* UC DAVIS ACC LOOP



Learn more at healthy.ucdavis.edu

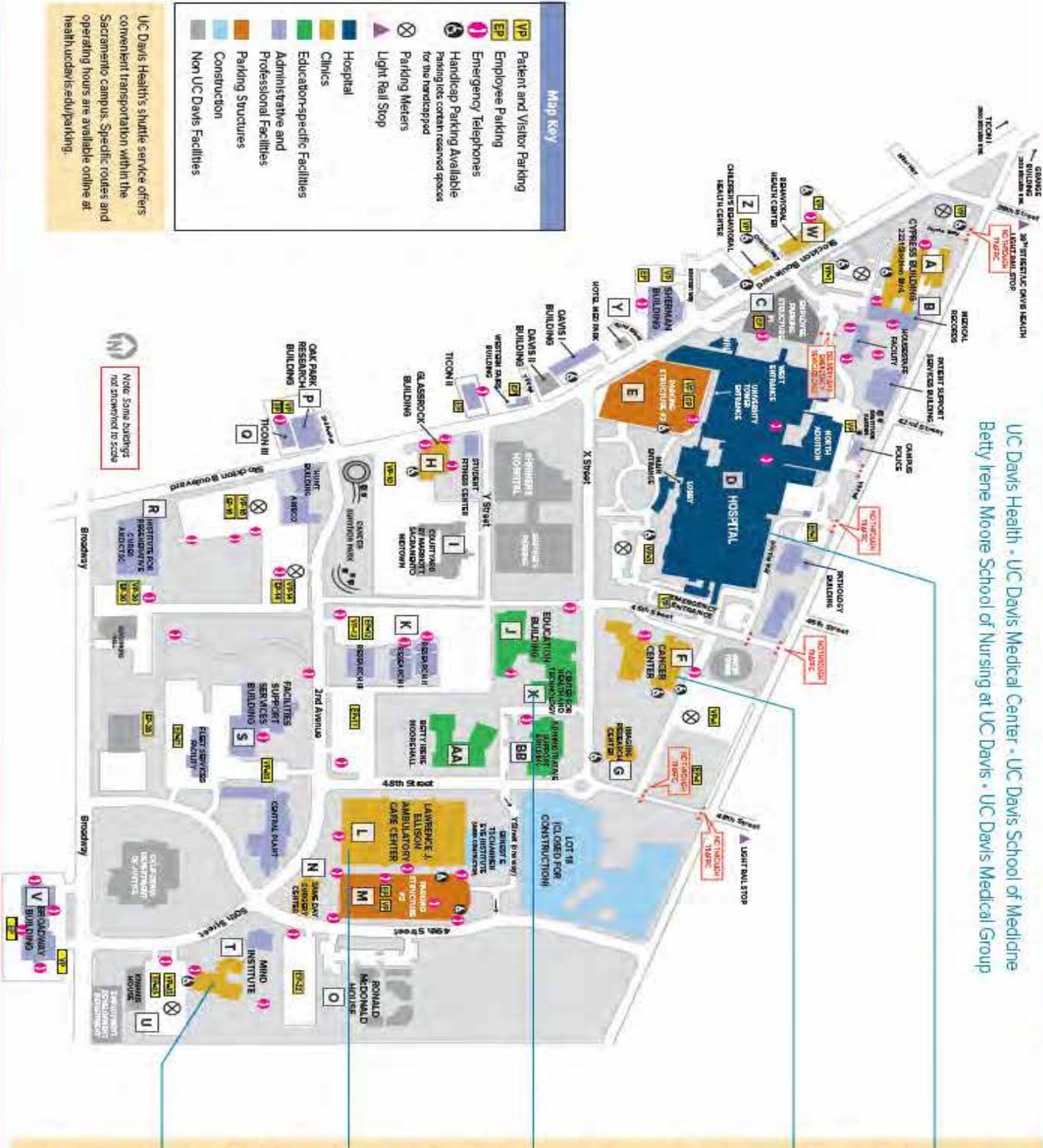
WALK THE *healthy* UC DAVIS MOORE PATH



Learn more at healthy.ucdavis.edu

THE SACRAMENTO CAMPUS OF UC DAVIS

UC Davis Health - UC Davis Medical Center - UC Davis School of Medicine
 Betty Irene Moore School of Nursing at UC Davis - UC Davis Medical Group



UC Davis Health's shuttle service offers convenient transportation within the Sacramento campus. Specific routes and operating hours are available online at health.ucdavis.edu/parking.

Note: Some buildings not shown to scale



UC Davis Medical Center and Children's Hospital



UC Davis Comprehensive Cancer Center



Education Building and F. William Blaisdell, M.D. Medical Library



Lawrence J. Ellison Ambulatory Care Center



UC Davis MIND Institute

THE SACRAMENTO CAMPUS OF UC DAVIS



The **Sacramento campus of UC Davis** is home to the region's only academic health center, **UC Davis Health**. We're honored to help advance health here in our region and beyond through excellent clinical care, groundbreaking research, innovative interprofessional education and dynamic community partnerships.

Our health system includes one of the country's best medical schools, **UC Davis School of Medicine**; the innovative **Betty Irene Moore School of Nursing**; a nationally ranked teaching hospital, **UC Davis Medical Center**; and the **UC Davis Medical Group** physician's practice, offering primary and specialty care. The National Cancer Institute-designated **UC Davis Comprehensive Cancer Center**; the internationally renowned **UC Davis MIND Institute**; a hub for stem cell research, the **Institute for Regenerative Cures**; and the nationally ranked **UC Davis Children's Hospital** also are based on the campus. Other nationally prominent centers focus on advancing telehealth, improving vascular care, eliminating health disparities, translating research into new treatments, and more.

All together, we're proud to offer a regionally unique level of comprehensive, state-of-the-art health care, research and education. For more information, visit health.ucdavis.edu.

Telephone numbers

Admissions	916-734-2450
Consumer Resource Center	1-800-2-UCDAVIS
Emergency	9-1-1
Guest Assistance	916-734-5527
Hospital Operator	916-734-2011
Interpreting Services	916-734-2321
Parking Information	916-734-2687
Police Services	916-734-2555
Wheelchair/Mobility Assistance	916-703-4309

Driving directions

From the south (Stockton), follow Highway 99 or Interstate 5 to Business 80-Reno. Exit at T Street. Turn right on T Street and follow it across Alhambra Boulevard to reach Stockton Boulevard. Turn right on Stockton Boulevard. Turn left on X Street to reach the hospital main entrance and parking.

From the east (Placerville), take Highway 50 to the Stockton Boulevard exit. Turn left on Stockton Boulevard. Turn left on X Street to reach the hospital main entrance and parking.

From the north (Redding, Reno) from Interstate 5, follow signs to Highway 50 east. Take the 34th Street exit and turn left onto 34th. Turn right on T Street and right again onto Stockton Boulevard. Turn left on X Street to reach the hospital main entrance and parking.

Buildings (alphabetical order)

- Administrative Support Building, BB
- Behavioral Health Center, W
- Betty Irene Moore Hall AA
- Broadway Building, V
- Center for Health and Technology, X
- Children's Behavioral Health Center, Z
- Comprehensive Cancer Center, F
- Courtyard by Marriott, I
- Cypress Building, A
- Education Building and F. William Blaisdell, M.D. Medical Library, J
- Facilities Support Services Building, S
- Glasscock Building, H
- Hospital, D
- Hotel Med Park, Y
- Imaging Research Center, G
- Institute for Regenerative Cures/CTSC, R
- Kiwanis Family House, U
- Lawrence J. Ellison Ambulatory Care Center, L
- Medical Records Building, B
- MIND Institute, T
- Oak Park Research Building, P
- Parking Structure #1 (staff only), C
- Parking Structure #2, M
- Parking Structure #3 (Hospital Main Parking), E
- Research Buildings, K
- Ronald McDonald House, O
- Same Day Surgery Center, N
- Ticon III, Q

Map guide

- A** Cypress Building
- B** Medical Records Building
- C** Parking Structure #1 (Staff only)
- D** Hospital
- E** Parking Structure #3 (Hospital main parking)
- F** Comprehensive Cancer Center
- G** Imaging Research Center
- H** Glasscock Building
- I** Courtyard by Marriott
- J** Education Building and F. William Blaisdell, M.D. Medical Library
- K** Research Buildings
- L** Lawrence J. Ellison Ambulatory Care Center
- M** Parking Structure #2
- N** Same Day Surgery Center
- O** Ronald McDonald House
- P** Oak Park Research Building
- Q** Ticon III
- R** Institute for Regenerative Cures/CTSC
- S** Facilities Support Services Building
- T** MIND Institute
- U** Kiwanis Family House
- V** Broadway Building
- W** Behavioral Health Center
- X** Center for Health and Technology
- Y** Hotel Med Park
- Z** Children's Behavioral Health Center
- AA** Betty Irene Moore Hall
- BB** Administrative Support Building

ATM Locations on the UCDMC Campus



- Main Hospital, Room 1003 (Near West Entrance)
- Main Hospital, Pavilion, Room IP200
- Ambulatory Care Center (ACC), Room 1301C (Near the Café)



Eating Facilities on the UC Davis Medical Center Campus



Courtyard by Marriott

➤ Bistro Café

Serving breakfast, soups, salads, sandwiches, starters, Starbucks products, and more.

Broadway Building, first floor

➤ Broadway Bakery Café

Offering a selection of breakfast and lunch items including breakfast burritos, baked goods, soups, sandwiches, pasta, and salads.

Education Building, first floor

➤ Scrubs Café East

Along with its wide selection of coffees, the eatery specializes in espresso and other beverages, which a barista prepares to order. Those selections are complemented by freshly baked breakfast items, including croissants, scones, muffins, bagels and pastries. For lunch, choose from crisp salads, homemade soups, prepared sandwiches and fruit parfait cups. Fountain drinks and bottled beverages are also available.

Lawrence J. Ellison Ambulatory Care Center

➤ Lawrence J. Ellison Building Café

A grill station for daily breakfast and lunch favorites is provided. Other items include freshly baked pizza, a daily menu each day with entrées as varied as Indian chicken curry, Mexican enchiladas, Cajun jambalaya, catfish, grilled pork chops, herbed baked chicken and paella. Selections also encompass delicious hot and cold sandwiches, garden-fresh salads, homemade soups, hot and cold beverages, and tasty treats, including ice cream, yogurt, candy and snacks. Fountain drinks and bottled beverages are also available.

M.I.N.D. Institute, second floor

➤ M.I.N.D. Café

The M.I.N.D. Café offers freshly prepared salads, sandwiches including fresh panini sandwiches, homemade soups, freshly baked pastries, and a variety of hot and cold beverages, as well as specialty coffees created by a barista.

UC Davis Medical Center, first floor

➤ Black Rhino Coffee Kiosk

➤ Pavilion Café

A variety of services and food items are offered such as a grill station which produces hearty breakfast and lunch items, a pizza oven where we make freshly baked pizzas and flatbreads, a deli station that offers gourmet sandwiches and salads, a wok station that stir fries fresh Asian cuisine daily, a rotisserie station that offers hand carved meats, casseroles, and ethnic cuisine, a buffet style salad bar, homemade soup area, and a dessert counter. In the morning, freshly baked breakfast delicacies including croissants, scones, muffins, bagels and pastries are available. For those on the go, a grab-n-go case provides delicious cold sandwiches, garden fresh salads, fresh sushi and an array of delicious cold desserts and snacks.

Campus Climate & Culture

Definition: Diversity

Diversity is a defining feature of the University of California and we embrace it as a source of strength. Our differences — of race, ethnicity, gender, religion, sexual orientation, gender identity, age, socioeconomic status, abilities, experience and more — enhance our ability to achieve the university's core missions of public service, teaching and research. We welcome faculty, staff and students from all backgrounds and want everyone at UC to feel respected and valued.

Definition: Cross Cultural Competence

- **Organizational** – Cultural competence in health care describes the ability of organized systems to provide care to patients with diverse values, beliefs and behaviors, including tailoring delivery to meet patients' social, cultural and linguistic needs.
- **Individual** – At the individual level, cultural competence refers to the ability to communicate and work effectively in cross-cultural and multicultural situations.

Culture and Language May Influence:

- Health, healing and wellness beliefs
- How illness, disease and their causes are perceived both by the patient/ consumer and the provider
- The behaviors of patients/consumers who are seeking health care
- The attitudes of patients/consumers toward their health-care providers
- The delivery of services by the provider who looks at the world through his or her own set of values.



<i>Cross Cultural Competence</i>	33
<i>Medical Interpreting Services</i>	35
<i>Principles of Community</i>	36
<i>Achieving Inclusion Excellence</i>	37
<i>Harassment & Discrimination Assistance and Prevention</i>	39
<i>Statement of Ethical Values</i>	40
<i>Standards of Ethical Conduct</i>	41
<i>Important Policies</i>	48

To be culturally competent doesn't mean you are an authority in the values and beliefs of every culture. What it means is that you hold a deep respect for cultural differences and that you are eager to learn, and willing to accept, that there are many ways of viewing the world.
– Okokon O. Udo

Common Features of Culturally Competent Communication

- Flexibility with cultural differences
- Enthusiasm about inter-cultural/ cross-cultural relationships
- Willingness to communicate across cultures
- Effective conflict resolution skills

Five Steps to Cultural Competence

1. Awareness of self and the other: We are all unique in our experiences and perspectives. To appreciate the worldview of another, we must first understand our own.
2. Acknowledgement of differences and similarities: When we accept that it's natural for others to differ from us, then others can accept this as well.
3. Honest validation: We can respect the viewpoint of another without having to fully understand or agree with it.
4. Negotiation: Set ground rules for communication, identify common interests, establish trust, confirm expectations.
5. Action: Provide choices and options. Agree to a plan. Follow through.

Informational Resources

- HRSA Cultural Competence for Health Care Providers: www.hrsa.gov/culturalcompetence
- Cultural Diversity in Nursing: <http://www.culturediversity.org/cultcomp.htm>
- Joint Commission on Accreditation of Healthcare Organizations: Hospital Language and Culture: <http://www.jointcommission.org/PatientSafety/HLC/>
- Office of Minority Health: Guides and Resources: <http://www.omhrc.gov/templates/browse.aspx?lvl=1&lvlID=3>
- National Center for Cultural Competence: <http://www11.georgetown.edu/research/gucchd/nccc>
- EthnoMed: <http://www.ethnomed.org>



Inclusive Working Environment

“An environment where everyone is treated with dignity and respect, where the talents and skills of different groups are valued, and where productivity and customer service improves because the workforce is happier, more motivated and more aware of the benefits that inclusion can bring.”

Equality and Human Rights Commission, 2010

For more information contact:

Office for Equity, Diversity
and Inclusion
(916) 734-2926
hs-oedi@ycdavis.edu



Medical Interpreting Services

UC Davis Health Medical Interpreting Services (MIS) provides assistance in 18 languages, including American Sign Language, as well as written translation services in six languages.

Our mission is to provide a full-range of language-related services of the highest quality and utility, in the most friendly manner and at the lowest cost consistent with good value. We are dedicated to enhancing access to health care services for our linguistically and culturally diverse patient population through professional medical interpretation, translation services and cross-cultural communication.

Services provided

- Oral interpretation in a medical setting
- Interpretation over-the-phone
- Video interpretation, including staff in-service training
- Document translation
- Website translation
- Health care interpreter training
- Voice-over services
- Assistance in building cultural competency
- Training for staff and providers on working with interpreting services

For more information, please visit health.ucdavis.edu/interpreting_services/



Language services available in-house

- American Sign Language (ASL) 
- Cambodian ■ Cantonese ■ French ■ Hindi
- Hmong ■ Korean ■ Lao ■ Mandarin ■ Mien
- Portuguese ■ Punjabi ■ Russian ■ Spanish
- Thai ■ Ukrainian ■ Urdu ■ Vietnamese

Interpreting services for all other languages are available over the phone by dialing 734-2321.

Availability

- Interpreters are available in-person Monday through Friday from 8 a.m. to 5 p.m.
- To request an interpreter, please enter your request into the MIS application in the Citrix Neighborhood or call 916-734-2321
- A Spanish language interpreter is available in the hospital seven days a week from 8 a.m. to 7 p.m. by calling Vocera 916-734-0775 and asking for "Spanish interpreter"
- For ASL requests for deaf and hard-of-hearing patients, please contact the ASL coordinator at 916-734-6104
- On-call interpreters are available Monday through Friday until 10 p.m. and on weekends through the hospital operator. Medical Interpreting on-call schedule is posted at oncall/ocs/jsp/index.jsp
- Interpreting services are available over the phone 24/7 – call 916-734-2321 during business hours; after hours, please contact the hospital operator at 916-734-2011

Medical Interpreting Services promotes the health system's goal of providing person- and family-centered care. We also support the health system's goal of the strategic use of technology. Notably, UC Davis is the first health system in the Sacramento region to use video technology to provide language services to our patients and their families.

16-0-085 (6/17)

Principles of Community

University of California, Davis:

Prologue: UC Davis is a diverse community comprised of individuals having many perspectives and identities. We come from a multitude of backgrounds and experiences, with distinct needs and goals. We recognize that to create an inclusive and intellectually vibrant community, we must understand and value both our individual differences and our common ground. The UC Davis Principles of Community is an aspirational statement that embodies this commitment, and reflects the ideals we seek to uphold.

Principles of Community

The University of California, Davis, is first and foremost an institution of learning, teaching, research and public service. UC Davis reflects and is committed to serving the needs of a global society comprising all people and a multiplicity of identities. The university expects that every member of our community acknowledge, value, and practice the following guiding principles.

We affirm the dignity inherent in all of us, and we strive to maintain a climate of equity and justice demonstrated by respect for one another. We acknowledge that our society carries within it historical and deep-rooted injustices and biases. Therefore, we endeavor to foster mutual understanding and respect among the many parts of our whole. We affirm the right of freedom of expression within our community. We affirm our commitment to non-violent exchange and the highest standards of conduct and decency toward all. Within this context we reject violence in all forms. We promote open expression of our individuality and our diversity within the bounds of courtesy, sensitivity and respect. We further recognize the right of every individual to think, speak, express and debate any idea limited only by university regulations governing time, place and manner.

We confront and reject all manifestations of discrimination, including those based on race, ethnicity, gender and gender expression, age, visible and non-visible disability, nationality, sexual orientation, citizenship status, veteran status, religious/non-religious, spiritual, or political beliefs, socio-economic class, status within or outside the university, or any of the other differences among people which have been excuses for misunderstanding, dissension or hatred. We recognize and cherish the richness contributed to our lives by our diversity. We take pride in all our achievements, and we celebrate our differences.

We recognize that each of us has an obligation to the UC Davis community of which we have chosen to be a part. We will strive to build and maintain a culture and climate based on mutual respect and caring.

-April 20, 1990; reaffirmed 1996, 2001, 2010, 2015

<http://occr.ucdavis.edu/poc>



“The community’s broad vision encompasses themes of outreach and access, and a commitment to inclusive working, learning, and living environments for all members of our community.”

- Gary S. May, Chancellor



Achieving Inclusion Excellence

1. Demonstrated commitment to diversity

- *In an inclusive organization, visible and invisible heterogeneity is present and valued through all departmental units and at all levels of responsibility.*
- *Human differences are welcomed, valued and leveraged – not just our similarities.*
- *The benefits of diversity are recognized, encouraged, valued and embraced.*

2. Holistic view of employees

- *An inclusive organization is one in which all employees are viewed and respected as whole persons with multiple identities that extend beyond the organization.*
- *Employees feel safe and are free to express their identities and behave truthfully in the work environment.*

3. Participatory work organization and work process

- *An inclusive organization is one that recognizes the traditional and non-traditional skills, aptitudes, educational experiences, bases of knowledge, personal potential and life experiences of each employee, and structures work organization and processes to utilize and leverage these diverse skills.*

4. Access to opportunity

- *An inclusive organization is one that creates a professionally nurturing environment in which all employees have equitable access to opportunities for personal and professional growth.*
- *An inclusive organization opens opportunity to persons with diverse physical, developmental and mental abilities offering effective adaptations in the workplace to eliminate barriers to work performance and workplace participation.*

5. Demonstrated commitment to continuous learning

- *An inclusive organization acknowledges that every employee is a learner and teacher, and creates a flexible, fluid organizational culture that prioritizes continuous, collaborative, cross-organizational learning.*

6. Equitable systems of recognition and reward

- *An inclusive organization establishes systems to recognize, acknowledge and reward the diverse contributions and achievements of employees at all levels of responsibility.*

7. 360° communication and information sharing

- *An inclusive organization is one in which communication and information flow from all directions, in all directions and across all levels of responsibility.*

8. Shared accountability and responsibility

- *An inclusive organization is one in which accountability and responsibility to uphold organizational values and achieve clear organizational goals and objectives in a mutually respectful work environment is shared by employees at all levels, and reflected with customers and clients, vendors, suppliers, partners and subcontractors as well.*

9. Alignment of organizational culture and process

- *An inclusive organization is one that acknowledges the existence of an explicit and implicit organizational “culture”, and continuously seeks to align this culture to support organizational values and the synthesis of divergent perspectives.*

10. Collaborative conflict resolution processes

- *An inclusive organization values and utilizes progressive conflict resolution procedures that empower employees at all levels, across all departments, to work collaboratively to solve problems, resolve interpersonal conflicts and achieve mutually satisfying dispute resolutions.*
- *An inclusive organization is committed to providing crucial confrontation skills training and negotiation skills training for all employees at all levels.*

11. Demonstrated commitment to community relationships

- *An inclusive organization functions as a responsible citizen neighbor by forging constructive alliances with the local communities it serves to expand access or promote understanding to overcome prejudice and biases.*
- *An inclusive organization understands and values the social contract that it has with the local communities it serves, and holds itself socially accountable to them.*



Adapted with permission and modified from "The Netter Principles: A Framework for Building Organizational Inclusion", the Workplace Diversity Network, 2000

Harassment & Discrimination Assistance and Prevention Program at UC Davis supports the University's commitment to a harassment and discrimination-free work and learning environment. To discuss a discrimination or harassment concern, please contact:

Harassment, Discrimination Assistance and Prevention Program (HDAPP)

2730 Stockton Blvd – Ticon III, Room 2200

916.734.3417 or 530.757.3864

Anonymous Call Line: 916.734.2255 **Website:** <https://hdapp.ucdavis.edu/>

HDAPP assist individuals and campus units to resolve conflicts and complaints related to harassment, discrimination, sexual harassment, sexual violence and hate and bias.

To maintain your privacy and confidentiality, we encourage you to use the Anonymous Call Line to discuss specific concerns related to harassment and discrimination.

Action Required

Responsible Employee

Any University employee who is not a Confidential Resource and who receives, in the course of employment, information that a student (undergraduate, graduate or professional) has suffered sexual violence, sexual harassment, or other prohibited behaviors shall promptly notify the Title IX Officer or designee.

Supervisors have a broader responsibility and must report *all* complaints or matters involving prohibited conduct, including discrimination, by contacting the SH Officer at 916.734.2255 or Title IX Officer 530.752.9466.

Confidential Resources

Academic and Staff Assistance Program (ASAP)

916.764.2727 or 530.752.2727

<https://www.hr.ucdavis.edu/departments/asap>

Office of the Ombuds

916.734.1600 or 530.754.7233

<https://ombuds.ucdavis.edu/>

Center for Advocacy, Resources and Education (CARE)

530.752.3299 <https://care.ucdavis.edu/>

Services offered at UC Davis and Sacramento Campuses

Ethics Point Hotline

Claim of Retaliation

877.384.4272



University of California

Statement of Ethical Values

*M*embers of the University of California community are committed to the highest ethical standards in furtherance of our mission of teaching, research and public service. We recognize that we hold the University in trust for the people of the State of California. Our policies, procedures, and standards provide guidance for application of the ethical values stated below in our daily life and work as members of this community.

We are committed to:

Integrity

We will conduct ourselves with integrity in our dealings with and on behalf of the University.

Excellence

We will conscientiously strive for excellence in our work.

Accountability

We will be accountable as individuals and as members of this community for our ethical conduct and for compliance with applicable laws and University policies and directives.

Respect

We will respect the rights and dignity of others.



University of California

Standards of Ethical Conduct

Purpose

Pursuit of the University of California mission of teaching, research and public service requires a shared commitment to the core values of the University as well as a commitment to the ethical conduct of all University activities. In that spirit, *the Standards of Ethical Conduct* are a statement of our belief in ethical, legal and professional behavior in all of our dealings inside and outside the University.

Applicability

The Standards of Ethical Conduct apply to all members of the University community, including The Regents, Officers of The Regents, faculty and other academic personnel, staff, students, volunteers, contractors, agents and others associated with the University. Organizationally, the *Standards* apply to campuses, the National Laboratories, the Office of the President, the Division of Agriculture and Natural Resources, campus organizations, foundations, alumni associations and support groups.

1. Fair Dealing

Members of the University community are expected to conduct themselves ethically, honestly and with integrity in all dealings. This means principles of fairness, good faith and respect consistent with laws, regulations and University policies govern our conduct with others both inside and outside the community. Each situation needs to be examined in accordance with the *Standards of Ethical Conduct*. No unlawful practice or a practice at odds with these standards can be justified on the basis of customary practice, expediency, or achieving a "higher" purpose.

2. Individual Responsibility and Accountability

Members of the University community are expected to exercise responsibility appropriate to their position and delegated authorities. They are responsible to each other, the University and the University's stakeholders both for their actions and their decisions not to act. Each individual is expected to conduct the business of the University in accordance with the *Core Values* and the *Standards of Ethical Conduct*, exercising sound judgment and serving the best interests of the institution and the community.

3. Respect for Others

The University is committed to the principle of treating each community member with respect and dignity. The University prohibits discrimination and harassment and provides equal opportunities for all community members and applicants regardless of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship, or status as a covered veteran. Further, romantic or sexual relationships between faculty responsible for academic supervision, evaluation or instruction and their students are prohibited. The University is committed to creating a safe and drug free workplace. Following is a list of the principal policies and reference materials available in support of this standard:

- *The Faculty Code of Conduct*
- *Academic Personnel Policy Manual*
- *The Faculty Handbook*
- *Personnel Policies for Staff Members*
- *Policies Applying to Campus Activities, Organizations and Students*
- *Policy on Sexual Harassment and Procedures for Responding to Reports of Sexual Harassment*
- *University policies on nondiscrimination and affirmative action*
- *Campus, laboratory and Office of the President Principles of Community*

The University's health sciences enterprises are committed to the ethical and compassionate treatment of patients and have established policies and statements of patient rights in support of this principle.

4. Compliance with Applicable Laws and Regulations

Institutions of higher education are subject to many of the same laws and regulations as other enterprises, as well as those particular to public entities. There are also additional requirements unique to higher education. Members of the University community are expected to become familiar with the laws and regulations bearing on their areas of responsibility. Many but not all legal requirements are embodied in University policies. Failure to comply can have serious adverse consequences both for individuals and for the University, in terms of reputation, finances and the health and safety of the community. University business is to be conducted in conformance with legal requirements, including contractual commitments undertaken by individuals authorized to bind the University to such commitments.

The Office of the General Counsel has responsibility for interpretation of legal requirements.

5. Compliance with Applicable University Policies, Procedures and Other Forms of Guidance

University policies and procedures are designed to inform our everyday responsibilities, to set minimum standards and to give University community members notice of expectations. Members of the University community are expected to transact all University business in conformance with policies and procedures and accordingly have an obligation to become familiar with those that bear on their areas of responsibility. Each member is expected to seek clarification on a policy or other University directive he or she finds to be unclear, outdated or at odds with University objectives. It is not acceptable to ignore or disobey policies if one is not in agreement with them, or to avoid compliance by deliberately seeking loopholes.

In some cases, University employees are also governed by ethical codes or standards of their professions or disciplines—some examples are attorneys, auditors, physicians and counseling staff. It is expected that those employees will comply with applicable professional standards in addition to laws and regulations.

6. Conflicts of Interest or Commitment

Employee members of the University community are expected to devote primary professional allegiance to the University and to the mission of teaching, research and public service. Outside employment must not interfere with University duties. Outside professional activities, personal financial interests, or acceptance of benefits

from third parties can create actual or perceived conflicts between the University's mission and an individual's private interests. University community members who have certain professional or financial interests are expected to disclose them in compliance with applicable conflict of interest/conflict of commitment policies. In all matters, community members are expected to take appropriate steps, including consultation if issues are unclear, to avoid both conflicts of interest and the appearance of such conflicts.

7. Ethical Conduct of Research

All members of the University community engaged in research are expected to conduct their research with integrity and intellectual honesty at all times and with appropriate regard for human and animal subjects. To protect the rights of human subjects, all research involving human subjects is to be reviewed by institutional review boards. Similarly, to protect the welfare of animal subjects, all research involving animal subjects is to be reviewed by institutional animal care and use committees. The University prohibits research misconduct. Members of the University community engaged in research are not to: fabricate data or results; change or knowingly omit data or results to misrepresent results in the research record; or intentionally misappropriate the ideas, writings, research, or findings of others. All those engaged in research are expected to pursue the advancement of knowledge while meeting the highest standards of honesty, accuracy, and objectivity. They are also expected to demonstrate accountability for sponsors' funds and to comply with specific terms and conditions of contracts and grants.

8. Records: Confidentiality/Privacy and Access

The University is the custodian of many types of information, including that which is confidential, proprietary and private. Individuals who have access to such information are expected to be familiar and to comply with applicable laws, University policies, directives and agreements pertaining to access, use, protection and disclosure of such information. Computer security and privacy are also subject to law and University policy.

Information on the University's principles of privacy or on specific privacy laws may be obtained from the respective campus or laboratory information privacy office.

The public right to information access and the individual's right to privacy are both governed by state and federal law, as well as by University policies and procedures. The legal provisions and the policies are based upon the principle that access to

information concerning the conduct of the people's business is a fundamental and necessary right of every person, as is the right of individuals to privacy.

9. Internal Controls

Internal controls are the processes employed to help ensure that the University's business is carried out in accordance with these *Standards*, University policies and procedures, applicable laws and regulations and sound business practices. They help to promote efficient operations, accurate financial reporting, protection of assets and responsible fiscal management. All members of the University community are responsible for internal controls. Each business unit or department head is specifically responsible for ensuring that internal controls are established, properly documented and maintained for activities within their jurisdiction. Any individual entrusted with funds, including principal investigators, is responsible for ensuring that adequate internal controls exist over the use and accountability of such funds. The University has adopted the principles of internal controls published by the Committee of Sponsoring Organizations (COSO) of the Treadway Commission.

10. Use of University Resources

University resources may only be used for activities on behalf of the University. They may not be used for private gain or personal purposes except in limited circumstances permitted by existing policy where incidental personal use does not conflict with and is reasonable in relation to University duties (e.g. telephones). Members of the University community are expected to treat University property with care and to adhere to laws, policies and procedures for the acquisition, use, maintenance, record keeping and disposal of University property. For purposes of applying this policy, *University resources* is defined to include but not be limited to the following, whether owned by or under the management of the University (for example, property of the federal government at the National Laboratories):

- Cash, and other assets whether tangible or intangible; real or personal property;
- Receivables and other rights or claims against third parties;
- Intellectual property rights;
- Effort of University personnel and of any non-University entity billing the University for effort;
- Facilities and the rights to use University facilities;
- The University's name;

- University records, including student and patient records; and
- The University information technology infrastructure.

11. Financial Reporting

All University accounting and financial records, tax reports, expense reports, time sheets and effort reports, and other documents including those submitted to government agencies must be accurate, clear and complete. All published financial reports will make full, fair, accurate, timely and understandable disclosures as required under generally accepted accounting principles for government entities, bond covenant agreements and other requirements. Certain individuals with responsibility for the preparation of financial statements and disclosures, or elements thereof, may be required to make attestations in support of the *Standards*.

12. Reporting Violations and Protection from Retaliation

Members of the University community are strongly encouraged to report all known or suspected improper governmental activities (IGAs) under the provisions of the *Policy on Reporting and Investigating Allegations of Suspected Improper Governmental Activities* (Whistleblower Policy). Managers and persons in supervisory roles are required to report allegations presented to them and to report suspected IGAs that come to their attention in the ordinary course of performing their supervisory duties. Reporting parties, including managers and supervisors, will be protected from retaliation for making such a report under the *Policy for Protection of Whistleblowers from Retaliation and Guidelines for Reviewing Retaliation Complaints* (Whistleblower Retaliation Policy).

Adopted by The Regents of the University of California, May, 2005.

REPORT IMPROPER ACTIVITY

Contact the Whistleblower Hotline

1-800-403-4744

universityofcalifornia.edu/hotline

What You Can Report

Any activity by UC or a UC employee that

- violates a state or federal law or regulation, such as
 - corruption
 - malfeasance
 - bribery
 - theft or misuse of government property
 - fraud
 - coercion
 - conversion
- wastes money, or
- involves gross misconduct, gross incompetence, or gross inefficiency

Where To Report

- Your Supervisor
- Another University Administrator
- *Locally Designated Official (530) 752-6550*
- *Campus Human Resources Office (530) 754-8892*
- *Health System Human Resources (916) 734-3362*
- *Health System Compliance Office (916) 734-8808*
- *Academic Personnel Office (530) 752-2072*
- *Internal Audit Office (530) 752-7596*
- University-wide Whistleblower Hotline:
1-800-403-4744 or
universityofcalifornia.edu/hotline

(Our telephone & web hotline is independently operated to help ensure confidentiality.)

How To Report

- In writing or orally
- With as much specific factual information as possible (Report what you know, but don't investigate—leave that to the experts!)
- Anonymously, if preferred

Protection from Retaliation

If you believe you have been retaliated against for blowing the whistle on improper activity, please file a complaint with your Human Resources or Academic Personnel Office, your Locally Designated Official, or your supervisor.

For More Information

The University's Whistleblower and Whistleblower Protection policies, and additional information, can be found online at <http://ucwhistleblower.ucop.edu>.



Other Reporting Mechanisms

You also have the option of reporting improper activities directly to

- the **State Auditor's Whistleblower Hotline**, at **1-800-952-5665**
- the **California Attorney General's Hotline**, at **1-800-952-5225**

A Message from the State Auditor

REPORT IMPROPER ACTIVITY TODAY – Contact the Whistleblower Hotline

WHAT TO REPORT

- Any suspected misuse of Recovery Act Funds.
- Theft, fraud or conflicts of interest.
- Misuse or abuse, or anything that's wasteful of state property or employee time.
- Gross misconduct, incompetence, or inefficiency.

HOW TO REPORT

Contact the Whistleblower Hotline:
 (800) 952-5665, (866) 293-8729 (TTY) or (916) 322-2603 (Fax)

Mail information to:
 Investigations
 Bureau of State Audits
 555 Capitol Mall, Suite 300
 Sacramento, California 95814

Submit a complaint online to:
www.bsa.ca.gov/hotline
 Use our secure online Investigative Complaint Form at
<https://www.bsa.ca.gov/contact-us/complaint>

(Note: complaints not accepted via e-mail.)

YOUR IDENTITY IS PROTECTED

The Whistleblower Protection Act requires the State Auditor to protect your identity.

COMPLAINTS ARE INVESTIGATED

The California State Auditor investigates complaints and reports the results of substantiated allegations to the:

- Head of the employing agency.
- The Legislature, the Governor, and appropriate law enforcement agencies.
- General public, keeping identities confidential.

YOU ARE LEGALLY PROTECTED FROM RETALIATION

Acts that could interfere with your right to report suspected improper governmental activities should be reported immediately.

University of California (UC) employees should contact the locally designated official for the UC facility at which you are employed. Check ucwhistleblower.ucop.edu for information on UC's current policy, or visit www.stateofcalifornia.edu/hotline to file a complaint.

PROTECT THE STATE. PROTECT YOURSELF. TAKE ACTION TODAY.
 1-800-952-5665 – www.bsa.ca.gov

All employees are required to follow hospital policies and procedures. The following policies are linked for your review. Please take a moment to click on and review each of the policies listed below. If you have any questions, please contact Human Resources for more information.

UC Davis Health System Policies for New Hires

Patient Rights & Responsibilities:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/1402.htm
Attachment 1:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/1402[1].pdf
Attachment 2:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/1402[2].pdf
Attachment 3:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/1402[3].pdf
Plan for Provision of Clinical Social Services:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/3203.htm
Conflict of Interest:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/1705.html
Attachment 1:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/1705[1].html
Attachment 2:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/1824[2].pdf
Attachment 3:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/1824[3].pdf
Electronic Signature Capability:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/2391.htm
Attachment:	http://intranet.ucdmc.ucdavis.edu/policies/hosp/2391a.htm
Information Systems & Security Access	http://intranet.ucdmc.ucdavis.edu/policies/hosp/1309.htm
University of California Policy on Substance Abuse:	http://www.ucop.edu/ucophome/coordrev/policy/11-01-90.html

Policy Locations:

Employees of the UC Davis Health System are required to adhere to policies at the Hospital, Campus, and UC levels. Policies related to each of these entities are located below:

UC Davis Health System Policies:
<http://intranet.ucdmc.ucdavis.edu/policies/>

UC Davis Campus Policies:
<http://manuals.ucdavis.edu/>

University of California, Office of the President Policies:
<http://www.ucop.edu/ucophome/coordrev/ucpolicies/>

No Smoking Policy

Our Sacramento campus became completely smoke free in 2008.

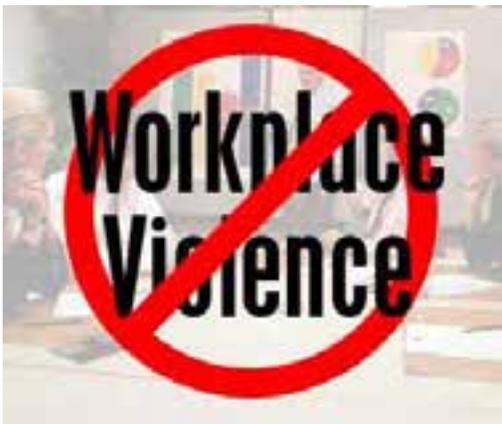
Smoking cessation classes are available free of charge for employees who wish to quit smoking. For more information, please call 734-8493.



UC Davis Health Violence in the Workplace Policies & Procedures

PPM 290-09 II Definitions

"Workplace violence," as used in this section, includes both violence and disruptive or threatening acts that can lead to violence. A finding that a violation of A or B below has occurred is not a finding that a violation of C has occurred.



- Disruptive behavior -- actions that disrupt normal work activities, such as yelling, wild gestures, or demands for an immediate answer.
- Threatening behavior -- a verbal or written statement or a physical action that would cause a reasonable person to fear for his or her safety or the safety of others.
- Violent behavior -- a physical assault on a person, or a physical action intended to damage property.

UC Davis Health will not ignore, condone or tolerate disruptive, intimidating threatening or violent behavior by any member of the University community or by any patient, family member or visitor. An individual may be removed and/or prevented from returning to UC Davis Health premises for disruptive, intimidating, threatening or violent behavior. Staff engaged in such behavior will be subject to appropriate disciplinary action, up to and including dismissal, under the applicable personnel policy or collective bargaining agreement. (Policy 1616 IV.A)

Chapter 380, Personnel—General

Section 18, Substance Abuse

Date: 8/22/12

Supersedes: 6/24/02

Responsible Department: Human Resources

Source Document: University of California Policy on Substance Abuse

I. Purpose

This section implements the University of California Policy on Substance Abuse, the Drug-Free Workplace Act, the Drug-Free Schools and Communities Act, and the California Drug-Free Workplace Act. This section applies to all UC Davis employees and students.

II. Definitions

- A. Illegal substances—controlled substances that are obtained illegally.
- B. Legal substances—controlled substances that are prescribed or administered by a licensed health care professional, over the counter drugs, or alcoholic beverages.

III. Policy

- A. The University strives to maintain campus communities and worksites free from the illegal use, possession, or distribution of alcohol or controlled substances.
 - 1. The University prohibits the unlawful use, sale, manufacture, distribution, dispensing, or possession of alcohol or controlled substances by University employees or students in the workplace, on University premises, at official University functions, or on University business.
 - 2. Employees and students must not use illegal substances or abuse legal substances in a manner that impairs work performance, scholarly activities, or student life.
 - 3. The use of alcohol is allowed on campus only as described in Section 270-21.
- B. An employee or student who is found to be in violation of this policy may be subject to discipline.
 - 1. At the University's discretion, an employee or student may be required to participate satisfactorily in a treatment program as a condition of continued employment or enrollment.
 - 2. See the appropriate University policy or union contract for information on disciplinary procedures.

IV. Responsibilities

- A. Employees
 - 1. Report concerns or observations of student or coworker substance abuse problems to the supervisor or department head.
 - 2. Report their own criminal drug law violations that occurred in the workplace or while on University business within 5 calendar days of a conviction (for employees directly engaged in the performance of work on a contract or grant).
- B. Departments
 - 1. Consult with Human Resources or Academic Affairs when an employee substance abuse problem is reported or suspected.

2. Consult with Student Judicial Affairs, the Student Health and Counseling Services departments of Counseling and Psychological Services or Alcohol Tobacco and Other Drugs, or other appropriate student support organizations when a student substance abuse problem is reported or suspected.
3. Documents work performance problems and reported violations of this policy.
4. Notifies Federal contract or grant agencies within 10 calendar days of receiving notice of a drug conviction of an employee directly engaged in the performance of work on a contract or grant.
5. Provide reasonable accommodation for employees disabled by alcoholism (see personnel policy or union contract regarding reasonable accommodation).
6. Refer employees or students who disclose a substance abuse problem to appropriate campus or community resources.

C. Student Affairs

1. Provides annual notice, as described in UC Implementing Guidelines, to students.
2. Provides training programs on substance abuse for students.

D. Human Resources

1. Provides annual notice, as described in UC Implementing Guidelines, to employees.
2. Provides training programs on substance abuse for staff, faculty, and academic appointees, including new and current supervisors.

- E. Provost and Executive Vice Chancellor appoints an official or committee to conduct a biennial review of program effectiveness and sanction enforcement as required by the Drug-Free Schools and Communities Act.

V. Further Information

- A. Employees seeking support or treatment programs may contact Academic and Staff Assistance Program (ASAP); 752-2727 (Davis campus); 916-734-2727 (Sacramento campus).
- B. Students seeking support or treatment programs may contact Alcohol Tobacco and Other Drugs Program; 752-6334; or the Counseling and Psychological Services; 752-0871.
- C. Information regarding other services described in this policy is available from the following units:
 1. Disability Management Services, 752-7227 (Davis campus); Vocational Rehabilitation, 916-734-5388 (Sacramento campus).
 2. Employee and Labor Relations; 754-8892 (Davis campus); 916-734-3392 (Sacramento campus).
 3. Academic Affairs; 752-2072.
 4. Student Disability Center; 752-3184.
 5. Student Judicial Affairs; 752-1128.

VI. References and Related Policies

- A. UC Office of the President:

1. University of California Policy on Substance Abuse (<http://www.ucop.edu/ucophome/coordrev/policy/11-01-90.html>).
 2. Implementing Guidelines for the University of California Policy for Substance Abuse (<http://www.ucop.edu/ucophome/coordrev/policy/12-10-90guide.html>).
 3. UC Policies Applying to Campus Activities, Organizations, and Students (<http://www.ucop.edu/ucophome/uwnews/aospol/toc.html>), Sections 102.00, 102.17, 102.18, 140.00.
- B. UCD Administration of Student Discipline (<http://sja.ucdavis.edu/disciplinary-process.html>).
- C. UCD Policy & Procedure Manual (<http://manuals.ucdavis.edu>):
1. [Section 270-21](#), Sales, Service and Consumption of Alcoholic Beverages.
 2. [Section 290-70](#), Controlled Substances.
 3. [Section 380-22](#), Drug and Alcohol Testing of Transportation Employees.
 4. [Section 390-30](#), Disruptive Behavior in the Workplace.
- D. University of California Davis, Medical Center, Medical Staff Administration Policy 128--Impaired http://www.ucdmc.ucdavis.edu/medstaffwellbeing/pdf/impaired_medical_staff_12-09.pdf.
- E. UCDHS Resident Medical Staff (Resident Physicians & Clinical Fellows) Personnel Policy, Policy 501.Physical Impairment and Substance Abuse. http://www.ucdmc.ucdavis.edu/hr/hrdepts/resident_program/rmsppm.pdf
- F. United States Code (<http://www4.law.cornell.edu/uscode/>)
1. Drug-Free Schools and Communities Act, 20 U.S. Code 1011i.
 2. Drug-Free Workplace Act, 41 U.S. Code Sections 701-707.
 3. Schedule of Controlled Substances Act, 21 U.S. Code Section 812.
- G. Code of Federal Regulations (<http://www.access.gpo.gov/nara/cfr/>):
1. Drug and Alcohol Abuse Prevention Regulations, 34 CFR Part 86.
 2. Drug-Free Workplace Requirements, 41 CFR Section 105-68.600 et seq.
 3. Schedules of Controlled Substances, 21 CFR Part 1308.
 4. Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR Part 2.
- H. California law (<http://www.leginfo.ca.gov/calaw.html>):
1. Drug-Free Workplace Act, Government Code Section 8350-8357.
 2. Uniform Controlled Substances Act, Health and Safety Code Section 11000 et seq.

Work & Life

Mandatory Training

In order to officially welcome new employees into the UC Davis Health System and get accustomed to our culture and values, new employees are required to attend the New Employee Welcome Orientation within the first 30 days of employment.

All employees are required to complete the following trainings online, via the UC Learning Center, within their first 30 days of employment and on an annual basis thereafter:

- Mandatory Annual Training
- Privacy & Security training
- Ethical Values and Conduct Training
- Cyber Security Awareness
- Sexual Violence & Sexual Harassment Prevention (for Non-Supervisors)
- Workplace Violence Prevention in Healthcare
- UC Davis Health General Compliance Training

In addition, Supervisors and Managers need to complete the *Developing as a Supervisor* certificate series (18 months to complete).

New Employee Benefits Orientation

The Benefits Orientation is part of the mandatory New Employee Welcome for new benefit-eligible employees. UC benefits options and deadlines are discussed as well as how to enroll. A time for questions and answers will be provided during this session.

Alternatively, benefits information is available online:

<https://ucnet.universityofcalifornia.edu/compensation-and-benefits/roadmaps/new-employee.html>



<i>Mandatory Training</i>	53
<i>Benefits Selection Training</i>	53
<i>Kerberos Login</i>	54
<i>UC Learning Center</i>	55
<i>Training & Development</i>	56
<i>University Holidays</i>	57
<i>Payroll Calendar</i>	58
<i>UC Medical Plan Options</i>	59
<i>UC Retirement System</i>	61
<i>ASAP Services</i>	62
<i>WorkLife</i>	62
<i>Employee Discounts</i>	63
<i>Disability Management Services</i>	63
<i>UC Davis Specialty Pharmacy Services</i>	64
<i>UC Living Fit Forever</i>	65
<i>Ergonomics</i>	66
<i>Time & Attendance (Ecotime); Email</i>	73
<i>Workers' Comp. Pharmacy Network</i>	74
<i>Health Education Classes</i>	75

Kerberos Login

A UC Davis Computing Account, also known as 'Kerberos' is required by UC Davis Health System employees to be able to use the following applications:

- **UC LEARNING CENTER** (<http://lms.ucdavis.edu>)
The UCDHS learning management system which allows access to hundreds of free online and in-person training.
- **MYTRAVEL SYSTEM** (<https://mytravel.ucdavis.edu>)
A travel and entertainment reimbursement system for positions requiring travel.
- **DAFIS** (<http://dafis.ucdavis.edu/>)
UC Davis Financial Information System.
- **DECISION SUPPORT**
The reporting component of DaFIS.

Steps to Create your Kerberos Login

1. New Employees should set up a UC Davis Computing Account at:
<https://computingaccounts.ucdavis.edu>
no earlier than the third day of employment.
2. Select, "Get Your UC Davis Computing Account."
3. Follow the prompts to set up your account and obtain a Kerberos User ID and Pass Phrase.

For more information and assistance, please call the IT Express Help Desk on the Davis campus at (530) 754-HELP.

<https://computingaccounts.ucdavis.edu>

Training & Development:

Enroll in Classes

Enrollment in classes offered by UC Davis Health (UCDH) Training and Development is done online through the UC Learning Center (UCLC), a computer-based course management system utilized by all ten campuses within the UC System. Course offerings are tailored to your specific campus location.

UCLC allows you to:

- Register for classes
- Track your completed courses
- Print transcripts
- Explore class offerings
- Complete online courses



UCDH employees may enroll in courses offered at both our Sacramento and Davis campus locations. There are also extensive e-learning options that are continuously available to meet your training needs whenever the need arises.

How to Enroll

To access UCLC, you'll first need a Kerberos login which is provided by Information & Educational Technology. Submit a request at

https://computingaccounts.ucdavis.edu/cgi-bin/services/index.cgi?action=NewAccount&From=main_menu

Once you receive your Kerberos login and passphrase, log in to UCLC at:
<http://lms.ucdavis.edu>

Once in UCLC you can access user friendly tutorials by clicking on the *How Do I?*/FAQ icon.

For more information, please visit the Training & Development website at:
<https://hr.ucdavis.edu/departments/learning-dev>.

T&D

Training & Development

Our people make UC Davis Health System a first class health care organization. Working here means being part of a vibrant institution that serves, teaches and innovates in ways that make California and the world a better place.

You play an important part in achieving these goals. That's why we are committed to providing you tools that tap your knowledge, skills and abilities which contribute to institutional and individual success. We support the Health System's most important asset—YOU!



Training & Development provides employees with a variety of services including:

- Hundreds of free online and instructor-led classes
- Tuition assistance programs
- Career Development
- Opportunity to become an instructor



Please visit the
Training & Development website
for more information:

<https://hr.ucdavis.edu/departments/learning-dev>

University Holidays

The university observes the following days as administrative holidays. Refer to the payroll calendar on page 58 for specific dates:

- New Year's
- Martin Luther King, Jr. Day
- President's Day
- Cesar Chavez Holiday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving
- Winter Holiday

ELIGIBILITY FOR HOLIDAY PAY

1. An employee is eligible for holiday pay if the employee is in pay status at least fifty percent (50%) of the hours in the month excluding holiday hours.
2. An employee on pay status on the employee's last scheduled work day before the holiday and first (1st) scheduled work day after the holiday shall be eligible to receive holiday compensation. No employee shall be eligible for compensation for any holiday which is immediately preceded by or followed by an unauthorized, unpaid absence or a disciplinary suspension.
3. New and rehire employees shall be eligible to receive pay or compensatory time off for holidays preceding their first (1st) day of work provided the holiday is the first (1st) working day(s) of the month. A terminating employee shall be eligible to receive pay for holidays immediately following the employee's last day of work provided the holiday is the last working day(s) of the month.
4. An eligible employee who is on approved leave without pay or temporary layoff for a period of not more than twenty (20) calendar days, including holidays, shall be eligible to receive pay for any holiday occurring during that period.

2023 BI-WEEKLY PAYROLL CALENDAR

 Bi-Weekly EcoTime Approvals
 Paydays

 Sick Leave & Vacation Period Ending Dates

 Accruals Credited
 Holidays

JANUARY

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

22 Days / 176 Hours

FEBRUARY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

20 Days / 160 Hours

MARCH

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

23 Days / 184 Hours

APRIL

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

20 Days / 160 Hours

MAY

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

23 Days / 184 Hours

JUNE

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

22 Days / 176 Hours

JULY

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

21 Days / 168 Hours

AUGUST

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

23 Days / 184 Hours

SEPTEMBER

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

21 Days / 168 Hours

OCTOBER

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

22 Days / 176 Hours

NOVEMBER

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

22 Days / 176 Hours

DECEMBER

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

21 Days / 168 Hours

PPE 12/23 sign off TBD

16-Sep

14-Oct

11-Nov

9-Dec

HMOs

More on UC Medical Plans

Choosing doctor = choosing group

If you choose an HMO, you must also choose a Primary Care Physician (PCP). When you pick your PCP you are also choosing, in advance, the medical group to which your doctor belongs—as well as the specialists and hospitals that you may use for non-emergency care.

The table to the right shows the availability of major, local medical groups by plan.

The table below shows the hospital affiliations for local medical groups. Groups may choose to refer you to other facilities.

Always check with your insurance company to verify the availability of your medical providers. If you intend to see a new doctor, also verify availability with that doctor's office. To search for a PCP, use your plan's website.

Medical Groups	UC Blue & Gold HMO (Health Net)	Kaiser Permanente/ Kaiser Senior Advantage
Hill Physicians	✓	
Mercy Medical Group	✓	
NorthBay Healthcare		
Permanente Medical Group		✓
Sutter Independent Physicians		
Sutter Medical Group		
Sutter Medical Group, Solano		
UC Davis Medical Group	✓	
Woodland Healthcare	✓	

Choosing group = choosing hospital

Medical Groups	Hospitals
Hill Physicians	<i>Carmichael:</i> Mercy San Juan; <i>Folsom:</i> Mercy Folsom; <i>Sacramento:</i> Mercy General, Methodist Hospital of Sacramento
Mercy Medical Group	<i>Carmichael:</i> Mercy San Juan; <i>Folsom:</i> Mercy Folsom; <i>Sacramento:</i> Mercy General, Methodist Hospital of Sacramento
NorthBay Healthcare	<i>Fairfield:</i> NorthBay Medical Center; <i>Vacaville:</i> VacaValley Hospital
Sutter Independent Physicians	<i>Auburn:</i> Sutter Auburn Faith; <i>Davis:</i> Sutter Davis; <i>Sacramento:</i> Sutter Medical Center, Sacramento; <i>Roseville:</i> Sutter Roseville
Sutter Medical Group	<i>Auburn:</i> Sutter Auburn Faith; <i>Davis:</i> Sutter Davis; <i>Sacramento:</i> Sutter Medical Center, Sacramento; <i>Roseville:</i> Sutter Roseville
Sutter Medical Group, Solano	<i>Vallejo:</i> Sutter Solano Medical Center
UC Davis	<i>Sacramento:</i> UC Davis Medical Center
Woodland Healthcare	<i>Woodland:</i> Woodland Memorial Hospital

Special points of interest:

- ◆ Kaiser contracts with one large group, the Permanente Medical Group of Northern California, and members must use Kaiser hospitals & pharmacies. Kaiser offers hospitals in Roseville, Sacramento & Vacaville.
- ◆ Your insurance company will usually let you change PCPs and groups mid-year; simply call the plan to request a change.
- ◆ If you don't choose a PCP, you may be assigned one.
- ◆ Core Medical, UC Care, UC Health Savings Plan, UC High Option, UC Medicare PPO, and UC Medicare Choice members are not limited to pre-paid medical groups and are not required to choose a PCP.

See reverse for PPOs

Revised 10/10/2019

PPOs

More on UC Medical Plans

Choosing provider = choosing network

Medical Groups/Hospitals	CORE/ UC Health Savings Plan Anthem Preferred network	UC Care		UC High Option/ UC Medicare PPO (Anthem Blue Cross)	UC Medicare Choice (United Healthcare)
		UC Select network	Anthem Preferred network		
Hill Physicians/Mercy San Juan; Mercy Folsom; Mercy General; Methodist Hospital of Sacramento	✓		✓	✓	✓
Mercy Medical Group/Mercy San Juan; Mercy Folsom; Mercy General; Methodist Hospital of Sacto	✓		✓	✓	✓
NorthBay Healthcare/NorthBay Medical Center; Vaca-Valley Hospital	✓		✓	✓	✓
Sutter Independent Physicians/Sutter Auburn Faith; Sutter Davis; Sutter Medical Center, Sacramento; Sutter Roseville Medical Center	✓		✓	✓	Check with MD's office
Sutter Medical Group/Sutter Auburn Faith; Sutter Davis; Sutter Medical Center, Sacramento; Sutter Roseville Medical Center	✓		✓	✓	Check with MD's office
Sutter Medical Group, Solano/Sutter Solano Medical Center	✓		✓	✓	Check with MD's office
UC Davis Medical Group/UC Davis Medical Center	✓	✓		✓	✓
Woodland Healthcare/Woodland Memorial Hospital	✓		✓	✓	✓

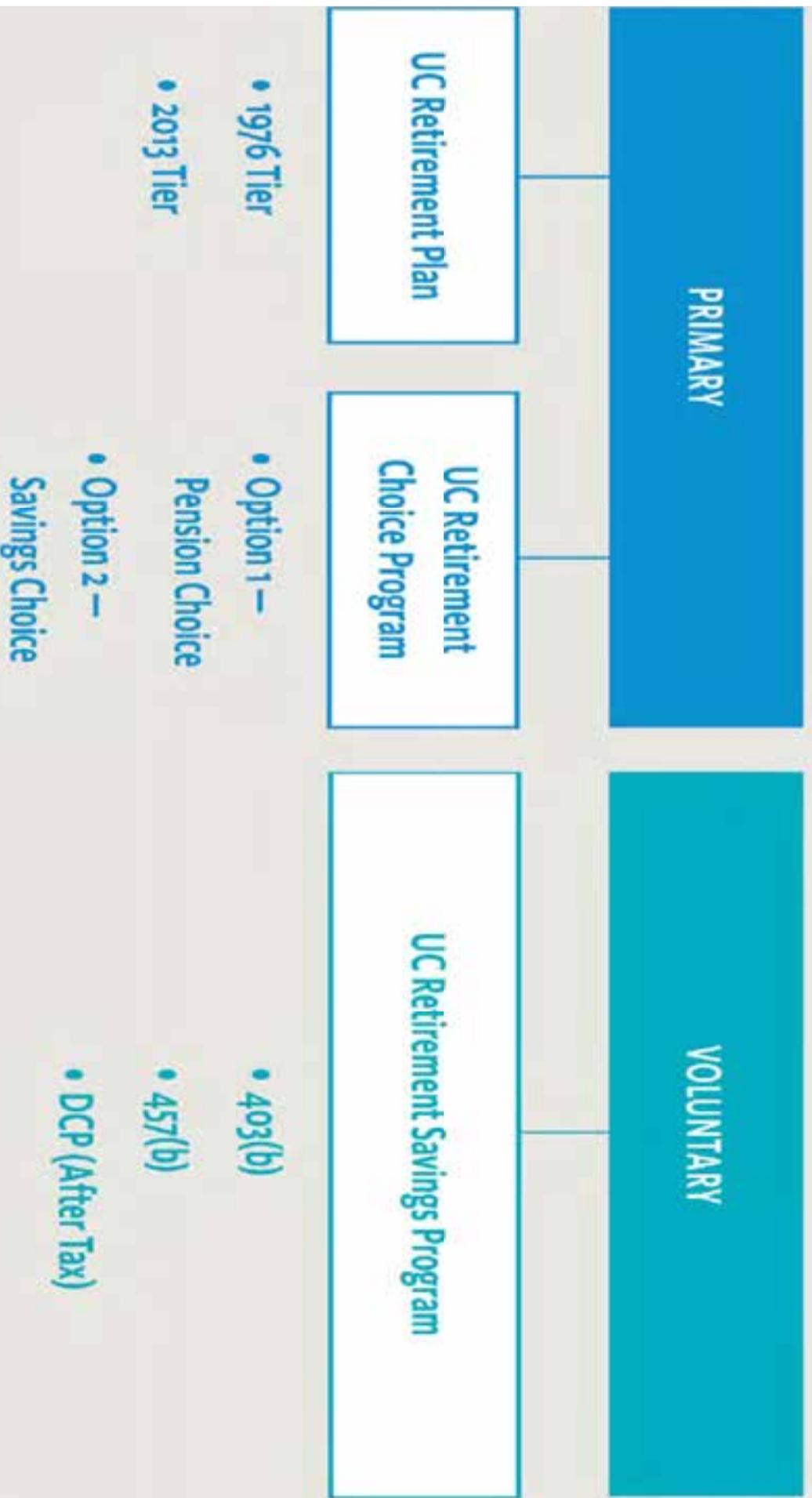
Special points of interest:

- ◆ The table above shows major Davis/Sacramento area medical providers and their general PPO network status.
- ◆ Always check with your insurance company to verify that they contract with your providers. If you intend to see a new doctor, also verify availability with that doctor's office. Medical providers contract with PPO networks individually; *not all doctors/hospitals/labs/etc. within a medical group necessarily contract with the same PPO networks.*
- ◆ PPO = Preferred Provider Organization. Preferred providers cannot "balance bill" (charge more than their contractual rate with your plan). Anthem Preferred providers (and UC Select providers for UC Care) are considered In-Network because they have a contract with your plan. Out-of-Network providers have no contract limiting what they can charge; the patient is responsible for balance billing. To search for Anthem Preferred providers: ucppoplans.com/nh/find-a-provider
- ◆ For retiree plans where Medicare is the primary payer (UC High Option, UC Medicare PPO): Any Medicare provider can be used; see www.medicare.gov to search for providers. Exception: services covered by your plan but not covered by Medicare (e.g. acupuncture). Note: Sutter primary care physicians are not accepting new Medicare patients in Davis/Sacramento.
- ◆ For the retiree Medicare Advantage PPO plan UC Medicare Choice (UnitedHealthcare), any Medicare provider can be used; see www.medicare.gov to search for providers. Note: providers bill UnitedHealthcare, not Medicare.

See reverse for HMOs

Revised 10/10/2019

UC Retirement System



Academic & Staff Assistance Program

The Academic and Staff Assistance Program (ASAP) offers:

- Confidential & Free Counseling
- Managerial/Supervisory Consultation
- Support Groups
- Resources & Referral Services
- Available to all UCDH faculty, staff and their adult family members



Whether the problem is work-related, personal, career or relationship focused, ASAP can assist you in evaluating and resolving the problem.

Location: Ticon III, Suite 2100

916-734-2727

Visit us at: <https://hr.ucdavis.edu/departments/asap>

WorkLife

UC Davis Health WorkLife provides programs, policies, referrals and education that enable employees, faculty, staff, and students to be effective at work, school and home. WorkLife encompasses dependent care and family services, well-being support, lactation support, discounts, employee recognition and community involvement.

To be added to our mailing list to receive quarterly newsletters, monthly happenings and workshop information, email us at worklife@ucdavis.edu.

Visit us at: <https://hr.ucdavis.edu/departments/worklife-wellness>.

Refer to page 82 for additional information about WorkLife resources for families.



Employee Discounts

UC Office of the President Discounts:

Information on a variety of discounts for UC employees can be found on the UC Office of the President website at <https://www.ucop.edu/local-human-resources/op-life/employee-discounts/index.html>.

Community Discounts: <https://hr.ucdavis.edu/departments/worklife-wellness/discounts>

As a UC Davis employee, discounts are available for a wide range of services & products in the community such as:

- Vacations/Entertainment
- Health/Fitness
- Electronics and Technology
- Restaurant and Specialty Foods
- Gifts and Special Occasions

Staff Pin Program: <https://staff.ucdavis.edu/pin>

"The gift that keeps on giving..." Staff Assembly is excited to offer our Staff Pin program to UC Davis Staff, Retirees, and Student Employees. We have a Partnership Program to increase funding for our Staff Dependent Scholarship Program while partnering with local vendors to offer discounts for Staff Pin Holders. We invite you to buy a pin today, support our Scholarship Program for Staff Dependents, and start saving!

UC Davis Campus Discounts: <https://hr.ucdavis.edu/departments/worklife-wellness/discounts/ucd>

- University Dining Services – 10% off at all Dining Commons. Just show staff ID.
- Mondavi Center events – 10% discount.
- ARC (Activities & Recreation Center) – Discounted membership with payroll deduction.
- Community Practice for Small Animals (School of Veterinary Medicine) - 10% discount for UC Davis staff and faculty for pet care in the community practice or anywhere else in the teaching hospital.

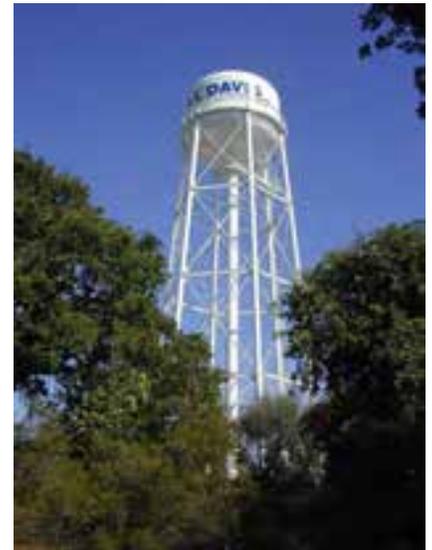
Disability Management Services

UC Davis is committed to growing and supporting a diverse workforce. In consultation with managers and supervisors, we seek to provide reasonable accommodations, for any staff faculty, academic, or student employee with disability-related limitations or restrictions.

Disability Management Services (DMS) helps the employee and their supervisor explore reasonable accommodations using the interactive process This is in compliance with [UC Policy](#), [Collective Bargaining Agreements](#), [The Academic Personnel Manual](#), [The Federal Americans with Disabilities Act](#), and the [California Fair Employment and Housing Act](#).

We assist with both temporary and permanent accommodations due to a disability. For general inquiries or questions regarding our services please contact us at dmshelp@ucdavis.edu.

For more information, please visit <https://hr.ucdavis.edu/departments/elr/dms>



UC DAVIS SPECIALTY PHARMACY SERVICES

Specialty Pharmacy Programs Currently Offered

- Dermatology
- Gastroenterology
- Movement Disorders
- Infectious Diseases
- Endocrinology
- Solid Organ Transplant
- Pulmonology
- Hepatology
- Oncology
- Neurology
- Rheumatology

Services Offered:

- Conveniently located at the UC Davis Medical Center in Sacramento
- Confidential counseling and education about your medication by a clinical pharmacist
- Self-administration instruction by a clinical pharmacist
- Side effect management by a clinical pharmacist
- Medication pick up available
- Delivery available at no additional cost
- Convenient refill reminder service by telephone
- 24 / 7 clinical pharmacist available to address urgent needs
- Help accessing financial assistance programs
- Most major insurance plans accepted including Medicare Part B and D
- Interpreting services available

UC Davis Specialty Pharmacy

UCD Cypress Pharmacy

2221 Stockton Blvd., Room 1130
Sacramento, CA 95817

UCD Cancer Center Pharmacy

4501 X Street, Suite 1008
Sacramento, CA 95817

Monday – Friday:
9:00 a.m. – 5:00 p.m.

Closed weekends and University holidays

Telephone 916-734-0900

Toll-free 1-855-257-4938



VI-19

UC DAVIS HEALTH | MEDICAL CENTER

Improve your Health with the help of UC Living Fit Forever

Group Fitness and Wellness Program open to UC Davis and School of Medicine
Employees, Faculty, Residents and Medical/Nursing Students

Sign up now for **FREE!!** Enrollment is easier than ever! Simply sign the waiver and return:
Fax: 916-734-2085 Email: hs-uclivingfitforever@ucdavis.edu

UCLFF offers **FREE:**

Pre-recorded fitness classes on the Healthy UC Davis YouTube Channel
Live Zoom fitness classes

Live outdoor fitness classes on the Sacramento campus

Bi-monthly Lunch and Learns

Monthly Challenges with chances to earn UCLFF SWAG

Health Coaching for UC Davis Health staff, faculty and students



Learn more about UC Living Fit Forever and find the waiver at:

https://intranet.ucdmc.ucdavis.edu/clinops/resources/living_fit_forever.shtml

(Must be logged on to the UC Davis health VPN full tunnel option. Best when viewed from a browser such as Chrome or Firefox)

Ergonomics is the science of fitting workplace conditions and job demands to the worker. Proper ergonomics can assist with reducing employee injury, increase job satisfaction and productivity.

I. Scope

- a. The ergonomics program at UC Davis Health covers staff at the Hospital, PCNs, Ambulatory Care clinics, and off site locations.
- b. The goal of the program is to prevent and minimize the effects of work related injuries caused by repetitive motion, or musculoskeletal risks.
- c. The program promotes ergonomics through on-line self-assessments, individual ergonomic reviews, task specific assessments, body mechanics, and patient handling training.
- d. Other ergonomic services include, chair fittings, demo/loaner equipment program, and pre-move space/equipment reviews.
- e. Areas covered include office settings, laboratory, patient care areas, and industrial and other non-office settings.
- f. The ergonomics policy 1625 can be found on the Policy & Procedures web page.
http://intranet.ucdmc.ucdavis.edu/policies/hospital_policies_and_procedures/index.shtml

II. Ergonomic Risk Factors

- a. Repetition
- b. Awkward postures
- c. Contact Stress
- d. Force
- e. Static postures

III. Common Repetitive Motion/ Musculoskeletal Injuries

Information relating to injuries and treatment plans can be found on the Employee Health Services web page.

http://www.ucdmc.ucdavis.edu/hr/hrdepts/ehs/injury_fact_sheet.html

- a. Tendonitis
- b. Back/Neck Strain
- c. Epicondylitis
- d. De Quervain's Syndrome
- e. Trigger Finger

IV. Control Strategies to Minimize Risk Factors

- a. Engineering Controls
 - i. Improving the design, or providing equipment to eliminate the risk
- b. Administrative Controls
 - i. Training of proper work methods, rotating tasks, or providing mini breaks
- c. Worksite adjustments
 - i. Providing appropriate equipment
 - ii. Rearrangement of frequently used items
- d. Stretching /Exercises

V. Requesting Ergonomic Services

- a. Ergonomic assessments, training and equipment selection assistance can be requested through the on line form or by contacting the unit directly.

<http://www.ucdmc.ucdavis.edu/hr/forms/ergonomic-request.html>

- b. The on line ergonomic class, Ergo eSAT, course 07845 is available through the UC Learning Center to all employees.

UCD Health ERGONOMICS PROGRAM

Common Computer Workstation and Work Habit Recommendations

Avoid Awkward Neck Positions

A. Avoid trapping the phone between your ear and shoulder. Doing so takes your neck out of an upright position and requires tension in the neck/shoulder muscles to shrug your shoulder.

Possible solutions:

1. Hold the phone with your hand
2. Use a headset

B. Assure you are not tipping your head up to see the monitor, a common problem for bifocal users.



Head Tipped Up – Incorrect



Upright head position-Correct

Possible solutions:

1. Lower the monitor
2. Raise your chair. Be sure to adjust keyboard and mouse height to maintain them at elbow height.
3. Lower contents on the computer screen so you no longer have to tip your head up to see them

C. Avoid sustained bending of your neck when viewing documents used for computer work or during deskwork.



Head Bent Down – Incorrect



Upright Head Position with Inclined Copy - Correct

Possible solutions:

1. Use a document holder for items needed when on the computer.
2. Incline items on your desk when writing. A 3-ring binder notebook can serve as a reading/writing board.

D. Avoid extreme turning of the neck to see who is behind you



Extreme Turn of Head - Incorrect



Turning chair - Correct

Possible solutions:

1. Get in the habit of turning your entire body instead of just your neck
2. Mount a mirror in front of you so you can view what is behind you without turning

Keep wrists straight

- A. Assure keyboard remains flat for straight (neutral) wrist positions. Lower flippers on back side of the keyboard.



Keyboard Legs Up, Wrists Bent–Incorrect



Keyboard flat, Wrists Straight - Correct

- B. Work with keyboard and input device (mouse, trackball, touchpad) at your elbow height for straight (neutral) wrist positions.



Keyboard Below Elbow Height – Incorrect



Keyboard at Elbow Height– Correct



Mouse Below Elbow Height – Incorrect



Mouse at Elbow Height - Correct

- C. Use two hands when lifting large medical records, books, or binders. Use of two hands allows you to control your wrist position and requires less grip force.
- D. Avoid side to side wrist movement when using the keyboard and input device. Side movement of the wrist increases if you rest your wrist firmly on a wrist rest. Allow your arm to move to the location needed instead of keeping your arm in a fixed position and deviating your wrist to the side.



Excess Reaching/Wrist Deviation – Incorrect



Move Arm/Straight Wrist - Correct



Wrist Deviation with Mouse – Incorrect



Move Arm/Straight Wrist - Correct

Reduce input device (e.g. mouse) use

- A. Use arrow keys when possible instead of the mouse
- B. Use enter key instead of clicking mouse when dialogue boxes are highlighted
- C. Learn and use short cut keys for commonly used functions. For a listing of short cut keys for a given program, open the program then search “help” for shortcut keys.
- D. Alternate mouse use between right and left hands.

Reduce hand tension

- A. Avoid resting palms of hands on a wrist rest when typing. It is fine to rest the palms between typing movements, but not recommended when actively typing. Resting when typing results in excessive reaching with the fingers to reach the keys and this increases tension in the hands.

Resting Wrists Results in Excess Reaching with Fingers - Incorrect



Instead, allow the wrists to remain straight with hands curved. Reaching the keys is done through small movements at the shoulders to move the hand over the key to be struck.

Curved Hand Position - Correct

- B. Type quietly. Many individuals press the keyboard keys with more force than necessary. The louder your typing, the harder you are pressing. Try to type quietly and be soft on the keys.
- C. Slow typing speed slightly. Increased typing speed requires increased hand tension. By slowing your typing speed even 5-10%, you can greatly lessen hand tension.
- D. Lighten and release grip on mouse. Check your grip on the mouse and try to lighten. When not actively using the mouse, remove your hand from it to release tension in your hand.



Tight Grip on Mouse – Incorrect



Relaxed Hold on Mouse - Correct

- E. Lighten your grip on writing pens and pencils. Use of wider diameter pens and/or pencil grips tends to lighten grip. Use of RollerBall or very fine felt tip pens encourages use of lighter grip when writing.
- F. Microbreaks interrupt hand tension. Microbreaks are 30-60 second breaks that allow the body to rest from activity. Gentle stretching of the neck, shoulder or forearms can be done in conjunction to microbreaks. Taken on a regular basis (every 30-60 minutes), microbreaks can prevent build up of neck, shoulder, forearm and hand tension.
- G. Focus on normal breathing patterns to reduce muscle tension.

Prevent Eye Fatigue

- A. Control glare on the computer monitor.
 - a. When possible, orient the computer monitor perpendicular to any outside room windows. If this is not possible, control window light through use of window coverings.
 - b. Avoid tipping the monitor excessively since this may cause glare from overhead lights. Instead, raise the monitor from the base.
 - c. Assure task lighting does not reflect into the monitor as a source of glare.
 - d. Use a glare screen if glare cannot be avoided
- B. Avoid having a bright light source behind or directly over the monitor
 - a. Avoid placing monitor in front of an outside window. If this is not possible, control window light through use of window coverings.
 - b. Avoid placing monitor directly over a bright light source. If this is not possible, control the amount of light through use of existing light switches and/or asking to have lighting diminished.
- C. Assure contents on monitor are easily seen
 - a. Adjust distance from monitor to avoid straining to see contents
 - b. Modify text size as needed
 - c. Modify screen contrast/color as needed
- D. Avoid extended periods of constant computer work. Include a change in eye focus distance with regular microbreaks
 - a. Focus on distant items to change eye muscle position
 - b. Shut or cover eyes to allow eye muscles to rest

Time and Attendance (ecotime®) and UC Davis Email

Time and Attendance Records

UC Davis Health System uses the online ecotime® Huntington Business System to schedule time off, complete hourly log in/log out shifts, bi-monthly and monthly salary employees time cards, and also assists managers and supervisors with team management functions. More information is available at <http://intranet.ucdmc.ucdavis.edu/hr/ECotime/ecotime.shtml>

Online Training is available via short eLearning modules. Access UC Learning Center via the intranet (Type 'staff' into a browser url, then search for UCLC).

Search for Training Videos Course Code Numbers

- **08823** - ecotime® FMLA for Managers and FMLA Coordinators
- **08824** - ecotime® FMLA for Employees
- **08691** - ecotime® for Bi-Weekly Exempt Employees
- **08692** - ecotime® for Hourly Employees
- **08693** - ecotime® for Complete Only (For employees who use ANSOS Scheduling)

UC Davis Email

UC Davis Health System uses Microsoft Outlook as the email and meeting scheduling system. More information, including training materials and resources are available at

<http://intranet.ucdmc.ucdavis.edu/it/news/Office365.shtml>

Select the Training tab to see a variety of training tools and online training videos.



•IT Evaluations
•IT Initiatives
Office 365
Email Rules/Cache
•IT Key Measures
•IT Leadership
•IT Operations Center
•IT Service Tools
•IT Status Report
2010 IT Status Reports

Staff Training

Outlook 2010 Training Resources

- Outlook 2010 - Not So Obvious Tips and Tricks
- Getting Started with Outlook 2010 Videos
- Outlook 2010 Calendarizing Videos
- Office 365 Quick Start Guide
- Side by side Comparison of Lotus Notes to Outlook 2010
- eLearnings available on the UC Learning Center

Outlook Web Access (OWA) Training Materials provided by Microsoft:

- Getting started with Outlook Web App (OWA)
- Mail Overview
- Contacts Overview
- Calendar Overview

Lync - Instant Messaging

- Send an instant message / Using Lync IM
- Add a contact in Lync

One Drive - Online document storage, sharing and collaboration

- What is OneDrive?
- OneDrive- Manage your information
- Collaborate on documents in OneDrive
- Share items in OneDrive
- Share files or documents with people outside your organization



WORKERS' COMPENSATION NOTIFICATION PHARMACY BENEFIT NETWORK

Your employer and your workers' compensation claims administrator have selected Helios as their workers' compensation pharmacy benefit network (PBN), to provide medications for your work-related injury through their pharmacy network, Tmesys®.

This plan provides that drugs (and other services) prescribed for treating your work injury can be obtained only from companies or providers specified in your plan.

If you have any questions about how to obtain prescribed medications, call 866.599.5426.

LOCATING A PLAN PHARMACY

More than 5,000 Locations in CA

1. Go to the Tmesys website at www.Tmesys.com
2. Click on Pharmacy Locator
3. Select the search method you prefer

Call 866.599.5426 to speak to a customer care specialist

Plan Limitations

- You must present your workers' compensation pharmacy card to a participating network pharmacy in order to receive medications.
- Only medications used to treat your work-related injury are covered.
- Some medications may not be on the authorized list, in which case the pharmacy will contact Helios to try to obtain approval while you are at the pharmacy.
- If a pharmacy that is part of the participating network charges you for medications, you are not subject to plan limitations.
- Your prescribed medication may be subject to Utilization Review at the request of your claims administrator.

How to Obtain Medicines

1. Your employer will provide you information and notification on the network and how to obtain medications upon implementation or when you were hired.
2. Upon receiving a notice of first injury, your employer will provide you with additional notification of requirements as well as a Tmesys First Fill Card.
3. Give the card to the pharmacist at a participating network pharmacy with your prescription.
4. The pharmacist will fill your prescription. You should not receive a bill for these medications.
5. A permanent workers' compensation pharmacy card will be mailed to you.
6. Use the permanent card each time you have a prescription filled for your work-related injury.

We look forward to serving you. If you have any questions about how to obtain prescribed medications, call 866.599.5426 or visit our Pharmacy Center on www.Tmesys.com.



Free Health Education Classes

Join us for free health education classes designed to help you build self-management skills to achieve and maintain a lifetime of health and wellness. We offer In-person and online classes on:

- Pain
- Stress
- Diabetes
- Weight
- Wellness
- Fall Prevention
- Heart Health
- Blood Pressure
- Quit Tobacco
- Kidney Health
- Health Care Decisions and Planning

UC Davis Health is committed to keeping our patients safe and protected during the COVID-19 pandemic. Most classes will be offered online. Any in-person classes will be held in small groups with pre-class participant screenings and appropriate social distancing.

Registration is easy!

For class information or to register:

call

916-734-0718

visit

livinghealthy.ucdavis.edu

or use the

MyUCDavisHealth app

Questions? Email **hs-healtheducationclass@ucdavis.edu**.



@UCDavisHME



@UCDavisHME

**UC DAVIS
HEALTH**

Health Management
and Education



Campus & Community Engagement

UC Davis Athletics & Events

As a new employee, various discounts are available for UC Davis events and performances. To find out the latest Athletic schedule, visit: <http://www.ucdavisaggies.com/index-main.html>. For upcoming events in the performing arts, visit the Robert and Margrit Mondavi Center for the Performing Arts: <http://www.ucdavisaggies.com/index-main.html>. Show your 'aggie pride' and find out what UC Davis has to offer!



Mondavi Center for the Performing Arts

UC Davis Campus Community Book Project



Each year, the UC Davis Campus Community Book Project (CCBP) selects a thought-provoking book to discuss. The CCBP promotes dialogue and builds community by encouraging diverse members of the campus and surrounding communities to read the same book and attend related events. All Students, Faculty, and Staff are welcome.

<https://ccbp.ucdavis.edu/>



<i>UC Davis Athletics & Events</i>	76
<i>Campus Community Book Project</i>	76
<i>Staff Advisors to the Regents</i>	76
<i>Annual Events</i>	77
<i>Farmers Market</i>	78
<i>Employee Resource Groups</i>	79
<i>Staff Offering Services</i>	80
<i>Employee Giving Program</i>	81
<i>UCDH Resources for Families</i>	82

Staff Advisors to the Regents: A Resource for UC Employees

Just like you, the Staff Advisors are UC employees yet they serve as an information channel between staff and UC leadership. They are at the table for every UC Regents meeting, helping to make sure UC leaders understand the views and concerns of UC staff regarding workplace issues and policy decisions. They listen to staff and bring that input to their discussions with the regents, the president and other university decision-makers.

To contact the Staff Advisors, please visit their website: www.universityofcalifornia.edu/staffadvisors/.

Annual Events

Health system employees are invited to take part in the following events held on the Davis and Sacramento campuses.

Davis Campus

Picnic Day

This family friendly event is free for all to come and experience the richness of diversity and achievement at UC Davis and the surrounding community in the areas of research, teaching, service and campus life.

Whole Earth Festival

Whole Earth Festival was born when an art class taught by Jose Arguelles had an “Art Happening” on the University of California, Davis campus in 1969. The students used art to involve visitors in the ultimate goal of learning about activism, wellness, and the environment. Whole Earth Festival aims to ignite passion, propel creativity, and leave visitors with inspiration.

Following the United Nations declaration of “Earth Day” in 1970, the third “Art Happening” in 1971 was renamed “Whole Earth.” Later, Whole Earth Festival was sponsored by the Associated Student’s Experimental College, and has since become a self-sustaining unit. The Whole Earth Festival has evolved over four decades into what can be seen every Mother’s Day weekend on the U.C. Davis campus.



Sacramento Campus

Thank Goodness for Staff (TGFS)

Thank Goodness for Staff is a springtime celebration in honor of all health system staff. Employees will enjoy free lunch, music, dancing and other activities.



Visit the **ALL-NEW**
Farmers Market at UC Davis Health



FARMERS MARKET

WEDNESDAYS • MAY - OCTOBER • 3 - 7 P.M.
AT THE CORNER OF 45TH AND X STREETS



Join us for the all-new Farmers Market at UC Davis Health, operated by NeighborWorks® Sacramento. Featuring new vendors offering seasonal fruits and vegetables, specialty items and freshly prepared foods. EBT/WIC accepted.

Learn more at health.ucdavis.edu

Email: farmersmarket@nwsac.org

Follow us on Facebook: Farmers Market at UC Davis Health

Instagram: [#FarmersMarketUCDH](https://www.instagram.com/FarmersMarketUCDH)


NeighborWorks®
HomeOwnership Center
SACRAMENTO REGION


UC DAVIS
HEALTH

Employee Resource Groups

All UC Davis Health employees, faculty and staff are welcome to join any Employee Resource Group!



African American Faculty and Staff Association (AAFSA)

Website: <https://health.ucdavis.edu/aafsa/>

Asian Pacific American Systemwide Alliance – Sacramento (APASA)

Website: https://health.ucdavis.edu/diversity-inclusion/employee_resource_groups/apasa-erg.html

DiversABILITY Employee Resource Group

Website: https://health.ucdavis.edu/diversity-inclusion/employee_resource_groups/diversability-erg.html

Latinx Staff and Faculty Association

Website: <https://health.ucdavis.edu/latino-staff-faculty/>

PRIDE – LGBTQ+ Employee Resource Group

Website: <https://www.facebook.com/ucdpride/>

Staff Assembly

Website: <https://health.ucdavis.edu/staff-assembly/>

Status of Women at Davis Administrative Advisory Committee (SWADAAC)

Website: <https://diversity.ucdavis.edu/swadaac>

Veteran Employee Association

Website: <https://health.ucdavis.edu/veteran/>





Want to give back to the community, while getting better acquainted with your UC Davis Health colleagues?

Join the Staff Offering Service (SOS) program!

About SOS

Staff Offering Service (SOS) is the UC Davis Health's employee volunteer program, which has provided thousands of donated hours of assistance for community and non-profit organizations since it started in 1992.

There is not a required time commitment to be involved in the SOS program. Health System faculty, students and staff interested in joining the SOS program can send an e-mail to hs-community.relations@ucdavis.edu.

Several volunteer opportunities are available each month with local non-profits, such as:

- Alzheimer's Association
- Bonnie J. Addario Lung Cancer Foundation
- Boys and Girls Club
- Cottage Housing, Inc.
- Make-A-Wish Foundation
- Meals on Wheels
- Project Birthday
- River City Food Bank
- Ronald McDonald House
- Sacramento Food Bank
- Sacramento Tree Foundation
- Sacramento Zoo
- Safetyville
- Soil Born Farms
- Saint John's Program for Real Change
- WEAVE
- Women's Empowerment

UC Davis Health Employee Giving Program

JOIN YOUR
COLLEAGUES
TODAY!

What is the Employee Giving Program?

The Employee Giving Program is designed to build and reinforce the culture of philanthropy at UC Davis Health, and provides an easy way for employees to **give back to any area** at the medical center. You can give a one-time gift, pledge, enroll in the payroll deduction program or speak with one of our staff about including the health system in your estate plans.

Payroll Deduct Program Specifics

The minimum commitment is \$5 per paycheck, per fund, for a minimum of six months – that's the equivalent of giving up one coffee drink per pay period!

What area(s) can I support?

The Employee Giving Program provides many opportunities to support your passions at the health system. You can direct your support to *any* area in the health system.

How do I get involved?

You can sign up by completing a payroll deduct enrollment form online at pledge.ucdmc.ucdavis.edu and choosing the fund(s) that you would like to support. Please allow up to 30 days or 2 payroll cycles for all requests to take effect.

I already give so much of my time to UC Davis Health. Why should I contribute financially?

Philanthropy is a personal decision, and while your contributions as an employee are immeasurable, making a gift -- no matter the size -- is a wonderful way to support transformative teaching, innovative research and breakthroughs in health care.

Are my gifts tax deductible?

YES. Your gifts are tax deductible and you will receive a summary of your contributions through the payroll deduction program at the beginning of the year, for your prior year of giving.

Can I make an anonymous gift?

Absolutely. You can indicate that you wish to remain anonymous when you make your gift.

Additional Questions? We're here to help!

HS-EmployeeGiving@ucdavis.edu
Employee Giving Program
4900 Broadway, Suite 1830



UCDH RESOURCES FOR FAMILIES

The WorkLife office provides resources for those with dependent care responsibilities.



WorkLife helps employees bring their best selves to work.

- **Family Care Options and Resources**
 - Bright Path to Learning Child Development Center
 - Community Referral Service
 - Bright Horizons Family Supports Subscription: Sittercity & Years Ahead
 - Family Caregiver/Elder Support
 - New Parent Resources and Support
- **Lactation Support Program**
 - 35+ Designated Lactation Rooms with Hospital Grade Pumps
 - Free International Board Certified Lactation Consultant Services
 - Regular Classes and Support Groups

Email us! worklife@ucdavis.edu

Check out all of our services for you at worklife.ucdavis.edu



UCDAVIS
WORKLIFE