

# EMPLOYEE HANDBOOK

## For Lady Reading Medical Teaching Institution

This handbook is a resource guide and summary of The Institution's Services, rules and regulations, and benefits available and applicable to its employees. Employees should read this handbook and use it as a reference guide. If further clarifications are needed, employees should contact their supervisor or the Human Resources Department.

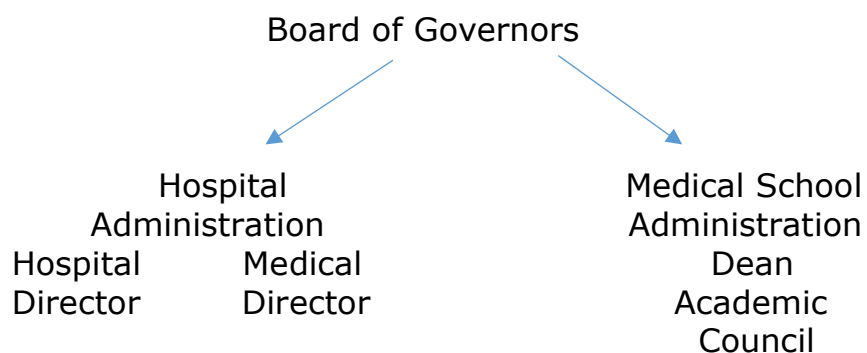
### Table of Contents

ORGANISATIONAL STRUCTURE	2
INSTITUTIONAL CULTURE & ETHICS	4
CODE OF CONDUCT AND BEHAVIOUR	4
GENERAL POLICIES	5
EMPLOYEE BENEFITS AND FACILITIES	9
SAFETY AND SECURITY MEASURES	9
IMPORTANT TELEPHONE NUMBERS	12
SITE PLAN AND FLOOR MAPS	13

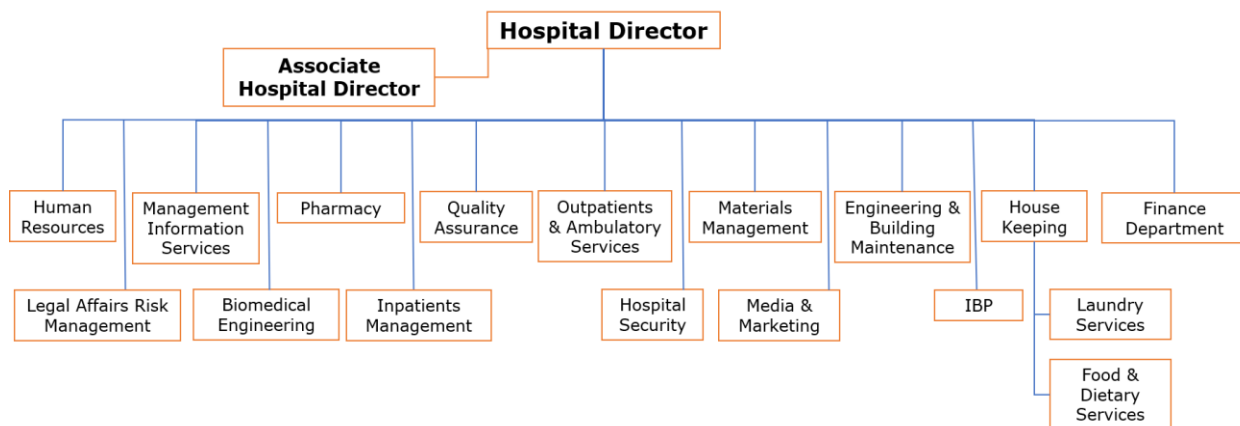
## ORGANISATIONAL STRUCTURE

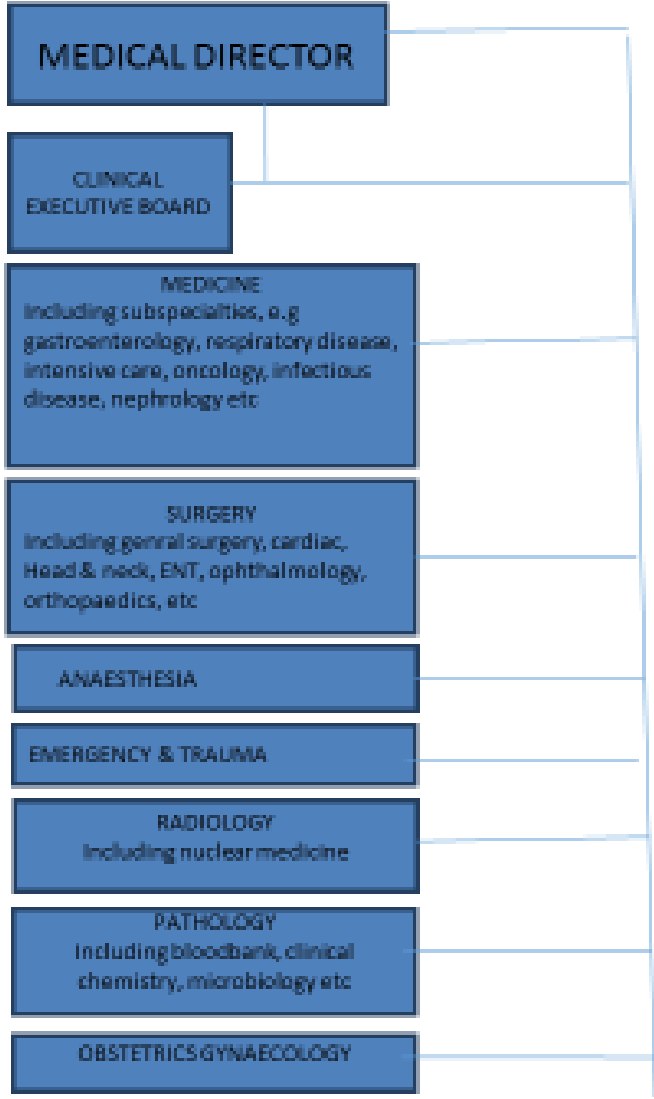
The Institution consists of the Medical School and the Affiliated Teaching Hospital under the overall control of the Board of Governors:

### Institutional Organisation



### Hospital Administration





## **INSTITUTIONAL CULTURE, ETHICS AND PHILOSOPHY**

The Institution is committed to providing the best possible care for its patients and the best possible teaching for its students, both undergraduates and postgraduates, guided by the principles of equity, transparency and merit in all activities, and striving towards continual quality improvement.

### **CODE OF CONDUCT & BEHAVIOUR**

#### **a) CONFLICT OF INTEREST (COI)**

A Conflict of Interest (COI) is a situation in which an employee may benefit personally from a decision or action of the Institution over which he has influence. For example, the ability to leverage or influence Hospital decisions that *may* directly or indirectly benefit the decision maker is a conflict of interest situation. Another example is having significant or controlling business interests in entities that do business or compete with the Hospital.

Conflicts of interest can exist in many situations and can be mitigated by declaring them to your supervisor who needs to document it in your record. If you are unsure, it is better to be cautious and declare a potential conflict of interest, in writing, to your supervisor.

Knowingly hiding a COI by an employee would be grounds for disciplinary action up to and including termination of services

#### **b) REBATES, COMMISSIONS, DISCOUNTS, SPECIAL DEALS**

In purchases for the Hospital, all rebates, discounts, commissions, special price reductions, volume discounts, prizes, coupons or any other benefit belong to the Hospital. Vendors may offer such benefits to employees, sometimes clothed as educational or developmental activity or other euphemism. Receiving any such benefit is unethical and illegal and would be grounds for disciplinary action up to and including termination of services. Any offer to you of such benefits must be reported to your supervisor.

#### **c) GIFTS OR PAYMENTS TO THE INSTITUTION**

Friends, donors, vendors, distributors, manufacturers, pharmaceutical companies or others may offer to donate money, goods or equipment to the Institution. The authorised department to receive all such gifts and donations is the Finance department, which has instructions on how to

handle and accept gifts. All such offers should be referred to them. As always when in doubt please consult your supervisor.

#### **d) SAFEGUARDING AND PROTECTION OF HOSPITAL PROPERTY AND INTERESTS**

Employees must be committed to protecting and safeguarding the physical, intellectual and other interests of the Institution and your conduct should reflect this.

### **GENERAL POLICIES**

#### **i) PATIENT CONFIDENTIALITY**

All records and information acquired by you through your professional duties are highly confidential and should be protected. They should be used only in your professional capacity to provide proper care. *It is strictly prohibited to discuss any patient with anyone except members of the treatment team. Anyone breaching patient confidentiality will receive immediate disciplinary action, which may include termination of employment.*

#### **ii) WHISTLEBLOWING POLICY**

The Institution is committed to the highest possible standards of openness, integrity, and accountability. The institution therefore expects and encourages its employees having genuine concerns about any aspects of the institution's work, to come forward and voice those concerns without the fear of reprisal and victimization. In this regard the employee should first voice their concerns to the Human Resources Department.

#### **iii) WORKING HOURS**

Regular working hours for employees are from 8:00 am to 4:30 pm. However, timings may vary for employees working in shift-based departments as the Hospital works in two shifts. Shift timings are:

SHIFT TIMINGS	
Regular Time	08:00 am to 04:30 pm
Morning Shift	07:00 am to 07:30 pm
Evening Shift	07:00 pm to 7:30 am

Employees are required to observe working hours as determined by their departmental manager or supervisor.

#### **iv) PUNCTUALITY**

Employees must arrive for work punctually and remain at work during their normal working hours. Persistent lateness, or unexplained absenteeism, will lead to disciplinary action.

#### **v) ORIENTATION**

The Human Resources Department will design an orientation programme to familiarise employees with the Institution and provide important information related to working here. All new employees will be required to attend the orientation programme before reporting to work. Departmental orientation, which includes orientation to specific job duties, responsibilities, expectations, safety procedures, and departmental policies and procedures, will be provided by each employee's supervisor.

#### **vi) JOINING REPORT**

All new employees should fill and submit the duly completed Joining report to the Human Resources Department within two days of joining the institution. This joining report enlists the employee in Hospital Information System and payroll.

#### **vii) DRESS CODE**

All employees must be well-groomed, clean and wear appropriate clothes.

#### **viii) UNIFORMS**

Employees required to wear uniforms should be dressed in their uniforms

designated by the Hospital at all times during working hours. The department managers will be responsible for monitoring this and may request the employee to return home if they are not appropriately dressed. Employees must keep their uniforms in immaculate condition in order to project a good image of the Institution.

#### **ix) EMPLOYEE ID CARDS**

Each employee is required to wear the ID card at all times while working in the Institution. Wearing an ID Badge will

- Ensure a secure environment for employees and visitors.
- Protect the Institution's physical and intellectual property.
- Control access to unattended areas of the facility.
- Track employee time and attendance.
- Project an appropriate image to clients, vendors and other stakeholders.
- Track visitors in the facility.

#### **x) ATTENDANCE/IDENTITY CARD PROCEDURE**

Each employee will receive a Hospital Identity Card with a unique employee code number. Attendance is marked through this Hospital Identity Card, once at the time of entry and the second on exit. In case the Hospital network is down and cards cannot capture your attendance, or you have lost your Hospital Identity Card, a Time Adjustment Form must be completed. Salary payment depends upon the attendance record. In case of loss of the Hospital Identity Card, report the loss immediately to the Human Resources Department by completing a Lost ID Card Form

#### **xi) PERFORMANCE APPRAISAL**

A performance appraisal is carried out at intervals and set time points in an employee's career. The evaluation will be made on quality and quantity of job performance, job knowledge, cooperation, dependability, initiative and ability.

Appraisal meetings will be private, providing for an honest and open Discussion of the employee's work performance. This discussion Will include, if applicable, recommended methods of improvement, and recommendations for additional trainings, recommendations for retention, promotions, and salary reviews. Evaluations will be signed by

the employee and the department head, and will be forwarded to the Human Resources Department for review and be kept on record.

#### **xii) RESIGNATION PROCEDURE**

Resignation from the Institution will be submitted by the employee with the notice period mentioned in his/her employment contract and with the approval of the department head. A letter of acceptance of the resignation will be issued by the Human Resources Department. After obtaining clearance from all concerned departments mentioned in the clearance form, the employee shall submit the clearance form to the Human Resources Department on the employee's last working day.

#### **xiii) GRIEVANCES AND DISPUTES**

Employees, have the right to raise concerns about their work, including the way services are delivered and the care of patients, and to have those concerns dealt with in a prompt, fair and positive manner. This may occur through discussion, conciliation and, where necessary, formal grievance procedures. The formal grievance procedure consists of the employee filing a letter detailing the concern, to be submitted to the concerned Manager, with a copy to Human Resources Department. If the grievance is not settled at the managerial level the employee may escalate it to higher levels.

#### **xiv) SMOKING POLICY**

The Institution is a **NO SMOKING ZONE**. It is Institutional policy to prohibit smoking in all areas of the Institution, including its buildings and grounds. There will be **no smoking** by any employee, or visitor. Smoking inside the College or Hospital is strictly prohibited in all lecture theatres, College buildings, offices, ambulatory care patients as well as all inpatients, including dining rooms, conference rooms, and Hospital grounds. Smoking in the Hospital premises may result in disciplinary action up to and including termination of employment. It is the employees duty to ensure that visitors and patients also comply with the above policy.

**xv) ALCOHOL AND DRUGS**

Possession of or being under the influence of alcohol or drugs while on duty may result in immediate dismissal.

**xvi) FIREARMS AND WEAPONS**

Firearms and weapons are strictly prohibited on Hospital premises. Violators will be subject to immediate termination.

**xvii) FOOD**

Eating food in working areas of the Hospital is strictly prohibited. The Dining Hall and Visitor's Cafeteria are available for such purposes.

**xviii) EMPLOYMENT OF IMMEDIATE RELATIVES**

It is the policy of the Institution that immediate relatives of existing employees will not be recruited. This policy is not applicable to doctors or consultants, or paramedical staff even if they work in the same area of expertise.

**xix) DISCIPLINARY POLICY**

Employees are expected to perform their duties diligently and to follow the prescribed Rules and Regulations and procedures and policies of the Institution. Willful non-observance or violation of these policies may lead to disciplinary action up to and including termination of services.

Employees will receive written notice of a breach of the rules and policies and this will also be placed in their records. Depending on the seriousness and/or repetitiveness of the event, an inquiry will be instituted at the departmental level and the recommendations of the inquiry committee will be forwarded to the appropriate authority, either the Hospital or the Medical director, for action.

**EMPLOYEE BENEFITS & FACILITIES**

**OVERTIME** (applicable only to non-medical staff): Overtime work will be considered as work performed over and above 9 hours on any day or over 48 hours in any week. Overtime work performed at the request of the individual's supervisor will be paid at 2.0 times the regular salary, excluding benefit payments. In such cases, written documentation of the overtime work performed, signed by both the individual and the supervisor is required. **EARNED LEAVE:** Employees will accrue 1 days leave for every 13 days worked, i.e. 22 days per year, excluding weekends.

**SICK LEAVE:** Employees will be entitled to sick leave after 6 months of continuous employment by the Institution. Employees will accrue 1.5

days of sick leave for every month worked, for a total of 18 days per year. Utilization by the individual of sick leave will require a medical certificate documenting the sickness and inability to perform his/her duties. Sick leave cannot be accumulated from year to year.

**CASUAL LEAVE:** In unusual special circumstances, paid casual leave up to, but not exceeding 10 days per year may be granted with written justification by the Hospital Director or Medical Director, according to their respective authority, provided that Casual leave cannot be granted before 6 months of continuous employment by the Institution.

**MATERNITY LEAVE:** Female employees will be entitled to 45 days paid maternity leave before delivery and 45 days paid maternity after delivery, provided that such maternity leave will not be available to employees until after 4 months of continuous employment at the Institution.

**PENSION/PROVIDENT FUND:** All employees may participate in the Institutional pension/provident fund. A voluntary deduction of 7.5% from the pretax salary will be matched by an equal contribution by the Institution to the individual's pension/provident fund.

**MEDICAL REIMBURSEMENT:** A deduction of 2.5% from the pre-tax salary will be made from all employees pay checks to pay for medical benefits. All employees will be entitled to medical care for themselves, their spouse, and children under the age of 18 years, within KPK. For employees below managerial level the full medical costs will be covered. For employees at or above managerial level, and for all physicians, outpatient care will be reimbursed at 80% of the actual cost and inpatient care will be reimbursed at 75% of the actual cost.

**CAREER DEVELOPMENT/TRAINING:** The Institution will provide career development and training, which may be practical, hands-on training and/or formal classroom teaching.

**PARKING:** Employees will be entitled to park on the premises of the Institution as parking areas are developed and become available.

**TRANSPORT FACILITY:** Transport facility may be provided to essential staff such as nurses based on evaluation and documentation of need as approved jointly by the Hospital and Medical Directors.

## **SAFETY AND SECURITY MEASURES**

### **Life Safety Management**

The Institution will establish processes for management of life safety. All employees, contract workers, volunteers, and medical staff members **are required to actively participate in a fire drill.** Also, all employees are responsible for understanding emergency procedures and emergency call codes:

- a) **CODE BLUE** is a Medical Emergency or Cardiac arrest.  
The following procedure is to be adapted in case of patient cardiac arrest:
- Call (provide number)
  - Wait for Code Blue Team
  - Guide the Code Blue Team to the patient immediately.
- b) **CODE GREEN** is a Gas and Chemical Spillage.  
Follow the same instructions as in (a) above
- c) **CODE RED** is a Fire Emergency or Bomb Threat  
In case of a Code Red, an overhead announcement will take place when the entire building including all employees, visitors, attendants or patients must be evacuated.

### **Code Red Instructions**

When you hear the fire alarm or code red announcement:

1. Listen carefully to the instructions in the announcement.
2. Leave the building using the nearest emergency exit.
3. DO NOT run, push or overtake.
4. DO NOT use elevators as they are designated only for patients on wheelchairs or beds.
5. Proceed to the designated assembly area.
6. DO NOT re-enter the building until advised by the Crisis Management Team.

### **Use RACE**

- R RESCUE."Rescue" people from the affected area.
- A ALARM. Sound fire alarm and call Ext. ....
- C CONFINE. Close doors to contain fire.
- E EXTINGUISH. Only if trained to do so and if it is safe or evacuate the building.

### **Evacuate Patients in the Following Order :**

1. Patients who can walk
2. Patients on wheelchairs
3. Patients on beds

<p>A Class Fire Solid Fire</p>	<p>Fire of wood, furniture, stationery etc. Use water and carbon dioxide to extinguish this type of fire.</p>
<p>B Class Fire Liquid Fire</p>	<p>Fire of petrol, kerosene oil, paint, diesel etc. By covering the fire, reduction of oxygen will stop and extinguishing will take place quickly. Dust, Earth and foam are best to extinguish this fire.</p>
<p>C Class Fire Gas Fire</p>	<p>Fire of gas. Cutting of supply is mandatory to extinguish this type of fire.</p>
<p>D Class Fire Metal Fire</p>	<p>Magnesium, aluminium, sodium, titanium AFFF is suitable to extinguish this type of fire.</p>
<p>E Class Fire Electricity Fire</p>	<p>Electrical cabins, computers, multimedia, electrical switches and boards. Dry powder and carbon dioxide is suitable to extinguish this type of fire. Use water after switching off electricity supply.</p>

### **RADIATION EXPOSURE**

In case of a fire with a radiological emergency on a mass scale in the designated areas of Radiology, Nuclear Medicine or Radiation Oncology, radiation exposure or contamination may harm those exposed. All those suspected of exposure to radiological contamination should stay at a safer place till assessed by Radiation Protection Personnel.

Radiation Protection Personnel (Radiation Protection Advisor, Radiation Protection Officers) along with fire-fighters will tackle such an emergency. Employees should not attend exposed area themselves.

- Call ..... for Fire Fighting Team OR
- Call ..... for Radiation Protection Personnel

### **Using PASS to Use a Fire Extinguisher**

- P                      PULL the pin.
- A                      AIM at base of the fire.
- S                      SQUEEZE THE LEVER.
- S                      SWEEP side to side.

## **Emergency Assembly Areas – to be designated**

Main: Lawn etc

## **EMERGENCY CONTACT NUMBERS**

### **Telephone number**

**Security**

**Fire Brigade**

**Bomb disposal**

**Emergency Police**

**Rescue**

**Nearest Police Station**

## **IMPORTANT PHONE NUMBERS**

DEAN'S OFFICE

Associate Dean for Education

Associate Dean for Research

HOSPITAL DIRECTOR'S Office

MEDICAL DIRECTOR'S Office

Nursing Director

Housestaff office

Director Facilities Management

Human Resources Department (Pre-Employment)

Human Resources Department (Post- Employment)

Human Resources Department (Training & Development)

Human Resources Department (Employee Relations) Employee

Outpatient Department Main Reception

Telephone Exchange Security Office

Main Gate Security

*CODE RED Fire Emergency or Bomb Threat*

CODE Green for Gas and Chemical Spillage

CODE BLUE for Medical Emergency or Cardiac Arrest

Transport Office (Ambulance Services)

SITE AND FLOOR PLANS – to be provided

