

NEW EMPLOYEE ORIENTATION RESOURCE GUIDE

Name:	 		
Role:			
Dept.:			

ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL AND TRAUMA CENTER 1001 Potrero Avenue, San Francisco, CA 94110

Published by the Department of Education and Training

Welcome to New Employee Orientation

Welcome to Zuckerberg San Francisco General Hospital & Trauma Center (ZSFG). New Employee Orientation (NEO) is an established policy of ZSFG Administration and regulatory agencies.

- All new employees (CCSF and UCSF) assigned to work at ZSFG are required to attend NEO.
- 2. Employees separated from the organization for more than 12 months due to any type of leave of absences are required to attend NEO.
- 3. For specific job classification New Employee Clinical Orientation (NECO) follow NEO.
- 4. Department-specific orientation follows NEO and/or NECO, which your department manager or supervisor organizes and facilitates. Please check with your designated point of contact or department for further information.

Objectives:

- To familiarize new employees to ZSFG and its policies and procedures.
- To provide new employees with pertinent information needed to begin working at ZSFG.

About this resource guide:

This guide will provide information necessary to orient staff to ZSFG and its policies and procedures. Key areas covered include Hospital Overview, Strategic Initiatives, Regulatory Topics, and Hospital Resources. This reference consists of important contacts, tips, and tools to help new hires adjust to their new role and environment.

Department of Education and Training's online resources:

The electronic version of New Employee Orientation Slides is available via http://zsfglearn.org/orientation/

The Department of Education and Training (DET) provides educational resources and learning opportunities for the ZSFG staff and patients. DET strives to meet the ZSFG's excellence in quality of care and commitment to community wellness by supporting and providing a continuous respectful learning culture. We value quality care, efficiency, and innovation by supporting best educational practices to ensure impactful learning outcomes for our ZSFG community.

A Letter from the CEO

Welcome to the Zuckerberg San Francisco General community!



Congratulations for making the decision to join over 5,000 of the greatest and most dedicated healthcare professionals anywhere in fulfilling our mission of serving the people of San Francisco, as we have since 1850.

Becoming a part of this hospital's staff is something you should be very proud of. We have played a key role in critical moments in our city's history: our old brick buildings were constructed in response to cholera, flu and tuberculosis epidemics; we have stood as a surviving beacon of hope during numerous fires and natural disasters; and, in response to the frightening rise of HIV/AIDS, this hospital provided a model of care and compassion for the world – and still does.

Our clinical care is consistently rated well by our patients and we have received many commendations from our many regulatory agencies. The research that happens here on campus contributes to the care of our patients and those of healthcare institutions around the world. Which is not to say there isn't room for improvement. Facility construction continues, as we keep up with the growing and changing healthcare needs of San Franciscans. Healthcare policy changes have created uncertainty for us and fear in our patient population. There is no doubt that new and greater challenges await but we are determined to meet them with the same enthusiasm and strength of purpose that has always guided the work of this hospital.

I hope you find your time as a part of this community rewarding. I wish you success and fulfillment.

Your (new) colleague,

Dr. Susan Ehrlich, MD, MPP

Chief Executive Officer

Priscilla Chan and Mark Zuckerberg San Francisco General Hospital and Trauma Center

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Attendance Requirement

General Orientation

Required for all staff

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(DPH, UCSF, Registry/Contractors, anyone who is working at ZSFG)

Clinical Orientation applies to below classifications

Non-Nursing Staff Categories

- 1428 Unit Clerk
- 1431 Senior Unit Clerk
- 2246 Assistant Director of Clinical Services I
- 2306 Senior Psychiatric Orderly
- 2310 Surgical Procedures Tech.
- Behavioral Health Team Leader (w/o nursing-related License)
- 2402 Laboratory Technician I
- 2416 Laboratory Technician II
- 2424 Diagnostic Imaging Assistant
- 2434 Senior Electrocardiograph Technician
- 2436 Electroencephalograph Technician I
- 2467-2470 Diagnostic Imaging Technician I-IV
- 2514-2515 Orthopedic Technician I-II
- 2533 Emergency Medical Services Agency Specialist

- 2542 Speech Pathologist
- 2548 Occupational Therapist
- 2550 Senior Occupational Therapist
- 2551 Mental Health Treatment Specialist
- 2554 Therapy Aide
- 2555 Physical Therapist Assistant
- 2556 Physical Therapist
- 2558 Senior Physical Therapist
- 2583 Home Health Aide
- 2585-2588 Health Worker I-IV
- 9924 Public Service Aide Nursing Float (if practicing within a clinical area)
- Hospital Clinical Laboratory Assistant/Technician
- UC Hospital Assistant II
- UC Anesthesiology Technician

Nursing Staff Categories

- 2302 Nursing Assistant
- 2303 Patient Care Assistant (PCA)
- 2305 Licensed Psychiatric Technician (LPT)
- 2312 Licensed Vocational Nurse (LVN)
- 2314 Behavioral Health Team Leader (with nursing-related license)
- P103 Per Diem Registered Nurse
- 2320 Registered Nurse

- 2322 Nurse Manager
- 2323 Clinical Nurse Specialist (CNS)
- 2324 Nursing Supervisor or Divisional Director
- 2326 Psychiatry Nursing Supervisor
- 2330 Anesthetist (RN Anesthetist)
- 2340 Operating Room Nurse
- 2430 Medical Evaluation Assistant (MEA)
- 2536-2537 Respiratory Care Practitioner I-II
- 2830 Public Health Nurse

New Employee Orientation Topics



Welcome



Strategic Initiatives



Regulatory Topics



Resources

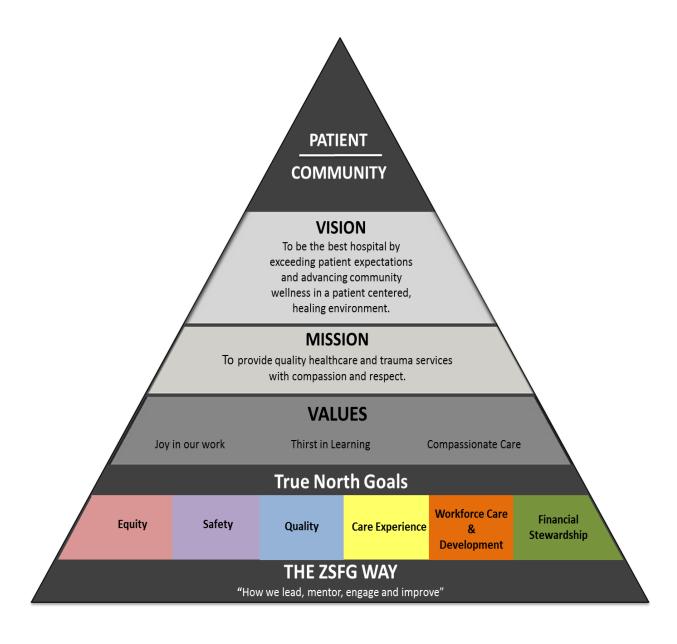
Important Contact Information

HR Address: 2789 25 TH St. 3 rd Floor Badge Pick-Up Time Monday, Wednesday, and Friday 10:00 AM — 10:30 AM Tuesday & Thursday 2:30 PM — 3:00 PM Please Note: If visiting outside of badging hours, please contact HR to schedule an appointment. Contractors, Registry, UCSF, or anyone not processed by ZSFG-HR who need a ZSFG badge sho bring along a letter with the following typed on the department letterhead: Name, Unit, Duratic Company (if a Contractor/Registry/etc.) & UCSF or ZSFG Manager's actual signature.
Monday, Wednesday, and Friday 10:00 AM — 10:30 AM Tuesday & Thursday 2:30 PM — 3:00 PM Please Note: If visiting outside of badging hours, please contact HR to schedule an appointment. Contractors, Registry, UCSF, or anyone not processed by ZSFG-HR who need a ZSFG badge sho bring along a letter with the following typed on the department letterhead: Name, Unit, Durating Company (if a Contractor/Registry/etc.) & UCSF or ZSFG Manager's actual signature.
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Main Hospital (Building 5) 2 nd Floor, Suite 2D35 (628) 206-499
Community Wellness Center Monday - Friday 9:00 AM – 5:00 PM
sfghwellness@sfdph.org
www.sfghwellness.org Commuter Benefits www.wageworks.com/employees/commuter-benefit-accounts/
Department of Education & Learning Center (628) 206-465.
Training (DET) Building 30, 2 nd Floor, Room 3200
Monday - Friday 8:00 AM - 5:00PM,
Dept. of Human Resources Website: www.sfdhr.org
Dept. of Human Resources Website: www.sfdhr.org Deferred Compensation Plan Retirement Counseling Matthew Smith
matthew.smith@voya.com 415-666-2251
www.sfdcp.org
Ergonomics ZSFG SFGH.Ergonomics@sfdph.org 628-206-5482
EH&S Ergonomics SharePoint Page: https://in-phsp01.in.sfdph.net/sfgh/ehs/ergonomics/SitePages/Home.aspx
UCSF ergonomics@ucsf.edu (415) 514-ERG
https://ehs.ucsf.edu/ergonomics-program-0
Food Cafeteria Main Hospital (Building 5), 2 nd Floor Breakfast: 6:30-9:30 AM
Monday – Friday 9:00AM-5:00PM
Library Literature searches, ZSFG Library, Bldg. 30, 1st Floor Jill Barr Walke
systematic reviews, clinical jill.barr-walker@ucsf.edu info, POC resources
Occupational Needle stick Hotline (415) 469-441
Exposure Occupational Health & Safety (628) 206-550
Patient Safety Risk Management & Regulatory Affairs Quality Management (628) 206-515
Privacy Hotline OR (855) 729-604
Privacy Officer - Maggie Rykowski (628) 206-4294 Pumping Rooms H2044 (Building 25, 2nd floor) & (628) 206-MIL
GC12 (Ground Floor between Building 5 & 25)
Registry Staff Building 25 th , Nursing Admin. Office, 7 th Floor Michele Flower
michele.flowers-wright@sfdph.org Wright (628)206-4475

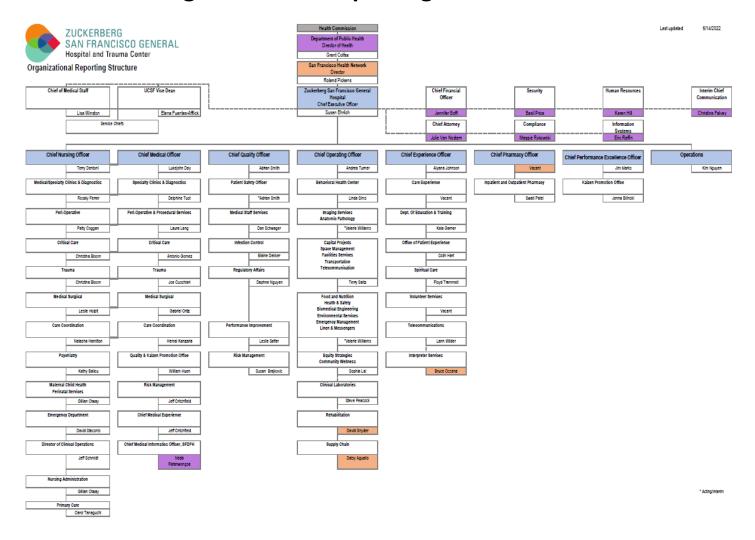
Important Contact Information- Cont.

Services			Where		Contacts
	Emergencies		Blue (Outside g 5 & 25)	Code PinkBomb ThreatCode RedCode Silver	(628) 206-4911 Ext. 64911
Security	Non- emergencies	Mon	yee Escort day - Friday PM -1:00 AM	VandalismDisorderly conduct, etc.Property theftBreak-ins	(628) 206-8063
SFGH Foundation	2789 25th Street, Suite 2028 info@sfghf.org https://sfghf.org/			(628) 206-4478	
Sojourn Chaplaincy Spiritual Care Stop-Smoking Program	www.sojourn				Rev. Floyd Trammell (628) 206-8983 (628) 206-6074 (800) NO-BUTTS
	Bike Parking Bike stalls	Outside Building 5 transportation@sfdph.org			(628) 206-2897
Transportation	Car Parking	Garage & Campus Parking, See Page 24			LAZ Parking (628) 206-8770
	Charatha	UCSF transportation@sfdph.org http://campuslifeservices.ucsf.edu/tran sportation/services/shuttles		(628) 206-2897 Shuttle Operations (415) 476-4646	
	Need more information? www.zuckerbergsanfranciscogeneral.org/employee- transportation/			(628) 206-2897	
Union	IFPTE Local 21	Local 21, Professional & Technical Engineers (IFPTE), is a union geared to the needs of highly trained professional & technical employees dedicated to improving governmental services and operations in the San Francisco Bay Area. mwalston@ifpte21.org www.ifpte21.org/regions/san-francisco			Minerva Walston (Representative) 1167 Mission Street, 2 ND Floor San Francisco, CA 94103 (415)864 -2100
	; ;	SEIU Local 1021 represents nearly 60,000 employees in local governments, non-profit agencies, health care programs and schools throughout Northern California. khalil.kaid@seiu1021.org daniel.becker@seiu1021.org		Khalil Khaid or Daniel Becker (Representative)	
	All Other Union			See Page 37-39	

True North



Organizational Reporting Structure



Executive Committee Leaders



Jennifer Boffi, MPH Chief Financial Officer



Margaret Damiano Associate Dean for Administration and Finance, UCSF



Lukejohn Day, MD, MPH Chief Medical Officer



Terry Dentoni, RN, MSN, CNL Chief Nursing Officer



Elena Fuentes-Afflick, MD UCSF Vice Dean



Aiyana Johnson, MSW, MPH Chief Care Experience Officer



Karen Hill Director, Human Resources



James Marks, MD, PhD Chief Performance Excellence



Neda Ratanawongsa, MD, MPH Chief Informatics Officer



Adrian Smith, RN, MSN Chief Quality Officer



Andrea Turner, JD, MBA Chief Operating Officer



Lisa Winston, MD Chief of Medical Staff

ICARE



	INTRODUCE	Use a greeting. Provide your name, title, and department
G	CONNECT	Make eye contact and have an approachable smile. Ask whether you can offer assistance.
?	ASK	Ask what assistance is required.
0	RESPOND	Respond to patients' questions or needs and ask if there is anything else they need.
\Rightarrow	EXIT	Exit courteously by asking if anything else is needed and wishing them well.

Cultural Humility: Practical Tips

These tips may help DPH staff serve our patients and clients with humility and respect.

1. Listen with intent:

Pay attention to patient's words, and not to what you think you want to hear as an answer to a question. Your body language should display openness and non-judgment.

2. Reflect on what the patient shares:

Don't rush to provide answers for patients. Check your biases and assumptions with new information.

3. Engage in a skilled and sensitive dialogue:

Ask open ended questions if needed. Acknowledge clearly if you don't have an answer to a patient's question.

4. Treat each patient as a unique individual:

For hundreds of individuals accessing our health network on a daily basis, we are their only source of healthcare. Each patient is unique in their lived experiences, expectations, conditions and beliefs. Take the time to know your patient so you can compassionately serve them through a greater understanding of their background.

5. Be an ally for your patient's well-being:

Many of our patients come with invisible traumas in addition to physical or mental ailments. Recognize that patient behaviors or words may reflect that trauma, and that your ability to understand that trauma can help transform the patient's behavior, make you their long-term ally, and thus also improve their care experience at DPH.

Cultural Humility and Leadership

These tips may help managers and supervisors lead their staff with humility and respect.

1. Practice self-reflection and life-long learning:

Through your actions and behavior, you are modeling for your staff principles of leadership and values of working in a public health system. Reflect on your strengths and limitations as a leader. Ask yourself: what biases or prejudices may be impacting your decisions about staff assignments and assessment?

2. Acknowledge power and practice inclusive leadership

As a manager or supervisor you are inherently in a position of power. Don't just acknowledge the power imbalance but also challenge its impact. Create opportunities for your staff to participate in setting goals and expectations. Create an environment where your staff feels empowered to share their best ideas. Ask your staff: what do they value in a leader? Ask yourself: how can you practice inclusive leadership?

3. Engage in skilled and respectful communication

Learn techniques/skills to have difficult conversations, or to offer and receive critical feedback in a respectful manner. Ask unbiased open-ended questions and listen. Consider both your verbal and nonverbal communication. Ask your staff: what tools can improve their communication skills? Ask yourself: What must you change to be a good communicator?

4. Advocate for staff well-being and development:

Advocate for policies and practices that promote staff well-being, engagement and development. Ask your staff: what do they want and need to thrive at DPH? Ask yourself: What learning, and development opportunities can you offer your staff, and how can you advocate for additional opportunities?

Interpreter Usage Guidelines **TELEPHONIC** EVEL OF PATIENT NEED **VIDEO REMOTE** Billing services Scheduling **IN-PERSON** appointments Medical records assistance Routine exam more Admitting/Intake than 30 minutes Triage In-patient health status update Routine medical exam Emergency/Trauma Psychiatric evaluation less than 30 minutes Delivery of sensitive X-rays/ultrasounds **Elderly patients** health news who have difficulty In-patient check up hearing Delivery of complex treatment plans Rx refill Patient teaching Pre-Op interview requiring hands-on instruction **Nutrition services** requests Visibly confused patient Basic patient education For questions regarding Aged or fragile patient Laboratory appointment Interpreter Services Social services Family conference please contact eligibility interview (in-patient) David Dao at 415-206-5133 Speech/hearing Radiology work-up impaired patient

Infection Prevention and Control (IC)

Standard Precautions (SP):

All ZSFG staff caring for all patients use Standard Precautions. This is the standard of care and no special signs or alerts are necessary. This is the primary strategy for successful prevention of hospital-acquired infections (HAI) at ZSFG.

Components of SP – at a glance:



Personal Protective Equipment (PPE)

Use whenever there is potential contact with blood or body fluids, non-intact skin or mucous membranes.

Gloves – at minimum

Gown – if risk of contact with contaminated surfaces or splash/splatter Eye protection & Mask – if risk of splash/splatter

Respiratory Hygiene/Cough Etiquette



Cover your mouth with a tissue when you cough or sneeze. Put your used tissue in the waste basket.



If you don't have tissue, cough, or sneeze into your upper sleeve or elbow, not your hand.



Wear a mask if you are providing direct patient care.



Occupational
Health/Bloodborne Pathogens
Exposure Control Plans
Located in IC Manual 2.01

Hotline: 489-4411



Environmental Issues
Clean equipment
between patients and
on regular basis
Clean room daily; high
touch surfaces more
frequently

NOTE: Additional components are Environmental Controls, Linen Handling, and Patient Placement. Refer to IC Manual Policy 3.02 for complete information.

TRANSMISSION-BASED ISOLATION PRECAUTIONS

(different from UCSF and VA campuses - please read carefully):

For a complete listing of isolation/precautions required for patients admitted with a suspected or confirmed infectious process refer to IC Manual, Policy 3.08; Alphabetical List of Diseases/Conditions with Required Precautions.

High Level Respiratory Isolation (RED SIGN): In addition to SP, use this category for patients known or suspected to be infected with microorganisms transmitted by airborne particles that can be widely dispersed by air currents over a long distance. Refer to IC Manual Policy 3.04 for complete details.

- * Room requirements: Private room
- * PPE: NIOSH-approved N95 particulate respirator mask is worn by personnel when entering the room.
- * Transporting the patient:
 - Patient wears an isolation mask with ear loops
 - HCW has N95 mask available; wears N95 when in small, enclosed space, e.g. elevator or if required to provide "close medical care"

Low Level Respiratory Precautions (YELLOW SIGN): in addition to SP, Low Level Respiratory Precautions are designed for patients known or suspected to have infectious illnesses transmitted by large particle droplets. Refer to IC Manual Policy 3.05 for complete LOW LEVEL RESPIRATORY PRECAUTIONS

details.

- * Room requirements: private room; no special air-flow is required
- * PPE: NIOSH-approved N-95 particulate respirator mask is worn by personnel when entering the room.
- Transporting the patient: patient will wear surgical mask during transport to other areas of the hospital

Special Contact Isolation (BLUE SIGN): In some circumstances, additional patient care precautions

may be needed to prevent transmission as defined by Infection Control for a category of patient isolation called "Special Contact Isolation". Refer to IC Manual Policy 3.03 for complete details. This type of isolation is used when:

* Patients have conditions where body fluids are excessive and cannot be contained leading to excessive contamination of the patient's environment, and/or





- Patients are identified with multi-drug resistant bacteria or conditions that are especially difficult to treat.
- * Ideal room requirements: private room recommended; during an outbreak, cohort patients with same organism.
- * PPE: gloves and isolation gown required before entering room. All PPE must be removed before leaving the area of use. Appropriate hand hygiene is performed prior to or immediately after leaving the patient's room (based on location of sink or alcohol-based sanitizer dispenser).
- * Transporting the patient: the patient will have the area that is draining covered with a material that will hold the fluid and prevent spread. They will be provided a clean gown to wear prior to transportation.

Enhanced Contact Isolation (PURPLE SIGN): This category is routinely applied to patients diagnosed

with *Clostridium difficile* or Norovirus. Refer to IC Manual Policy 3.03 for complete details. For additional details on management of the *Clostridium difficile* patient refer to Hospital Administration Policy 3.10, *Clostridium difficile: Management of Patient and Environment.*

 Room requirements: Private room; during an outbreak, cohort patients with same organism only after discussion with Infection Control personnel.



- * PPE: Wear gloves and gowns upon entry into patient's room. All PPE will be removed, and appropriate **SOAP AND WATER** hand hygiene performed prior to leaving the patient's room.
- Number of HCW permitted in room is restricted to TWO unless medically necessary.
- * Room and equipment disinfected daily with bleach product.
- * Transporting the patient: the patient will be provided a clean gown to wear prior to transportation. If transport must occur using the patient's own bed, then the bed frame should be wiped down with disposable bleach wipes prior to transport and/or covered with a clean sheet.

EMPIRIC ISOLATION PRECAUTIONS:

Certain clinical syndromes are concerning enough to warrant empiric initiation of enhanced precautions while waiting confirmation of diagnosis, either because of ease of transmission or severity of illness. Examples of clinical syndromes that warrant empiric isolation include possible chickenpox, TB, meningitis, SARS, or any patient with fever and rash or severe diarrhea of unknown etiology.

National Patients Safety Goals



National Patients Safety Goals - Cont.

2023 The Joint Commission National Patient Safety Goals for Hospitals

Goal 1 Improve the accuracy of patient identification.

NPSG.01.01.01 Use at least two patient identifiers when providing care, treatment, and services.

NPSG.01.03.01 Eliminate transfusion errors related to patient misidentification.

Goal 2 Improve the effectiveness of communication among caregivers.

NPSG.02.03.01 Report critical results of tests and diagnostic procedures on a timely basis.

Goal 3 Improve the safety of using medications.

NPSG.03.04.01 Label all medications, medication containers, and other solutions on and off the sterile field in perioperative and other procedural settings.

NPSG.03.05.01 Reduce the likelihood of patient harm associated with the use of anticoagulant therapy.

NPSG.03.06.01 Maintain and communicate accurate patient medication information.

Goal 6 Reduce the harm associated with clinical alarm systems.

NPSG.06.01.01 Improve the safety of clinical alarm systems.

Goal 7 Reduce the risk of health care-associated infections.

NPSG.07.01.01 Comply with either the current Centers for Disease Control and Prevention hand hygiene guidelines or the current World Health Organization hand hygiene guidelines.

NPSG.07.03.01 Implement evidence-based practices to prevent health care—associated infections due to multidrug-resistant organisms in acute care hospitals.

NPSG.07.04.01 Implement evidence-based practices to prevent central line-associated bloodstream infections.

NPSG.07.05.01 Implement evidence-based practices for preventing surgical site infections.

NPSG.07.06.01 Implement evidence-based practices to prevent indwelling catheter-associated urinary tract infections (CAUTI).

Goal 15 The hospital identifies safety risks inherent in its patient population.

NPSG.15.01.01 Identify patients at risk for suicide.

Universal Protocol for Preventing Wrong Site, Wrong Procedure, and Wrong Person Surgery™

UP.01.01.01 Conduct a preprocedure verification process.

UP.01.02.01 Mark the procedure site.

UP.01.03.01 A time-out is performed before the procedure.



Please refer to the Comprehensive Accreditation Manual for Hospitals for the complete National Patient Safety Goals, including introductions, rationales, elements of performance, notes, and scoring information.

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Privacy

The Minimum Necessary Standard

Zuckerberg San Francisco General Hospital and Trauma Center make reasonable efforts to ensure that the use and disclosure of Protected Health Information (PHI) is limited to the minimum necessary to carry out a specific job function.

Helpful tips to comply with Minimum Necessary Rule

Helpful tips When accessing or disclosing patient health information here are some helpful to comply tips to comply with the law:

- Limit the amount of information accessed or disclosed to only the minimum necessary to complete the task.
 - **For example:** When an insurance company is inquiring about a patient's lab date for payment purposes, provide only the date and not the lab results.
- Leave only your name and phone number on message machines when you are asking patients to call you back.
 - **For example:** DO NOT disclose any details of the patient's condition, test results, or health information on the **answering** machine unless authorized by the patient.
- When emailing always follow the minimum necessary rule
 For example: When sending PHI via email, only use your work email account and activate secure email by using Secure: in the subject line.

DO NOT put identifying information on the subject line.

Disclosure for:

Exceptions to the Minimum Necessary Rule. Providers may use or disclose PHI, without patient authorization, what HIPAA calls "Treatment, Payment, and health care Operations" (TPO).

Treatment

• "Treatment" means providing, coordinating, or managing a patient's care, including consultation among providers and discussions regarding referrals.

Payment

"Payment" is defined as activities related to paying or being paid for services rendered. These
include eligibility and coverage determinations, billing, claims management, and utilization
review.

Operations

• "Operations" covers a broad range of activities such as quality assessment and improvement, patient education and training, medical review, legal services, and auditing functions.

Do not share or release more information than requested for purposes of TPO. Refer to **Hospital Policy# 8.05 Privacy Policy**

Disclosure Directly to the Patient

The patient has the right to obtain a copy of his or her medical information upon the individual's request.

- Verify the identity of the person requesting the record and obtain a signed authorization. Or
- Refer medical record request to the Medical Records Department: (415) 206-8622 Fax: (415) 206--8623.
- Sensitive Medical information (such as mental health or substance abuse) may not be released without patient's authorization.
- Hospital policy must be followed. Refer to policy#13.10 Health Information Services (HIS):
 Confidentiality, Security, and Release of PHI

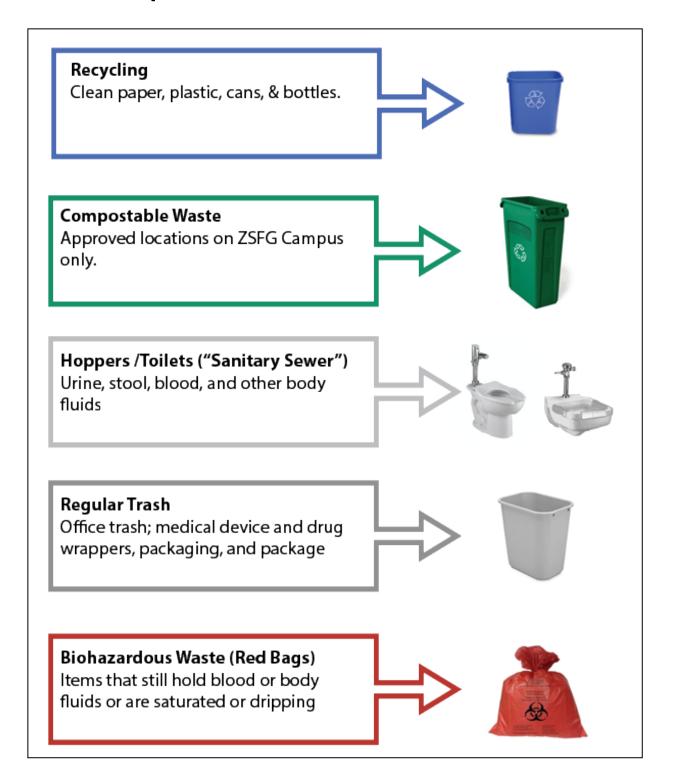
Report a Privacy Breach:

Report every potential Breach of Protected Health Information (PHI):

- Privacy Officer: Maggie Rykowski (628) 206-4294
- Privacy Hotline: (855) 729-6040
- Email: Maggie.rykowski@sfdph.org or andrea.sun@ucsf.edu

Refer to **Policy# 8.27 Breach Notification Policy.** The Privacy Office also provides consultation on all privacy related questions. If you have any questions, please feel free to contact us.

Waste Disposal Guidelines



Waste Disposal Guidelines - Cont.

Sharps

Items that still hold blood or may have been in contact with blood or body fluids and may cut or puncture. (Note - both "traditional" single-use and new B25 reusable sharps containers shown.)



Chemotherapy Contaminated Waste Items that have come in contact with chemotherapy agents or a patient who has been administered chemotherapy agents in the past 48 hours.

Do NOT dispose of items (vials, IV bags, syringes) with free flowing chemotherapy agents into this container -- use Bulk Chemo/Haz Drug Disposal Kit with dedicated Pharmaceutical Waste container, bags, and sorbent pads. This waste is shipped out of state for medical waste incineration.



Pharma ceutical Waste

Medications distributed by the Pharmacy. NO SHARPS!!!

Return unused and expired medications to the Pharmacy via Omnicell return bins.

Waste controlled substances into this container following witnessed disposal procedures.

Pressurized Inhalers - Toss mouthpiece into regular trash, return canister to the Pharmacy.



Pathology Waste

Tissue or specimens generated by surgery, pathology evaluations, or research studies.

This waste is shipped out of state for medical waste incineration.



Other Wastes:

Batteries – Battery "bins" on units. Empty filled bins in B5 mailroom (Room GK-3).

Fluorescent Tubes - Contact Facilities x68522

Toner Cartridges – Contact Materials Management x67487

Computers - Contact Information Technology (IT) 415-759-3577

Hazardous Waste - Contact Environmental Health & Safety x65482

Emergency Response

#1 PRIORITY: SAFETY				
CODE RED - Fire	CALL 911			
 R - Rescue persons in immediate danger A - Pull Alarm and call 911 C - Contain, Close doors & windows, shut off oxygen E - Evacuate or Extinguish 	 P - Pull the pin A - Aim the extinguisher nozzle low at base of fire S - Squeeze the handle S - Sweep from side to side at the base of the fire 			
CODE BLUE - Medical Emerger	•			
Inside Main Hospital x6-1122	Outside 911			
CODE PINK - Infant/Pediatric A	bduction x6-4911			
Report Search Results to	x6-2229 (6-BABY)			
CODE SILVER - Active Shooter	x6-4911			
CODE GREEN - AWOL At-Risk	x6-4911			
Report Search Results to Bed Control	x6-8061			
Bomb Threat	x6-4911			
Chemical Spill	x6-8522			
Needle Stick Hotline	415-469-4411			
HICS (Hospital Incident Command System) Command Center in H7124 Call x6-9761 to report <i>urgent issues</i> Disaster Info Hotline 628-206-4000 MERT x6-1025				

ZSFG Workplace Violence Prevention & Non-Violent Crisis Intervention Training



Care.

ZSFG Workplace Violence Prevention and Nonviolent Crisis Intervention Training

How to report?

- Acts or threats of workplace violence need to be reported as soon as possible.
- For immediate danger, utilize the duress button in your unit (if available) or call SFSD 64911.
- Conntact the Administrator on Duty (AOD) at 6-0259
- Tell your manager or supervisor what happened
- Fill out an Unusual
 Occurrence (UO) report
 ASAP using the "aggressive
 behavior," "unprofessional
 behavior affecting patient
 care," or "other" category.
- If there has been criminal activity, notify Security immediately.

What to report?

- Reports of threat or violence MUST be specific and detailed
- ✓ What happened?
- ✓ Where did it happen?
- ✓ Who was involved?
- What was said?
- What are the names of the other individuals who observed the event?
- Who was threatened?
- ✓ Who made the threat?
- Reports should NOT include opinions or subjective perspectives of the incident

How is a report responded to?

- Threat Management
 Team (TMT) is responsible
 for hazard identification
 and evaluation
 procedures; reviews and
 investigates all reports of
 workplace violence and
 conducts a risk
 assessment.
- An investigation, including witness interviews, will happen after an event. A risk assessment is then completed.
- Response Plans are developed based on the risk assessment.
- ZSFG Executive Leadership reveiws all workplace events every 4th Tuesday at 7:00 am.
 - The Sheriff's Department will take control if the act or threat of vilonce involves criminal activity.

Available Resources:

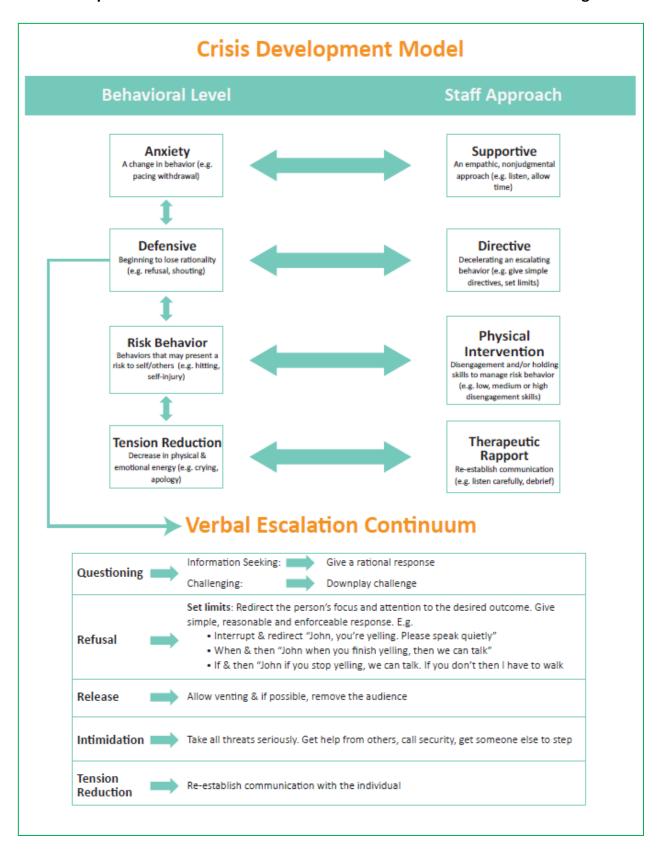


For HR policies contact:

DPH Human Resources (415-557-4800) & Labor relations: 415-557-4990 or employeerelations@sfgov.org

- ✓ For self-referral to Employee Assistance Program (EAP) 1-800-795-2351 or 415-554-0610 (M-F 8 AM-5 PM).
- ZSFG Threat Management Team determines the support services needed for those persons affected by threats or acts of violence by collaborating with the EAP and the Critical Incident Response Team (CIRT).

ZSFG Workplace Violence Prevention & Non-Violent Crisis Intervention Training Cont.



Parking Rates

LAZ Parking California, LLC

Zuckerberg San Francisco General Hospital

June 1st, 2022

Dear Patrons,

Effective July 1st, 2022, parking rates at Zuckerberg San Francisco General Hospital will increase to the following:

7/1/20	22		
Hourly		Monthly	
Garage			
0-1 Hr	\$5.00	Garage 24/7:	\$170.00
1-2 Hr	\$8.00	Garage Night:	20.00
2-3 Hr	\$11.00	Garage Carpool/s	95.00
3-4 Hr	\$14.50	Garage Motorcycle:	\$90.00
4-5 Hr	\$18.00		
5-6 Hr	\$21.50	Campus 24/7:	\$190.00
6-7 Hr	\$25.00	Campus Night:	\$120.00
7-24 Hr	\$29.00		

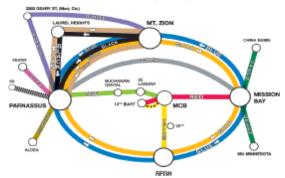
ZSFG Employee Transportation Options

Shuttles

Free UCSF Shuttles

Shuttles pick up at 23rd St. @ San Bruno Ave. The Blue, Gold, and Yellow shuttles serve ZSFG, badge required. Get Live Shuttle app for real-time info.

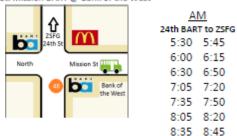
UCSF Shuttle System System



Free Shuttle to 24th Street Mission BART

Get Fleetmatics Reveal app for real-time info. Pick-up/Drop-off Schedule

24th St. Mission BART @ Bank of the West





PM ZSFG to 24th BART				
4:30				
5:00				
5:30				
6:00				
6:30				

Emergency Ride Home (ERH)

If you walk, bike, take transit, carpool, or vanpool to work and experience a personal or family emergency while at work, use ERH and be reimbursed for the cost of the ride home. To be eligible for reimbursement, DPH must use taxis, UCSF must use taxi/Lyft/Uber.

Commuter Benefits



Save up to 30% through pre-tax savings for transit expenses. Load a Clipper card and ride MUNI, BART, Caltrain, ferries, and pay for parking at Caltrain and BART. Benefits can be used with Lyft Line (UCSF).

Public Transit

MUNI, BART & NextBus Monitors

Routes: 9, 9R, 10, 19, 27, 33, 48, 90 serve the hospital. The nearest BART station is at Mission and 24th Street.

NextBus predictions are displayed in the main and outpatient lobbies.

Bike to Work

Register to access the bike cages or reserve a locker. Email: transportation@sfdph.org BikeLink ondemand bike parking and a fix-it station is available on campus. Ford GoBike is available on 23rd St.

Rideshare, Carpool, Vanpool

As a driver or passenger, cut the cost and time by sharing the ride. Go to SF Environment and 511.org to match with others commuting to ZSFG. The 23rd St. Garage has discounted carpool permits/spaces. https://sfenvironment.org/rideshare/overview/rides

Parking, Carshare, and Electric Vehicles

Garage and campus parking permits are provided on a first come, first serve basis and there is a multi-year wait list. Call 415-206-8770 for more information. There is no waitlist for an off-site parking lot at 295 San Bruno Ave. with shuttle service to campus. Email: parking@transmetro.com

23rd St. Garage offers Zipcar, Get Around, and Scoot for personal use. EV charging stations and bike parking is also available.



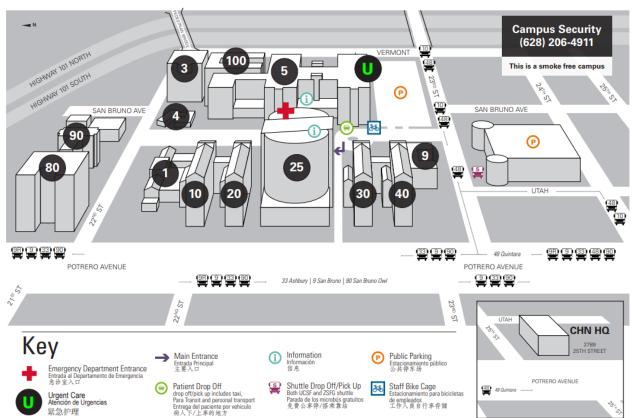
Get all the info, apps, discounts and more at the ZSFG Employee Transportation webpage: www.zsfgcare.org/employee-transportation

CAMPUS MAP

1001 Potrero Avenue San Francisco, CA 94110 (628) 206-2800







Department	Bldg	Floor	Unit/Room
Administration	Bldg 5	2nd	2A35
Adult Medicine Clinic - The Richard Fine People's Clinic	Bldg 5	1st	Outpatient & Lobby 1M
Adult Urgent Care	Bldg 80	1st	Ward 81
Audiology	Bldg 5	4th	4M
Avon Breast Care Center	Bldg 4		
Blood Draw	Bldg 5	1st	Outpatient Lobby - 1C
Breast Surgery	Bldg 5	3rd	3M
Burn/Wound Clinic	Bldg 5	4th	4C
Cafeteria	Bldg 5	2nd	2D 🔕
Cardiology	Bldg 5	1st	1M
Carr Auditorium	Bldg 3		
CASARC	Bldg 80	Basement	Ward 80
Cashier (2 Locations)	Bldg 5 Bldg 25	1st 1st	Main Lobby 1B1 H1401
Central Supply	Bldg 5	Ground	GL
Child and Adolescent Services	Bldg 5	6th	6B
Children's Health Center	Bldg 5	6th	6M
Clinical Laboratory	Bldg 5	2nd	2C
Dermatology	Bldg 90	2nd	Ward 92
Diabetes Clinic	Bldg 5	1st	1M
EKG	Bldg 5	4th	4C
Elective Admitting/ Inpatient Eligibility	Bldg 5	1st	1C
Eligibility Enrollment Unit	Bldg 10	5th	1523
Emergency Department	Bldg 25	1st	
Endocrinology	Bldg 90	2nd	Ward 92
Environmental Health & Safety	Bldg 30	Ground	3100
Family Birth Center	Bldg 25	2nd	
Family Health Center	Bldg 80	1st & 5th	
Gastroenterology & Hepatology	Bldg 5	3rd	3D

Department	Bldg	Floor	Unit/Room
Hematology	Bldg 80	6th	Ward 86
Human Resources	CHN Bldg	3rd	339
Imaging & Diagnostics - Inpatient	Bldg 25	Basement	B2
Imaging & Diagnostics - Outpatient	Bldg 5	1st	1X &
Infant Parent Program	Bldg 5	6th	6B
Infusion Clinic	Bldg 5	4th	4C
Information Desk	Bldg 5	1st	Main Lobby
Inpatient Services	Bldg 25		
Intensive Care Units	Bldg 25		
Laboratory	Bldg 5	Outpatient Lobby	1C
Learning Center	Bldg 30	2nd	3200
Library (Barnett-Briggs)	Bldg 30	1st	3105
Lipid Clinic	Bldg 90	2nd	Ward 92
Lost and Found	Bldg 5	7th	7F8
Medi-cal Eligibility	Bldg 10	5th	1523
Medical Records	Bldg 5	2nd	2B1A
Nephrology	Bldg 90	2nd	Ward 92
Neurology	Bldg 5	4th	4M
Neurosurgery	Bldg 5	4th	4M
Occupational Health Services	Bldg 9	1st	115
Office of Patient Experience	Bldg 25	1st	Main Lobby Info Desk
Oncology	Bldg 80	6th	Ward 86
Ophthalmology & Optometry	Bldg 5	4th	4M
Oral Surgery	Bldg 5	1st	1N
Orthopedics	Bldg 5	3rd	3M
Otolaryngology	Bldg 5	4th	4M
ОТОР	Bldg 90	3rd	301
Outpatient Dialysis	Bldg 100	3rd	359

Department	Bldg	Floor	Unit/Room
Outpatient Eligibility	Bldg 5	1st	Outpatient Lobby
Pain Clinic	Bldg 5	4th	4M
Patient Financial Services	Bldg 20	4th	2407
Pediatric Urgent Care	Bldg 5	6th	6M
Pharmacy	Bldg 5	1st	Outpatient Lobby
Plastic Surgery	Bldg 5	3rd	3M
Podiatry	Bldg 5	3rd	3M
Positive Health Program	Bldg 80	6th	Ward 86
Prayer & Meditation Rm	Bldg 5	2nd	2C
Pre-Operative Anesthesia Clinic	Bldg 5	4th	4M
Proctology	Bldg 5	3rd	ЗМ
Pulmonary Clinic	Bldg 5	1st	1M
Pulmonary Sleep Clinic	Bldg 90	2nd	Ward 92
Rehabilitation Physical Therapy, Speech Therapy, & Occupational Therapy	Bldg 5	Ground	110
Rheumatology	Bldg 90	2nd	Ward 92
San Francisco Health Plan	Bldg 10	5th	1523
SFGH Foundation	CHN Bldg	2nd	2028
Surgery Center	Bldg 25	Ground	1523
Surgical Clinic	Bldg 5	3rd & 4th	3M & 4M
Tattoo Removal	Bldg 5	6th	6M
TB Clinic	Bldg 90	4th	Ward 94
Urgent Care Center	Bldg 80	1st	Ward 81
Urology	Bldg 5	3rd	3M
Vascular Surgery	Bldg 5	3rd	3M
Volunteer Services	Bldg 5	7th	7F8
Weight Clinic	Bldg 90	2nd	Ward 92
Wellness Center	Bldg 5	2nd	2D35
WIC Program	Bldg 9	1st	Sep. Entrance
Women's Health Center	Bldg 5	5th	5M

Departments Listed Alphabetically

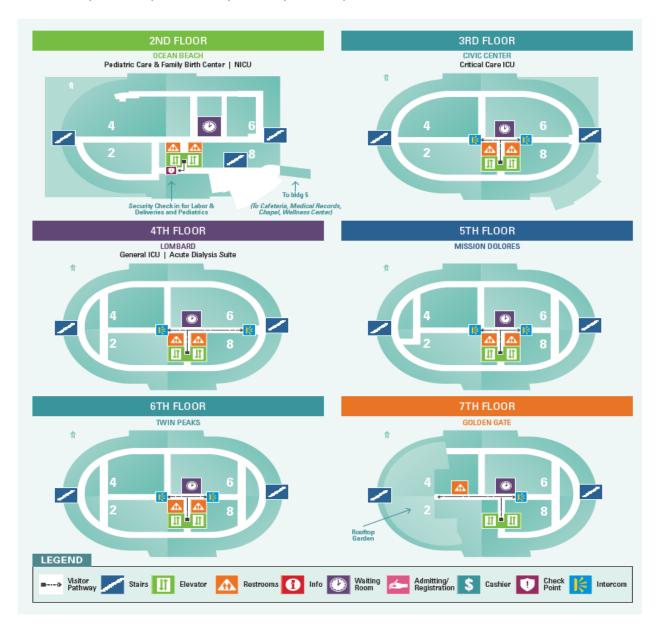
Building 25 Wayfinding Map

Basement, Ground, and First Floor



Building 25 Wayfinding Map

Second, Third, Fourth, Fifth, Sixth, & Seventh Floors



ZSFG Location Finder Quick Reference

- Room Numbers beginning with H these rooms are in Bldg. 25. First number or letter after the H is the floor, followed by the room. Examples: H3009, HB567
- Room Numbers beginning with a Number followed by a Letter these rooms are usually in **Bldg. 5**. Examples: 2A6, 7M30
- Room Numbers with No Letters these are usually going to be in one of the Red Brick Buildings. Example: 3208 is on the second floor of Bldg. 30, and 1106 is on the first floor of Bldg. 10.
- Areas designated as a "Ward" these are usually in one of the Red Brick Buildings. The first number refers to the building, and the second number refers to the floor. Example: Ward 86 is on the 6th floor of Bldg. 80.
 Exception: Ward 17 (Dialysis) is on the 3rd floor of Bldg. 100.
- CHN Bldg. located on 25th Street. HR and Accounting

SFGH Foundation



Contact us: info@sfghf.org 628-206-4478



W.O.W.

(Working on Wellness)

Class

Schedule

Hours of Operation:

Monday - Friday: 9:00 AM- 5:00 PM

Location:

Community Wellness Center

Zuckerberg San Francisco General Hospital & Trauma Center

1001 Potrero Ave. Room 2D35 (near Cafeteria)

Contact Us

Tel: (415) 206-4995

Email: SFGHwellness@sfdph.org

Website: www.sfghwellness.org

Find us on Facebook & Twitter

SFGHCommunityWellnessCenter

@SFGH_WELLNESS

FREE WELLNESS for ALL

WOW Schedule

ZSFG	Communi	ty Wellness Center	
Monday 11:00AM Salsa (Bilingual Spanish)			
	12:00 PM	Strength Training	
	4:00 PM	Soul Line Dancing (with Chocolate Platinum)	
	5:00 PM	Zumba (Bilingual Spanish)	
Tuesday	10:00 AM	Yoga (Bilingual Spanish)	
	11:15 AM	Circuit & Core (30 mins)	
	12:00 PM	Muscle Up Fitness	
_	1:15 PM	Cooking Demo (2nd Tues.)	
	3:30 PM	Chair, Stretch, & Boogie	
Wednesday	12:00 PM	Yoga (Staff Only)	
	3:30 PM	Chair, Stretch, & Boogie	
	5:00 PM	Zumba	
Thursday	11:00 AM	Chair Massage (1st & 3rd Thurs.)	
	12:00 PM	Cooking Demo & Tasting (4th Thurs.)	
	1:30 PM	Strength Training	
	2:30 PM	Yoga (Bilingual Spanish)	
	3:45 PM	Qi Gong & Meditation (Bilingual/ 45 mins)	
Friday	10:30 AM	Bollywood Dance	
	12:00 PM	Zumba Gold-Low Impact (Bilingual Spanish)	
Saturday	10:30 AM	Family Zumba	
All classes min	E0 minutos	unless othonules are differen	

All classes run 50 minutes unless otherwise specified Please check our calendar for cancellations/ additions

www.SFGHWellness.org

Sojourn Chaplaincy

Our Chaplains and Spiritual Care Volunteers are trained to provide

Multi-Faith, Non-judgmental, Spiritual and Emotional Support.

We are here to offer a compassionate presence for people with a religious or spiritual tradition as well as for people who do not have a religious/spiritual orientation.

Chaplains are available Monday-Friday 9am-5pm



Dial:

x6-8500 for our referral line

Page:

(415) 327- 1187 for Urgent or life changing

Patients and Families may desire Spiritual Care when:

- » Feeling anxious or afraid about their condition or treatments or upcoming procedure
- » Facing a major health care or treatment decision
- » Involved in a traumatic or emergency situation
- » Needs comforting at the end of life and at time of death
- » Grieving over a loss (e.g. death, disability, life transition)

- » Questioning Meaning or purpose (of life, self, suffering)
- » Requests the support of prayer, scripture, the sacraments, or other healing rituals
- » Wants help identifying resources of faith
- » Feeling lonely and/or lacking social support during hospitalization
- » Thankful for results and positive outcomes

SojournChaplaincy.org



To arrange a Chaplain, visit:



at San Francisco General Hospital

Dial: x6-8500 for our referral line Page: (415) 327- 1187 for Urgent needs during business hours





Librarian Support at ZSFG Library

Your connection to evidence-based information resources

Get focused helpfrom a Clinical Librarian

Search the literature and find articles to inform research and QI projects, add to a manuscript or grant proposal, or conduct a systematic review of the literature.

Make your research open by identifying open access journals and applying for publishing funds, creating open access versions of your published articles, sharing data, or publishing preprints.

Learn about research and teaching methods

like systematic reviews, publishing and peer review guidelines, and using a critical feminist pedagogy for your instruction.



Jill Barr-Walker, MPH, MS

Clinical Librarian, ZSFG Library

jill.barr-walker@ucsf.edu

library.ucsf.edu/zsfg

"Jill was invaluable in helping me with the literature review for our qualitative paper. We're so lucky to be able to work with her!" – ZSFG Faculty

"Several of the articles Jill found were validating on this complicated case I have. I so appreciate her time and effort!" – DPH Staff

City and County of San Francisco Deferred Compensation Plan (SFDCP)

Did you know that you could be saving more for retirement? With people living longer and the cost of living getting higher, it's now more important than ever to secure your financial future.

Qualified City and County of San Francisco employees can make additional payroll deductions through the <u>San Francisco Deferred Compensation Plan (SFDCP)</u>. The SFDCP is an employee benefit offered by the <u>Retirement System (SFERS)</u> and governed by the Retirement Board, allowing you to acquire tax deferred retirement savings designed to complement your pension. You could be saving up to \$19,500 a year in tax deferred benefits, or even more if you're age 50 or over!

Visit SFDCP.org today to:

- Enroll in the SFDCP
- Watch a 2-minute video on the 3-part Retirement Package
- Download the SFDCP highlights to learn more

As an added benefit, the SFDCP also provides <u>dedicated Retirement Counselors</u> through **Voya**, which currently serves as the Plan's recordkeeper.

Matthew Smith is your dedicated Retirement Counselor.

Please click <u>here</u> to book your 30-minute phone/virtual meeting with Matthew. Simply state your preference for telephone, Zoom or Skype when <u>requesting an appointment</u>. Matthew can also be reached directly at **415-666-2251.**





Union Information

Union	NEO Coordinator	Email Address	Phone	Website
Automotive Machinists No. 1414	Arthur Gonzalez	speedy4864@aol.com	(650) 341-2689	http://www.iam141 4.org/
Bricklayers and Allied Craftsmen, Local 3	Steve Kantoniemi	stevek@bac3-ca.org	(510) 219-0562	http://www.bac3- ca.org/
Carpet, Linoleum and Soft Tile Workers, Local 12	Tony Tofani	tony@dc16.us	(510) 701-1112	http://www.dc16iu pat.org/
Cement Masons Union Local 300	Dave Johnson	DJohnson@opcmialoca I300.org	(415) 468-4411	http://www.opcmialocal300.org/
Committee of Interns & Residents, SEIU	Kim Carter- Martinez	kcartermartinez@cirsei u.org	(510) 671-2626	https://www.cirseiu .org/
Electrical Workers, Local 6	Osha Ashworth	oashworth@ibew6.org	(415) 861-5752	https://ibew6.org/
Glaziers, Local 718	Bartolomy Pantoja	bart@dc16.us	(415) 625-0225	http://www.dc16iup at.org/glaziers.aspx
I.A.T.S.E., Local 16	Steve Lutge	sal@local16.org	(415) 441-6400	http://www.local16.
I.F.P.T.E. Local 21	Paul Kim	pkim@ifpte21.org	(415) 864-2100	http://www.ifpte21.
Ironworkers, Local 377	Charlie Hernandez	charlie@local377.com	(415) 285-3880	https://www.ironworkers377.com/
L.I.U.N.A., Local 261 (including HOD Carriers)	Theresa Foglio	laborers261@gmail.co m	(415) 826-4550	https://liunalocal26 1.org/ HOD Carriers: http://www.ncdclab orers.org/specialty2. html
Municipal Attorneys' Association	Sean Connolly	sfveloce@yahoo.com	(415) 823-7566	http://www.sfmaa.o rg/
N.C.C.R.C., Local 22, Carpenters & Building Inspectors	Sean McGarry	SMCGARRY@NCCRC.O RG	(415) 355.1322	http://www.local22. org/
San Francisco Building Inspectors' Association	Mark Leach	mleach@ibt856.org	(650) 635-0111	

Union Information – Cont.

Union	NEO Coordinator	Email Address	Phone	Website
NCCRC, Local 34, Piledrivers	Chris Moyer	cmoyer@nccrc.org	(510) 635-4227	http://piledrivers 34.unionnet.com /
Operating Engineers, Local 3	David Tuttle	dtuttle@oe3.org	(510) 748-7400 x3630	http://www.oe3. org/contact/
Plasterers and Shophands, Local 66	Chester Murphy	chester@pl66.org	(650) 872-8922	http://www.plast ererslocal66.org/
Plumbers, Local 38	John Chiarenza	jchiarenza@ualocal 38.org	(415) 626-2000	http://www.ualo cal38.org/
Roofers, Local 40	NEO Coordinator	rooferslocal40@gm ail.com	(415) 508-0261	http://www.roof erslocal40.org/
San Francisco City Workers United	John Montes	John.montes@sbcg lobal.net	(415) 307-8290	http://www.sfcw u.org/index.html
San Francisco Deputy Probation Officers' Association	Franklin Carvajal	SFDPOA@icloud.co m	(415) 241-4260	
San Francisco Deputy Sheriffs' Association	Ken Lomba	kennethlomba@g mail.com	(415) 846-9278	https://sanfrancis codsa.com/
San Francisco District Attorney Investigators' Association	John Lenny	john.lenny@sfgov. org	(415) 608-6660	
San Francisco Municipal Executives' Association	Raquel Silva	raquel@sfmea.com	(415) 989-7244	http://sfmea.com /
Service Employees International Union, 1021	NEO Coordinator	SF-DHR- Info@seiu1021.org	(415) 848-3611	http://www.seiu1 021.org/
SF Sheriff's Managers and Supervisors Association	John Ramirez	Jramirez1486@gm ail.com	(415) 963-1670	https://sfsheriffs msa.org/

Union Information – Cont.

Union	NEO Coordinator	Email Address	Phone	Website
Sheet Metal Workers, Local 104	Richard Koenig	richardk@smw10 4.org	(415) 621-2930	http://www.smw 104.org/
Stationary Engineers, Local 39	Michael Rainsford	Mrainsford@Loc al39.org	(415) 861-1135	http://www.local 39.org/
Teamsters, Local 853	Daniel Harrington	dharrington@tea msters853.org	(510) 915-6427	http://www.tea msters853.org/in dex.php
Teamsters, Local 856 (Multi Unit & Supervising Nurses)	Terrance Hall	thall@twusf.org	(415) 275-0528	http://teamsters 856.org/
Transport Workers Union, Local 200	Nichelle Flentroy	L200TWU@GMAI L.COM	(415) 554-4232	http://www.twul ocal200.org/
Transport Workers Union, Local 250-A, (Multi Unit & 7410s)	Pete Wilson	pwilson@twusf.o rg	(415) 922-9495	http://twusf.org/
UAPD	Tim Jenkins	tjenkins@uapd.c om	(510) 839-0193	https://www.uap d.com/

Trainings to Attend:

Trainings	Training Overview	Requirement	Dates	Self-Register using link below:
DPH-HR Brown Bags	 Politics in the Workplace Effective Communication for Team Bullying in the Workplace 	ns	Please bo	okmark this link & k often as new are added regularly.
DPH Sponsored Manager Training	 24 Plus for Managers and Supervis Diversity, Inclusion & Respect Employee Leaves & Accommodation Hiring, Onboarding & Separations Performance Mgmt. & Prof. Devel Timekeeping & Compensation Hiring, Onboarding & Separations 	ons		

Notes	

Notes		