



PRISCILLA CHAN AND MARK ZUCKERBERG  
SAN FRANCISCO GENERAL  
Hospital and Trauma Center

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# NEW EMPLOYEE ORIENTATION RESOURCE GUIDE

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Name: \_\_\_\_\_

Role: \_\_\_\_\_

Dept.: \_\_\_\_\_

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

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# 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.

1. 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 absence 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

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### Welcome to the Zuckerberg San Francisco General community!



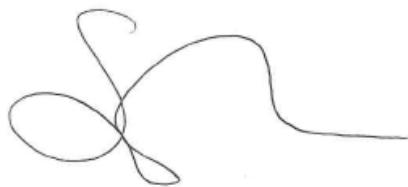
Congratulations for making the decision to join over 5,000 of the greatest and most dedicated healthcare professionals anywhere in fulfilling our mission of serving the people of San Francisco, as we have since 1850.

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,

A handwritten signature in black ink, appearing to be 'Susan Ehrlich'. The signature is fluid and cursive, with a long horizontal line extending to the right.

**Dr. Susan Ehrlich, MD, MPP**

Chief Executive Officer

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



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**Clinical Orientation applies to the below classifications**

**Non-Nursing Staff Categories**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>▪ 1428 Unit Clerk</li> <li>▪ 1431 Senior Unit Clerk</li> <li>▪ 2246 Assistant Director of Clinical Services I</li> <li>▪ 2306 Senior Psychiatric Orderly</li> <li>▪ 2310 Surgical Procedures Tech.</li> <li>▪ Behavioral Health Team Leader (w/o nursing-related License)</li> <li>▪ 2402 Laboratory Technician I</li> <li>▪ 2416 Laboratory Technician II</li> <li>▪ 2424 Diagnostic Imaging Assistant</li> <li>▪ 2434 Senior Electrocardiograph Technician</li> <li>▪ 2436 Electroencephalograph Technician I</li> <li>▪ 2467-2470 Diagnostic Imaging Technician I-IV</li> <li>▪ 2514-2515 Orthopedic Technician I-II</li> <li>▪ 2533 Emergency Medical Services Agency Specialist</li> </ul> | <ul style="list-style-type: none"> <li>▪ 2542 Speech Pathologist</li> <li>▪ 2548 Occupational Therapist</li> <li>▪ 2550 Senior Occupational Therapist</li> <li>▪ 2551 Mental Health Treatment Specialist</li> <li>▪ 2554 Therapy Aide</li> <li>▪ 2555 Physical Therapist Assistant</li> <li>▪ 2556 Physical Therapist</li> <li>▪ 2558 Senior Physical Therapist</li> <li>▪ 2583 Home Health Aide</li> <li>▪ 2585-2588 Health Worker I-IV</li> <li>▪ 9924 Public Service Aide Nursing Float (if practicing within a clinical area)</li> <li>▪ Hospital Clinical Laboratory Assistant/Technician</li> <li>▪ UC Hospital Assistant II</li> <li>▪ UC Anesthesiology Technician</li> </ul> |
|--|---|

**Nursing Staff Categories**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>▪ 2302 Nursing Assistant</li> <li>▪ 2303 Patient Care Assistant (PCA)</li> <li>▪ 2305 Licensed Psychiatric Technician (LPT)</li> <li>▪ 2312 Licensed Vocational Nurse (LVN)</li> <li>▪ 2314 Behavioral Health Team Leader (with nursing-related license)</li> <li>▪ P103 Per Diem Registered Nurse</li> <li>▪ 2320 Registered Nurse</li> </ul> | <ul style="list-style-type: none"> <li>▪ 2322 Nurse Manager</li> <li>▪ 2323 Clinical Nurse Specialist (CNS)</li> <li>▪ 2324 Nursing Supervisor or Divisional Director</li> <li>▪ 2326 Psychiatry Nursing Supervisor</li> <li>▪ 2330 Anesthetist (RN Anesthetist)</li> <li>▪ 2340 Operating Room Nurse</li> <li>▪ 2430 Medical Evaluation Assistant (MEA)</li> <li>▪ 2536-2537 Respiratory Care Practitioner I-II</li> <li>▪ 2830 Public Health Nurse</li> </ul> |
|---|---|

**Non Clinical Orientation applies to:**

**All staff who do not fall under the clinical category listed above.**

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

# New Employee Orientation Topics



Welcome

Strategic Initiatives

Regulatory Topics

Resources



## Important Contact Information

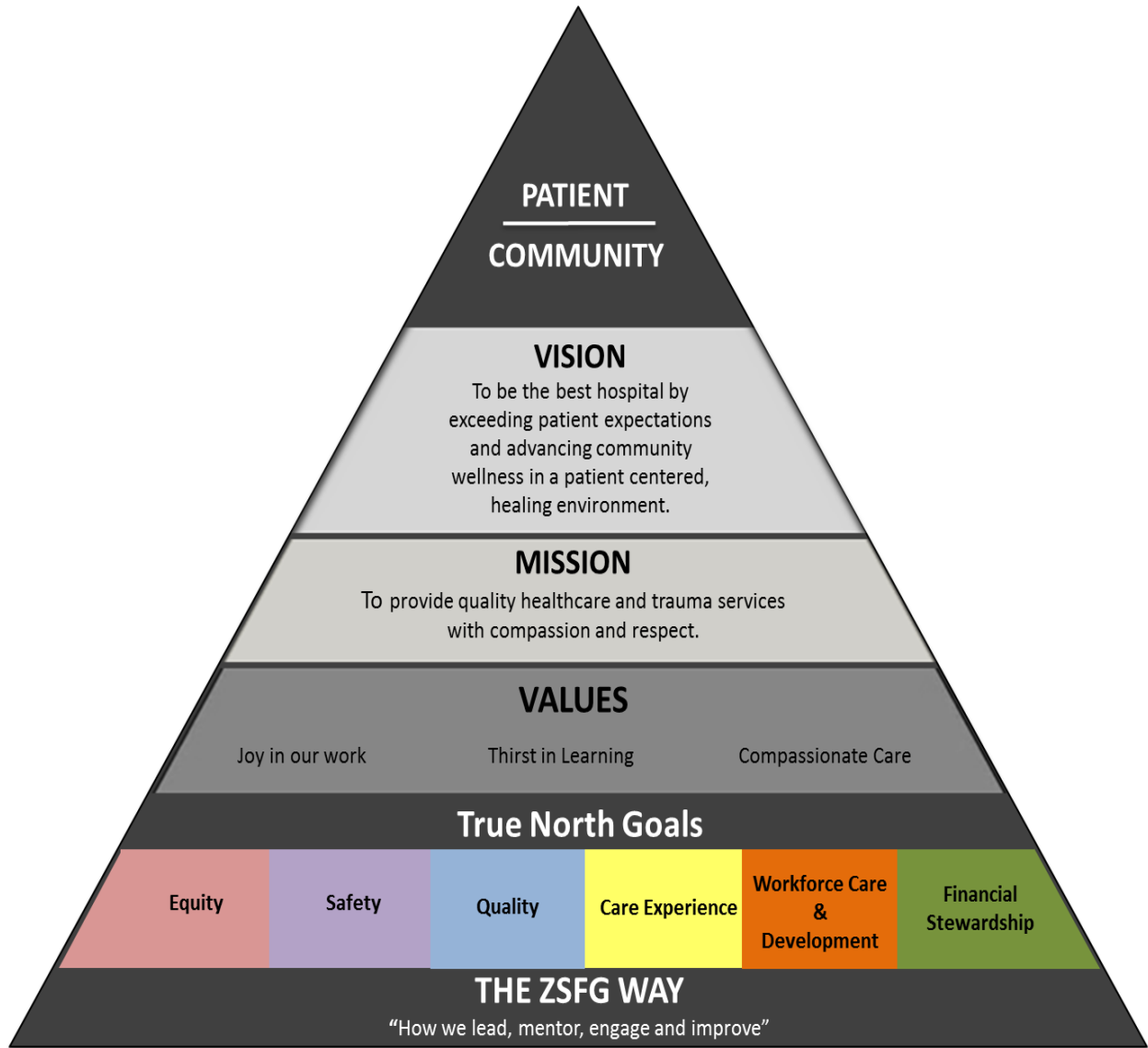
Services	Where		Contacts
<b>Badging</b>	<b>HR Address:</b> 2789 25 <sup>TH</sup> St. 3 <sup>rd</sup> Floor <b>Badge Pick-Up Time</b> Monday, Wednesday, and Friday 10:00 AM – 10:30 AM Tuesday & Thursday 2:30 PM – 3:00 PM		(628) 206-5528
	<b>Please Note:</b> <ul style="list-style-type: none"> <li>If visiting outside of badging hours, please contact HR to schedule an appointment.</li> <li><b>Contractors, Registry, UCSF, or anyone not processed by ZSFG-HR</b> who need a ZSFG badge should bring along a letter with the following typed on the department letterhead: <u>Name, Unit, Duration, Company</u> (if a Contractor/Registry/etc.) &amp; UCSF or ZSFG Manager’s actual signature.</li> </ul>		
<b>Community Wellness Center</b>	<b>Main Hospital (Building 5)</b> 2 <sup>nd</sup> Floor, Suite 2D35 Monday - Friday 9:00 AM – 5:00 PM <a href="mailto:sfghwellness@sfdph.org">sfghwellness@sfdph.org</a> <a href="http://www.sfghwellness.org">www.sfghwellness.org</a>		(628) 206-4995
<b>Commuter Benefits</b>	<a href="http://www.wageworks.com/employees/commuter-benefit-accounts/">www.wageworks.com/employees/commuter-benefit-accounts/</a>		
<b>Department of Education &amp; Training (DET)</b>	Learning Center Building 30, 2 <sup>nd</sup> Floor, Room 3200 <b>Monday - Friday 8:00 AM – 5:00PM,</b> <a href="http://www.zsfglearn.org">www.zsfglearn.org</a>		(628) 206-4655
<b>Dept. of Human Resources</b>	Website: <a href="http://www.sfdhr.org">www.sfdhr.org</a>		
<b>Deferred Compensation Plan</b>	<b>Retirement Counseling</b> <a href="mailto:matthew.smith@voya.com">matthew.smith@voya.com</a> <a href="http://www.sfdcp.org">www.sfdcp.org</a>		<b>Matthew Smith</b> 415-666-2251
<b>Ergonomics</b>	<b>ZSFG</b>	<a href="mailto:SFGH.Ergonomics@sfdph.org">SFGH.Ergonomics@sfdph.org</a> <b>EH&amp;S Ergonomics SharePoint Page:</b> <a href="https://in-phsp01.in.sfdph.net/sfgh/ehs/ergonomics/SitePages/Home.aspx">https://in-phsp01.in.sfdph.net/sfgh/ehs/ergonomics/SitePages/Home.aspx</a>	628-206-5482
	<b>UCSF</b>	<a href="mailto:ergonomics@ucsf.edu">ergonomics@ucsf.edu</a> <a href="https://ehs.ucsf.edu/ergonomics-program-0">https://ehs.ucsf.edu/ergonomics-program-0</a>	(415) 514-ERGO
<b>Food</b>	<b>Cafeteria</b>	<b>Main Hospital (Building 5), 2<sup>nd</sup> Floor</b> Monday – Friday 9:00 AM-5:00 PM Saturday –Sunday 6:30 AM- 5:00 PM	<b>Breakfast:</b> 6:30-9:30 AM <b>Lunch:</b> 10:30 AM-2:00 PM <b>Dinner:</b> 4:30-7:00 PM
<b>Library</b>	Literature searches, systematic reviews, clinical info, POC resources	ZSFG Library, Bldg. 30, 1 <sup>st</sup> Floor <a href="mailto:zsfglibrary@ucsf.edu">zsfglibrary@ucsf.edu</a>	<b>628-206-3114</b>
<b>Occupational Exposure</b>	<b>Needle stick Hotline</b>		(415) 469-4411
	<b>Occupational Health &amp; Safety</b>		(628) 206-5507
<b>Patient Safety</b>	<b>Risk Management &amp; Regulatory Affairs</b>	Quality Management	(628) 206-5152
<b>Privacy</b>	<b>Reporting Privacy Breach</b>	Privacy Hotline OR	(855) 729-6040
		Privacy Officer - Maggie Rykowski	(628) 206-4294
<b>Pumping Rooms</b>	H2044 (Building 25, 2nd floor) & GC12 (Ground Floor between Building 5 & 25)		(628) 206-MILK
<b>Registry Staff</b>	Building 25 <sup>th</sup> , Nursing Admin. Office, 7 <sup>th</sup> Floor <a href="mailto:michele.flowers-wright@sfdph.org">michele.flowers-wright@sfdph.org</a>		<b>Michele Flowers-Wright</b> (628)206-4475

## Important Contact Information- Cont.

Services	Where		Contacts		
<b>Security</b>	<b>Emergencies</b>	<b>Code Blue</b> (Outside Buildings 5 & 25)	<ul style="list-style-type: none"> <li>• <b>Code Pink</b></li> <li>• Bomb Threat</li> <li>• <b>Code Red</b></li> <li>• <b>Code Silver</b></li> </ul>	(628) 206-4911 Ext. 64911	
	<b>Non-emergencies</b>	Employee Escort <b>Monday - Friday</b> <b>5:00 PM -1:00 AM</b>	<ul style="list-style-type: none"> <li>• Vandalism</li> <li>• Disorderly conduct, etc.</li> <li>• Property Theft</li> <li>• Break-ins</li> </ul>	(628) 206-8063	
<b>SFGH Foundation</b>	2789 25th Street, Suite 2028 <a href="mailto:info@sfgfh.org">info@sfgfh.org</a> <a href="https://sfgfh.org/">https://sfgfh.org/</a>			(628) 206-4478	
<b>Sojourn Chaplaincy Spiritual Care</b>	Building 5, 2 <sup>nd</sup> Floor <a href="mailto:floyd.w.trammell@sfdph.org">floyd.w.trammell@sfdph.org</a> <a href="http://www.sojournchaplaincy.org">www.sojournchaplaincy.org</a>			<b>Rev. Floyd Trammell</b> (628) 206-8983	
<b>Stop-Smoking Program</b>	<a href="http://www.sftobaccofree.org">www.sftobaccofree.org</a>			(628) 206-6074 (800) NO-BUTTS	
<b>Transportation</b>	<b>Bike Parking</b>	Outside Building 5 Bike stalls <a href="mailto:transportation@sfdph.org">transportation@sfdph.org</a>		(628) 206-2897	
	<b>Car Parking</b>	Garage & Campus Parking, <b>See Page 24</b>		<b>LAZ Parking</b> (628) 206-8770	
	<b>Shuttle Services</b>	<b>ZSFG</b>	<a href="mailto:transportation@sfdph.org">transportation@sfdph.org</a>		(628) 206-2897
		<b>UCSF</b>	<a href="http://campuslifeservices.ucsf.edu/transportation/services/shuttles">http://campuslifeservices.ucsf.edu/transportation/services/shuttles</a>		<b>Shuttle Operations</b> (415) 476-4646
	<b>Need more information?</b> <a href="http://www.zuckerbergsanfranciscogeneral.org/employee-transportation/">www.zuckerbergsanfranciscogeneral.org/employee-transportation/</a>				(628) 206-2897
<b>Union</b>	<b>IFPTE Local 21</b>	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. <a href="mailto:mwalston@ifpte21.org">mwalston@ifpte21.org</a> <a href="http://www.ifpte21.org/regions/san-francisco">www.ifpte21.org/regions/san-francisco</a>		<b><a href="#">Minerva Walston</a> (Representative)</b> 1167 Mission Street, 2 <sup>ND</sup> Floor San Francisco, CA 94103  (415)864 -2100	
	<b>SEIU 1021</b>	SEIU Local 1021 represents nearly 60,000 employees in local governments, non-profit agencies, health care programs and schools throughout Northern California.  <a href="mailto:khalil.kaid@seiu1021.org">khalil.kaid@seiu1021.org</a> <a href="mailto:daniel.becker@seiu1021.org">daniel.becker@seiu1021.org</a>		<b><a href="#">Khalil Khaid</a></b> <b>or</b> <b><a href="#">Daniel Becker</a> (Representative)</b>	
	<b>All Other Union</b>				See Page 37-39



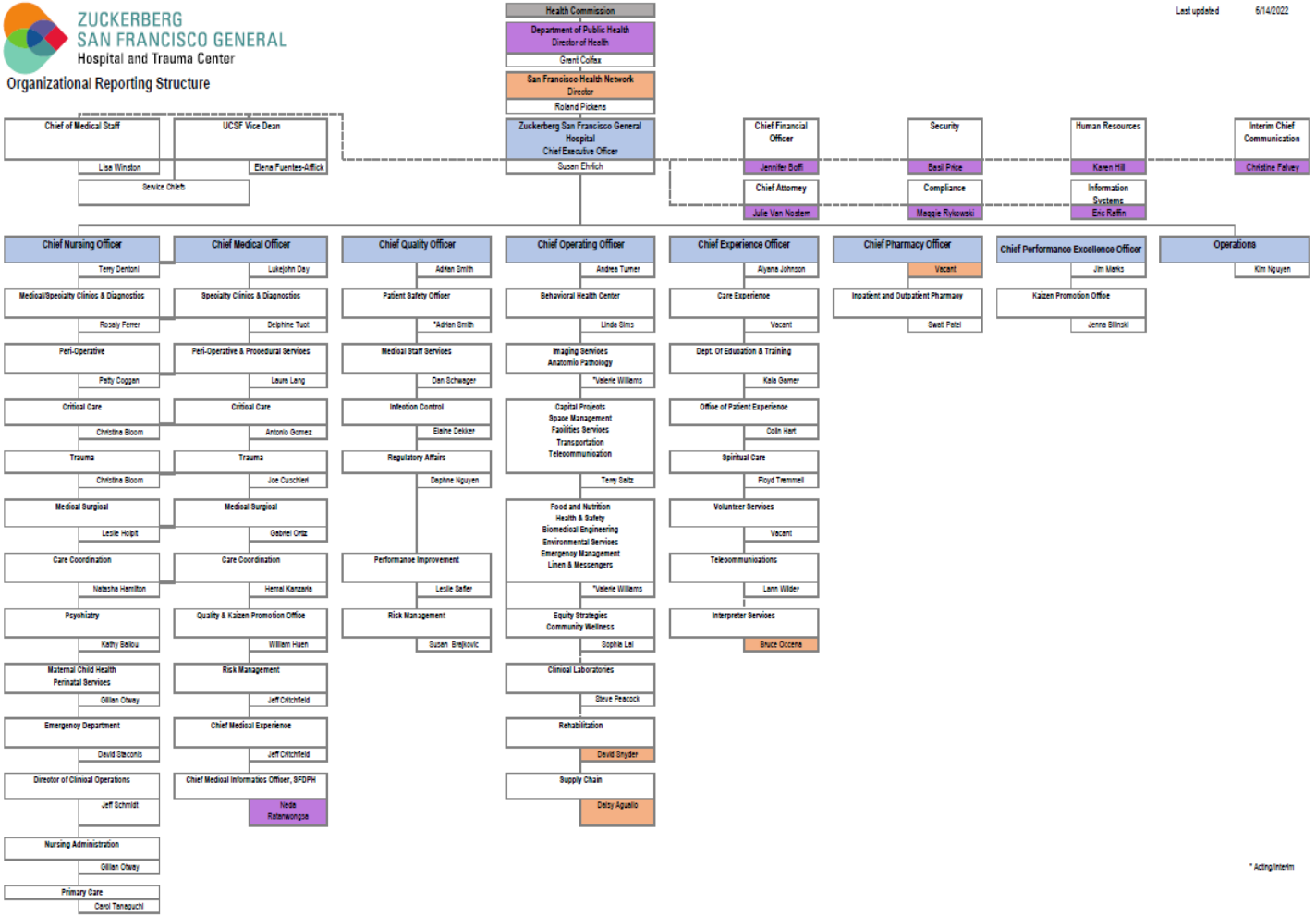
# True North



# Organizational Reporting Structure



Last updated 6/14/2022



\* Acting/Interim

## ZSFG'S LEADERSHIP TEAM



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



Gabriel Ortiz, MD  
Chief of Staff



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



	<b>INTRODUCE</b>	Use a greeting. Provide your name, title, and department
	<b>CONNECT</b>	Make eye contact and have an approachable smile. Ask whether you can offer assistance.
	<b>ASK</b>	Ask what assistance is required.
	<b>RESPOND</b>	Respond to patients' questions or needs and ask if they need anything else.
	<b>EXIT</b>	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

**LEVEL OF PATIENT NEED**  
**1**  
**TELEPHONIC**



Billing services
Scheduling appointments
Medical records assistance
Admitting/ Intake
Triage
Routine medical exam less than 30 minutes
X-rays/ultrasounds
In-patient check up
Rx refill
Pre-Op interview
Nutrition services requests
Basic patient education
Laboratory appointment
Social services eligibility interview
Radiology work-up

**LEVEL OF PATIENT NEED**  
**2**  
**VIDEO REMOTE**



Routine exam more than 30 minutes
In-patient health status update
Psychiatric evaluation
Elderly patients who have difficulty hearing

For questions regarding Interpreter Services please contact **David Dao at 415-206-5133**

**LEVEL OF PATIENT NEED**  
**3**  
**IN-PERSON**



Emergency/Trauma
Delivery of sensitive health news
Delivery of complex treatment plans
Patient teaching requiring hands-on instruction
Visibly confused patient
Aged or fragile patient
Family conference (in-patient)
Speech/hearing 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; 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:

5 Moments of Hand Hygiene	Alcohol-based Sanitizer	Soap & Water
		<p><b>DONT FORGET TO WASH:</b></p> <ul style="list-style-type: none"> <li>- between your fingers</li> <li>- under your nails</li> <li>- the tops of your hands</li> </ul>

## 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*.

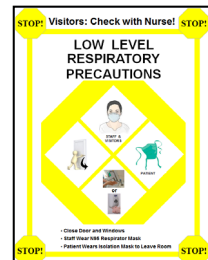
**High-Level Respiratory Isolation (RED SIGN):** In addition to SP, use this category for patients known or suspected to be infected with microorganisms transmitted by airborne particles that can be widely dispersed by air currents over a long distance. Refer to IC Manual Policy 3.04 for complete details.

- \* 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 an N95 mask available; wears N95 when in a 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 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: The patient will wear a 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 the same organism.
- \* PPE: gloves and an isolation gown are required before entering the room. All PPE must be removed before leaving the area of use. Appropriate hand hygiene is performed before or immediately after leaving the patient's room (based on the location of the 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 before 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 the 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 the same organism only after discussion with Infection Control personnel.
- \* PPE: Wear gloves and gowns upon entry into the patient's room. All PPE will be removed, and appropriate **SOAP AND WATER** hand hygiene performed before leaving the patient's room.
- \* The number of HCW permitted in the 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 before transportation. If transport must occur using the patient's bed, then the bed frame should be wiped down with disposable bleach wipes before 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 for 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



The Joint Commission  
**2024**  
**National Patient Safety Goals**  
*for Hospitals*

**Goal 1**  
Improve the accuracy of patient identification.

**Goal 2**  
Improve the effectiveness of communication among caregivers.

**Goal 3**  
Improve the safety of using medications.

**Goal 6**  
Reduce the harm associated with clinical alarm systems.

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

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

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

The Joint Commission

# National Patients Safety Goals - Cont.

**2024** 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.

 The Joint Commission

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.  
© 2017 by The Joint Commission | [www.jointcommission.org](http://www.jointcommission.org)

# 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**

**When accessing or disclosing patient health information here are some helpful 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**  
**Payment**  
**Operations**

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

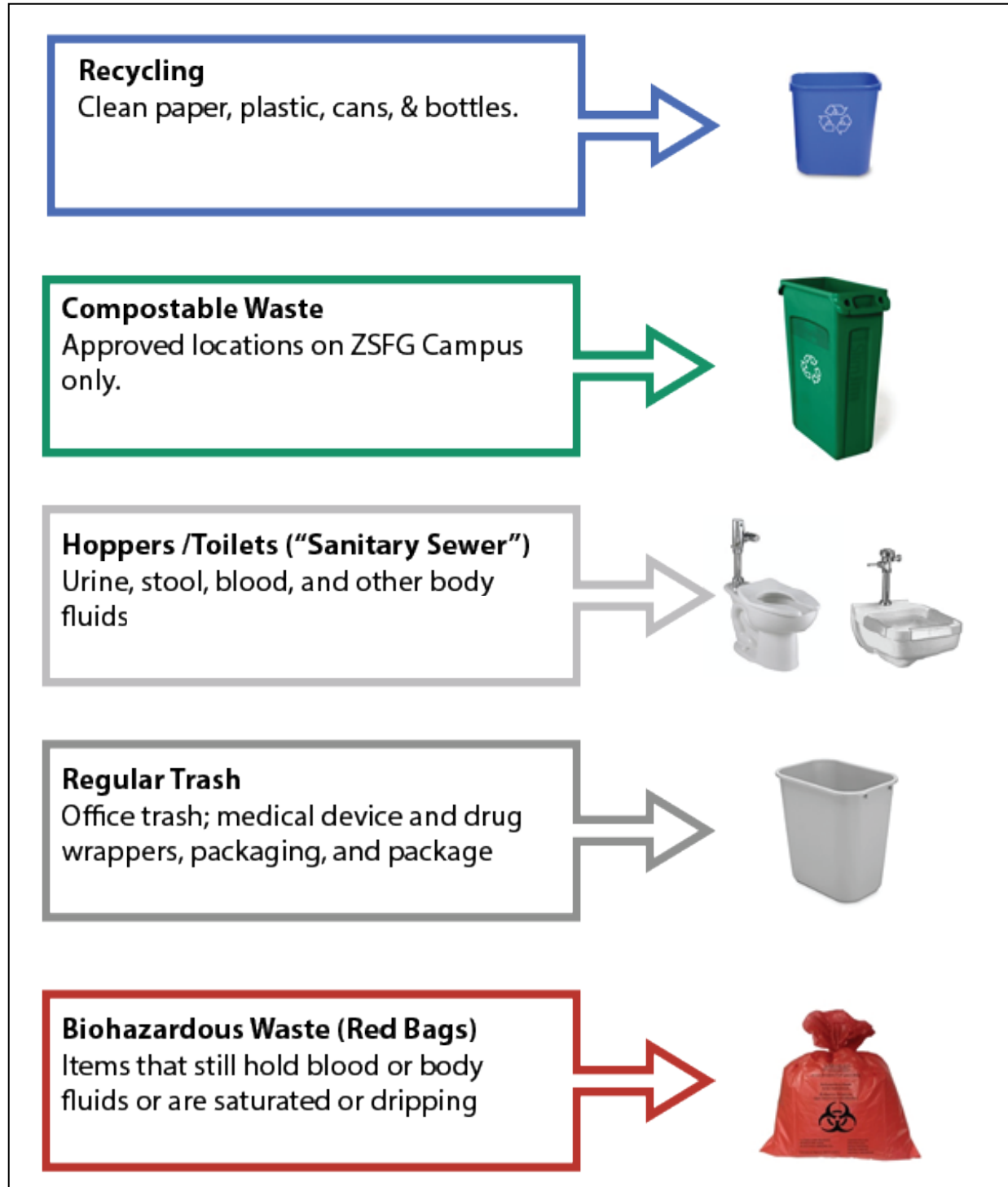
Report a Privacy Breach:

**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](mailto:Maggie.rykowski@sfdph.org) or [andrea.sun@ucsf.edu](mailto: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.



## Pharmaceutical 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

**P** - Pull the pin

**A** - Pull **A**larm and **call 911**

**A** - Aim the extinguisher nozzle low at base of fire

**C** - **C**ontain, **C**lose doors & windows, shut off oxygen

**S** - **S**queeze the handle

**E** - **E**vacuate or **E**xtinguish

**S** - **S**weep from side to side at the base of the fire

### CODE BLUE - Medical Emergency

Inside Main Hospital **x6-1122**

Outside **911**

### CODE PINK - Infant/Pediatric Abduction

**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 *urgent issues*

Disaster Info Hotline **628-206-4000** | MERT **x6-1025**

## ZSFG Workplace Violence Prevention & Non-Violent Crisis Intervention Training



### 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.
- ✓ Contact the Administrator on Duty (AOD) at 6-0259
- ✓ Complete a SAFE 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

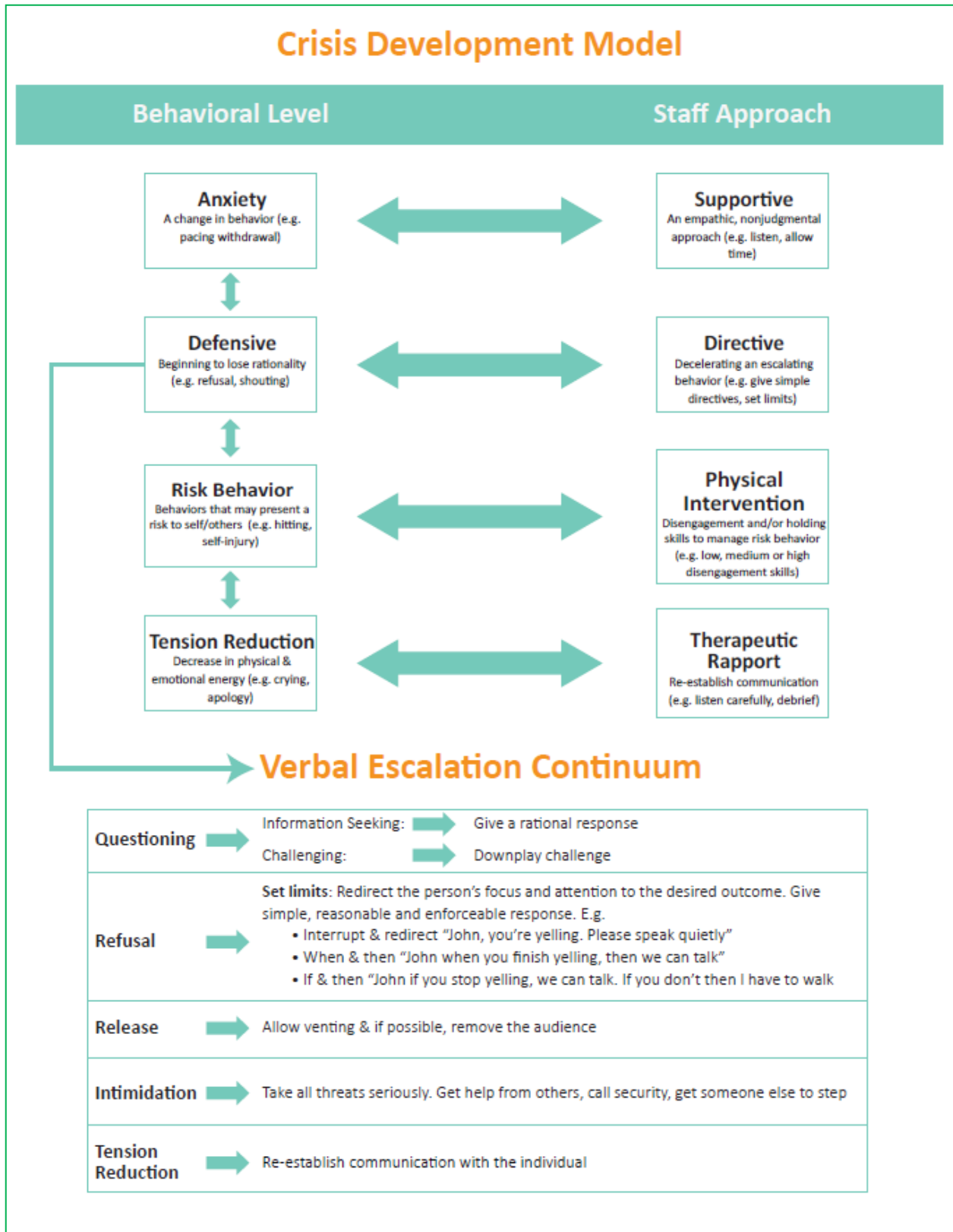
#### How is a report responded to?

- ✓ **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 reviews all workplace events every 4th Tuesday at 7:00 am.
- ✓ The Sheriff’s Department will take control if the act or threat of violence involves criminal activity.

#### Available Resources:

- ✓ For HR policies contact:  
DPH Human Resources (415-557-4800) &  
Labor relations: 415-557-4990 or [employeerelations@sfgov.org](mailto: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).







## Parking Rates

# LAZ Parking California, LLC

## Zuckerberg San Francisco General Hospital

June 1<sup>st</sup>, 2022

Dear Patrons,

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

<i>7/1/2022</i>			
<i>Hourly</i>		<i>Monthly</i>	
<b>Garage</b>			
0-1 Hr	\$5.00	<b>Garage 24/7:</b>	\$170.00
1-2 Hr	\$8.00	<b>Garage Night:</b>	\$120.00
2-3 Hr	\$11.00	<b>Garage Carpool/:</b>	\$95.00
3-4 Hr	\$14.50	<b>Garage Motorcycle:</b>	\$90.00
4-5 Hr	\$18.00		
5-6 Hr	\$21.50	<b>Campus 24/7:</b>	\$190.00
6-7 Hr	\$25.00	<b>Campus Night:</b>	\$120.00
7-24 Hr	\$29.00		

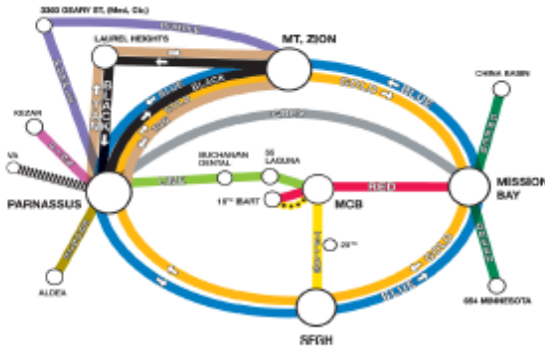
## ZSFG Employee Transportation Options

### 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.

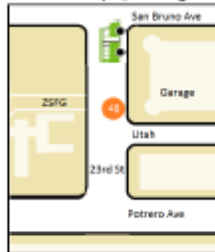
Pick-up/Drop-off Schedule

24th St. Mission BART @ Bank of the West



AM	
24th BART to ZSFG	
5:30	5:45
6:00	6:15
6:30	6:50
7:05	7:20
7:35	7:50
8:05	8:20
8:35	8:45

#### ZSFG Stop @ Garage



PM	
ZSFG to 24th BART	
4:15	4:30
4:45	5:00
5:15	5:30
5:45	6:00
6:15	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](mailto:transportation@sfdph.org) BikeLink on-demand 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](mailto:parking@transmetro.com)

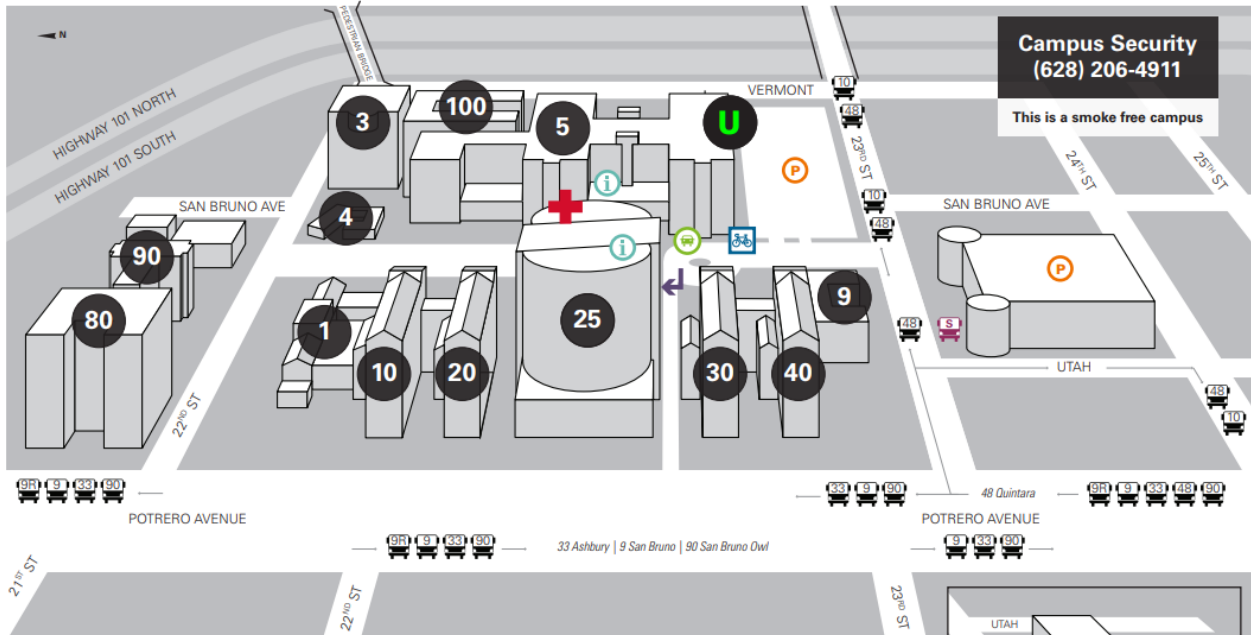
23rd St. Garage offers Zipcar, Get Around, and Scoot for personal use. EV charging stations and bike parking is also available.



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

# CAMPUS MAP

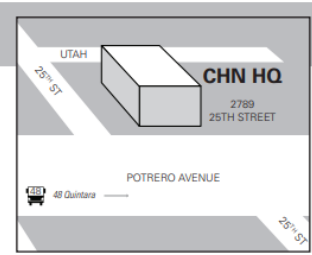
1001 Potrero Avenue  
San Francisco, CA 94110  
(628) 206-2800



**Campus Security**  
(628) 206-4911  
This is a smoke free campus

## Key

- Emergency Department Entrance  
Entrada al Departamento de Emergencia  
急診室入口
- Urgent Care  
Atención de Urgencias  
緊急護理
- Main Entrance  
Entrada Principal  
主要入口
- Patient Drop Off  
drop off/pick up includes taxi,  
Para Transit and personal transport  
Entrega del paciente por vehiculo  
病人下/上車的地方
- Information  
Información  
信息
- Shuttle Drop Off/Pick Up  
Both UCSF and ZSFG shuttle  
Parada de los microbús gratuitos  
免費公車停/搭車點
- Public Parking  
Estacionamiento público  
公共停車場
- Staff Bike Cage  
Estacionamiento para bicicletas  
de empleados  
工作人員自行車存儲



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

Departments Listed Alphabetically

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	7FB
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
OTOP	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	3M
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	7FB
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

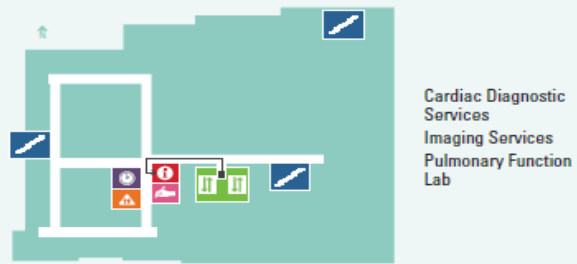
# Building 25 Wayfinding Map

## Basement, Ground, and First Floor

FLOOR	SERVICE
7	ACE Acute Care for Elders
4	Acute Dialysis Suite
1	Admitting
4	Adolescent Rooms
B	Anatomic Pathology & Morgue
G	Blood Bank
G	Cardiac Cath Lab
B	Cardiac Diagnostic Services
3	Cardiac ICU
6	Cardiology
1	Cashiers
1	Eligibility
1	Emergency Department
G	Endoscopy Services
6	Faculty Inpatient Service
4	General ICU
6	General Medical Surgical
5	General Medical Surgical
4	General Surgical
B	Imaging Services
B	Inpatient Pharmacy
G	Interventional Radiology Suite (Neuro & Body Scans)
1	Main Lobby
3	Medical ICU
2	Family Birth Center
3	Neuroscience ICU
4	Neuroscience Medical Surgical
2	NICU
5	Oncology
5	Palliative Care
2	Pediatric Care
G	Perioperative Services (PACU, Surgery Center, Operating Room)
B	Pulmonary Function Lab
7	Rooftop Garden
3	Surgical & Trauma ICU
2	Well Baby Nursery

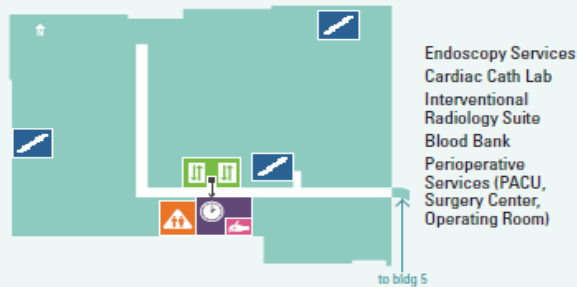
### BASEMENT

BAY BRIDGE



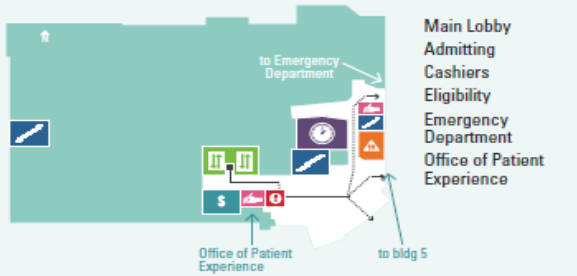
### GROUND

PRESIDIO



### FIRST FLOOR

EMBARCADERO

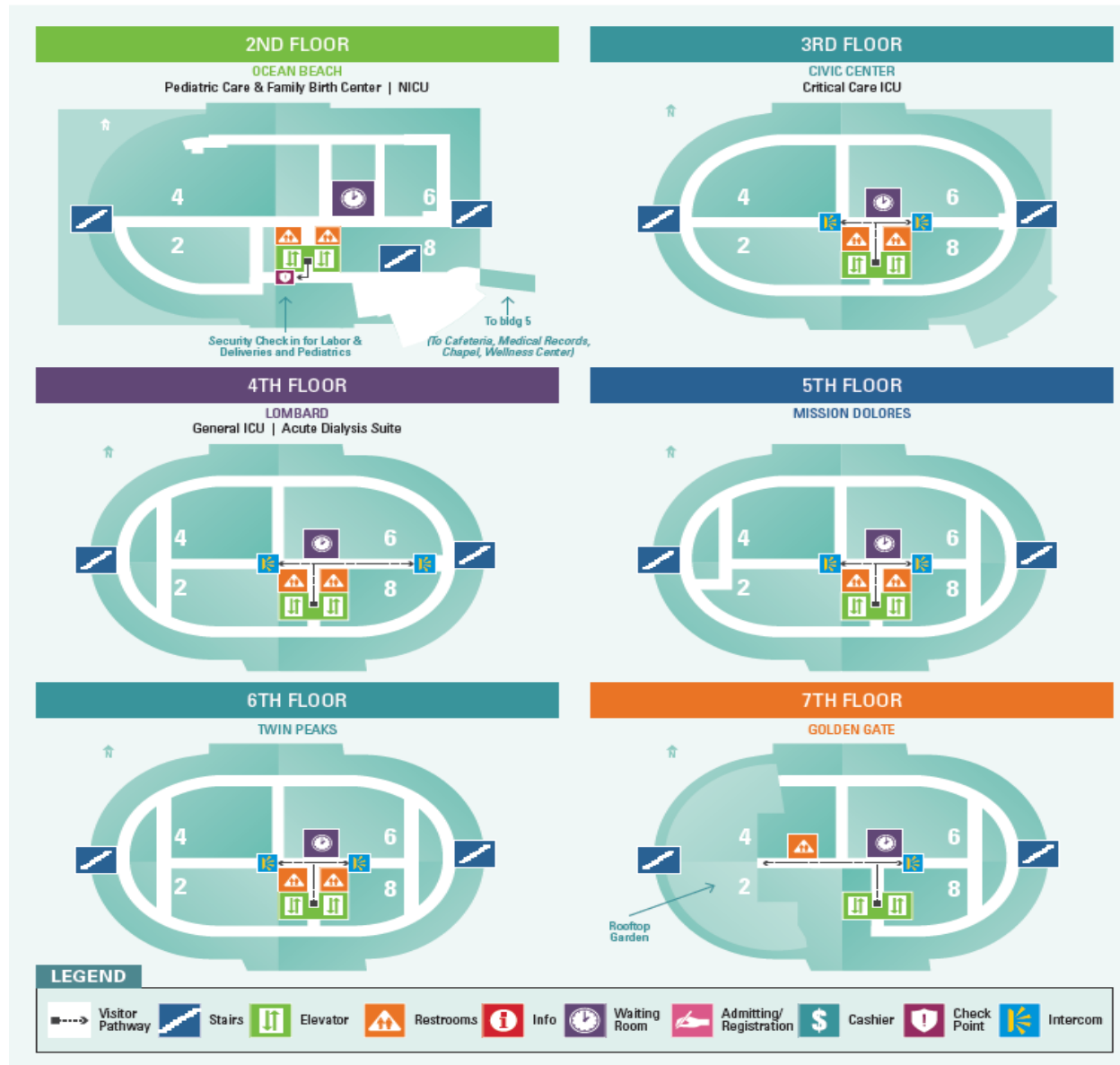


**LEGEND**

- Visitor Pathway
- Stairs
- Elevator
- Restrooms
- Info
- Waiting Room
- Admitting/Registration
- Cashier
- Check Point
- Intercom

# 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 6<sup>th</sup> floor of Bldg. 80. Exception: Ward 17 (Dialysis) is on the 3<sup>rd</sup> floor of Bldg. 100.
- **CHN Bldg.** – located on 25<sup>th</sup> Street. HR and Accounting

# SFGH Foundation



Contact us:

[info@sfghf.org](mailto:info@sfghf.org)

628-206-4478





ZUCKERBERG  
SAN FRANCISCO GENERAL  
Hospital and Trauma Center

**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](mailto:SFGHwellness@sfdph.org)  
Website: [www.sfghwellness.org](http://www.sfghwellness.org)

**Find us on Facebook & Twitter**  
[SFGHCommunityWellnessCenter](#)  
[@SFGH\\_WELLNESS](#)

**FREE WELLNESS for ALL**

**WOW Schedule**

**ZSFG Community Wellness Center**

<b>Monday</b>	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)
<b>Tuesday</b>	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.)
<b>Wednesday</b>	3:30 PM	Chair, Stretch, & Boogie
	12:00 PM	Yoga (Staff Only)
	5:00 PM	Zumba
	11:00 AM	Chair Massage (1st & 3rd Thurs.)
<b>Thursday</b>	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)
<b>Friday</b>	10:30 AM	Bollywood Dance
	12:00 PM	Zumba Gold-Low Impact (Bilingual Spanish)
<b>Saturday</b>	10:30 AM	Family Zumba

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

[www.SFGHWellness.org](http://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](http://SojournChaplaincy.org)



To arrange a Chaplain, visit:

**Dial:**  
x6-8500  
for our referral line

**Page:**  
(415) 327- 1187  
for Urgent needs  
during business hours



at San Francisco General Hospital



# ZSFG Library



## ZSFG Library

*Providing research support, point-of-care tools, and a community-focused space for all employees & events at ZSFG*

### Where to find us:

Building 30, Floor 1  
[Library.ucsf.edu/zsfg](http://Library.ucsf.edu/zsfg)

### How to contact us:

[zsfglibrary@ucsf.edu](mailto:zsfglibrary@ucsf.edu)  
628-206-3114

## Get expert help from a Clinical Librarian in:

- Utilizing evidence-based guidelines
- Expanding open-access research & scholarship
- Developing patient-centered projects & policies



Jill Barr-Walker, MPH, MS

Jill provides support for evidence-based research and instruction to clinicians, researchers, and staff located at ZSFG.

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



Nora Franco, MSIS

Nora provides teaching and research services to our diverse and distributed campus community with a focus on clinical support for staff at ZSFG.

*Nora helped me with a literature search on methods for avoiding induction of labor. This helped us revise our approach to prolonged pregnancy, putting key information in the hands of our patients. - Clinical Professor, ZSFG*



## 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 [San Francisco Deferred Compensation Plan \(SFDCP\)](#). The SFDCP is an employee benefit offered by the [Retirement System \(SFERS\)](#) 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 [dedicated Retirement Counselors](#) through **Voya**, which currently serves as the Plan's recordkeeper.

[Chris Wisdom](#) is your dedicated Retirement Counselor.

Please click [here](#) to book your 30-minute phone/virtual meeting with Matthew. Simply state your preference for telephone, Zoom, or Skype when [requesting an appointment](#). Matthew can also be reached directly at **408-475-4557**.



## Union Information

Union	NEO Coordinator	Email Address	Phone	Website
<b>Automotive Machinists No. 1414</b>	Arthur Gonzalez	<a href="mailto:speedy4864@aol.com">speedy4864@aol.com</a>	(650) 341-2689	<a href="http://www.iam1414.org/">http://www.iam1414.org/</a>
<b>Bricklayers and Allied Craftsmen, Local 3</b>	Steve Kantoniemi	<a href="mailto:stevek@bac3-ca.org">stevek@bac3-ca.org</a>	(510) 219-0562	<a href="http://www.bac3-ca.org/">http://www.bac3-ca.org/</a>
<b>Carpet, Linoleum and Soft Tile Workers, Local 12</b>	Tony Tofani	<a href="mailto:tony@dc16.us">tony@dc16.us</a>	(510) 701-1112	<a href="http://www.dc16iupat.org/">http://www.dc16iupat.org/</a>
<b>Cement Masons Union Local 300</b>	Dave Johnson	<a href="mailto:DJohnson@opcmialocal300.org">DJohnson@opcmialocal300.org</a>	(415) 468-4411	<a href="http://www.opcmialocal300.org/">http://www.opcmialocal300.org/</a>
<b>Committee of Interns &amp; Residents, SEIU</b>	Kim Carter-Martinez	<a href="mailto:kcartermartinez@cirseiu.org">kcartermartinez@cirseiu.org</a>	(510) 671-2626	<a href="https://www.cirseiu.org/">https://www.cirseiu.org/</a>
<b>Electrical Workers, Local 6</b>	Osha Ashworth	<a href="mailto:oashworth@ibew6.org">oashworth@ibew6.org</a>	(415) 861-5752	<a href="https://ibew6.org/">https://ibew6.org/</a>
<b>Glaziers, Local 718</b>	Bartolomy Pantoja	<a href="mailto:bart@dc16.us">bart@dc16.us</a>	(415) 625-0225	<a href="http://www.dc16iupat.org/glaziers.aspx">http://www.dc16iupat.org/glaziers.aspx</a>
<b>I.A.T.S.E., Local 16</b>	Steve Lutge	<a href="mailto:sal@local16.org">sal@local16.org</a>	(415) 441-6400	<a href="http://www.local16.org/">http://www.local16.org/</a>
<b>I.F.P.T.E. Local 21</b>	Paul Kim	<a href="mailto:pkim@ifpte21.org">pkim@ifpte21.org</a>	(415) 864-2100	<a href="http://www.ifpte21.org/">http://www.ifpte21.org/</a>
<b>Ironworkers, Local 377</b>	Charlie Hernandez	<a href="mailto:charlie@local377.com">charlie@local377.com</a>	(415) 285-3880	<a href="https://www.ironworkers377.com/">https://www.ironworkers377.com/</a>
<b>L.I.U.N.A., Local 261 (including HOD Carriers)</b>	Theresa Foglio	<a href="mailto:laborers261@gmail.com">laborers261@gmail.com</a>	(415) 826-4550	<a href="https://liunalocal261.org/">https://liunalocal261.org/</a> HOD Carriers: <a href="http://www.ncdclaborers.org/specialty2.html">http://www.ncdclaborers.org/specialty2.html</a>
<b>Municipal Attorneys' Association</b>	Sean Connolly	<a href="mailto:sfveloce@yahoo.com">sfveloce@yahoo.com</a>	(415) 823-7566	<a href="http://www.sfmaa.org/">http://www.sfmaa.org/</a>
<b>N.C.C.R.C., Local 22, Carpenters &amp; Building Inspectors</b>	Sean McGarry	<a href="mailto:SMCGARRY@NCCRC.ORG">SMCGARRY@NCCRC.ORG</a>	(415) 355.1322	<a href="http://www.local22.org/">http://www.local22.org/</a>
<b>San Francisco Building Inspectors' Association</b>	Mark Leach	<a href="mailto:mleach@ibt856.org">mleach@ibt856.org</a>	(650) 635-0111	

## Union Information – Cont.

Union	NEO Coordinator	Email Address	Phone	Website
NCCRC, Local 34, Piledrivers	Chris Moyer	<a href="mailto:cmoyer@nccrc.org">cmoyer@nccrc.org</a>	(510) 635-4227	<a href="http://piledrivers34.unionnet.com/">http://piledrivers34.unionnet.com/</a>
Operating Engineers, Local 3	David Tuttle	<a href="mailto:dtuttle@oe3.org">dtuttle@oe3.org</a>	(510) 748-7400 x3630	<a href="http://www.oe3.org/contact/">http://www.oe3.org/contact/</a>
Plasterers and Shophands, Local 66	Chester Murphy	<a href="mailto:chester@pl66.org">chester@pl66.org</a>	(650) 872-8922	<a href="http://www.plastererslocal66.org/">http://www.plastererslocal66.org/</a>
Plumbers, Local 38	John Chiarenza	<a href="mailto:jchiarenza@ualocal38.org">jchiarenza@ualocal38.org</a>	(415) 626-2000	<a href="http://www.ualocal38.org/">http://www.ualocal38.org/</a>
Roofers, Local 40	NEO Coordinator	<a href="mailto:rooferslocal40@gmail.com">rooferslocal40@gmail.com</a>	(415) 508-0261	<a href="http://www.rooferslocal40.org/">http://www.rooferslocal40.org/</a>
San Francisco City Workers United	John Montes	<a href="mailto:John.montes@sbcglobal.net">John.montes@sbcglobal.net</a>	(415) 307-8290	<a href="http://www.sfcwu.org/index.html">http://www.sfcwu.org/index.html</a>
San Francisco Deputy Probation Officers' Association	Franklin Carvajal	<a href="mailto:SFDPOA@icloud.com">SFDPOA@icloud.com</a>	(415) 241-4260	
San Francisco Deputy Sheriffs' Association	Ken Lomba	<a href="mailto:kennethlomba@gmail.com">kennethlomba@gmail.com</a>	(415) 846-9278	<a href="https://sanfranciscocodsa.com/">https://sanfranciscocodsa.com/</a>
San Francisco District Attorney Investigators' Association	John Lenny	<a href="mailto:john.lenny@sfgov.org">john.lenny@sfgov.org</a>	(415) 608-6660	
San Francisco Municipal Executives' Association	Raquel Silva	<a href="mailto:raquel@sfmea.com">raquel@sfmea.com</a>	(415) 989-7244	<a href="http://sfmea.com/">http://sfmea.com/</a>
Service Employees International Union, 1021	NEO Coordinator	<a href="mailto:SF-DHR-Info@seiu1021.org">SF-DHR-Info@seiu1021.org</a>	(415) 848-3611	<a href="http://www.seiu1021.org/">http://www.seiu1021.org/</a>
SF Sheriff's Managers and Supervisors Association	John Ramirez	<a href="mailto:Jramirez1486@gmail.com">Jramirez1486@gmail.com</a>	(415) 963-1670	<a href="https://sfsheriffsmsa.org/">https://sfsheriffsmsa.org/</a>

## Union Information – Cont.

Union	NEO Coordinator	Email Address	Phone	Website
Sheet Metal Workers, Local 104	Richard Koenig	<a href="mailto:richardk@smw104.org">richardk@smw104.org</a>	(415) 621-2930	<a href="http://www.smw104.org/">http://www.smw104.org/</a>
Stationary Engineers, Local 39	Michael Rainsford	<a href="mailto:Mrainsford@Local39.org">Mrainsford@Local39.org</a>	(415) 861-1135	<a href="http://www.local39.org/">http://www.local39.org/</a>
Teamsters, Local 853	Daniel Harrington	<a href="mailto:dharrington@teamsters853.org">dharrington@teamsters853.org</a>	(510) 915-6427	<a href="http://www.teamsters853.org/index.php">http://www.teamsters853.org/index.php</a>
Teamsters, Local 856 (Multi Unit & Supervising Nurses)	Terrance Hall	<a href="mailto:thall@twusf.org">thall@twusf.org</a>	(415) 275-0528	<a href="http://teamsters856.org/">http://teamsters856.org/</a>
Transport Workers Union, Local 200	Nichelle Flentroy	<a href="mailto:L200TWU@GMAIL.COM">L200TWU@GMAIL.COM</a>	(415) 554-4232	<a href="http://www.twulocal200.org/">http://www.twulocal200.org/</a>
Transport Workers Union, Local 250-A, (Multi Unit & 7410s)	Pete Wilson	<a href="mailto:pwilson@twusf.org">pwilson@twusf.org</a>	(415) 922-9495	<a href="http://twusf.org/">http://twusf.org/</a>
UAPD	Tim Jenkins	<a href="mailto:tjenkins@uapd.com">tjenkins@uapd.com</a>	(510) 839-0193	<a href="https://www.uapd.com/">https://www.uapd.com/</a>

**Trainings to Complete:**

Trainings	Training Overview	Requirement	Dates	Self-Register using link below:
<b>City-Wide DHR Online Trainings</b>	<ul style="list-style-type: none"> <li>• Citywide Onboarding</li> <li>• Disaster Service Worker Training</li> <li>• Bystander Training</li> <li>• Cybersecurity Training</li> <li>• Equitable, Fair, and Respectful Workplace</li> <li>• Harassment Prevention Training</li> <li>• Introduction to Implicit Bias</li> <li>• Telecommuting for Employees ("Is Telecommuting an Option for Me?")</li> <li>• Transgender 101</li> <li>• Whistleblower Program Training</li> </ul>			<a href="https://sfdhr.org/employee-online-trainings">https://sfdhr.org/employee-online-trainings</a>







# Notes

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