

HARRIS HEALTH SYSTEM

Facilities Engineering GUIDELINES AND PROCEDURES

Department: Facilities Engineering

Procedure No: 1016

Page Number: 1 of 10

Effective Date: 03/2014

TITLE: CONTRACTORS WORK GUIDELINES

PURPOSE: To define and outline work guidelines for all contractors and vendors performing construction and/or maintenance (work) services at Harris Health System facilities.

PROCEDURE/ GUIDELINE RATIONALE SUMMARY:

All contractors, vendors and their employees or representatives shall comply with the requirements and instructions set forth by the guidelines and procedures.

ELABORATIONS:

I. DEFINITIONS:

CONSTRUCTION - the building of something new, this will be handled by Facilities Planning.

MAINTENANCE - work that is done regularly to keep a machine, building, or piece of equipment in good condition and working order.

REPAIR - to restore something broken or damaged to good condition, and extend life expectancy.

RENOVATION - to bring something such as a building back to a former better state by means of repairs, redecoration, or remodeling.

*Construction and renovation are processed by the Facilities Planning Department.

UTILITY SYSTEM: - Any system designed to distribute or remove energy, gases, communications, or wastes. The systems include:

- Normal and essential electrical distribution systems and equipment
- Piped medical air and medical gas systems
- Bulk oxygen storage and delivery equipment
- HVAC systems
- Domestic and industrial water systems
- Sanitary and storm sewer systems
- Natural gas systems
- Voice communication systems
- Data Systems
- Tube Systems
- Standby emergency power systems (UPS)

Fire Systems include:

- Sprinklers
- Smoke/Heat Detectors
- Pull Stations
- Audio/Visual Devices

- Fire Pump
- FDC connections.

II. SECURITY:

A. Identification Badges

All Contractors and their employees must obtain and wear identification (ID) badges. To obtain badges, the contractor must provide Harris Health System Security Office(s) with a written list of names. Each person requiring a badge shall complete an Authorized Identification/Access Badge form. The Contractor shall comply with all other Harris Health System Policies and Procedures. The contractors and their employees must attend the mandatory Harris Health System Learning and Resource Center Contractor Training prior to the issuance of any badge(s).

1. The Project Managers must submit the written list of names to the Learning and Resource Center at least two weeks in advance.
2. Unless special permissions are granted, all ID Badges must be returned to the Security Office immediately upon completion of any work or project(s).
3. If Contractor's employees do not return ID Badges, the Harris Health System shall enforce the restriction of any contractor and/or employee(s) from facility access and future work until all issued ID Badges are accounted.
4. Contractor's employees who will be working within Harris Health System facilities for more than thirty (30) days shall obtain an ID Badge from the Security Office.
5. Contractor's employees who will be working at Harris Health System facilities for thirty (30) days or less must obtain temporary visitors badges from the Department of Public Safety.
6. All contractors' employees must sign-in with Facilities Engineering every day prior to proceeding to the work area(s) and sign-out before leaving the facility.
7. Parking for contract workers may be arranged through Harris Health System Department of Public Safety depending on availability.
Contractors shall not park in any unauthorized locations.

B. Accessing Facility and Secured Areas

Contractors entering Harris Health System facilities must check-in with the Security Office and then proceed to Facilities Engineering to secure all necessary permits and approvals. The Contractor shall pre-arrange access to the Community Health Program through Engineering Department prior to entering any facility.

1. The Contractor must sign-in with Facilities Engineering prior to performing any work.
2. Contractor shall notify Facilities Engineering prior to accessing the roofs.

3. Construction areas or job sites must be secured from unauthorized entry at all times.
4. Harris Health System shall not accept any responsibility for contractor tools that are on the job site and/or unsecured.
5. Theft, misappropriation or damage to Harris Health System equipment due to contractor negligence will result in the responsible party being removed from the job site and Harris Health System shall be reimbursed accordingly.
6. Health Information Portability and Accountability Act (HIPAA) – The Federal HIPAA regulations establish specific requirements to preserve and protect the confidentiality of patients and their healthcare information. Contractors working within the Harris Health System environment shall be held to the same requirements, and are not allowed access to patient information. Any information obtained while working in the Harris Health System environment is considered personal and confidential.

C. Behavior

The Contractor shall enforce strict discipline and order among its employees at all times. The Contractor shall not employ anyone on the work site not skilled in the task assigned. Harris Health System reserves the right to request removal of any individual who does not comply.

1. Practical jokes, wrestling, throwing material, horseplay, etc. are strictly forbidden on any of Harris Health System premises.
2. Any behavior, which compromises safety within the Harris Health System environment, such as whistling, abusive language or sexual harassment, will result in the removal of that individual from the premises.
3. Lunch breaks and/or other authorized breaks shall be taken in designated areas.

III. SAFETY

All Contractors shall work within the rules and regulations, defined in the current edition of Texas Medical Center Architectural Standards, OSHA and the Harris Health System policies and procedures. The contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the work.

A. On Site Work Injuries

1. Contractors injured while working at a Harris Health System property must report the incident. The contractor must record all information required on an OSHA 101 form for all OSHA recordable injuries, and must maintain an OSHA 200 Log of all recordable injuries.
2. The contractor will report to Harris Health System Project Manager and Environment of Care Department a summary of their injury experiences each month. This summary at a minimum shall include the number of

first aid injuries, the number of lost time injuries, and the number of fatalities. All but first aid injuries are OSHA recordable.

3. Any incident or injury to a contractor employee that involves Harris Health System employees or equipment must be reported to the Project Manager and Facilities Engineering or designee immediately. The Harris Health System designated representative will complete an investigation report and forward to the Environment of Care Department.
4. The contractor shall erect and maintain as required all reasonable safeguards for safety and protection, including posting danger signs and other warnings against hazards promulgating safety regulations and notifying Harris Health System and users of adjacent areas and utilities.
5. The Contractor employees are required to report any unsafe conditions to their immediate supervisor during construction or renovation projects.
6. Personal protective equipment may be deemed necessary and required for some renovation and construction projects. The contractor is required to provide, train where necessary and assure employees utilize proper personal protective equipment.
7. The contractor shall wear approved fall arrest equipment, (contractor provided) and be secured to an approved anchorage point whenever working on roof areas within ten (10) feet of the roof edge.
8. Harris Health System is a “NON-SMOKING” institution. Use of tobacco products, including smoking and electronic cigarettes, is prohibited for all patients, visitors, physicians and staff, (includes contractors) within any Harris Health System facilities and on Harris Health System grounds.

B. Learning and Resource Center Contractor Mandatory Training

ALL contractor personnel shall be required to attend mandatory Harris Health System Learning and Resource Center Contractor Training prior to working at any facility. Under no circumstances will badges be issued or contractors permitted to work in a Harris Health System facility until completion of training. The training shall be arranged by the Project Manager or Facilities Engineering or designee. This training will be a multi-media presentation and will encompass all of Harris Health System relevant procedures and policies. Attached acknowledgment of training must be completed and submitted to LRC instructor.

C. Emergency Situations

1. In the event of a FIRE (Code Red), the contractor’s employee should:
 - Call 713-873-7899 and report CODE RED

- Provide the operator with the fire location, name of person reporting the incident, company, and if known, what type of fire.
 - Initiate the building alarm system by activating the nearest pullstation. This will be covered in detail at the mandatory contractor training.
2. In the event of a the flowing, the contractor’s employee must be familiar with the following emergency code situations. Report to your supervisor for further instructions as necessary, to report this type of incident call 713-873-7800:

Code Blue	Medical Emergency (Stroke Alert, Trauma, RRT)
Code Amber	Child Abdutction
Code Anderson	Hostage Situation
Code Gray	Severe Weather
Code Green	Psychiatric Emergency
Code Orange	Prisoner Escape
Code Pink	Infant Abduction
Code White - Active Shooter	1. <u>Run</u> - If you cannot get out, run and encourage others to do the same. 2. <u>Hide</u> - Conceal yourself behind a large object, cut off lights, lock doors and silence phone ringers. 3. <u>Fight</u> - Act with aggression, improvise weapons and do whatever it takes to take the shooter down.
Code Yellow	Chemical Spill
Condition B and C	External disaster
Condition F	Internal disaster.

D. Hazardous Materials

The contractor shall be informed by the Project Manager and/or Facilities Engineering or designee of known hazardous materials or conditions that may be encountered during the course of work. Furthermore, the contractor shall be made aware of the Hazardous Materials and Waste Management program and are required to follow Harris Health policy and procedures #7201, #7202, #7204. The Material Safety Data Sheets for chemicals being used on site must be clearly posted at the worksite and a copy forwarded to Facilities Engineering for filing.

IV. CONSTRUCTION/MAINTENANCE SERVICES

When a Harris Health System facility undergoes construction, renovation, remediation, repairs and/or demolition, a multidisciplinary team shall be established to consider proactive and preventive risk mitigation measures.

The Contractor shall be required to meet with the Project Manager and Facilities Engineering or designee to review the project scope and/or services and determine whether or not measures are required.

Negligence in adhering to Harris Health System procedures may result in a work stoppage.

A. Preconstruction Risk Assessment (PRA)

Depending on the scale of the project or services, a Preconstruction Risk Assessment must be completed prior to any activity. The Contractor is required to review and sign-off on the Harris Health System Preconstruction Risk Assessment (PRA) procedures and policy #7407.

B. Infection Control Permit

All contractors shall adhere to the Harris Health System Infection Control procedures and must obtain an Infection Control Permit when required from the Infection Control Department prior to any construction.

C. Alternate Life Safety Measures

1. Depending on the project scope, conditions or services, Interim Life Safety Measures (ALSM) must be considered if warranted by construction and/or maintenance services that impacts patient care areas as stated in Policy #7403.
1. The contractor, Project Manager and Facilities Engineering or designee will review the scope of work prior to any work and determine necessary actions. Facilities Engineering/ Project manager/Designee completes the ALSM risk assessment checklist, attachment I on Policy 7403.
2. Based on the results assessment of attachment I, complete attachment 1A and 1B.
3. Attachment II and III of 7403 must be completed daily during active project activity.

D. Utility Shutdown/Impairments

2. Harris Health System Project Manager and Facilities Engineering or designee shall be notified at least two (2) weeks prior to any impairment of the MEP utility systems or the fire protection equipment, specifically hydrants, fire pumps, automatic sprinkler systems, smoke detectors, and water supplies.
3. All procedures must be followed and the requests must be submitted on Harris Health System Utility System Shutdown form as stated in Facilities Engineering procedures # 1035, attachment 1, 1A, and 1B.
4. Upon determining the need for building system impairment, the Contractor shall notify the Project Manager and Facilities Engineering or designee of any pending shutdowns and the contractor must complete the Utility System Shutdown Forms. Facilities Engineering with the assistance of the Project Manager shall make all necessary arrangements and notifications to

Harris Health System facility managers and assist in coordinating any system impairments.

5. Completed Utility Shutdown forms shall be submitted to Facilities Engineering/Project Manager/Designee and filed.

E. Fire Alarm and/or Sprinkler System Shutdowns

1. Facilities Engineering shall notify the office of the supporting Fire (Code) Department in writing not less than seven (7) business days prior to any lengthy, routine or scheduled repairs, or replacement time period. Certification and documentation of repairs and operational readiness of the system shall be provided to the Code Official Office upon request.
2. LIFE-SAFETY SYSTEMS that are out of service for more than seventy-two (72) hours shall have a fire watch provided by the Fire Marshal Office. Local Fire Marshal Office at 600 Jefferson St, Houston, Texas 77008.
3. LIFE-SAFETY SYSTEMS that are out of service from four (4) to seventy-two (72) hours shall require that Facilities Engineering shall conduct an ILSM, provide a fire watch, consult the Safety Department and then notify the insurance company.
4. When a Fire Watch is required see 7404 Fire Safety Risk Procedures.

F. Lock Out/Tag Out

1. If a Lock Out/Tag Out is required to work on a piece of equipment and/or system, it shall be secured by using OSHA's Lock Out/Tag Out procedures and Facilities Engineering Policy #1021.
2. The Contractor shall notify and provide Facilities Engineer lock outage schedules, outage times and locations of areas affected by temporarily power disruptions.

G. Hot Work

1. Hot Work Permits shall be required for ALL hot work that involves cutting, burning, welding or an open flame. The Contractor shall adhere to the Facilities Engineering procedures #1020. Hot work permits shall be obtained from Facilities Engineering prior to the start of any work.
2. Hot Work that requires a permit must have a fire extinguisher on hand during the entire time of the hot work operation.
3. Hot Work for which a permit has been issued requires a designated fire watch during the entire duration of the hot work and for one (1) hour after all hot work stops. The contractor is responsible for supplying the designated fire watch. This is a designated person with no additional duties other than fire watch.
4. Twenty-four (24) hour prior notification is necessary for all contractor work requiring smoke detector by-passing and/or a hot work permit after 3:00 p.m. Monday through Friday or anytime Saturday and Sunday.

H. Fire Extinguishers

1. Contractors must provide tagged fire extinguishers and locate accordingly to provide adequate coverage per NFPA 10; 6.2.1.1 and/or International Fire Code (IFC) 906.1 throughout construction zones as required.
2. Engineering will conduct monthly fire extinguisher inspections in accordance to NFPA 10.

I. Above Ceiling Access

1. Above Ceiling Permits shall be required for ALL work above the (plenum), found in Above Ceiling Work and Fire/Smoke Wall Penetrations policy #7406.
2. Above Ceiling permits must be obtained from Facilities Engineering prior to the start of any work. Sign and complete log.
3. The permit must be displayed at all times near job site or on the ladder. Failure to display the permit will result in the shut-down of all work.

J. Working With Utility Systems (Electrical, Plumbing, HVAC)

The Contractor shall not operate any Harris Health System machinery, equipment or utility systems (HVAC, electrical, automatic sprinkler, etc.) unless familiar with the facilities operations, has been authorized, and is supervised by Facilities Engineering.

1. The Contractor electrical (non-patient) equipment brought into Harris Health System facilities and utilized in patient care areas must be checked-out and certified by the Facilities Engineering for compliance with Harris Health System policy #7605. This shall include proper grounding and system compatibility. The contractor shall initiate said inspections.
2. Contractors conducting electrical repair work or new construction on machinery or building equipment are required to Lock Out and Tag the starting switches and all energy isolation devices, i.e., valves with “DO NOT OPERATE” tags, (including contractor name and date), Facilities Engineering must be informed that the power has temporarily been locked out. All Contractors must follow OSHA and Harris Health System lock out/tag out procedures. Any lock out / tag out actions conducted by the contractor will require prior notification to Facilities Engineering before any maintenance / repair procedures are undertaken.
3. The Contractor shall limit electrical interference with Harris Health System electrical equipment and radio telecommunication devices by complying with NFPA 99 and FCC regulations.
4. The Contractor must use Safety Related Work Practices for all electrical work as provided in OSHA standards 29 CFR 1910.331-335 and 29 CFR 1926.416 and 417 as applicable.

K. Housekeeping

1. The Contractor shall confine operations to the designated construction work area(s) as permitted by law, ordinances, permits, contract documents and shall not unreasonably encumber the site with any materials, equipment, or unnecessarily disturb other occupants of the facility.
2. The contractor shall at all times keep the premises free from accumulation of waste materials and/or rubbish caused by construction operations. At the completion of the work all waste materials, rubbish materials and tools shall be removed from the project/job site, in addition to construction equipment, machinery and surplus materials. Trash/rubbish and combustibles shall be removed daily. All trash and debris bins must be covered when entering/exiting public corridors. All flammable products shall be returned and stored into an approved flammable storage cabinet prior to project work stoppage at the end of each day.
3. The Contractor shall schedule all necessary material stocking/staging, demolition and trash removal through designated corridors and elevators during non-peak hours as approved by Facilities Engineering and Infection Control during the project kick-off meeting.
4. Littering or poor housekeeping, unsanitary or unsafe conditions, and/or other disruptive procedures in a Harris Health System facility are strictly prohibited. Harris Health System reserves the right to shut-down all work that may be disruptive.

L. Personal Attire For Workmen

All contractors shall observe and comply with Harris Health System standards for dress and personal appearance.

L. Sanitary Facilities For Workmen

The Contractor shall provide their employees suitable sanitary toilet facilities for the entire construction period.

1. The Contractor shall keep all toilet facilities clean and supplied with tissue, disposable towels, soap and waste containers at all times.
2. Contractor employees shall utilize toilet facilities as provided by the contractor and approved by the facility designated representative.
3. Special arrangements will be made for smaller projects, on a case by case basis.

M. COMPLETION OF SERVICES AND INVOICING

It is the responsibility of the contractor/vendor to ensure that all invoices are processed accurately and submitted to ensure payment.

1. A Purchase Order must be obtained before any work is initiated at Harris Health System.

2. The purchase order number must be referenced on all service tickets and invoices in order to receive payment. No exceptions will be considered.
3. The Contractor must leave a service ticket at the facility before leaving the premises. If vendors have electronic ticketing, a copy of the service ticket must be emailed to the facility no later than one (1) business day.
4. The vendor must secure signatures from Facilities Engineering management acknowledging services have been completed, inspected and approved.
5. The sign in and out logs in facilities engineering will be utilized to cross reference the times the vendor is on property performing any work. Invoice will not be processed for payment when sign in and out signatures are missing from the logs.
6. Invoices will be returned to vendor if:
 - Billing rates per invoice do not agree to the rates per contract or purchase order.
 - Invoice was billed as a lump sum when the contract requires billing for time and materials.
 - Invoice does not have the signature of an officer of the vendor who is ensuring the accuracy of the invoice.
 - The sign in/out logs do not match the labor hours billed.
 - Itemized support for labor and materials (as agreed upon by Harris Health System and contractor) is not attached to invoice when billing for time and materials.
 - Service tickets are not legible.
7. Service ticket and invoice discrepancies must be resolved prior to forwarding invoices to accounts payable.
8. If any service, scope and/or cost are beyond the contracted approved amount, a justification from the contractor/vendor must be submitted to Facilities Engineering management for approval(s) prior to continuing services. If approved Harris Health System will procure additional funds to the original PO to cover the additional scope/services. Any work performed without Facilities Engineering management approval(s) shall be voided.
9. A copy of the invoice with service ticket and prevailing wage rate compliance forms as stated in the U.S Dept. of Labor form WHD 347, shall be forwarded to the department and original invoice with the correct purchase order mailed to: Harris Health System Accounts Payable Department: P.O. Box 66769 Houston, TX 77266.

REFERENCES/BIBLIOGRAPHY:

7602 Department of Public Safety Policy
7201, 7202, 7204 Hazardous Materials and Waste Management
7403 Alternate Life Safety Measures
7406 Above Ceiling and Fire Wall Penetrations

7407 Preconstruction Risk Assessment
1020 Hot Work Procedures
1021 Lock Out Tag Out Procedures
1035 Utility Shutdown Procedures

DEPARTMENTAL - PRIMARY RESPONSIBILITY:
Facilities Engineering

Detach, sign, date and return to Learning and Resource Center Instructor, the following page, Contractor worker guidelines acknowledgement, prior to commencement of contractor activities.

Harris Health System

Representative/Project Manager: _____

Department Conducting Work for: _____



HARRIS HEALTH SYSTEM CONTRACTOR WORK GUIDELINES
ACKNOWLEDGEMENT

I have been presented with Harris Health System Contractor Work Guidelines and attended mandatory training. I have read the guidelines and thoroughly understand its contents:

Name (Printed): _____

Contractor/Company Name: _____

Address: _____

Telephone: _____

Harris Health System Learning and Resource Center Contractor mandatory training.

Date class taken: _____

Signature: _____ Date: _____

As a representative of the above named Contractor/Company, I hereby certify and acknowledge that I have read, understand and agree to the Harris Health System Contractor Work Guidelines.