



CONSTRUCTION CONTRACTOR PERSONNEL GUIDELINES AND WORK RULES

Mayo Clinic Health System – Southwest Wisconsin

Emergency Information:

Report any emergency (medical / fire / security / chemical spill) via Owner phone system using numbers below.

La Crosse	Dial 2-9999 for St. Francis, Skemp & CAMS Dial 911 for all other buildings on La Crosse Campus
Clinics	Dial 911
Sparta	Dial 6-5095 Emergency Department

General Information

All job direction, questions and interaction with Owner will be through the designated Owner Representative(s).

- Ensuring patient safety, security, confidentiality, and comfort is basic to all Owner activities. Contractor personnel are asked to perform work always considering the needs of the patients first.
- Restrooms for use by Contractor personnel will be identified by the Owner.
- All construction related personnel and material access and egress to grounds and buildings will be coordinated with the Owner.
- Smoking (including e-cigs), chewing tobacco, firearms/weapons, violence, harassment, alcoholic beverages, illicit drugs, horseplay, and swearing are strictly prohibited on the Owner's property.
- All Contractor personnel must dress in clean and presentable clothing. Uniforms identified with company name are required.
- All Contractors are to receive and wear an Owner access/identification card to work on the Owner's property. Access cards must be returned upon Contractor's completion of their work relationship.
- Normal contractor working hours are 6:30 a.m. – 4:00 p.m. Any deviation from these hours requires prior approval from the designated Owner's Representative.
- An after-hours work permit must be filled out and signed by Facilities Project Services for any work taking place outside of business hours 5:00am – 6:00pm Monday-Friday.
- The Hot Work Permit the potential for fire or explosion by defining responsibilities and requiring a Hot Work Permit form. This applies to, but is not limited to, open flame, welding, and burning. It is very important that all contractors utilize the MCHS-SWWI Hot Work Permit program. Contact Facilities Operations to initiate a permit.
- Fire Suppression and Fire Alarm systems — contact Facilities Operations before working on these systems. Note: operations that create dust or particles, such as sanding and spray painting, may affect fire alarm systems.

Owner shall have the absolute right in its sole discretion to prohibit Contractor personnel from continuing to perform work if Contractor personnel have (1) acted inappropriately; (2) interfered with any of Owner's employees/contractors/agents; or (3) violated any of Owner's policies and procedures.

External Requirements

The Federal Occupational Safety and Health Administration requires that Contractor personnel receive basic training from their employer about hazardous substances, harmful physical agents and infectious agents associated with their professions before performing any work. Examples of hazards include noise, heat, asbestos, chemicals (such as solvents), and infectious agents (their general description and transportation). The Owner provides additional information necessary to work in the Owner's following areas:

- Radiology rooms
- Nuclear medicine rooms
- Magnetic resonance imaging (MRI) rooms
- Fume hoods and their roof top exhausts
- Patient isolation rooms
- Laser rooms
- Heliport
- Sterile processing spaces / clean rooms
- Power Plants
- Data center
- Surgical services area
- Radiation oncology/Gamma knife
- Laboratories/laboratory buildings
- Waste handling
- Autopsy
- Animal care facilities
- Psychiatry or restricted patient units
- Signed “warning” or “restricted” space

Contractor personnel working in these areas should contact their Owner Representative(s) who will arrange for site-specific training prior to commencing work on a project. The Owner will supply protective clothing and equipment if necessary.

Job Site Housekeeping and Material Staging

Contractor personnel will clean the work site thoroughly each day after job completion. Once an area is given a final cleaning, construction personnel will not be allowed to return to the area unless given specific authorization from the Owner. Ceiling tiles will be reinstalled as soon as possible after removal. All smoke and fire walls and shafts and floor openings will be patched within the same work shift to maintain their fire related integrity. Contractor deliveries may be received on Owner’s loading dock (if exists), but Owner support, including equipment, is not provided. Dock activity demands that its use must be closely coordinated with the Owner. All material staging areas must be approved by the Owner.

Noise

Construction noise transmits easily throughout patient and staff areas. Use caution when making loud noises. Before starting noisy work, especially hammer drills, coordinate with the Owner to avoid disturbances of adjacent areas. Music generating devices, two-way radios, and cellular phones are not to be used in patient care areas.

Safety

- Contractor accepts complete responsibility for the health and safety of its employees (its subcontractors’ employees); the protection of the Work; compliance with its own safety procedures and policies; and compliance with all applicable health and safety laws, including the regulations and standards of the Occupational Safety and Health Act of 1970 (“OSHA”) as amended. Contractor shall submit to the Owner the following within five (5) working days of the occurrence of an event which causes death, personal injury, or property damage:
 - Completed Owner’s Incident Report
 - A copy of Employer’s First Report of Injury
 - A copy of other Property/Casualty insurance claim reports
 - A copy of OSHA Inspection/Citation Reports
- Interim Life Safety Measures (ILSM) will be established by Owner and Contractor for all construction projects. Any work on fire suppression and fire alarm systems must be coordinated with the Owner prior to commencing. Life Safety Plans for the buildings are available from the Owner. Penetrations of rated walls must be patched immediately. Exits must remain unobstructed and usable. If appropriate, alternate public access routes should be provided.
- Infection Control Risk Assessments (ICRA) will be completed in collaboration with the Owner prior to all construction. Required control measures will be applied as identified.
- The Owner has Asbestos Evaluation and Abatement Services which address any identified asbestos exposure. Contact the Owner Representative if asbestos is suspected.
- Construction areas are to remain fire safe. All welding must be supervised, and a fire extinguisher must be present. Welding and cutting will be stopped one hour before the day’s end. Owner’s “Hot Work” permits with follow-up are required and are available through the Owner’s Facilities office.
- Safety Data Sheets (SDS) on any product used in construction must be obtained by Contractor from the manufacturer and kept on file at the project site. SDS about chemicals used within the Owner’s environment are available from Owner’s Representative upon request. Materials which are extremely hazardous or produce strong odors must be reviewed and approved by the Owner prior to use.

Dust/Infection Control

Infection Control Guidelines are available from the Owner. Contractor personnel will comply with these guidelines. The clean environment of hospital and clinical locations must be maintained. Any construction activity must be contained within tightly sealed temporary barriers with HEPA filter exhaust fans. Trash carts must be covered when moved throughout the facilities. Contractor employees should implement infection control requirements on all projects.

Ceiling tiles will be reinstalled as soon as possible after removal in occupied areas.

Medical Gases / Utility / Equipment / Traffic Pattern Outages and Modifications

Any shutdown or modifications of medical gases, utility services, equipment, or car/pedestrian traffic patterns must be coordinated with and approved by the Owner to allow appropriate notification and scheduling with affected areas. Prior planning of at least 10 working days is preferred when possible. Due diligence is mandatory regarding locating utility services prior to any soil, concrete, or other concealed disturbance. OSHA's lockout/tagout requirements must be adhered to in coordination with the Owner's practice.

Security

Contractor personnel shall abide by all Owner provided security related direction. Specifically:

- Identification/access badges shall be issued by the Owner as required and worn/used as directed.
- Owner's patient and visitor identities, along with any acquired associated information, will not be shared or discussed.
- Owner's non-public business information will remain confidential.
- Owner and Contractor shall share an integrity position that prohibits personal/company wrongful gain from a Mayo transaction.
- Closed door integrity shall be adhered to, and the use of secured doors by Contractor will be coordinated with the Owner.
- Limited access to keys will be through the Owner's key management system which contains penalties for abuse or lost keys.
- Work sites will be secured when work activity ceases.
- The use of cameras and digital recording devices is prohibited in all patient care areas.
- Construction photographs for the aid in the construction process are acceptable. These are to be used for construction and not shared publicly.
- If a Contractor desires to share a photograph or video recording publicly, it must be approved in advance by the Owner's representative and community engagement.

Parking

Contractors working at MCHS should obtain a parking privileges at the Security office on 1st floor of the St. Francis Building. Parking for contractors is in lot #5 at the north east corner of the lot. Contractor personnel are prohibited from parking in the patient/visitor lots during daytime hours.

Contact Numbers

Facilities Operations – La Crosse	608-392-9758 or 29758
Facilities Operations – Sparta	608-797-0211
Facilities Project Services	608-392-6193 or 26193
Security	608-392-2956 or 22956