



Tenant Handbook

Table of Contents

SECTION 1 INTRODUCTION

Letter of Introduction
Mission Statement

SECTION 2 BUILDING INFORMATION

- 2.1 Rules and Regulations
- 2.2 Building Hours
- 2.3 Cleaning Services / Specifications
- 2.4 Waste Disposal
 - Non-Hazardous Solid- Retail and Non-Retail Tenants
 - Biohazard/Infectious; Sharps; Red-Bag
 - Hazardous Spills
- 2.5 Maintenance
 - Work Order Form
 - Maintenance Emergencies / Elevator Failure
 - Maintenance/Repairs for Tenant Items
- 2.6 Remodeling
- 2.7 Heating, Ventilating, Air-Conditioning Operation
- 2.8 Electrical Safety / Tenant-Owned Electrical Equipment
 - Random Safety Inspections
- 2.9 Signage
 - Signage Request Forms
- 2.10 Computer Cabling & Services

- 2.11 Rental Payments
- 2.12 Use of Building Common Areas
 - Use Request Form
- 2.13 Rental Payments
- 2.14 Insurance Requirements
- 2.15 Business Licensure / Taxes
- 2.16 Moving Guidelines for Tenants
- 2.17 Solicitors
- 2.18 Holiday Decorations
- 2.19 Parking Policies
- 2.20 Non-Smoking Regulations PHSA Policy

2.21 Tenant Information and Emergency Contact Form

SECTION 3 SECURITY

- 3.1 General Assistance
- 3.2 Locks and Keys
Key Request Form
- 3.3 Crime Prevention
- 3.4 Incident Reporting
- 3.5 Alarm Systems
- 3.6 Emergencies – Who To Call
- 3.7 Dangerous Weapons
- 3.8 Overly Aggressive Individuals
- 3.9 Suspicious Activity / Solicitation
- 3.10 Violence in the Workplace

SECTION 4 EMERGENCY MANAGEMENT

- 4.1 General Assistance
- 4.2 Fire Emergencies
- 4.3 Fire Prevention
- 4.4 Evacuation Procedures
- 4.5 Earthquake Response
- 4.6 Bomb Threat
- 4.7 Utility Failure
- 4.8 Broken Water Pipe / Flooding Situation
- 4.9 Snow and Ice Removal
- 4.10 Office/Building Shutdown
- 4.11 Medical Emergencies

SECTION 5 APPENDICES

Ethical and Religious Directives for Catholic Health Care Services, Fourth Edition

Building Amenities

Glossary

Quick List (front pocket):

Section 1

INTRODUCTION



Real Estate & Development

3760 Piper Street, Suite 3035

Anchorage, AK 99508

907-212-2328 phone

907-212-2375 fax

Dear Tenant:

This Handbook serves as a resource guide for building or tenant issues, problems and emergency situations at any given location within our region. Note that some policies/procedures may differ slightly at some locations; if you find information in this Handbook that differs from known building functions, please call your Property Manager for clarification.

This Handbook is an on-going project; we will be updating information as staff and policy changes occur and will periodically circulate new text for inclusion in this Handbook. We welcome your input for future updates.

Please keep this Handbook near your reception desk for quick reference by persons involved with building issues and/or emergencies. Your tenancy at our building is important to us and we hope to build a strong working relationship with you for years to come.

Sincerely,

Micaela Jones

Regional Director, Real Estate & Development
Providence Health & Services – Alaska

Section 2

BUILDING INFORMATION

Section 2 – Building Information

2.1 Rules & Regulations

1. Tenant (Lessee) shall not obstruct or interfere with the rights of other Tenants of the Building, or of persons having business in the Building, e.g. PHSA Maintenance, cleaners, technical staff, etc., or in any way injure, harass or annoy such Tenants or persons.
2. Tenant shall not use or permit the Leased Premises or Building to be used for lodging unless so specified in the Lease. Tenant shall not use or permit the Leased Premises or Building to be used for cooking (except for private use by Tenant or its employees with UL-approved, commercial-grade equipment for brewing coffee, micro waving, etc.) unless so specified in the Lease, or for any immoral or illegal purpose that might damage the Building or Providence Health System or the Building's reputation or for any purpose other than those specified in the Lease.
3. Canvassing, soliciting and peddling in the Building are prohibited and Tenant shall cooperate with PHSA Property Management to prevent such activities.
4. Tenant shall not bring or keep within the Building any bicycle, motorcycle, birds or animals (except those that are utilized for Tenant's medical therapy or service to the handicapped; Tenants shall then comply with PHSA policy on therapy animals). Bicycle racks are provided at most Buildings; if your Building doesn't have one, and one is needed, contact PHSA Property Management.
5. Tenant shall not conduct mechanical or manufacturing operations, or place or use any flammable, combustible, explosive or hazardous fluid, chemical, device, substance or material in or about the Building without the prior written consent of PHSA Property Management. No open flames of any nature are allowed (candles, etc.). Tenant shall comply with all rules, orders, regulations and requirements of the applicable Fire Codes and Tenant shall not commit any act or permit any object to be brought or kept in the Building that shall increase the rate of fire or casualty insurance on the Building or on property located therein.
6. Tenant shall not use the Building for manufacturing or for the storage of goods, wares, or merchandise, except as such storage may be incidental to use of the Leased Premises for general office purposes and except in such portions of the Building as may be specifically designated by PHSA Property Management for such storage. Flammables shall not be stored in the Leased Premises other than limited quantities reasonably necessary for operation or maintenance of equipment. Tenant shall not occupy the Building or permit any portion of the Building to be occupied for the manufacture or direct sale of liquor, narcotics or tobacco in any form, unless so specified in Tenant's Lease. Tenant shall not conduct in or about the Building any auction, public or private, without prior written approval of PHSA Property Management.

7. Tenant shall not install for use in the Building any air conditioning unit, engine, boiler, generator, machinery, heating unit, stove, ventilator, radiator, space heaters or any other similar apparatus without the prior written consent of PHSA Property Management.

8. Tenant shall not use in the Leased Premises any machines other than standard office machines such as typewriter, calculators, copying machines, personal computers and similar machines, without prior written approval of PHSA Property Management. Tenant shall place all office equipment and any other device of electronic, electrical or mechanical nature in the Leased Premises in settings approved by PHSA Property Management so as to absorb or prevent any vibration, noises or annoyance. Tenant shall not cause improper noises, i.e., radios, televisions, equipment, etc., vibrations, radiation, light, electromagnetic waves or odors within the Building.

9. Tenant shall move all freight, supplies, furniture, fixtures and other personal property into, within and out of the Building only at such times and through such entrances as may be designated by PHSA Property Management. Movement of such items shall be under the supervision of PHSA Property Management, who reserves the right to inspect all such freight, supplies, furniture, fixtures, and other personal property to be brought into the Building and to exclude any objects which violate any of these rules and regulations or the provisions of the Lease. Tenant shall not move, store and / or install such objects in or about the Building in such a fashion as to unreasonably obstruct the activities of other Tenants. All such moving shall be at the sole expense, risk and responsibility of Tenant. Tenant shall not use in delivery, receipt or other movement of freight, supplies, furniture, fixtures, and other personal property to, from or within the Building, any hand trucks other than those equipped with rubber tires and white side guards. Carpet should always be protected with masonite-type material if pallet jacks are used. Tenant shall be responsible for the cost to repair any damage to the Leased Premises or Building (including elevator cab interior) caused by moving activities.

10. Tenant shall not place within the Building any safes, copying machines, major computer equipment, filing systems, or other objects of unusual size or weight, nor shall Tenant place within the Building any objects that exceed the floor weight specifications of the Building without the prior written consent of PHSA Property Management. PHSA Property Management shall prescribe the placement and positioning of all such objects within the Building and such objects shall be placed upon weight-distributing plates or footings, at Tenant's sole expense, if, in the opinion of the PHSA Property Management, such precautions are necessary. If PHSA Property Management requires consultation with structural engineer to determine floor weight capacity, Tenant shall bear the cost of such consultation. Any damage done to the Leased Premises or Building by moving or maintaining any such large and / or heavy property shall be repaired at the sole expense of the Tenant.

11. Tenant shall not deposit any trash, refuse, cigarettes, or other substances of any kind within or out of the Building, except in the refuse containers provided therefore.

Tenant shall not introduce into the Building any substance which might add an undue burden to the cleaning or maintenance of the Leased Premises or the Building. Tenant shall exercise its best efforts to keep the sidewalks, entrances, passages, courts, lobby areas, parking garages, stairways, elevators, vestibules, public corridors and halls in and about the Building (hereinafter "Common Areas") clean and free from rubbish; this includes broken-down cardboard, which shall be kept in Tenant's Leased Premises until cleaners remove at end of day. Exit paths out of Tenant's Leased Premises shall be kept clear at all times. Tenant shall not cause any unnecessary labor by reason of Tenant's carelessness or indifference in the preservation of good order and cleanliness. Tenant shall notify PHSA Property Management of any discovered trash issues that need to be addressed.

12. Tenant shall use the Common Areas only as a means of ingress and egress and Tenant shall permit no loitering by any persons upon Common Areas or elsewhere within the Building. PHSA Property Management shall retain the right to control or prevent access thereto by all persons whose presence, in the judgment of PHSA Property Management, shall be prejudicial to the safety, character, reputation, or interests of the Building and its Tenants. Tenant shall not enter the mechanical rooms, air conditioning rooms, electrical closets, telephone closets, janitorial closets, or similar areas or go upon the roof of the Building without the prior written consent of PHSA Property Management.

13. Tenant shall not use the washrooms, restrooms, and plumbing fixtures of the Building, and appurtenances thereto, for any other purpose than the purposes for which they were constructed, and Tenant shall not deposit any sweepings, rubbish, rags, or other improper substances therein. Tenant shall not waste water by interfering or tampering with the faucets or other plumbing fixtures. If Tenant or Tenant's employees, agents, contractors, licensee, invitees, guests or visitors cause any damage to such washroom, restrooms, plumbing fixtures, or appurtenances, PHSA Property Management shall repair such damage at Tenant's expense.

14. Gardens and Grounds shall be maintained by Landlord for the enjoyment of Tenants and Building visitors. Tenants shall not walk on grass, pick flowers, prune trees/shrubs, etc. nor otherwise cause any damage to the Gardens or Grounds.

15. Tenant shall not mark, paint, drill into, cut, string wires within, or in any way deface any part of the Building's outer surfaces, including the roof, without the prior written consent of PHSA Property Management. Upon removal of any wall decorations or shelving by Tenant, Tenant shall repair any damage to the walls at Tenants sole cost and expense. Without limitation upon any of the provisions of the Lease, Tenant shall refer all contractor representatives, installation technicians, janitorial workers and other mechanics, artisans, and laborers rendering any service in connection with the repair maintenance, or improvement of the Leased Premises to PHSA Property Management for approval and control before performance of any such service. This Paragraph 15 shall apply to all work performed in the Building, including without limitation, installation of telephones, computers, electrical and electronic devices of any kind and attachments

and installations of any nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment, furniture, or any other portion of the Building. The means by which telephone, computer, and similar wires are to be introduced to the Leased Premises and the location of telephones, call boxes, and other office equipment affixed to the Leased Premises shall be subject to prior written approval of PHSA Property Management and shall be done in accordance with PHSA standard construction guidelines.

16. Tenant shall provide, at Tenant's expense, floor mats for all rolling chairs utilized on carpet within the Leased Premises. Tenant shall be responsible for excessive carpet wear caused by rolling chairs without said mats.

17. PHSA Property Management shall have the right to prohibit any publicity, advertising, or use of the name of the Building by Tenant. Upon written notice from PHSA Property Management, Tenant shall immediately refrain from or discontinue any such publicity, advertising, or use of the Building name. No advertising whatsoever is permitted in Building common areas.

18. The sashes, sash doors, skylights, windows, and doors that reflect or admit light or air in the Common Areas shall not be covered or obstructed by Tenant through placement of objects upon windowsills or otherwise. Tenant shall not place upon or install on, or beside, the windows, walls or exterior doors of the Leased Premises or any part of the Leased Premises visible from the exterior of the Leased Premises, any object including without limitation, bottles, parcels, signs, symbols, canopies, awnings, window coverings or other advertising or decorative material, without obtaining the prior written consent of PHSA Property Management. Tenant shall cooperate with obtaining maximum effectiveness of the Building's HVAC (heating, ventilating, air conditioning) system by closing blinds and other window coverings when the sun's rays or cold weather fall upon windows of the Leased Premises. Tenant shall not obstruct, alter, or in any way impair the efficient operation of heating, ventilating, air conditioning, electrical, fire safety, or lighting systems, nor shall Tenant tamper with or change the setting of any thermostat or temperature control valves in the Building's common areas. If the Leased Premises are equipped with heating facilities separate from those in the remainder of the Building, Tenant shall keep the Leased Premises at a temperature sufficient to prevent freezing of water in pipes and fixtures. Tenant shall further cooperate to save energy by turning off lights in unoccupied areas or where daylight is sufficient, turning off computers and other equipment at the end of each work day or while not in use and turning down the thermostat when reasonable to do so.

19. Subject to applicable fire or other safety regulations, all doors opening onto Common Areas and all doors upon the perimeter of the Leased Premises shall be kept closed and locked during non-business hours, except when in use for ingress or egress. If Tenant uses the Leased Premises after regular business hours or on non-business days, Tenant shall lock any entrance doors to the Building or to the Leased Premises used by Tenant immediately after using such doors and where applicable, shall reset the Building's alarm system.

20. Tenant shall obtain all keys to the suite and Building doors through PHSA Property Management. Tenant shall not make duplicate copies of such keys. A fee will be charged for replacing a lost key. Tenant shall not install additional locks or bolts of any kind upon any of the doors or windows within the Building nor shall Tenant make any changes in existing locks or mechanisms thereof; all such changes will be coordinated and administered through PHSA Property Management.

21. Tenant shall be responsible for all employees, invitees, contractors, etc., in Tenant's Leased Premises and shall be liable to PHSA Property Management for all acts of such persons. PHSA Property Management shall in no case be liable for damages for the admission or exclusion of any person from the Building. In case of invasion, public excitement or other commotion, PHSA Property Management reserves the right to prevent access to the Building for the safety of Tenants and protection of property in the Building.

22. Any Common Area directory provided by PHSA Property Management will be for displaying the name and location of Building Tenants only. PHSA Property Management reserves the right to determine inclusion or exclusion.

23. Tenant shall keep PHSA Property Management advised of the current telephone numbers of Tenant's employees who may be contacted in an emergency, i.e., fire, break-in, vandalism, domestic or workplace violence, etc. If PHSA Property Management shall deem it necessary to respond to such an emergency on Tenant's behalf, Tenant shall pay all costs incurred for services ordered by PHSA Property Management to secure or otherwise protect the Leased Premises and the contents, thereof, including a premium charge for any time spent by PHSA Property Management's employee(s) in responding to such an emergency.

24. No vending machines shall be installed, maintained or operated upon the Leased Premises without written consent of PHSA Property Management.

25. Tenant shall comply with all fire, life safety, security and other regulatory policies and procedures that may be issued from time to time by PHSA Property Management.

26. Tenants do not have rights to air and space over the Building and shall not be permitted to install satellite dishes, antennae, etc., without written consent of PHSA Property Management.

27. PHSA Property Management reserves the right, by written notice to Tenant, to rescind, substitute, alter or waive any rule or regulation at any time prescribed for the Building when, in PHSA Property Management's judgment, it is necessary, desirable, or proper for the best interest of the Building and its Tenants.

2.2 Building Hours

Typical Building hours are 6:00 a.m. to 7:00 p.m. Monday through Friday and 8:00 a.m. to 4:00 p.m. on Saturday and Sunday.

Depending on the Building Tenant use, hours open per day or days per week may be extended (example, Buildings with Urgent Care clinics or Convenient Care hours are typically open seven days per week and stay open later than 7:00 p.m.).

Buildings typically closed on the weekends shall be considered closed for all major holidays.

As heating/cooling systems are shut down during non-building hours, special arrangements can be made for Tenants who wish to use their Building after-hours or on weekends. Please contact your Property Manager at 907-212-2328 to make arrangements to accommodate your needs.

2.3 Cleaning Services

The majority of PHSA Buildings are cleaned by professional cleaning services companies. On the next pages, you will find cleaning specifications that apply to all locations.

To report cleaning problems, or to request additional services at the following Buildings, call your property manager (907-212-2328).

For those Tenants with full-service Lease agreements, your Building provides five products stocked by the cleaners at no additional Tenant cost: toilet paper, toilet seat covers, dispenser paper towels, dispenser liquid soap and standard-size garbage can liners.

Cleaning is typically accomplished between the hours of 4:00 p.m. and 2:00 a.m., five days per week. Some companies work Monday through Friday; some work Sunday through Thursday. Weekend services or extra services such as upholstery cleaning, more frequent carpet cleaning, etc., can be arranged at Tenant's added expense.

Tenants with personal alarm systems in their Leased Premises need to assure that the cleaners are assigned their own access code. Tenants are responsible for notifying their cleaners if they will be closed for holidays.

TENANT LEASED SPACE

Cleaning Specifications – Providence Health System Satellite Buildings

Daily cleaning provided five (5) days per week:

- Empty trash receptacles and dispose of in designated site containment areas
- Change trash liners in patient care areas, including but not limited to exam rooms, restrooms, x-ray, etc.
- Remove cardboard recycling material and place in designated site containment areas (cardboard must be broken down by Tenant)
- Sweep/dust mop hard floor surfaces
- Wet mop and sanitize hard surface floors in patient care areas, restrooms, kitchens, labs, etc.
- Vacuum/spot clean carpeted floor surfaces
- Dust horizontal surfaces less than 60", i.e., desks, furniture, counters, cabinets, etc.
- Remove fingerprints and stains from horizontal surfaces under 60"; do not disturb Tenant items
- Sanitize telephones
- Remove fingerprints from woodwork, doors and partition glass
- Clean and sanitize restroom and exam room fixtures, including adjacent counters; do not disturb Tenant items
- Refill, clean and polish all soap/paper dispensers in restrooms, exam rooms, lunch areas, etc.
- Spot clean restroom walls and partitions
- Clean restroom mirrors
- Prepare suite for next day of business, i.e., straighten waiting room chairs, magazines, etc.

Weekly cleaning:

- Clean baseboards and windowsills
- Dust air vents, grills (wall and ceiling mount)
- Clean and sanitize garbage cans
- Remove paper recycling from all receptacles and place in Building containment areas

Monthly Cleaning:

- Dust window slats and mini blinds
- Dust horizontal surfaces over 60", including but not limited to ledges and light fixtures
- Dust vertical surfaces
- Buff and wax vinyl flooring in high traffic areas

Quarterly Cleaning:

- Buff and wax vinyl flooring in low traffic areas

Semi-Annual Cleaning:

- Clean carpeted flooring areas
- Clean interior and exterior windows including relites

Annual Cleaning:

- Strip and wax vinyl flooring, using at least 4 coats of commercial grade wax

Services not included for Tenant space:

- Cleaning of Tenant owned equipment and furniture
- Plant care, including cleaning of artificial plants
- Defrosting or cleaning of refrigerators, microwaves, coffee machines, etc.
- Washing of dishes or other items left in break areas
- Cleaning of computer screens, keyboards and work surfaces not cleared of papers, supplies, equipment, etc.

COMMON AREAS

Common area includes, but not limited to, Building lobbies, entries/alcoves, mail rooms, conference rooms, elevators, stairwells, open seating areas, telephone areas.

Daily cleaning:

- Empty interior and exterior trash receptacles and dispose of in designated site containment areas
- Remove recycle material and dispose of in designated site containment areas
- Sweep/dust mop hard floor surfaces
- Wet mop hard surface floors
- Vacuum/spot clean carpeted floor surfaces
- Dust horizontal surfaces under 60", i.e., desks, furniture, counters, cabinets, etc.
- Remove fingerprints and stains from horizontal surfaces under 60"
- Sanitize telephones
- Dust ledges within reach
- Remove fingerprints from woodwork, doors and partition glass
- Clean and sanitize restroom fixtures and counters
- Mop and sanitize restroom floors
- Clean, polish and stock restroom dispensers, including feminine paper products, sanisacs, etc., where applicable
- Clean restroom mirrors
- Clean and sanitize drinking fountains
- Polish elevator doors and control panels

- Vacuum elevator door tracks
- Vacuum entry thresholds and walk off mats
- Clean glass on and around Building entries and suite doors
- Clean/polish metal entrance door frames and hardware
- Sweep exterior walkways that lead to Building entries, spot mop as needed
- Remove trash and spills at Building entries
- Check stairwells for trash, wet mop landings
- Prepare lobbies for next day of business, i.e., straighten chairs, magazines, etc.

Weekly cleaning:

- Clean baseboards, windowsills and garbage cans
- Dust window slats and mini blinds
- Dust air vents, grills (wall and ceiling mount)
- Dust lobby/common area artificial plants and artwork
- Wet mop stairwells steps and dust/wipe down handrails

Monthly Cleaning:

- Dust horizontal surfaces over 60", including but not limited to ledges and light fixtures
- Dust vertical surfaces
- Buff and wax vinyl flooring in high traffic areas
- Clean carpets in elevators, lobbies and other high traffic areas

Quarterly Cleaning:

- Buff and wax vinyl flooring in low traffic areas

Semi-Annual Cleaning:

- Clean carpeted flooring areas in low traffic areas
- Clean interior and exterior windows including relites

Annual Cleaning:

- Strip and wax vinyl flooring, using at least four coats of commercial grade wax

2.4 Waste Disposal

Providence Health System Property Management, as Landlord (Lessor), is responsible for disposal of all solid wastes approved by the local landfill to include disposal of regulated waste, including sharps, medical (infectious) waste, hazardous waste, etc.

Waste being held for pick-up must be stored within Tenant's Leased space and not placed in any Building common areas, including maintenance or janitorial

storage closets.

Sharps

All needles, syringes and other “sharps” which have been removed from the original sterile package are to be deposited wholly in an approved needle disposal box (sharps container). This includes “sheared” or “clipped” needles still attached to syringes. All broken glass, vials, ampules, slides and blood tubes are treated as “sharps”, as well.

Safety product vendors (listed under “Safety Equipment & Clothing” in the Yellow Pages) or Lab Safety Supply (1-800-356-0783) provide a variety of sharps containers to fit the particular needs of the user. PHSA Department Tenants may purchase sharps containers through PHSA Materials Management Department.

Medical “RED BAG” Waste (Bio Hazardous / Infectious Waste)

Medical waste is anything that is saturated with blood (i.e., it drips or pours). Examples: bloody IV tubing, saturated dressings, saturated disposal drapes, bloody urinary catheter tubing/bags, blood products containers, bloody syringes used to withdraw blood from IV lines, etc.

Medical waste always includes cultures, pathological waste, unemptied containers of blood and body fluids. **Examples:** Pleurovacs, Vacutainers, unemptied suction containers. Needles are not red bag waste (see Sharps above). Fluid-filled IV bags or tubing that is NOT bloody may be put in the regular, solid-waste trash.

Also see Red Bag Waste in this section for more details. Removal of bio-hazardous waste is expensive; Tenants will save cost by educating their employees on the proper use of red bags.

Hazardous Waste

Hazardous waste is any material that is a physical hazard, i.e., exhibits any of the following characteristics:

- Ignitability
- Corrosivity
- Reactivity
- Toxicity

NOTE: All hazardous materials must have an accompanying “Material Safety

Data Sheet" (MSDS) on file in the workplace where the material is stored and/or used. MSDS provides information regarding first aid, spill clean-up, physical and health hazards, personal protective equipment, etc. The MSDS must be available to all employees during their work shifts and the hazards must be communicated to all users of the material. MSDSs are provided by the manufacturer. All chemicals for which an MSDS is maintained must be included in the Tenant's chemical inventory.

Emergency Hazardous Spill Clean-Up

All Tenants are responsible for immediately cleaning up any small to medium-sized spill (i.e., less than one gallon of liquid or 10 pounds of solid) of a hazardous material/chemical occurring within the Leased Premises. Tenants are encouraged to make use of commercially available spill kits and are required by Alaska OSHA to provide training for all employee emergency responders. Spills larger than that noted above, justifies an emergency call (9-1-1) for a Hazardous Materials Response Team.

For any size hazardous spill, notify the PHSA Safety Officer at **907-212-5092** and/or your Building Property Manager.

2.5 Maintenance

For your maintenance needs, please complete a Work Order Form and fax to the appropriate number found on form. Contact your Property Manager 907-212-2328 for forms.

Maintenance services are provided as outlined in the Lease agreement or per the following general guidelines. Services provided assure that the Building and grounds are safe and well maintained, including:

1. Structural – foundation, glass, roof, exterior walls, etc.
2. Electrical – lighting (interior [attached to the Building] and exterior), main Building electrical systems, and branch circuits to general-purpose outlets (but not including Tenants' equipment).
3. HVAC – heating, air-conditioning, ventilation as relates to maintaining a standard office space environment.
4. Plumbing – main water service, Building pipes, toilets, sinks, showers, hot water heaters. This service includes clearing plugged plumbing. Please inform your maintenance contact of such incidents for tracking purposes.
5. Elevators – serviced by a state-approved elevator contractor, overseen by Maintenance.
6. General Interior – walls, ceilings, floors (hard-surface and carpet, including rubber base), cabinetry and other built-ins (not including Tenant-owned items), doors and windows. Building common areas, including furniture, plants, and signage.
7. General Exterior – Building painting, landscaping, parking lots (striping, lighting), sidewalks, waste containment sites.
8. Life Safety Equipment – Building-supplied fire extinguishers, fire alarms, exit signs/lighting and fire suppression systems. Specialty systems installed to protect Tenants' equipment will be maintained by Tenant. **Maintenance provides and maintains all fire extinguishers as required to meet current fire code.** Tenants wanting additional extinguishers shall request such through their maintenance department, at Tenant's expense.
9. Telephone – main Building telephone demarcation point and wiring to each suite's main terminal in conjunction with PHSA I.S./Telecommunications Department. Tenants are responsible for their own telephone equipment and wiring within the suite; Tenant's telephone system shall be installed within Tenant's Leased Premises.

Please call the following numbers to report Building-related maintenance issues: **907-212-2328, 907-212-5000**

FOR MAINTENANCE EMERGENCY SITUATION AT ANY TIME, CALL 907-223-0407.

Elevator Failure

In the event of an elevator failure, contact the appropriate maintenance department for your Building. After hours, **ALL LOCATIONS**, contact PAMC main switchboard to connect you to the appropriate resource at **907-562-2211**.

DO NOT, UNDER ANY CIRCUMSTANCES, ATTEMPT TO FIX A STALLED ELEVATOR OR REMOVE PEOPLE FROM THE ELEVATOR CAB. IF YOU ARE DEALING WITH TRAPPED PEOPLE WHO NEED MEDICAL ASSISTANCE, CALL 9-1-1.

Maintenance for Tenant Items

It is the Tenant's responsibility to provide maintenance within their Leased Premises for any items that are specifically related to their tenancy, i.e., any item brought to the suite by the Tenant such as furniture, equipment, computers, phone systems, etc. Tenant shall, at Tenant's expense, hire the appropriate technician or contractor to provide the needed service. **Examples:** appliance repair, hanging chart racks, shelves and pictures, installing computer keyboard trays, replacing light bulbs in personal fixtures or Steel case or other systems furniture, repairing or painting of office furniture, exam tables, personal equipment, etc., assembling and/or installing bookcases, furniture, etc.

PAMC Facilities can do this work for the tenant at a rate of \$45/hour which will be billed appropriately. PAMC Facilities must always be **notified of any work** scheduled to be done in the Leased Premises by an outside contractor.

Tenants shall ask for proof of licensure, bonding and insurance from any outside general contractor hired for this type of work [see additional guidelines under **Remodeling** in this section]. If Tenant hires a contractor to work in their Leased Premises when Tenant is not there, i.e., evening or weekend, arrangements can be made for the contractor to pick up a key by calling the PAMC Locksmith at 907-212-5000 [24-hour notice required].

Further clarification on maintenance responsibility is outlined in "**Notice: Maintenance Responsibilities**" included in this section.

Tenant requests for repainting and/or recarpeting of their Leased Premises (as part of basic Building maintenance) shall be processed through the Building Property Manager,

as Lease termination dates will need to be reviewed prior to authorizing such work. If it is determined that an occupied suite is due for carpet and paint maintenance, it is the Tenant's responsibility to move (or hire someone to move) all furniture, equipment, chart racks, etc., out of the way to accommodate this work.

All Tenants are required to utilize plastic floor mats on all carpeted areas where rolling chairs are used. Replacement of worn carpet due to rolling chairs where plastic mats were not utilized, will be the Tenant's financial responsibility.



Real Estate & Development
3760 Piper Street, Suite 3035
Anchorage, AK 99508
907-212-2328 phone
907-212-2375 fax

NOTICE

TO: Tenants at PHSA
FROM: Micaela Jones, Regional Director, Real Estate & Development
DATE: January 1, 2011
SUBJECT: **MAINTENANCE RESPONSIBILITIES**

This annual notice serves as a general reminder about maintenance responsibilities and who to call for what.

Responsibility of PHSA Maintenance Staff

It is the responsibility of the Health System-employed maintenance staff (engineers, technicians, carpenters, painters and groundskeepers) to operate and maintain building systems, building equipment and public spaces at our owned and master-leased satellite buildings. To help clarify what these employees are expected to maintain, picture your suite as it was just before taking occupancy; now add the corridors, lobbies, public restrooms and other “common” space. The list below specifically identifies those portions of the building/property maintained by PHSA maintenance staff. The same list applies to cleaning services, as well, defining those portions of the suite and building common areas that receive routine cleaning by our in-house or contracted cleaning services.

Electrical system, Heating / cooling / ventilation system, Built-in lighting, Plumbing / sinks / toilets, Elevators, Wall surfaces / corner guards, Doors / door hardware, Ceiling grids / tiles, Building signage, Public areas / building exteriors / roof, Building grounds, Floor covering, Built-in cabinetry, Restroom fixtures (mirrors, dispensers, etc.), Glass / window blinds

Responsibility of All Tenants – Private and PHSA-Based

Any item moved into the suite by the Tenant is to be installed, maintained and in most cases, cleaned by the Tenant, including but not limited to:

Furniture, including Steel case	Exam tables
Office equipment	Clinical equipment
Hazardous waste containers	Any signage within the suite
Chart holders	Appliances (even if existing)
Computers / keyboard trays	Chair rails (even if existing)
Hanging: chart holders, pictures,	Counter-top supplies / containers
Bulletin boards, certificates, etc.	Tenant-owned light fixtures (including task
Wall art	lighting, Steel case furniture lighting,
Tenant-owned fire extinguishers	surgical lighting)
Nurse-call systems; intercom	Cable TV/Musak

Some tenants elect to install items in their suite (at their expense) that would be considered an “upgrade”, such as wall coverings, appliances, chair rails, privacy curtains, x-ray view boxes, etc. Even though these items are technically “attached” to the premises, it remains the tenants’ responsibility to clean, maintain and repair these items, even if existing at occupancy.

Maintenance staff provides installation of tenant-related items at a cost to the tenant of \$45/hr for labor. Tenants needing these services may submit a work order to Real Estate for processing. Work orders may be faxed to 907-212-2375.

There are other circumstances where tenants may be billed for work performed in a suite. Examples: request to change door handles requiring PHSA locksmith; reissuing lost keys, repairing damage to walls, doors, cabinets, flooring, etc. caused by Tenant or their patients, etc. Tenants will be asked to approve the cost before the work is done. The cost will be added to Tenants’ next rental statement (or charged directly to PHSA-tenants’ cost center).

Tenants are responsible for notifying their Building Maintenance Department and PHSA Security dispatch (907-562-2211) whenever they have hired a contractor to perform work in their leased space during non-business hours. These departments will help facilitate access for the contractor and can keep the building ventilation system running, if needed.

Alteration of Building Structure and Systems

Tenants or contractors hired by a Tenant are not permitted to do work that alters the building structure or systems (Heating, Cooling, Ventilation, Electrical, or Plumbing) in any way. This type of work must first be approved by and coordinated with Property Management.

Carpet and Paint Maintenance

Carpet and paint maintenance are provided through PHSA Property Management typically at lease renewal (or for PHSA-based tenants with internal lease agreements, please note that we try to go at least five years between total repainting and five-to-seven years between carpet replacement). Mid-replacement repairs to flooring that are considered a safety hazard (potential for tripping, etc.) should be requested through your building maintenance department.

If you have any questions about maintenance responsibility, please contact the Property Manager or Maintenance Department. Additional information on maintenance is available in your Tenant Handbook (contact your property manager if you don't have one) and will soon be available on our PHSA website.

Remodeling

All requests for modifications to any Leased Premises shall be reviewed by your Building's Property Manager. Upon approval, projects requiring permits will be referred to PHSA Design & Construction for contracting, pricing and management. Smaller projects, such as carpet and paint maintenance, may be handled directly by your Property Manager.

2.7 HVAC Operation Heating, Ventilation, Air-Conditioning

Biggest Tenant complaint: "It's too hot!"

Next biggest complaint: "It's too cold!"

Every effort is made by PHSA maintenance to provide an even temperature consistency but on very cold/hot days, it is sometimes difficult to keep all Tenants at their desired temperature. Most Leased Premises do not have a thermostat in each room, but rather temperature is controlled in zones (one zone may encompass several rooms and uneven temperatures within a zone can result, particularly if some rooms have windows). As further outlined in **Building Rules and Regulations** found in this handbook, Tenants are asked to utilize window coverings during extreme weather to assist with temperature transfer through glass.

Heating, ventilating and air-conditioning of the Buildings occur during established Building hours. Tenants requesting HVAC operation during times when their Building is generally shut down may be charged for the increased utility costs; such requests shall be made through Property Management. Unless otherwise specified in Tenant's Lease agreement, the Providence Health System, as Landlord, is responsible for maintaining the HVAC units in good working order. Any problems noted with heating/cooling should be reported to the appropriate maintenance number as soon as possible.

From time to time, the HVAC system in your Building may be down, either due to malfunction or routine maintenance (routine maintenance kept to a minimum and/or done after hours). Please call the appropriate PHSA maintenance number for your location if fans or space heaters are needed during these times.

2.9 Electrical Safety Tenant-Owned Electrical Equipment Located Within the Leased Premises

All electrical appliances and equipment utilized within the Leased Premises, shall be grade UL-approved and shall be utilized in accordance with the equipment labeling.

Tenants with appliances and equipment labeled "Household" or "Residential" will remove those items from the Leased Premises and replace them with "Commercial-grade" appliances. Appliances most often checked by the Fire Marshal include toaster ovens, coffee-makers and microwaves (which typically cause the majority of fires in commercial Buildings). To have your appliances checked for compliance, contact your Building maintenance department.

All personal electrical appliances shall be inspected and approved by PHSA maintenance prior to use. All new permanent electrical installations shall be pre-approved by PHSA maintenance to prevent overload of circuit design.

Added cost to the Building for increased electrical capacity due to Tenant's equipment / furnishings shall be passed on to the Tenant.

Random Safety Inspections

PHSA maintenance will conduct random electrical safety inspections at all locations. Tenants can also expect annual inspections by the local fire marshal. Following is a list of common violations for all PHSA owned and lease satellite Buildings:

- Use of extension cords to permanently connect stationary appliances and equipment.
- Use of unapproved electrical multi-plug strips. [Multi-plug strips shall be UL-approved and circuit-breaker protected. Multi-plug strips shall be plugged directly into a wall outlet and not plugged into each other.]
- Use of personal electrical space heaters. [Tenants needing temporary space heaters shall request such through PHSA maintenance.]
- Appliances not utilized in accordance with labeling. [All appliances must be "Commercial grade".
- Installation of new electrical equipment not approved by PHSA maintenance.
- Obstructions and/or combustible material in exit-ways, stairways. An 18-inch clearance from ceiling level must be maintained throughout the Leased Premises. At least a 30-inch clearance in front of all electrical panels must be maintained.

Tenants may be fined by the Fire Marshal for deficiencies (\$10 each plus \$100 re-inspection fee). All deficiencies must be corrected within thirty (30) days. Upon re-inspection, \$10 will be recharged for each item not corrected plus \$200 re-inspection fee. Tenants will be responsible for all such fines / fees.

2.10 Computer Cabling & Services

Telephone and data/computer cabling for all PHSA Department Tenants is arranged through the PHSA Information Services Department at 907-212-3044.

All other Tenants are responsible for purchasing and arranging for the installation of their own telephone system, including non-PHSA computer/data cabling. These privately-owned telephone systems are maintained by the Tenant and may be removed

from the Leased Premises upon vacancy; phone systems left behind will be recycled.

- Tenants shall notify their PHSA Property Manager before making arrangements with outside contractors for cabling installation.
- Tenants' contractors needing access to the Building's telephone closet shall contact PHSA maintenance. 24-hour notice required.
- PHSA hospital five-digit telephone extensions are available to all Tenants who lease space on a hospital campus (one per suite at no cost; additional extensions at Tenant's expense). Other Providence-owned satellite Buildings with EPN (Expansion Port Network) capabilities may also offer this hospital extension to Tenants (number would tie to PHSA hospital closest to satellite Building). Tenants can use the extension to place internal and local calls (no long distance) and receive internal calls. Tenants may not publish this extension number in any public directory.
- PHSA Network for non-PHSA Department Tenants. Providence Health System provides one (1) cable drop to the suite. Tenants provide their own hardware including routers or hubs. Connectivity will be to one PHSA-filtered switch port. See next page on accessing PHSA remotely.

2.10 Signage

Upon occupancy of the Leased Premises, Building-standard signage provided by PHSA Property Management (at no charge to full-service Lease Tenants) includes:

- Suite sign
- Building directory signage (as applicable for each particular Building), which may include clinic, practice or department name and practicing physicians' names

The following signage changes will be charged to the Tenant:

- Changes in tenancy after Lease commencement
- Tenant sub-Leases portion of the suite requiring signage changes

Please note that Property Management does not order, install or pay for any signage interior to the Leased Premises, except such signage required by code, i.e., ADA restroom, electrical or mechanical rooms, etc. Per Tenant's Lease agreement, no interior signage shall be visible from the outside of the Leased Premises.

To order signage:

- Submit in writing (to lessen the possibility of errors), utilizing the "**Signage Request Form**" which may be copied from this section.
- Send completed form to PHSA Property Management via interoffice or regular mail, or fax to 907-212-2375.
- Submit request prior to date needed. Note: Any changes must be submitted no

later than the end of the 3rd week of the month. All signs are printed the 4th week of the month and hung by the 1st week of each month.

Placement of temporary or non-Building standard signage, i.e., banners, sandwich boards, etc., in any common area of any Building is **not allowed without first obtaining permission from your PHSA Property Manager.**

- Common areas include the Building doors, walls, pillars, suite doors, elevator doors/walls, and directories – essentially any area that is not within the boundaries of the Tenant's Leased Premises.
- Under no circumstances shall any approved temporary signage be affixed to a common area surface with tape, glue, staples, pins, etc. Tenants placing signage in this manner shall be billed for damage repair.

Retail Tenants with triple-net Lease agreements are responsible for their own signage, including securing required county or city authorization, permits, installation and maintenance. PHSA Property Management must pre-approve all signage before ordered.

2.11 Rental Payments

Monthly rental payments (including rent for the Leased Premises, other storage, hospital telephone extension, signage, Tenant improvements, and the like), are **due and payable on the first day of each month** in accordance with the Lease agreement. As a courtesy, statements are sent to each Tenant towards the end of the month preceding the due date. Rent is due whether Tenant receives a statement or not.

PHSA Department Tenants pay rent through an inter-entity exchange of funds by the PHSA Accounting Department. It is the responsibility of each department manager to assure that rental funds are being withdrawn from the correct departmental cost center. It is also the responsibility of each department manager to communicate with PHSA Property Management during budget preparation to determine any rental adjustments for the upcoming calendar year.

All rent checks are made payable to:
“SHARED SERVICES DIVISION – RENT”

and mailed to:

Patient Financial Services
Providence Health System – Alaska Region
Post Office Box 196276
Anchorage, AK 99519-6276

- As a courtesy a monthly statement is provided by PHSA Accounting.

- As noted above, statements are sent as a “courtesy” only; regardless of when the statement is received, rent is due on the first day of each month in accordance with the Lease.
- Late fees are applicable in accordance with the provisions of the Tenant’s Lease and typically run \$50.00 per month for any rent payments postmarked after the 15th of the month.
- Adjustments in rent are made each January for all Tenants, based upon Lease or Health System determination for Departments.
- Tenants with questions relating to rent payments or their monthly statement may call PHSA Property Management at 907-212-2328.

2.12 Insurance Requirements

PHSA Property Management maintains insurance on all owned and Leased Buildings against fire, theft and liability (for the Building shell and common spaces). It is **mandatory** that all non-PHSA Department Tenants purchase liability insurance for their Leased Premises and that PHSA Property Management has a current copy of the policy declarations page in each Tenant’s Lease file. Minimum dollar limits of coverage are outlined in each Lease agreement, but because some Tenants have older Leases, the current Lease language for insurance coverage is provided as follows (call your Property Manager if further clarification needed):

Lessee shall, at Lessee's expense, maintain a public liability insurance policy for the Leased Premises with limits no less than ONE MILLION DOLLARS (\$1,000,000.00) per occurrence and Two MILLION DOLLARS (\$2,000,000.00) total annual aggregate. The insurance company placing this coverage shall have a financial rating of no less than “A” as standardized by A.M. Best. Lessee shall name Lessor as an additional insured and provide at least thirty (30) days notice to the Lessor of any policy change, cancellation or lapse in coverage, such notice shall be delivered to the address set forth herein. Evidence of such insurance, satisfactory to the Lessor, shall be delivered at the address set forth herein, prior to the commencement of the term of this Lease:

Regional Real Estate
Providence Health System - Alaska Region
3760 Piper St. Suite 3029
Anchorage, AK 99508

As noted, Tenants are to instruct their insurance agent to list the **Providence Health**

System - Alaska as “additional insured” on the policy which typically assures that PHSA Property Management office gets copies of yearly renewals and cancellation notices.

Property Management recommends that all Tenants also insure their personal property and trade fixtures located within the Leased Premises against fire and theft (including employee theft).

Insurance agents occasionally need information about the Building structure prior to issuing fire insurance. Agents or Tenants can get this information by calling PHSA Property Management’s main number at 907-212-2328 or by contacting your PHSA maintenance department.

2.13 Business Licensure / Taxes Licenses

Business Licenses are the responsibility of each Tenant.

Should the Tenant be a Providence Health System Department, all inquiries should be directed to the Regional Finance Office at 907-212-6350.

Personal Property Taxes

Personal Property Taxes are the responsibility of each Tenant.

Should the Tenant be a Providence Health System Department, all inquires should be directed to the Regional Finance Office at 907-212-6350.

2.14 Moving Guidelines for Tenants

These guidelines are designed to assist Tenants moving to / from a Providence Health System (PHSA) managed satellite Building.

Tenant’s Responsibility:

- **Scheduling movers**
Tenants are responsible for scheduling all aspects of their move.
- **Moving Costs**
All costs associated with moving are the Tenant’s responsibility. This also includes electrical disconnection for systems furniture, telephone systems, computers and servers. The Tenant will need to obtain a quote from their vendors and issue a purchase order for the work to be completed.

- **Trouble-shooting**
The moving contractor or Tenant is responsible for reporting any issues that occurred during the move, which may affect Building operation. Contact PHSA Security at 907-562-2211.
- **Certificate of Insurance**
Tenants are responsible for obtaining a certificate of insurance from the moving company. Certificates are necessary from vendors such as Office Depot, or other furniture supplies, vendors for refrigerators, coffee machines, water machines, telephone and data, etc. Tenants will be held responsible for all damages caused by an uninsured vendor.
- **Mail Services**
Contact the local USPS office, PHSA Mailroom and PHSA Courier Services and inform them of your move in/out dates.
- **Telephone/Data Services**
Tenants are responsible for setting up/disconnecting their telephone service, Internet access, e-mail, etc.
- **Key Return**
When vacating a suite, all keys to the Building, Leased Premises, mail box(es) and storage area(s) shall be turned in either to Property Management or the Security Department at the nearest PHSA hospital/medical center by the last day of occupancy.

General Moving Guidelines:

- **Insurance Requirements**
All vendors must be licensed, bonded, and carry a minimum of \$1 million combined single limit, property damage and public liability insurance naming Providence Health System as an additional insured.
- **Moving dates/times**
Large office moves may only be scheduled on weekends or after 6:00 pm Monday through Friday. Be sure to provide these hours to the moving companies.
- **Notification**
Notify the Property Management Office at 907-212-2328 with the date and time of your move.

- **Loading Dock / Elevator Use**

If the Building has a loading dock and freight/service elevator, this should always be used for moving purposes.

If a freight/service elevator is not available, passenger elevators must be padded or if pads are not available, all furniture, carts, etc. must be padded to protect the surfaces of the elevator interior.

In Buildings with more than one elevator, after-hour moves may lock-off one elevator for designated use. Contact your Property Manager for keys and instructions.

- **Protective Surfaces**

Carpets must be protected by using Masonite or other approved floor-protective material. Any damage to carpets, walls or entrances will be charged to the vendor and/or Tenant.

- **Access/Egress Requirements**

The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby or hallway.

- **Parking**

Do not park vehicles used for moving in marked fire lanes or block entrances to the Building.

- **Personal Property**

Property Management will not be responsible for any articles left in the Leased Premises after Tenant vacancy.

Tenants are responsible for removing all trash and bulky packing cartons from the Building, leaving the suite in “broom clean” condition. Tenants will be charged accordingly for the removal of any items left behind, particularly hazardous materials, chemical spills, etc.

- **No Smoking**

Moving crew members are not permitted to smoke in any area of the Building.

2.15 Solicitors

Providence Health System has strict policies prohibiting solicitation of any kind in Buildings or on the Buildings' Premises. If a solicitor refuses to leave the Premises after being asked to do so, and the situation feels “threatening”, call 9-1-1 and PHSA Security 907-562-2211. If not threatening, call PHSA Security and PHSA Property Management main number at 907-212-2328.

See section on “**Suspicious Activity**” in the **Security / Safety Issues** section for further information.

2.16 Holiday Decorations

Please note that decorating of Building exterior and common areas shall be the responsibility of PHSA Property Management and individual Tenants’ decorations shall not extend into these areas without prior approval from PHSA Property Management. Tenants shall be financially responsible for any damage to walls, doors, etc. When hanging wreaths on doors, please use “wreath hangers” (available at most craft stores) rather than nails. All holiday decorations should be taken down on or before the first working day after the New Year holiday (sooner if live plants/trees appear dry or brittle).

FIRE AND LIFE SAFETY

- Candles (or any other source of open flame) are NOT ALLOWED for any decorations or ceremonies.
- Decorations of any kind SHALL NOT BE PLACED IN ANY REQUIRED EXIT PATH or near any heating device.
- Trees shall be placed under a sprinkler head.
- Trees shall not be placed in patient treatment rooms (exceptions: a living tree or imitation tree of non-combustible material, not to exceed 24 inches in height, including the pot which should not exceed 9 inches in diameter; no electrical decorations are allowed on trees in patient treatment rooms).

ALL TREES AND DECORATIONS

- Shall be either inherently fire retardant, or be treated with a flame retardant to be flame-resistant.
- If the tree is natural or nonmetallic, it may be decorated with miniature lights. USE ONLY UL-APPROVED MINIATURE LIGHTS in perfect condition and UL-Approved heavy-duty (14 gauge minimum) extension cords with built-in overload protection (breakers) in perfect condition.
- Decoration material shall be in good taste and not cover more than 20% of walls or doors.

NATURAL TREES

- Shall be mounted securely in a tree-stand with a water-type reservoir. Add fresh

water daily.

- Shall be placed directly under (or as close as possible) to a fire sprinkler head (if available at your Building).
- Trees shall be removed at any indication of dryness such as brittleness, loss of color or falling needles.
- All decorations shall be removed no later than the first business day of the new year.

NOTE: Fire-retardant coatings are not required on natural trees and will NOT extend the length of time a tree should be permitted indoors. While freshly cut trees are naturally flame-resistant due to their high water content, they become extremely flammable when permitted to dry out. When brought indoors, the heat and lower humidity will accelerate the drying process. Trees should be sawed off at an angle at least one inch above the original cut and kept in a pail, tub or other water-type holder. Maintain the water level above the cut as long as the tree is indoors.

METALLIC TREES

- Metallic trees shall not be decorated with any type of electrical decorations or devices.

2.17 Parking Policies

There is a generic paragraph on parking in each Tenant's Lease agreement, as follows:

- Each Building has a limited amount of parking and patients should be given first priority. All daily users will park away from main entrances of Building to allow easy and convenient access for patients and visitors.
- All users of these parking lots/garages are asked to abide by all posted signage for specific parking needs, i.e., handicap, retail, in/out, etc.
- Providence Health System assumes no liability whatsoever for theft, damage or vandalism to any vehicle, cycle or personal property parked at any Building parking lot/garage.

PAMC General Operating Policy 280.002 **Parking** is included in this handbook as a reference. This policy addresses handicap parking for PAMC employees, carpooling, towing and disciplinary action for parking offenders, which apply to all PHSA-employees at all sites.

Please note:

- Parking at PHSA satellite owned/Leased Buildings shall be for the exclusive use of Tenants, patients, visitors and PHSA employees. All others will be towed at PHSA's option and at the vehicle owners' expense. Every attempt will be made to locate the owner prior to towing a vehicle.
- PHSA promotes alternative modes of transportation and all Tenants and their staff are encouraged to car pool or use mass transit system whenever possible.
- Property Management contracts to keep the parking areas free from rubbish and when applicable, ice and snow (see specific policy on Snow and Ice Removal in this handbook).
- Parking areas shall, from time to time, be closed for paving or paint striping; PHSA Property Management shall attempt to schedule such work on evenings and/or weekends.

Problems/questions/comments regarding parking, vanpooling, shuttle service, etc., contact your PHSA Property Manager 907-212-2328.

2.18 Non-Smoking Regulations

PHSA Property Management's position on smoking at the satellite properties reflects the PAMC policy which states that "as a health-care institution promotes a healthy and safe environment by prohibiting smoking within the medical center's buildings".

The Providence Health System's policy on smoking is found on the following pages, which basically states that Providence is a tobacco free campus. There is absolutely no smoking allowed on PAMC campus.

PHSA employees working at these sites are informed of the tobacco free environment policy and these regulations. Those who do not comply are subject to disciplinary action.

If Tenants are unclear of the tobacco free policy, please contact PHSA Property Management at 907-212-2328.

The map attached will show the tobacco free campus area.

2.19 Tenant Information / Emergency Contacts Form

At Lease commencement, or PHSA occupancy, all Tenants are required to complete the “Tenant Information and Emergency Contacts” form [see next page]. This form should be updated as needed and faxed to 907-212-2375, for inclusion in Tenant’s Lease file.

This information provides a mechanism to reach Tenants for after-hours emergencies related to their Building occupancy.



Real Estate & Development
3760 Piper Street, Suite 3035
Anchorage, AK 99508
907-212-2328 phone
907-212-2375 fax

TENANT INFORMATION AND EMERGENCY CONTACTS FORM

(Please Print)

Suite Number: _____ Building: _____
Address: _____

Business Name: _____

Physician Names: _____

Office/Practice Manager(s) (1) _____

Phone Number: _____

Fax Number: _____

Email Address: (if applicable) _____
(Please supply a monitored email address)

General Office Insurance Issue Date: _____ Expiration Date: _____

Please Fax a copy of your General Office Insurance with your return. As per your lease agreement we must retain a copy on file. Thank you.

Section 3

SECURITY

Section 3 – Security

3.1 General Assistance

PHSA Property Management works closely with PHSA hospital campus security staff and also outsources some security functions, to provide safe and secure working conditions at all PHSA-managed properties at all times.

PAMC Facilities employs a locksmith who may be contacted through their main number 907-212-5000 for the following:

- Cutting, distributing, tracking keys for Building entrances, Leased Premises entrances and U.S. mailboxes for all Tenants at all locations.
- Installing new or changing existing locksets at Tenants' suite entrance. [See Locks and Keys in this section for further information.]
- Provide in-service for new Building Tenants covering alarm systems and procedure for opening up/locking down Building, etc.
- Check-out keys for limited use, i.e., contractor working in Tenant space needs access after-hours [give 24-hours notice].

Please note that it is the Tenant's responsibility to address, at their expense, specific security issues that pertain to their employees, invitees or contractors.

3.2 Locks and Keys

New Tenants leasing space at any PHSA-managed property, receives repinning of all exterior suite doors and issuing of keys as requested by Tenant, utilizing **Key Request Form** (included in this section; form may be copied). Fax to appropriate location, as indicated on the form.

Repinning locks and reissuing keys at the request of the Tenant (example, employee leaves and doesn't turn in keys) may be requested through PAMC locksmith 907-212-5000. Tenant will be billed for these services.

Requests for special locks within Tenant's Leased space (locked office doors, narcotic cupboards, money drawer, etc.) may be requested through PAMC locksmith at 907-212-5000; PAMC locksmith will either perform the work and bill the Tenant or

recommend an outside company.

Key control is very important in a large company such as the Providence Health System. The **Key Request Form** must be completed for each key requested and that person or company will remain responsible for that key until he/she leaves employment or the contracted job is complete. Issued keys are the property of PHSA Property Management and will not be duplicated by the holder; additional keys may be requested through PHSA Property Management.

Lost or stolen keys shall be reported immediately to PHSA Property Management at 907-212-2328. A \$10.00 fine is collected from the responsible individual for reissue of each key. Lost, stolen or unreturned keys (from Tenants or contractors) may result in the rekeying of all facilities and/or doors that could be entered with the missing key(s); the individual, department or company responsible for said missing key(s) will be charged for the resultant rekeying. Example: contractor loses a Building master key resulting in the rekeying of every door in the Building = significant expense!

Locked out of your suite? First, attempt to contact a co-worker to provide access. Contact Security at 907-562-2211.

Locked out of your car? Call "Pop-A-Lock" at 907-278-6736. Cash, check or credit/debit card needed at time of service.

3.3 Crime Prevention

Theft, while not a common problem, does happen occasionally in almost every Building. Security often involves common sense. Because any Building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your Leased Premises.

1. Do not leave cash or checks anywhere in the Leased Premises overnight. If your business manager is not able to make daily bank deposits, it is strongly recommended that a heavy-duty fire-proof safe be purchased and utilized for all cash and checks (check with Property Manager on safe location if weight might compromise Building structure). Keep all safe combinations in a locked desk drawer.
2. Insure all personal property and equipment located in the Leased Premises against theft; include a rider policy to cover those individual items that exceed \$500 in value. Include "employee theft" in your coverage. PHSA Property Management is not responsible for reimbursing Tenants for missing items.
3. Assure that all exterior doors are locked when leaving your Leased Premises. Cleaning staff reports to PHSA Property Management whenever they arrive at a suite in the evening to clean and find exterior doors unlocked – it's almost a daily occurrence! We also recommend locking your suite entry door after 5:00 p.m. (or whenever you close) even if people are working late.
4. Coordinate Building lockdown times with your fellow Tenants. If you are the last one to leave the Building in the evening, always assure the Building exterior doors are locked, and if appropriate, set Building alarm system.
5. Keep all ancillary entrance doors locked during business hours. Require all delivery people or others who might need access to areas other than your public areas (waiting rooms, etc.) to come to your main entrance and request admission. Don't leave a back door unlocked, anticipating a delivery.
6. Always be aware of your surroundings. Do not leave briefcases or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Do not leave photo identification badges hanging on lab jackets or other clothing. Small articles, left in plain view, are easy targets for thieves. Offices are most vulnerable to thieves during lunch time and right before closing. At these times, there is often a lot of movement and people are frequently away from their desks.

7. Lock up your valuables. A locked drawer or locker will not prevent all thefts but it certainly makes it more difficult. The opportunistic thief doesn't like to work hard or long for the reward.
8. Put serial numbers on all business equipment. Remind personnel to keep copies of their credit card numbers and contact addresses in a safe place. Keys kept on a key ring should never have an identifying tag.
9. If you are a victim of theft at a PHSA-managed Building, please notify the local police first, followed by PHSA Security at 907-562-2211. Also, please notify Property Management at 907-212-2328. If a pattern of theft develops and you wish to pursue installation of surveillance equipment or an alarm system, Property Management can assist.

3.4 Incident Reporting

An "incident" is any happening that is:

- not consistent with routine operations, i.e., accident, injury, unusual occurrence
- an accident or situation that does/may result in injury
- property damage or loss (victim deals directly with police first for incidents involving personal property)

If you, or someone in your Leased Premises or at the Building (employee, patient, visitor) experiences an "incident", follow the notification process below.

Providence Health System employees will follow reporting procedures in accordance with PHSA Environmental of Care policies and General Operating Policy 320.010, Unusual Occurrence Reporting.

Notification Process:

1. **9-1-1 if life-threatening**
2. Providence Security Dispatch (24/7) 907-562-2211
3. Manager or supervisor, if present

PHSA Security will be responsible for needed follow-up and action.

3.5 Alarm Systems

Fire Alarms:

If a fire alarm goes off at your Building, treat it as a real event. Begin evacuating the Building unless directed otherwise by the responding Fire Marshal. Fire alarm is in effect until bells stop ringing. Tenants will be notified in advance when fire alarm system is being tested and of annual drills.

Building Security Alarms:

Some PHSA-managed Buildings are equipped with a security alarm. Sensors are usually located on exterior doors and some interior Common Area corridors. Tenants entering the Building after established Building hours should know how to disarm and reset the alarm system for that Building. When an alarm is activated, the local area police will be dispatched to the scene. Any "false alarm" fee charged to the Building by the local police, will be billed to the Tenant responsible for that alarm. PHSA Security Dispatch at 907-562-2211 (emergencies only), acts as back-up to the Building alarm system and can assist with alarm issues occurring after-hours.

Independently installed security systems are the direct responsibility of the Tenant who arranged for the installation. Monthly monitoring is paid by the Tenant. False alarm fees go directly to the Tenant. PHSA Property Management shall be notified by the Tenant when such systems are installed. Tenant shall also provide PHSA Property Management and cleaning service company with separate entry codes for after-hours and emergency access to the Leased Premises

False alarms are expensive!

Please note that helium balloons left overnight in the Leased Premises are one of the major causes of false security alarms. Air ventilation causes the balloons to sway, setting off motion sensors. Be sure to remove all helium balloons from the Leased Premises (or assure they aren't in the path of motion sensors) before leaving the Building for the night.

3.6 Emergencies – Who to Call

Call Emergency 9-1-1 immediately when:

- A crime is in progress (or you suspect imminent criminal activity)
- A situation is about to escalate into an emergency (endangering life or property)
- A crime has just occurred (particularly if you can describe the suspect)
- Medical emergency requiring paramedic/ambulance

To report suspicious activities or “cold crimes” (criminal activity has already occurred and there is no immediate danger to persons or property, call the Anchorage Police Department 907-786-8900.

Also see Section 3.4 “Incident Reporting”.

Locked out of your vehicle? Call POP-A-LOCK 907-278-6736.

3.7 Dangerous Weapons

“**Dangerous Weapons**” refers to any instrument, article or substance which, under the circumstances in which it is used, Dangerous Weapons attempted to be used, or threatened to be used, is readily capable of causing death or serious physical injury.

- Dangerous weapons of any kind are not permitted on any Providence Health System hospital campus, PHSA-managed property, PHSA parking structure or surrounding grounds. Exception: on-duty sworn police officers, armored transport drivers and on-duty military personnel in the performance of their duties.
- Possession of a concealed weapon permit does **NOT** exempt the owner from this policy.
- Staff will immediately notify PHSA Security Dispatch 907-562-2211 when any type of weapon is discovered in the possession of anyone at a PHSA-managed property. Staff should not hesitate to call 9-1-1 and ask for assistance from local law enforcement when circumstances are of an emergent nature.
- Persons refusing to comply will be required to leave the Premises.

3.8 Overly Aggressive Individuals

In the presence of an overly-aggressive individual(s):

- Remain calm;
- Attempt to relocate the individual(s) to a non-public area;
- With assistance of other staff members or supervisor, attempt to resolve the disturbance through calm mediation and discussion;
- Call 9-1-1 if needed; follow-up with notification to:
 - PHSA Security Dispatch at 907-562-2211
 - PHSA Property Management at 907-212-2328

All Tenants are responsible for the safety of their own employees, invitees and contractors within their Leased Premises. If a special situation requires additional security measures, Tenant shall coordinate plan through PHSA Property Management and shall be responsible for any additional cost.

3.9 Suspicious Activity / Solicitation

What to look for:

Watch for suspicious activity such as people wandering around without apparent purpose, trying to open doors, loitering in restrooms, selling (or pretending to sell) something. When suspicious activity is observed, pay close attention and make notes of details such as height, hair color, vehicle license, etc.

When you challenge a stranger, be assertive, knowing you have the right to ask questions about a stranger's presence in your Building. If the person reacts calmly and answers your questions clearly with a name and destination you recognize, you may offer directions or if appropriate, escort him/her to the destination. A person with legitimate business in the Building will appreciate the assistance, while a potential thief will most likely move on for an easier target. We strongly encourage that all Tenants not allow anyone to wander around their floor or Building unescorted, particularly if the response to questions doesn't make sense.

Solicitation of any kind is not allowed at any PHSA Building. If a solicitor refuses to leave the Premises, ask for his/her supervisor's telephone number; make the call asking that the soliciting employee be told to leave the Building or contact Property

Management at 907-212-2328 to make the call for you. If you are unsuccessful in getting the person to leave, follow the plan under “**General Assistance**” in this handbook. At all times, if the situation turns threatening or uncomfortable, call **9-1-1** and follow-up with a call to PHSA Security Dispatch at 907-562-2211.

3.10 Violence in the Workplace

Are you prepared if violence should erupt in your workplace? Most nonfatal workplace assaults occur in service settings such as hospitals, social service agencies and retail shops.

A health care patient commits 48% of nonfatal assaults in the workplace. As workers in health care settings, this is a statistic not to be ignored. We each have a responsibility to be prepared.

What are some possible risk factors?

- Exchange of money with the public
- Working alone or in small numbers
- Working late night or early morning
- Working in high-crime areas
- Working in community settings
- Working in isolated areas
- Routine contact with the public

Preventative measures are available and effective!

- Good lighting, both interior and exterior
- Make high risk/isolated areas visible
- Keep small amounts of cash and post information stating that fact
- Install silent alarms
- Provide training in conflict resolution / keep staff informed
- Escort services / buddy programs

Have a plan in place:

- Evaluate the risk factors evident in the workplace.
- Implement protective/preventative measures wherever possible
- Report all violent incidents to your supervisor
- Have a plan in place for actions to take when violence erupts
- Review / rehearse the plan
- Develop an internal system for documenting incidents, should they occur

Section 4

Emergency Management

Section 4 – Emergency Management

4.1 General Assistance

The following section provides guidance for proper response during major emergency situations. Being prepared and knowing your responsibilities during any given situation helps ensure the safety and well-being of the Building's occupants and visitors while minimizing loss of property.

All Tenants should have the following items readily available:

- Internal emergency plans
- Current employee telephone tree (including cell, home and pager numbers)
- Cellular phone or change for pay phone
- Flashlight with fresh batteries
- Battery-operated radio

PHSA Department Tenants with computer access to the Providence intranet, can log onto the PHSA Emergency Preparedness site:

<http://phsaweb.provak.org/service%5Flines/safety/EmPreparedness.asp>

PHSA Department Tenants should also refer to PHSA Disaster Manual, PHSA Satellite Emergency Flipchart and PHSA Environmental of Care Manual for additional policies, procedures and general information.

All Tenants should know the location of the fire exits and fire pull station(s) in their Building as well as the fire extinguishers, both in the Leased Premises and the Building's common areas. While not required, evacuation maps showing the exit route out of Tenant's Leased Premises, may be posted wherever exit signs are not clearly visible (see "**Evacuation Procedures**" in this section). Contact PHSA Property Management if maps are needed 907-212-2328.

Evacuation maps showing exit routes out of the Building are required in common areas, and those shall be posted by PHSA Property Management where appropriate.

Some of the larger PHSA-managed properties have formed Building Safety Committees. Policies and procedures are developed and implemented by these Safety Committees for emergencies and other safety or health issues. In Buildings that do not have such a committee, each Tenant is individually responsible for establishing emergency policies and procedures and training staff in their roles during emergencies. Tenants with more than ten people in the Leased Premises should establish their own

Safety Committee.

If your Building is scheduled for a fire drill, Tenants will be notified in advance. Some Tenants hold their own mini-drills where they practice evacuation and various disaster scenarios. Some Tenants take it upon themselves to get a group together comprised of one or two Tenants from each suite to discuss disaster plans and assign someone to act as “floor warden” in the event of a true disaster (more on this in “**Evacuation Procedures**” in this section).

In this section, Tenants will find generic guidelines for most major disaster situations that should guide them in writing their own safety policies and procedures.

4.2 Fire Emergencies

In the event of any smoke or fire emergency, Tenants should be familiar with the “**R-A-C-E**” acronym. **RACE** is a reminder of the Fire Emergencies four steps to take when smoke or fire is in the immediate area:

R -REMOVE ANYONE IN IMMEDIATE DANGER

A -ACTIVATE AN ALARM: 1) PULL A FIRE PULL STATION; 2) CALL 9-1-1 – REPORT LOCATION OF SMOKE/FIRE

C -CONFINE THE SMOKE/FIRE – CLOSE ALL DOORS IN IMMEDIATE AREA AND DO NOT REOPEN. CLOSE ALL OTHER DOORS BEHIND YOU AS YOU EXIT

E -EXTINGUISH THE BLAZE – IF THE FIRE IS SMALL, AND YOU HAVE BEEN ADEQUATELY TRAINED, USE AN APPROPRIATE FIRE EXTINGUISHER (see more in this Section regarding fire extinguishers)

Fire Extinguishers Before There is a Fire

1. Know the location of the nearest fire extinguisher.
2. Know the location of fire pull stations in your Leased Premises or in the common area corridors.
3. Know the location of all exits from your Leased Premises and common area corridors. Keep all fire exits clear at all times.
4. Know the location of emergency lighting, e.g., flashlights.
5. Designate an “area of refuge” where your staff will assemble following an evacuation. This area should be away from the Building and any line of travel likely to be used by emergency responders.

In the Event of a Fire

1. When alarm sounds, or when there is imminent danger, i.e., smell smoke/see fire, evacuate the Building. Alarm is in effect until bells stop ringing.
2. Use the stairs to exit (NOT an elevator).
3. Meet at your designated area of refuge.
4. Return to the Building only when so instructed by authorities.

4.3 Fire Prevention

- Fireproof trash receptacles are recommended.
- Turn off all electrical appliances in kitchen areas when not in use, and all computers, copying and other business machines at the close of each business day. Note that coffee and popcorn makers are the leading causes of office Building fires. Popcorn makers are not allowed at Murray Business Center (Leased property).
- To prevent overloading of electrical circuits, keep all electrical use to a minimum. Notify your Maintenance Department if you have continual electrical overload problems in your Leased Premises.
- Check all electrical cords for fraying and replace frayed/damaged cords immediately.
- Store and handle all cleaning or other chemical materials as directed by the manufacturer.
- Keep exit routes out of your Leased Premises free and clear of any debris.

Fire extinguishers are provided by PHSA Property Management at all PHSA-managed properties. One extinguisher is required for every 75-foot radius. Your Leased Premises may or may not have an extinguisher, depending on the location of extinguishers in the Building common areas.

The PHSA Maintenance Department for your particular location is responsible for monthly checks of all Building-provided extinguishers and will replace as needed. It is strongly recommended that Tenants not purchase their own extinguishers. If a Tenant feels that additional extinguishers are needed for a particular area in their suite, i.e., kitchen, lab, etc., please call your Property Management Maintenance department for an assessment of the area.

In the event of a small fire, and when Tenant has been trained in its use, a fire extinguisher can be used.

Procedure for using a fire extinguisher:

1. Remove extinguisher from bracket;
2. Stand at least 6 feet back from the fire.
3. Use the P.A.S.S. acronym:

P -Pull the pin

A -Aim the nozzle at the BASE of the fire

S -Squeeze the handle

S -Sweep back and forth

DO NOT ATTEMPT TO EXTINGUISH AN OVERHEAD OR LARGE FIRE – you only have about 15 seconds of chemical retardant available

Always notify PHSA Property Management at 907-212-2328 when a fire extinguisher has been used in the Leased Premises.

The objective of the Fire Safety Program for PHSA-managed properties is to minimize the risk of personal injury and property **Fire Safety Program** loss related to fire and to establish correct responses to fire alarms and actual fire emergencies.

PHSA Property Management is responsible for:

1. Maintaining fire alarm and fire suppression systems, including fire extinguishers
2. Maintaining clear exits through the Building common areas
3. Providing prior notification to Tenants about Building fire drills
4. Providing consultation on fire safety issues at Tenant's request

Building Tenants are responsible for:

1. Instructing staff in fire safety procedures for their particular Building and Leased Premises, including but not limited to:
 - Correct response to fire alarm (treat as a real event and respond accordingly)
 - Location of Leased Premises and Building fire exits and stairwells
 - Location of Leased Premises and Building fire extinguishers and pull-alarm stations
 - PHSA Smoking Regulations [Environment of Care #165; also see Smoking

- Regulations in Section 2 of this Handbook]
 - Fire drills are required at least once per year (one per shift) in all places of business
2. Maintaining their office spaces in a manner which reduces the risk of fire:
- Keep all exit ways clear at all times;
 - Store flammable materials appropriately;
 - Use only commercial-grade, UL- or ETL-approved electrical equipment and appliances;
 - Keep 18” clearance between cabinets and ceiling tiles;
 - Use UL-approved surge protector strips. Standard extension cords are prohibited, except in emergency situations for short durations. Contact your Maintenance Department for assistance. [also see Electrical Safety in Section 2];
 - Conduct safety inspections of your Leased Premises at least quarterly.

4.4 Evacuation Procedures

Planning for evacuation:

1. Form a team. Tenants are encouraged to form an evacuation team, wherein a “floor warden” role is designated to coordinate evacuations (PHSA Department Tenants note: written department evacuation policy is required).
2. Post maps. Tenants in large suites are encouraged to post evacuation maps within their Leased Premises wherever exit signs are not clearly visible. Call PHSA Property Management at 907-212-2328 for a floor diagram and instructions on labeling and posting evacuation maps.
3. Train all staff in the evacuation plan, including:
 - Patient transport
 - Security of the Leased Premises
 - Area of refuge, e.g., designating a meeting place that is far enough away from the Building that people do not impede the movement of emergency responders and are not in danger from fire, smoke, falling glass or bricks, etc.
 - Area of refuge for disabled persons in stairwells.

Actual evacuation:

1. Begin evacuate proceedings when fire alarm sounds or there is clear and present danger (you can see fire and/or smell smoke) or when ordered to do so by the Fire Marshal, Building Management or other authorized personnel at the scene.
2. Keep calm.
3. Discontinue all medical procedures at the earliest opportunity. Once the alarm has sounded, Tenants must immediately exit.
4. Gather up crucial personal items. Including schedule book, cash box and other valuables, if possible.
5. Assign staff to escort all ambulatory patients and visitors from the Building in an orderly fashion; assign staff to assist non-ambulatory patients in exiting. Walk DOWN, OUT and AWAY from the Building; do not run. Do NOT use the elevator.
6. Meet in a pre-designated area of refuge; take patient and staff inventory to ensure all persons are accounted for.
7. Do not reenter the Building until the "ALL CLEAR" is given by the Fire Marshal, Building Management or other authorized personnel at the scene.

4.5 Earthquake Response

The following is in part, reprinted from "Earthquakes Fact Sheet" published by the Federal Emergency Management Administration.

Although some portions are more applicable for home use, it serves as a useful review tool for earthquake preparedness and response during and after. All Tenants should develop an earthquake plan for their staff that includes possible evacuation scenario (meeting at Area of Refuge) if your Building becomes damaged. As soon as possible after the event, contact the Maintenance Department that serves your Building to report any damage noted to your Leased Premises and/or the Building and surrounding grounds.

Earthquakes strike suddenly, violently and without warning. Identifying potential hazards ahead of time and planning in advance can reduce the dangers of serious injury or loss of life from an earthquake.

BEFORE

- Check for hazards (some, if needed, will require calling the Maintenance Department for your Building):
 - fasten shelves securely to walls
 - place large or heavy objects on lower shelves
 - store breakable items such as bottled foods, glass, etc., in low, closed cabinets

- with latches
- Hang heavy items such as pictures and mirrors away from beds, couches and anywhere people sit
- Brace overhead light fixtures
- Repair defective electrical wiring and leaky gas connections. These are potential fire risks.
- Secure a water heater by strapping it to the wall studs and bolting it to the floor.
- Repair any deep cracks in ceiling or foundations. Call Maintenance if you see signs of structural defects.
- Store poisonous or flammable products securely on bottom shelves in closed cabinets with latches.
- Identify safe places in each room:
 - Under sturdy furniture such as a heavy desk or table.
 - Against an inside wall.
 - Away from where glass could shatter (around windows, mirrors, pictures) or where heavy bookcases or other heavy furniture could fall over.
 - If you are in a hallway, drop to the floor and lean against an inside wall.
- Locate safe places outdoors:
 - In the open, away from Buildings, trees, telephone and electrical lines, overpasses or elevated expressways.
- Disaster supplies to have on hand:
 - flashlight and extra batteries
 - portable battery-operated radio and extra batteries
 - first aid supplies and manual
 - emergency food and water
 - non-electric can opener
 - essential medications
 - cash/credit cards
 - sturdy shoes

DURING

If indoors, take cover under a piece of heavy furniture or against an inside wall: DUCK, COVER AND HOLD ON. Place your head between your knees and your hands over your head and neck. STAY INSIDE. The most dangerous thing you can do during an earthquake is to try to leave the Building because objects can fall on you. When the quaking stops, exit the Building.

If outdoors, move into the open, away from Buildings, street lights and utility wires. Once in the open, stay there until the shaking stops.

If in a moving vehicle, stay in the vehicle. If near Buildings, trees, overpasses or utility wires, attempt to move to safer location. Once shaking has stopped, proceed with caution. Avoid bridges or ramps as they may have been damaged by the quake.

AFTER

- Be prepared for after-shocks. Plan for where you might take cover. Although they are usually smaller than the main shock, aftershocks can cause additional damage and may bring weakened structures down. Aftershocks can occur in the first hours, days, weeks or even months after the quake.
- Help injured or trapped persons. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Use the telephone only for emergency calls.
- Open closet and cupboard doors cautiously.
- Clean up spilled medicines, bleaches or other flammable liquids immediately. Leave the area if you smell gas or fumes from other chemicals.
- Evacuate the Building if it will no longer support safe operations.
- Stay out of damaged Buildings. Return only when authorities say it is safe. Remember to check on those in neighboring houses and Buildings to see if others need assistance.
- Call your Maintenance Department if:
 - you see sparks, broken or frayed wires or you smell hot insulation, indicating electrical system damage.
 - you suspect sewage lines are damaged. Avoid using toilets or tap water.
 - if safe water needed, melt ice cubes.
- Also see attached PHSA Policy on “**What To Do Immediately Following An Earthquake**” [next page]

What To Do Immediately Following An Earthquake

If you are on duty:

- Triage yourself (assess yourself for injuries). Then begin to respond to immediate needs around you.
- Reassure patients, visitors, others.
- If the magnitude of the earthquake warrants, the hospitals and Anchorage Service Area Command Centers and Labor Pools will be opened.
- Evaluate damage in your immediate area:
- Check for fires, interruption of life support systems, broken oxygen lines, electrical problems, water lines, chemical spills. (*See department procedures for Chemical Spill cleanup*)
- Check for persons trapped in rooms or other spaces.
- Mark rooms that have already been checked for persons and evacuated (e.g. put a pillow or towel in front of doors, mark doors with chalked or taped "X").
- Report findings (hazardous areas, persons trapped etc.) to the department manager.
- Turn off and unplug all unnecessary equipment.
- Begin clearing hallways and evacuation routes.
- Move patients and others to safe locations, i.e. toward interior walls, pull drapes to protect from breaking glass, stay away from windows. In severe damage situations, move to interior corridors.
- Remain alert for order to evacuate.
- Minimize water use, do not flush fixtures.
- Do not serve food or water that has not been covered or sealed.
- Do not use telephone except for emergency purposes.
- Be prepared for aftershocks, plan where you will take cover.
- Prepare for change to extended shift hours.

When evacuation is ordered:

(Follow your department's procedures)

- Assess entire length of evacuation route and alternative route.
- Clear route that allows for quickest evacuation from department to a safer location.
- Mark rooms that have already been checked for persons and evacuated (e.g. put a pillow or towel in front of doors, mark doors with chalked or taped "X").
- Expect to find some doors jammed. Pry open if possible.
- Contact Security Dispatch (907-562-2211) if additional help is needed.

If you are away from your department:

- Check the safety of your family; contact pre-designated out-of-state person.
- Provide first aid as appropriate for skills, certification, or licensure or request transport to nearest triage location or hospital if you are dealing with more severe injuries.
- Listen to Emergency Broadcast frequencies (radio, TV).
- Unless directed otherwise by manager and assuming travel conditions allow, report to work at your regular duty time.
- Wear your employee ID tag. (You may not be allowed access to the facility without it.)
- On arrival at work, park in designated location. Report to your department or, if person in charge releases you, report to a designated hospital Labor Pool.
- Physicians not directed to report to the ED are to report to a hospital Labor Pool and await directions from Physician Leadership (in the hospital Command Center).

4.6 Bomb Threat

Threat by Phone:

Before:

1. Train staff in response. PHSA Department Tenants shall utilize the PHSA Satellite Emergency Flipchart recording sheet.

During:

1. **STAY CALM.**
2. Shut down all equipment that produces radio waves such as cell phones, because of possible detonation.
3. Keep caller talking. Record all questions asked and responses.
4. Notify supervisor to call 9-1-1 and PHSA Security Dispatch emergency number at 907-562-2211.
5. **NEVER** touch any unusual-looking item. Note its location for emergency responders.
6. Do not evacuate until directed to do so by authority on-site.

After:

1. **STAY CALM.**
2. Visually inspect your immediate area and have all staff do the same. Report anything unusual without touching or disturbing. You will know what is unusual or out of place; police or other responders will not.
3. Emergency responder, officer at scene or Building Management will determine if a search of the Premises shall be done.
4. Follow evacuation plan when so-instructed by emergency responder, officer at scene or Building Management.

Threat by Mail:

Before:

1. Train staff in response. Document well. PHSA Department Tenants shall utilize the Satellite Emergency Flipchart recording sheet.

During:

1. **STAY CALM.**
2. Notify supervisor to call local police and PHSA Security Dispatch emergency number at 907-562-2211.
3. Put on gloves or use forceps before handling papers again.
4. Place all papers, including the envelope, in a large manila envelope. Write the date and time the threat was received on the outside and initial. If delivered by a messenger, note description and any other details.
5. Keep envelope in possession until police arrive. Note the date/time on the envelope when it is turned over to the authorities.

After:

1. **STAY CALM.**
2. Visually inspect your immediate area and have all staff do the same. Report anything unusual without touching or disturbing. You will know what is unusual or out of place; police or other responders will not.
3. Remain available to answer any questions by the authorities.

4.7 Utility Failure

Power and other utilities usually fail as a result of external occurrences. Exit and emergency lights will usually remain lit in a general power failure, but will only last for a limited time period.

Before:

Develop a utility failure plan and train staff. Know your backup systems for equipment, their locations and use, and emergency shutoff locations.

During:

1. Shut off the utility if at all possible.
2. If any utility fails, immediately notify appropriate PHSA Maintenance Department for your Building. If after 4:30 p.m. at any location, call PHSA Security Dispatch emergency number at 907-562-2211.
3. Protect threatened people / equipment.
4. Open drapes and raise blinds to let in natural light.
5. Check and maintain condition of patients.

6. Wait for direction from emergency authority or Building Management on-site before evacuating.

After:

1. Check and maintain condition of patients.
2. Report any medical equipment failures [PHSA Department Tenants call Clinical Engineering per Safe Medical Device Act].
3. Assess status of back-up equipment / systems for future emergencies.

4.8 Broken Water Pipe / Flooding Situation

If a broken water pipe or flooding from any source occurs in your Leased Premises or Building, immediately contact the appropriate PHSA Maintenance Department for your location. If after 4:30 p.m., at any location, call PHSA Security Dispatch emergency number at 907-562-2211.

If the flooding is in your suite and the water source is known, e.g., sink or toilet, shut off the water valve at the source immediately to stop the water flow. If the leak is coming from the ceiling, attempt to cover all computers, electrical equipment and other valuable items, with plastic sheeting or other available water-proof material.

4.9 Snow & Ice Removal

For all PHSA Satellite properties physically located on the Providence Alaska Medical Center hospital campus, the Grounds keeping Department will provide snow and ice removal. For all other PHSA Satellite properties, Property Management has contracted with various companies to provide the following services during inclement weather **ONCE EACH DAY** (early a.m. Monday through Friday and weekends for those Buildings that are regularly scheduled open):

Snow to be removed from:

- main front entrance of Building
- sidewalks leading up to main entrance
- handicap parking up to sidewalks / main entrance
- employee entrance (if applicable)

During icy conditions, these same areas will be sanded or have de-icer

applied.

De-icing is normally NOT done on mornings where a light frost will burn off by 9-10 a.m. Please prepare for icy conditions by wearing proper footwear, keeping hands free by dropping off items at the front door before parking, and have appropriate tires on your vehicle.

4.10 Office/Building Shutdown

Tenants will make their own “shut down” decision during inclement weather. Please note that PHSA Property Management provides snow removal or de-icing service only **once** each day as outlined above. Tenants are asked NOT to apply their own purchased de-icer, sand, etc., as it may adversely react with the cement sidewalk/parking lot materials.

When an entire Building elects to close down early due to weather conditions, Tenants will notify PHSA Property Management at 907-212-2328 PHSA Security Dispatch at 907-562-2211 or PAMC Facilities at 907-212-5000. Call these same numbers to report any extremely hazardous condition that needs immediate attention.

There may be rare occasions when weather conditions, such as heavy ice load, render a Building uninhabitable. Under such conditions, PHSA Property Management will make the decision to close the Building and the Tenants will be asked to vacate the Building. Providence Health System is under no obligation to Tenants for loss of business under such circumstances.

4.11 Medical Emergencies

Tenants in Satellite Buildings who are physically located on a hospital/medical center campus, need to be aware that emergency teams cannot respond from the hospital site to the medical office Building site. Liability insurance restrictions prevent them from performing medical services beyond the physical scope of their hospital environment.

ALL OTHER TENANTS CALL 9-1-1 FOR PATIENTS NEEDING EMERGENCY MEDICAL ATTENTION.

Section 5

Appendices

BUILDING INFORMATION

The following amenities are offered at or near your location:

ATM

Center for Child Development

Gardens of Providence

Gift Shop

Laundry Services

Mail

Meeting Rooms

Outpatient Laboratory

Outpatient Radiology

Perioperative Services

Restaurants:

Cafeteria

Creek Side Café

Coffee Courts

Café Solange

Subway

GLOSSARY

ADA: Americans with Disabilities Act

Common areas: those portions of the Building (lobbies, public restrooms, corridors, etc.) and surrounding grounds and parking areas, that are not leased to individual parties but shared by all Building Tenants.

External Tenant: private physician(s) or groups leasing space (not Providence Health System Department Tenants).

HIPPA: Health Insurance Portability and Accountability Act

HVAC: heating, ventilation, air-conditioning

Internal Tenant: Providence Health System Department Tenant

Landlord: see "Lessor"

Leased Premises: the actual space that a Tenant or Lessee is leasing for their use (does not include Building common areas)

Lessee: see "Tenant"

Lessor: person or group that owns the property (or manages the property on behalf of the owner)

Medical Waste: anything saturated with blood

M.S.D.S.: Material Safety Data Sheet

O.S.H.A: Occupational Safety and Health Administration

Outsourced: Building services such as janitorial and landscaping that are contracted to outside companies, e.g., not provided by Providence departments.

PAMC: Providence Alaska Medical Center

PHSA: Providence Health System – Alaska Region

Regulated Waste: all waste that cannot be disposed of in local landfills, e.g., sharps, medical infectious waste, and hazardous waste.

Satellite Building: owned or lease by Providence Health System; not considered part of an acute care facility (hospital) but may be located on a hospital campus. Managed by PHSA Property Management for the purpose of leasing to private physicians and those hospital-based programs that don't need to be physically located in the acute care setting.

Tenant: person or group who leases space; could be a Providence Health System Department or private party. Also often referred to as "Lessee".