

Operational Policy Agenda 9-22-25

** Indicates policy is pending Medical Executive Committee's approval on 9-29-25.*

Title	Area	Revised?	Summary of Changes
Policy for Parking Around Contra Costa Regional Medical Center and Health Centers	Hospital & Health Centers	Revised	Added "CCRMC Human Resources policies" as needed throughout the document, day/time info for parking lots A-F, expanded offsite parking options, and updated reserved parking section.
Policy for Overhead Announcements and Broadcast Paging	Hospital & Health Centers	Revised	MCS is who approves non emergent patient care related overhead pages and announcements should be hand delivered to the Communications Center.
Performance Evaluation *	Nutrition	New	No Comment Provided
Qualifications of Staff and Performance Expectations *	Nutrition	New	No Comment Provided



Origination	01/1995
Last Approved	N/A
Effective	Upon Approval
Last Revised	07/2025
Next Review	3 years after approval

Owner	Shannon Abella: Chief Operations Officer-Exemp
Area	Hospital & Health Centers

Policy for Parking Around Contra Costa Regional Medical Center and Health Centers

POLICY STATEMENT:

Parking is provided as a priority for our Contra Costa Regional Medical Center (CCRMC) and Health Centers' patients and visitors. Parking for staff is allowed only in designated areas. Violations will be enforced through CCRMC Human Resources policies, citations by local authorities and/or towing of vehicles at the owner's expense. Vehicle accidents should be reported to the Health Services Department (HSD) Security Department and the local Police Department.

GUIDELINES:

- ~~A. Staff/Volunteer Parking – Staff and volunteer parking is allowed within demarcated white stripes in the parking lot and by sidewalk curbs which are not marked for other use, i.e. "Emergency Vehicle Parking, Patient Parking, No Parking, Authorized Handicap" etc.~~
- ~~B. Non-Permissible Parking – Parking is not allowed where curbs are painted red or where there is a "No Parking" sign. Vehicles parked in these areas will be subject to citation by local authorities. Any vehicle parked in an unauthorized space blocking the delivery of medical supplies, oxygen or other medical gasses, or blocking legally parked vehicles or roadways will be cited and towed at the vehicle owner's expense.~~
- ~~C. Ambulance Driveway – The Ambulance driveway is located off Street 5 on the west side of the hospital and should be clear at all times for ambulance and other emergency vehicles. Unauthorized vehicles blocking access to the Emergency Ambulance area will be cited and towed at the owner's expense.~~
- ~~D. Parking Lot A – The lot near the Emergency Department is designated for patients and visitors.~~

Staff may park in designated areas:

- E. ~~Parking Lot B – This lot has designated spaces for volunteers (in marked spaces), patients, visitors, and motorcycles.~~
- F. ~~Parking Lot C – The lower parking lot has designated spaces for hospital, Martinez Health Center (MHC), and Miller Wellness Center (MWC) staff only.~~
- G. ~~Parking Lot D – The lot is designated for hospital and MWC patients and visitors only~~
- H. ~~Parking Lot E – This lot is designated for hospital, MWC and MHC staff only~~
- I. ~~Parking Lot F – This lot is reserved for Rehab Clinic patients only.~~
- J. ~~Teamsters Building Parking Lot – This lot is located across the street from the hospital. Hospital employees with an authorized parking sticker may park in spaces marked for HSD employees (CC). Parking is not permitted in spaces marked for Teamsters (T).~~
- K. ~~20 Allen Street – The small 12 space lot is reserved for hospital and MWC staff only.~~
- L. ~~425 C St, Healthy Start Trailer – This lot is for patients only.~~
- M. ~~Street 4 near the Emergency Department – Patient parking only except for designated spaces for Policy/Emergency Vehicles. Parking is limited to 30 minutes.~~
- N. ~~Offsite Health Centers – Parking is provided as a priority for our patients and visitors. Parking for staff is allowed in designated areas only. Any staff that park in spaces marked PATIENT PARKING will be considered in violation. Violations will be enforced through citations by local authorities and/or towing of vehicles at the owner's expense.~~
- O. ~~Handicapped Parking. There are specifically marked parking spaces located throughout the campus for vehicles displaying the DMV-issued handicap placard or license plate. Unauthorized vehicles parked in a handicap space will be cited by the local Police or HSD Security.~~
- P. ~~Parking Permits. All staff and volunteers parking a vehicle on CCRMC property are required to obtain and display a parking permit on their vehicles. Parking permits are issued by HSD-EVS Department staff at no charge. Gate cards are also available from EVS at no charge. If lost, a \$50 charge will be required to obtain replacement.~~
- Q. ~~Parking will be monitored by HSD Security, local Police Department, and local security. Cars parked in any area longer than 24 hours will be investigated by HSD Security, cited as appropriate, and towed if necessary. Local Police may also cite on-duty employees who park in spaces designated for patients and visitors.~~
- R. ~~Cars which are illegally parked in a fire lane, emergency zone, or other life safety code violations are subject to towing.~~
- S. ~~Bicycle lockers are available for staff members on a daily use basis. Keys for the lockers can be obtained by contacting the Hospital Facilities Department or individual clinic managers.~~
- T. ~~Patient Appointments for Employees. Employees coming to the facility for medical appointments may park in patient parking during the time of their appointment and will notify Hospital or Health Center Administration, prior to their appointment, where they are parked.~~

RELATED LINKS:

[CCRMC Campus Map](#)

APPROVALS:

[Chief Operating Officer](#)

- A. Staff/Volunteer Parking – Staff and volunteer parking is allowed within demarcated white stripes in the identified parking lots and by sidewalk curbs which are not identified or prohibited by other use.
- B. Staff/Volunteer Parking at the CCRMC campus is permitted in the following lots during the following times:
 - 1. Parking Lot A- staff are permitted to park in this lot nights and weekends specifically 5:00 pm- 7:30 am Monday through Saturday and 7:30 am- 7:30 pm Saturday through Monday. The lot is designated for patients and visitors only Monday- Friday 7:30 am- 5:00 pm.
 - 2. Parking Lot B- staff are permitted to park in this lot nights and weekends, specifically 5:00 pm- 7:30 am Monday through Saturday and 7:30 am- 7:30 pm Saturday through Monday. The lot is designated for patients and visitors only Monday- Friday 7:30am- 5:00 pm.
 - 3. Parking Lot C- this lot is designated for staff and volunteers only 24 hours/ 7 days a week.
 - 4. Parking Lot D- staff are permitted to park in this lot nights and weekends, specifically 5:00 pm- 7:30 am Monday through Saturday and 7:30 am- 7:30 pm Saturday through Monday. The lot is designated for patients and visitors only Monday- Friday 7:30am- 5:00 pm.
 - 5. Parking Lot E- this lot is designated for staff and volunteers only 24 hours/ 7 days a week.
 - 6. Parking Lot F- staff are permitted to park in this lot nights and weekends specifically 5:00 pm- 7:30 am Monday through Saturday and 7:30 am- 7:30 pm Saturday through Monday. The lot is designated for Physical Therapy and Rehabilitation clinic patients only Monday- Friday 7:30 am- 5:00 pm.
 - 7. Offsite and leased parking lots available for staff:
 - a. 20 Allen St, Martinez, CA Parking lot- this lot is designated for staff and volunteers only 24 hours/ 7 days a week.
 - b. 2727 Alhambra Ave, Martinez, CA Teamsters lot- staff are permitted to park in spots “1-9” marked with “CC” 24 hours/ 7 days a week. Staff are permitted to park in spaces “10-70” marked with “CC” 6:00 am through 6:00 pm Monday through Friday.
 - c. 2530 Arnold Dr, Martinez, CA Summit Center- this lot is designated for staff and is a shuttle service pick-up site. Staff are permitted to park in the designated “CCRMC” lot 6:00 am through 12:30 am Monday through

Saturday.

- C. Reserved parking- Staff may be assigned a reserved parking spot at the discretion of the CCRMC Chief Executive Officer or designee. Only the staff member assigned may park in their assigned parking spot.
- D. Non-Permissible Parking – Parking is not allowed where curbs are painted red or where there is a “No Parking” sign. Vehicles parked in these areas will be subject to CCRMC Human Resources policies, citation by local authorities and may be towed at the vehicle owner’s expense. Any vehicle parked in an unauthorized space blocking delivery vehicles or blocking legally parked vehicles or roadways will be cited and towed at the vehicle owner’s expense.
- E. Cars illegally parked in a fire lane, emergency zone, or other life safety code violations are subject to citation and towing at the vehicle owner’s expense.
- F. Handicapped Parking – There are specifically marked parking spaces located throughout the campus for vehicles displaying the valid DMV-issued handicap placard or license plate. Unauthorized vehicles parked in a handicap space will be cited by the local Police or HSD Security. Employees parking in spots without DMV-issued handicap placard or license plates will be subject to CCRMC Human Resources policies.
- G. Patient Parking is provided as a priority for our patients and visitors. Any staff observed parking in spaces designated for PATIENT PARKING during the hours of 7:30 am- 5:00 pm Monday through Friday will be considered in violation. Violations will be enforced through CCRMC Human Resources policies, citations by local authorities or HSD Security, and may be subject to towing at the vehicle owner’s expense.
 - 1. Employees coming to the facility for medical appointments may park in patient parking during the time of their appointment but must leave the parking spot following completion of the medical appointment(s) during the hours of 7:30 am-5:00 pm Monday through Friday.
- H. Parking will be monitored by HSD Security, local Police Department, and local security. Cars parked in any area longer than 24 hours will be investigated by HSD Security, cited as appropriate, and towed if necessary.

Attachments

 [CCRMC Campus Map](#)

Approval Signatures

Step Description	Approver	Date
Joint Conference Committee	John Gioia: Board of Supervisor	Pending

CCRMC Chiefs

David Culberson: County Hosp
Exec Dir-Exem

07/2025

Shannon Abella: Chief
Operations Officer-Exemp

07/2025

Standards

No standards are associated with this document



Origination	10/1995
Last Approved	N/A
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Next Review	3 years after approval

Owner	Nadja Renfro: Ambulatory Care Reg Mgr
Area	Hospital & Health Centers

Policy for Overhead Announcements and Broadcast Paging

POLICY STATEMENT:

The overhead announcements or broadcast paging and response to the paging system downtime will be performed according to standardized procedure. Overhead announcement will be done by the hospital operator only. The hospital operator will take incoming (out of hospital) telephone calls, direct them to appropriate extensions, transfer to voice mail, if available, and utilize the broadcast pager system for urgent calls.

GUIDELINES:

A. Overhead Announcements:

1. Announce all codes per protocol.
2. Emergent patient care calls do NOT require approval.
3. Non emergent patient care related overhead announcements require approval by ~~Patient Family Advisory Patient Safety and Experience Health Services Administrator or designee, or~~ Medical Center Supervisor (MCS).
 - a. ~~Fax or hand~~ **Hand** deliver announcement to the Communication Center unit (~~fax #9253705501~~).

B. Extension 5111 Physicians Phone Line

1. The physicians phone line is used **only by physicians** for quick access to the hospital operator.
2. It is not a published number for patients, families, visitors, or public.

C. Pager System Downtime

1. Upon notification that the pager system is down:
 - a. Notify MCS that pagers are down.
 - b. Call American Messaging service support at 18882603801. Reference account number W4-103163.
 - c. Follow directions of American Messaging support to test the pager system.
 - d. If unable to resolve issue, request onsite American Messaging service technician.
 - e. Notify MCS of status.
 - i. MCS will notify the units.
 - f. Report incident in the daily journal.

REFERENCES

TJC 2022 Standard PC 02.02.01 The hospital coordinates the patients care, treatment, and services based on the patient needs.

APPROVALS:

Authored by: Registration and Staffing Manager

Chief Nursing Officer

Chief Operations Officer

Clinical Practice Committee: 04/2022

Patient Care Policy & Evaluation Committee: 09/2022

Medical Executive Committee: 09/2022

Joint Conference Committee: 09/2022

Approval Signatures

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Joint Conference Committee	John Gioia: Board of Supervisor	Pending
CCRMC Chiefs	David Culberson: County Hosp Exec Dir-Exem	09/2025
	Nadja Renfro: Ambulatory Care Reg Mgr	09/2025

Standards

No standards are associated with this document



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Next Review	3 years after approval

Owner	Stephanie Dockham: Dietitian
Area	Nutrition

Performance Evaluation

POLICY STATEMENT:

To ensure that established position-specific performance expectations are met, Food and Nutrition Services completes performance reviews for all employees on an annual basis.

GUIDELINES:

- A. Performance evaluations for Sodexo exempt managers are completed per Sodexo policy and guideline CP- 505 Performance Management.
- B. Performance evaluations for Contra Costa Regional Medical Center and Health Centers employees are completed per Employee Performance Evaluations Policy 207PM.
- C. When competency assessment of technical knowledge and skills is included within the performance evaluation, those elements of performance management are completed by an appropriately credentialed manager or professional peer.

REFERENCES:

- A. Centers for Medicare & Medicaid Services: State Operations Manual for Hospitals (2018)
- B. The Joint Commission: Comprehensive Accreditation Manual for Hospitals (2019)
- C. Sodexo: Company Policies (2019)
- D. Sodexo: SodexoNet – Ingenium (2019)

Approval Signatures

Step Description	Approver	Date
Medical Executive Committee	Sarah E. Mcneil	Pending
Patient Care Policy and Evaluation Committee	Vijay K. Bhandari [SP]	09/2025
	Stephanie Dockham: Dietitian	08/2025

Standards

No standards are associated with this document



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Owner	Stephanie Dockham: Dietitian
Area	Nutrition

Qualifications of Staff and Performance Expectations

POLICY STATEMENT:

To provide a staff of competent and productive employees to meet the needs of the patients and customers served by the department and to ensure compliance with all applicable laws and regulations, qualifications and performance expectations are defined for all positions within the Food and Nutrition Services Department.

GUIDELINES:

- A. A departmental table of organization for Food and Nutrition Services is developed to identify levels of authority and oversight/reporting relationships. The organizational structure and job positions represented are based on several factors including:
 1. Credentialed positions required to meet regulatory requirements
 2. Volume of patients/visitors and staff to be served
 3. Scope, hours and locations of services to be provided
- B. Job descriptions that define qualifications and competencies required and essential job duties are in place for all positions.
- C. Qualifications of credentialed staff will be verified with the primary source upon hire and renewal of these credentials. See Staff Credentials for specifics.
- D. The orientation and initial competency assessment processes are used to familiarize employees with expectations related to their ongoing job assignments. See Employee Orientation and Training and Competency of Staff for specifics.
- E. A master staffing schedule is developed to include all departmental positions and services

provided. The master schedule is used to develop employee schedules that are completed in advance and posted within the department. The schedule serves as the communication of assigned dates and shifts for duty.

REFERENCES:

- A. Centers for Medicare & Medicaid Services: State Operations Manual for Hospitals (2018)
- B. The Joint Commission: Comprehensive Accreditation Manual for Hospitals (2019)

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