I. Welcome........................................................................................................................................ 2

II. Faces to Know.................................................................................................................................. 3

III. VUMC Finance Website.................................................................................................................... 4

IV. PeopleFinder...................................................................................................................................... 5

V. Crystal Terrace Information.................................................................................................................. 5

VI. Computer Best Practices.................................................................................................................. 10

VII. HR: Performance & Pay..................................................................................................................... 13

VIII. Getting Around................................................................................................................................. 18

IX. Odds & Ends..................................................................................................................................... 21

X. Helpful Links...................................................................................................................................... 21

XI. Appendix I – Cubicle Etiquette ........................................................................................................... 23
I. Welcome

Welcome to Vanderbilt University Medical Center Office of Finance! We know that starting a new position can be both exciting and overwhelming. So we have put together this guide to provide you with some useful information which should make your transition easier. This document is not intended to be an all-inclusive employee manual. Rather, its purpose is to supply you with some practical information to make your first days more comfortable and productive. For example, you would go to Vanderbilt’s Human Resources website to learn the details of our employment policies, but this guide will help you figure out where to find a vending machine or how to print a document.

This guide is a ‘living’ document; it is constantly changing and growing. Therefore, we really would like your feedback. If you come across something we have missed that other new hires might find helpful, please contact Angela Purinton (angela.purinton@vanderbilt.edu). We would love to add your suggestions.

ID Badges

You will be provided with a picture ID badge during your first few days at Vanderbilt. All staff are required to wear their ID badges while at work. We also suggest you keep your ID badge handy while not at work, because your badge is proof of employment to the many retail locations which offer discounts to Vanderbilt staff. (The following link to the Human Resources page will give a comprehensive list of these discounts, http://hr.vanderbilt.edu/benefits/perqs.htm)

Your ID badge is also your key to the building if you need to enter Crystal Terrace during non-business hours. To use this feature, you must first visit the parking office on the fifth floor so that they can activate the magnetic strip on your badge.

If you lose your ID badge, please go the Medical Center Card Services Office, located at S-2311 Medical Center North, to replace your badge. There is a $20 fee for badge replacement, and you must bring a signed authorization form, which can be located online at: http://www.vanderbilt.edu/cardservices/mc/VCS_Medical_Center_Authorization_Form.pdf.
II. Faces to Know

Sheila Thomas
Sheila is our incredible Administrative Officer in VUMC Finance. Her responsibilities include personnel, network, administrative support, budget, facilities planning & management and even event planning for our department. Since Sheila handles most human resource issues in the department, she is the person to see regarding any type of questions regarding leaves of absence, vacation balances, as well as all departmental policies and guidelines.

Kathy Wright
Kathy is our procurement specialist. She has the daunting responsibility of making sure we all have the office supplies we need to do our jobs in VUMC Finance at Crystal Terrace. Most of the items you’ll need can be found in the copy/supply room on your floor. But, should you need to order an item, contact Kathy (or the administrative support person in your area). Kathy has catalogs in her area (7th floor, 778) for you to use to help you select the item you need.

Lynda Sandefur
Lynda is our Program Coordinator for the Financial Training Team. She can help you find and register for the courses you need. Additionally, Lynda assists the workplace education instructors and leaders by preparing materials, coordinating training rooms and resources, as well as providing support to anyone at Vanderbilt in need of financial training assistance. To contact Lynda, please email her at lynda.sandefur@vanderbilt.edu or call 875-3322.

Vanderbilt University Information Technology (VUIT)
VUIT provides user support for desktop/laptop deployment and problem resolution. If you have a technical question or problem, call 3-HELP (3-4357) or request assistance online at http://helpdesk.mc.vanderbilt.edu/. VUIT staff will be happy to help you with all your technical needs.

VUIT staff also monitor and maintain our many servers which include applying patches, virus protection, network connectivity, file backup/restore and file security.
Principals/Assistants

The following is a chart and contact information for Cecelia Moore’s direct reports as well as their assistants. A complete VUMC Finance Org Chart can be found at https://finance.mc.vanderbilt.edu/apps/MCFAppOrgChartPhoneList/orgchart.aspx

III. VUMC Finance Website

Our department’s website address is https://finance.mc.vanderbilt.edu. If you have some downtime during your first few days, it’s a good idea to visit the site and browse around. You’ll find all kinds of useful information on the site. On the menu to the left along the top you will see links to all the areas within Finance. At the top of the page, there is a “VUMC Finance Staff Only” link which will bring you to resources geared specifically to our department. On the left under “Finance Departments,” you will find a link to the Financial Training area. Spend a few moments browsing the Office of Finance Orientation section under Services in the Area Links from the VUMC Financial Training page.
IV. PeopleFinder

Vanderbilt’s PeopleFinder is a tool used to find the name, phone number, email address and location of all Vanderbilt faculty and staff. The direct link to the site is: https://phonedirectory.vanderbilt.edu/cdb/index.jsp. You can also find a link to VU PeopleFinder under Directories at the bottom right of VUMC Finance Main Page. Additionally, if you are trying to get contact information for someone within VUMC Finance, you can use the VUMC Finance Directory under Directories at the bottom right of VUMC Finance Main Page. The VUMC Finance Directory also allows you to search for colleagues by their first or last name.

Please note that you are responsible for editing and maintaining your own information in PeopleFinder. In order to edit your personal information, log in to PeopleFinder and select Personal Update on the right side of the page. Please take the time to review the information located in the database and update your entry as needed.

V. Crystal Terrace Information

Making a Call

If you need to make a phone call to a number which is located off the Vanderbilt campus, you must dial “9” before placing the call. When you call most people on campus, you need only to dial the last five digits of the Vanderbilt number. This rule applies to anyone whose phone number begins with one of the six main exchanges on campus:

- 322-XXXX
- 343-XXXX
- 421-XXXX
- 875-XXXX
- 327-XXXX
- 936-XXXX

For example, the main number for the Office of Finance is 322-2381. That number can be reached by dialing 2-2381 anywhere on campus.

There are several different types of telephones used within the Office of Finance. The following website will provide you with basic information regarding the use of your phone, regardless of the model: http://its.vanderbilt.edu/voice/services_training#basicphone

If your position requires voicemail, the following website will provide you with instructions on how to set up and retrieve your voicemail: http://its.vanderbilt.edu/voice/guideVm
VUMC Finance Dress Code

Staff members who attend meetings with people external to the department are expected to dress in professional business attire. Each of us represents VUMC Finance and Vanderbilt University Medical Center to patients, visitors, the general public and other staff. The image we convey is the perception that others have of Vanderbilt University Medical Center. Each supervisor and manager has the responsibility to assure that Vanderbilt University Medical Center’s image is appropriately represented.

- Clothes must be neat, clean and reflect a professional appearance (no torn or frayed clothing)
- Sun dresses, or any dress that is backless and/or low cut in the neckline is unacceptable
- Shirts/blouses: No revealing midriff or off-the-shoulder shirt or blouses; no writing, advertising or animation (a small brand name that depicts a sport or designer logo is acceptable as is the Vanderbilt logo)
- T-shirts and sweatshirts with sport and music logos or plain colored shirts are acceptable
- No knee length or oversized T-shirts
- No crop tops or spaghetti strap tank tops
- No see-through tops with undergarments visible
- No skin tight leggings, jogging suits, or any other type of exercise clothing
- No uniform scrubs
- No hats
- No flip flop shoes (plastic or leather)
- No visible body piercing, except for ears
- No excessive, visible tattooing
- No overalls of any color
- Jeans, Capri/Flood pants and knee-length shorts may be worn as long as they are neat and clean, not torn or frayed

Professional business attire may be dependent upon the external staff or clients that you meet or work with. For example: Meeting with Executive Administration may require suits and ties while meeting with another department in a more casual setting may allow for more casual, professional dress. Positions which require you to meet the public on a regular basis as well as any meetings held with external staff or clients must follow the professional business attire guidelines.

Office Environment
Every office environment has its own character which is reflected in everything from the corporate culture to the office décor. You’ll find it is no different here at Vanderbilt. We have received questions from new staff regarding everything from office etiquette to office decorating. You’ll notice when you have the opportunity to take the department tour that the office ambiance changes slightly between areas. Therefore, we could not create a set of guidelines for the whole VUMC Finance. Fortunately, we found an article (found in the appendix of this guide) which has great tips on how we all can take steps to maintain a pleasant and professional work environment. Although the article was originally intended for a cubicle environment, it works well for our department because we have not only cubicles, but also offices without doors and others with very thin walls between them.

Break Rooms
There are break rooms on the 4th, 5th, 6th, 7th and 8th floors of Crystal Terrace. Each has a microwave, refrigerator to store your perishable food, water cooler/filtration system with ice, coffeemaker and an area where you can eat lunch. There is also a dishwasher in the 8th floor break room.

Book Cases
You will find bookshelves in the break rooms on the 7th and 8th floor which contain all kinds of reading material. Whatever is there is free for the taking. All we ask is that each person contributes back by returning the book borrowed or by contributing books of their own that they no longer wish to keep.

Vending Machines
There are snack and soft drink machines on the 1st floor vending area (to the left as you exit the elevators). Additionally, there are soft drink machines in the break rooms on the 7th and 8th floors of Crystal Terrace.
Office Supplies
General office supplies, such as pens, file folders, paper clips, can be found in the supply rooms located on each floor of Crystal Terrace. Should you need something that you cannot find in the supply room on your floor, please contact your administrative support person. She will either direct you to where the needed item is located or order the item for you through Kathy Wright, who is our central procurement resource for the Office of Finance. Kathy Wright also keeps pain relievers (e.g., aspirin, ibuprofen) available in the supply rooms for departmental use.

Shredding
In each floor's copy room, there are boxes for confidential material which requires shredding. Each box has slots for inserting the pages to be shredded and the boxes cannot be opened by anyone on our staff. Each Tuesday our vendor comes and takes the contents of each box and shreds everything and then the waste is recycled.

U.S. Mail - Campus Mail - Courier

U.S. Mail:
a. Vanderbilt – there is a basket in each mail room for official mail. Unstamped mail will be taken to the campus post office where it will be stamped and mailed.
b. Personal – there is a mailbox on the first floor of Crystal Terrace in the vending area. The Post Office picks up mail once each weekday late in the afternoon.

Campus Mail:
Inter-campus mail is sent using inter-office mail envelopes. There are mailboxes in the mail rooms on each floor.

Courier:
We have a courier who makes rounds to specific locations each day. Please refer to the courier schedule (on our website and posted in the mailrooms on each floor) for the locations and times. If your mail will be going to a location that is not along the designated route, please use campus mail. Generally the courier is used for items that require same-day delivery.

Individual Mail:
You may get a mail slot in one of the copy/supply rooms. Your support staff can give you the details about mail delivery in your area.
Conference Rooms/Other Resources

- There are conference rooms on the 4th, 6th, 7th and 8th floors which are available for you to use as you need them. Please reserve the room you would like with as much advance notice as possible. (See “Reserving Shared Resources” in the Computer Best Practices section of this handout.)
- Our department keeps extra laptops, LCD projectors, and a digital camera for your use. Simply reserve the needed equipment in advance. Contact Sandra Smotherman at 2-2381 or sandra.smotherman@vanderbilt.edu to make a reservation.
- There is a private shower on the 5th floor across from the men’s room.
- There is a lactation room on the 8th floor for nursing moms across from the ladies room.

Maintenance Requests

Plant Operations is the Vanderbilt department which takes care of our office maintenance needs. You may need their services if there is difficulty with the heating or air conditioning or if you have trouble with a door lock, for example. If you need assistance, contact the following, in order, until you reach someone who can help you:

1. Your Administrative Support Person
2. Kathy Wright
3. Sheila Thomas

Emergency Plan & AlertVU

Each floor in Crystal Terrace has an emergency preparedness and evacuation plan. You may view the plans through the “VUMC Finance Staff Only” link on the main VUMC Finance webpage. Click on the “Office of Finance” link, then “Administrative Support.” There is a link at the bottom of that page for Emergency Preparedness. The direct link to the page is: https://finance.mc.vanderbilt.edu/adminsupport/vu/ep.aspx. Please become familiar with the plan for your floor.

Alertus is an automated emergency alert notification that is sent in mass to the Vanderbilt student and staff population whenever Vanderbilt considers threatening weather imminent or other incidents happening that you should be made aware. It is mandated that each computer workstation at Vanderbilt has Alertus installed. This application operates behind the scenes, and has no impact on the performance of your machine. When an alert is activated, you will be asked to acknowledge the notification and then you may resume normal activity.

Additionally, AlertVU rapidly sends messages to the delivery points the user has chosen—cell phone (voice or text), land line, or Vanderbilt email account—in the event of an emergency that poses an imminent threat or danger to the Vanderbilt community such as a tornado forecasted to strike the Vanderbilt campus. All Vanderbilt students, faculty and staff are automatically enrolled in the system using their Vanderbilt email address. To subscribe to additional alerts through this this service, go to https://www.warnsignup.com/alertvu/. Subscribers are alerted to impending dangerous weather conditions or other situations that might require staff and students to take emergency precautions.
VI. Computer Best Practices

Creating Signatures in Outlook

In Microsoft Office Outlook 2010, you can create and store different signatures for different circumstances.

1. In a new message, on the Message tab, in the Include group, click Signature, and then click Signatures.

2. On the E-mail Signature tab, click New.

3. Type a name for the signature, and then click OK.

4. In the Edit signature box, type the text that you want to include in the signature.

5. To format the text, select the text, and then use the style and formatting buttons to select the options that you want.

6. After you finish creating the signature, click OK.

Required Disclaimer

All VUMC Finance staff are required to include the following disclaimer to all email: “The information transmitted with any attachments is intended solely for the individual or entity to which it is addressed and may contain confidential and/or privileged material. If you have received this email in error, please contact the sender and delete the material from your system.” Please add this text to your Outlook signature.
Out of Office Assistant

Outlook’s Automatic Replies (Out of Office) is a great tool which lets those you try to contact you via email that you are not available to return their messages. You are strongly encouraged to use this tool whenever you will not be in the office during normal business hours.

Scheduling a Meeting

In most instances Outlook’s Scheduling Assistant is the most effective way to schedule a meeting with one or more people at Vanderbilt. Meeting Requests can be used not only to schedule attendees but also resources, such as conference rooms. Simply add DOF resources to your attendee list to automatically reserve the required space.

- On the File menu, point to New, and then click Meeting Request.
- Keyboard shortcut: To create a new meeting request, press CTRL+SHIFT+Q.

Reserving Shared Resources/Global Address List (GAL)

The Global Address List (GAL) is our means of locating individuals within Vanderbilt for the purpose of sending email, scheduling meetings and reserving meeting rooms or laptops. It is the primary Address Book for Outlook. This tool is where you will find VUMC Finance’s shared resources. All shared resources are listed with a DOF prefix. Therefore, you can search for staff (left) or a resource (right):

You can view the calendar of a shared resource from the Calendar view. Click the link on the left side of your screen that says “Open a Shared Calendar”. Then click the button to browse the GAL and then type “dof” (no quotes) to quickly navigate to the resources. Once you’ve located the listing, click OK twice and the resource calendar will open. Your calendar and the resource calendar will be opened side-by-side so you can view them both simultaneously.

You can also schedule one of the resources while viewing the calendar, as long as that time slot is available. The process is identical to scheduling an appointment on your own calendar. Please put your meeting name in the Subject field and your name and phone number in the Location field when scheduling shared resources.

Use Outlook’s Scheduling Assistant not only to invite staff to your meeting, but also to reserve a conference room, laptop computer, LCD projector, digital camera or other resource you might need for your meeting. You can view the availability of all these resources just as you do for the attendees.

Key points to remember:
1. Everyone in VUMC Finance can reserve most resources. Vanderbilt staff outside Finance can view but not schedule DOF resources. The exceptions to this rule are the training rooms. While anyone can view the training room calendars, only Lynda Sandefur can schedule the rooms.

2. If there is a conflict when you wish to schedule your time, the resource will not be scheduled. If you attempt to book a conflict, a message will appear telling you it can’t be done. You need to contact the person who currently has the resource scheduled to see if you can work out a compromise.

3. If there is no conflict, the time will automatically be reserved for the resource. There is no Tentative scheduling of departmental shared resources. That is because the resources have calendars only. There is no email address associated with any of our shared resources.

**Syncing your smartphone or other electronic device with your Vanderbilt email, contacts, and calendar**

Most devices will have a “settings” feature, either for a mail app or for the device itself, which will allow you to configure your email, contacts, and calendar accounts.

Once you have found these settings, if prompted for the type of account you will choose Microsoft Exchange.

Here is the following information you will need (although you may not need all of it):

- **Email:** Your Vanderbilt Email Address
- **Domain:** vanderbilt
- **Username:** Your VUNetID
- **Password:** Your VUNet Password
- **Server:** email.vanderbilt.edu

**Connecting to a Network Printer**

The Office of Finance has many copiers, printers, scanners and fax machines. In most cases, one machine provides several if not all of those functions. To connect to any printer on the network from your computer, follow these directions. If you have any problems, please contact the Help Desk at 3-HELP (3-4357). To establish a connection to any printer on the DOFPrint network:

**Windows 7:**

1. Click your Start button.
2. Type `\lms-print` in the dialog box.
3. Press the ENTER key. A window will open showing you the printers on MCFPrint.
4. Locate the printer you wish to use (printer names correspond to the office numbers for the area in which they are located).
5. Right-click over that printer and choose Connect from the shortcut menu.
6. You will see a status bar while the computer installs the printer selected.
7. The printer should now be listed when you choose File/Print from your applications.
Network Drives

Information on our network drives is backed up regularly. It is not possible for the system to back up any files that are saved on your computer’s hard drive (C:). Therefore, we recommend that you save all your files on the network. Generally most computers have been mapped so that you should have a folder on a network drive. If you need assistance mapping a drive, contact the Help Desk.

Locking Your Computer

It is mandatory that all staff lock their computers whenever they step away from their work areas. This is for the staff’s own protection as well as to assure that all HIPAA regulations are being adhered to. Lock your computer by pressing Control+Alt+Delete or by simply pressing the Windows icon on your keyboard and then pressing L.

Leave Your Computer On

System updates are generally pushed out through the network overnight. Your computer can only benefit from these updates if it is left on. Please close all programs and restart your computer before you leave each evening, but do not turn it off.

VII. HR: Performance & Pay

Elevate

You will see references to elevate throughout the Medical Center. Elevate is the name attached to Vanderbilt’s ambition to be one of the best academic medical centers and employers in the country and the journey we are on to achieve this goal. Please take a moment to read the Credo Behaviors. You can learn more about elevate at http://www.mc.vanderbilt.edu/elevate. You will also learn more about elevate in the Medical Center orientation and from your supervisor.
Credo

We provide excellence in healthcare, research and education. We treat others as we wish to be treated. We continuously evaluate and improve our performance.

Credo Behaviors

I make those I serve my highest priority.
- Makes others feel appreciated. Sets standards and acts as a role model for providing excellent service.
- Finds creative and effective ways to ensure the needs of people he/she serves are a basis of all decisions and initiatives.
- Anticipates needs and responds proactively.

I respect privacy and confidentiality.
- Identifies and acts to eliminate risks to the confidentiality of data and systems.
- Identifies opportunities and makes recommendations to improve or correct practices that could breach confidentiality.
- Actively submits ideas to improve systems for maintaining confidentiality.
- Knocks, asks permission to enter and identifies self using AIDET as appropriate. Stays actively aware of the environment and intervenes when privacy issues emerge. Coaches team members to follow procedures.
- Encourages appropriate use of systems; corrects and informs others about appropriate systems use.

I communicate effectively.
- Introduces self to others. Introduces others on the team and informs of their role.
- Reminds peers and colleagues to wear ID badge or place it where it is clearly visible.
- Models effective interactions and teaches others ways to put people at ease and to develop trusting relationships.
- Models and coaches colleagues in effective listening and communications techniques.
- Models and coaches colleagues in active listening techniques and managing conflict.
- Teaches others clear and effective written communication skills. Acts as a resource for review and feedback.
- Coaches others on how to best communicate.

I conduct myself professionally.
- Actively seeks to learn about different cultures in our community and the potential implications cultural differences might have for a given situation. Teaches others in work areas when unique situations arise.
- Shares knowledge and mentors others (conducts in-services, etc.).
- Maintains personal well-being and balance of work and personal life. Creates an environment where others feel compelled to do the same.
- Works to exceed and helps others exceed performance expectations.
- Anticipates potential safety problems or obstacles and develops plans to eliminate them.
- Exhibits leadership by setting a pleasant example and encouraging others to follow. Provides feedback and coaching to others on professional behavior (cup of coffee conversation).
- Serves as a role model to others in maintaining composure and professionalism during pressure situations.
- Makes suggestions for policy revisions. Actively participates in discussions to increase compliance to department and/or medical center policies.
- Actively seeks and takes measures to decrease noise in the environment.
- Creates optimism in the workplace.

I have a sense of ownership.
- Recognizes and addresses systematic problems negatively impacting satisfaction or processes.
- Generates solutions to complex problems quickly and with minimal use of resources.
- Persists until personal and team goals are achieved and understands when change is necessary.
- Puts the good of the whole ahead of self or team.
- Makes recommendations to improve policies and procedures.
- Seeks out challenging opportunities and enjoys overcoming obstacles.
- Identifies and implements cost saving initiatives.

I am committed to my colleagues.
- Values and helps others appreciate individual differences.
- Persists until personal and team goals are achieved. Recognizes and celebrates accomplishments.
- Manages Up other departments. Seek ways to collaborate.
- Encourages transparency and open and honest communication in all situations.

Vanderbilt University Medical Center
Connect to HR (C2HR)

C2HR is your direct connection to your personal HR information. It can be accessed via the website (https://webapp.mis.vanderbilt.edu/c2hr/). On this secure page, you can review your benefits, leave balances and payment history as well as initiate or make changes to your direct deposit or personal profile.

Flexible Paid Time Off (flexPTO)

FlexPTO includes a centralized bank of time that combines your vacation, personal, holiday and sick days and allows you to use your time off in ways that suit you best. You can use this time for planned time off, including vacations and holidays, and for brief illnesses. Vanderbilt also offers enhanced short-term disability and paid parental leave plans. For more information, visit https://hr.vanderbilt.edu/secure/flexpto-medicalcenter/MedCtr-flexPTOguide.pdf.

Scheduled absences: Staff are to notify their supervisor (or designee) as early as possible about scheduling time off from work (e.g. vacation, doctor’s appointments, personal days, etc.), whether paid or unpaid. Scheduled absences are arranged at the mutual convenience of the office and the staff member based on the operational needs of the department.

Unscheduled absences: If a staff member misses work due to an unscheduled absence (e.g. calling-in sick), he/she must follow department procedures for calling in. Failure to follow established departmental procedures might result in Performance Management Counseling. For more information about this, please go to http://hr.vanderbilt.edu/policies/performance-management.php.

The staff member should be the one to call in during normal business hours. A relative or friend should not call on their behalf unless the staff member is medically unable to do so. The staff member should speak directly with his/her supervisor rather than a co-worker, unless that individual is officially authorized to accept call-in notices. If the staff member’s supervisor is not available at the time of the call, a voice message may be left but must include a contact number for the supervisor to reach the employee.

Inclement Weather Policy: This VUMC Finance sub-plan applies to all staff except for those within VUH Admitting, ED Registration, ED Discharge, and Insurance Management who must follow the VUMC Inclement Weather Policy, OP 30-10.08.

As a general guideline, inclement weather is defined as the existence of hazardous weather conditions that pose a threat to life or property. If a non-exempt (hourly) employee is unable to commute to work or needs to depart from work before the end of their normal work shift due to inclement weather, flexPTO may be used to account for any difference between an employee’s scheduled hours and hours worked (up to the total work hours scheduled on that day). Non-exempt staff may opt to take the time off without pay to retain their flexPTO; exempt staff must take a flexPTO day if they miss the whole work shift. These absences must be approved on the day that they are taken. Tardiness due to inclement weather will not be counted as an occurrence regardless if time is unpaid or supplemented with FlexPTO. Alternative work arrangements can be discussed with your supervisor.
Staff should follow their work units’ call-in procedures related to contacting their supervisor to report unscheduled time off. In addition, your direct supervisor may request that you work from home to complete any time sensitive project based on business needs. In these cases you will not be required to use time from your accrued benefit time.

In the event that weather and/or road conditions improve after receiving approval for absence from work, staff have the option of notifying their manager and reporting to work provided there are four hours or more remaining to the end of their regular shift. This will eliminate the need for taking flexPTO time.

**Holidays:** Holidays are built into the flexPTO accruals. Employees may be required to work on a university observed holiday. Employees who do not work on the holiday will use accrued flexPTO to cover the time off consistent with their normal schedule. VUMC Finance offices are closed on the following holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

**30-90-180 Day Conversations**

We would like to do everything possible to assist you in being successful in your new position in VUMC Finance. To this end, your supervisor will be scheduling conversations with you to occur after 30, 90 and 180 days of employment. This will be an opportunity for you to discuss how your expectations for your new position compare with your actual experiences in your first weeks of work. We value your opinions and would like to know what is working well and what can be improved to better your work experience.

**Performance Central**

Performance Central is a Vanderbilt’s online evaluation tool. All Vanderbilt staff are evaluated on several criteria including regulatory compliance, adherence to Credo Behaviors, and performance of key functions. An evaluation also includes a development plan for the coming review period. For detailed information regarding the criteria used for performance evaluations at Vanderbilt, visit [https://hr.vanderbilt.edu/performance-central/](https://hr.vanderbilt.edu/performance-central/)

**Helpful hint:** Above average performance evaluations must be supported by comments and/or documentation. Therefore, we recommend that you keep records of any kudos or positive feedback you receive for your work between evaluation periods.
Compliance

There are annual training/compliance requirements for all Vanderbilt Medical Center staff. You will receive more specific information, as well as instruction on how to complete these requirements, during your Medical Center Orientation. Please feel free to speak with your supervisor regarding these requirements, should you have any questions.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Where</th>
<th>For more Information, Contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universal Safety</td>
<td>Complete training online at:</td>
<td>343-1329</td>
</tr>
<tr>
<td>-Hazard Communication</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-Personal Safety</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-Accident &amp; Injury Prevention</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-Ergonomics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-Standards of Conduct Training</td>
<td>Vanderbilt University Orientation: You Make a Difference</td>
<td>343-0135</td>
</tr>
<tr>
<td>-Confidentiality Agreement</td>
<td><a href="http://hr.vanderbilt.edu/training/newstafforientation.php">http://hr.vanderbilt.edu/training/newstafforientation.php</a></td>
<td></td>
</tr>
<tr>
<td>Privacy and Security (HIPAA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conflict of Interest</td>
<td><a href="https://webapp.mis.vanderbilt.edu/coi/">https://webapp.mis.vanderbilt.edu/coi/</a></td>
<td></td>
</tr>
</tbody>
</table>
Human Resources Representative

We have a Human Resources representative in Vanderbilt’s Employee Relations department whose role it is to address organizational employment practices and foster staff satisfaction. In VUMC Finance, our representative is Tanya Brown. Her job is to answer any questions which you may have regarding your employment and/or Vanderbilt policies, coordinate leaves of absences and mediate any potential conflicts. Any communications you have with your representative are completely confidential. In the unlikely event that you encounter any problems or disputes in the workplace, she will discuss the situation privately and assist you in resolving the situation. Tanya can be reached at 875-8821.

Finding Resolution

If you have a work related issue that you believe needs to be resolved, we recommend following the steps:

First, please make every effort to work out your differences with the other person or people involved if the situation is a conflict between co-workers. If you speak to your supervisor before taking this step, it is likely that s/he will ask you to go back and try first to work it out between you and the other(s). If the first suggestion is ineffective or does not apply, take your issue and your attempts at resolution to your supervisor. Please give him/her the opportunity to find an acceptable resolution.

If the conflict is with your supervisor, or if your supervisor cannot resolve the situation to your satisfaction, you may want to consider taking the problem to the Director in your area.

If none of the above solutions resolve the problem, you should contact Finance’s HR representative in the Employee Relations Department.

VIII. Getting Around

All Vanderbilt employees can ride Metro Buses to and from work for free. Simply show the driver your Vanderbilt ID Badge when you board the bus.

VMC Ride Match

VMC Ride Match is dedicated ridesharing system for VUMC faculty, staff and students. It is a great way to save money, make friends and promote environmental sustainability. The online program is completely flexible, allowing users to choose rideshare partners, how many days to participate, schedules, etc. Their website, www.vmcridematch.com, explains all the details from exactly how much money you can save (with their Cost Calculator) to how you can receive free taxi service home if you get sick at work on a carpool day.
Vanderbilt Campus Map Applications

There are several Vanderbilt Campus Applications available for your smartphone and other devices. Use the app store or market application on your device to search 'Vanderbilt.' Available applications may include Vanderbilt Campus Maps, Vanderbilt University, Vanderbilt Dining, and Vanderbilt Events.

Additional Maps
VUMC SHUTTLE ROUTES & SCHEDULES

**STAFF & FACULTY ROUTES**

**BLUE ROUTE**
Monday - Friday: 4:00 a.m. - 2:00 a.m. (Average Wait: 8 minutes)
Rush Hour: 5:30 - 9:00 a.m. & 3:00 - 8:00 p.m. (Average Wait: 4 minutes)

**GOLD ROUTE**
Monday - Friday: 6:00 a.m. - 9:00 a.m. & 3:00 p.m. - 6:00 p.m.
All Other Hours Use Blue/Gold Route

**GREEN ROUTE**
Monday - Friday: 4:00 a.m. - Midnight (Average Wait: 10 minutes)
Rush Hour: 5:30 a.m. - 9:00 a.m. & 3:00 p.m. - 8:00 p.m. (Average Wait: 4 minutes)

**CHESTNUT ROUTE**
(Chestnut Lot 127 to MCN, Main and TVC)
Monday - Friday 5am - 9pm
5am - 6am Every 30 minutes
6am - 6pm Every 15 minutes
6pm - 9pm Every 30 minutes
All full-time Vanderbilt employees may ride the MTA by swiping their ID
MTA Route 24 operates from 8th and Chestnut and 21st and Edgehill various times during the day.

**PURPLE ROUTE**
Monday - Friday: 6:00 a.m. - 6:30 p.m.

<table>
<thead>
<tr>
<th>Buses Will Leave</th>
<th>Minutes Past Each Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Round Wing</td>
<td>09, 18, 30, 45</td>
</tr>
<tr>
<td>2625 West End</td>
<td>02, 17, 32, 47</td>
</tr>
<tr>
<td>N Lot 72 &amp; 72A</td>
<td>05, 26, 35, 50</td>
</tr>
<tr>
<td>3401 West End</td>
<td>09, 24, 39, 54</td>
</tr>
<tr>
<td>Crystal Terrace</td>
<td>09, 16, 30, 45</td>
</tr>
<tr>
<td>S Lots</td>
<td>07, 22, 37, 52</td>
</tr>
<tr>
<td>Children's Hosp.</td>
<td>10, 25, 40, 55</td>
</tr>
</tbody>
</table>

**PACENT/VISITOR ROUTES**

**PATIENT TRANSPORT COURTESY VANS**
Monday - Friday: 7:30 a.m. - 4:30 p.m.
Continuous Trips within the Medical Center Campus, with Stops @
MCE (Level 2), MCN (Canopy), VUH (Circular Drive),
TVC (Circular Drive), Children's Alley (Circular Drive),
PRB (Circular Drive), VAV (Portico)

**HOSPITALITY SERVICE**
Monday - Friday: 7:00 a.m. - 9:00 p.m.
On Call Trips to VUMC Facilities Available by Calling 936-1215 or 612-1215 from a Campus Phone

*FOR INFORMATION REGARDING MOBILITY OR SPECIAL NEEDS, CALL 936-1215*
IX. Odds & Ends

Professional Exams & Memberships

Furthering your education is valued highly in our department. Therefore, should you choose to sit for any professional, work related exams (such as the CPA exam) please let your supervisor know. You will not be charged a flexPTO day for your time spent taking the exam (although, if you opt to take off time to study for an exam, it will be charged as flexPTO time.)

The department will also reimburse you if you choose to take certain professional exam preparatory classes, if such a course is beneficial to your position. Additionally, the department will also pay for at least one professional membership per year for each employee.

HR Commodore Concierge & Discounts

HR Commodore Concierge is a service designed to help Vanderbilt employees with discounts and other services available through the University and other area businesses. Please visit their online directory, http://hr.vanderbilt.edu/benefits/perqs.php, for a complete list of discounted service providers. Employees can purchase their RTA/Music City Star tickets, Regal movie tickets, gift cards and stamps at the convenient Commodore Concierge windows located at Medical Center North and the Monroe Carrell Jr. Children’s Hospital. Discount movie tickets are also available at the Sarratt Student Center.

Vanderbilt employees are also able to obtain free or discounted software on the VUIT website: https://softwarestore.vanderbilt.edu/.

@ Your Service Dry Cleaning

Crystal Terrace has a dry-cleaning and laundry pick-up and delivery service available. All Vanderbilt employees receive a 10% discount off of their regular prices. Free pick-up and delivery occurs every Wednesday. Also, shoe shine & repair and full service alterations are available.

How to get started:

- Go to www.getaredbag.com and sign up for the service.
- Sign up and receive your very own “@ Your Service red bag”
- Pick-ups and deliveries at Crystal Terrace every Wednesday.
- No extra charge for the pick-up and delivery
- Prices available at www.getaredbag.com or if you have any questions call 615-294-9787.

*All Vanderbilt Staff receive a 10% corporate discount for using the service.*
About Vanderbilt:  
http://www.vanderbilt.edu/facts.html

VUMC Finance Home Page:  
https://finance.mc.vanderbilt.edu/

Human Resources Home Page:  
http://hr.vanderbilt.edu/

For Antivirus and Spyware Download:  
http://its.vanderbilt.edu/antispyware/

E-Password Change:  
http://its.vanderbilt.edu/epassword/

Cell Phone Discount Info:  
http://its.vanderbilt.edu/cellphone/

Self-serve Help Desk:  
http://helpdesk.mc.vanderbilt.edu/
XI. Appendix I – Cubicle Etiquette

The following article is intended to be informative and entertaining. The opinions expressed by the author do not usurp any Vanderbilt policy or the guidelines of VUMC Finance. The article has been edited. Additions are indicated in italicized lettering, omissions are indicated by "...".

The more we read and speak with others involved in our information technology, office building-dwelling business environment, the more it becomes apparent that the cubicle has become the standard business configuration, even for managers. ... the cube has become our home – albeit small – away from home. When my tenure ended as managing editor for a scientific journal, I moved back into my other profession as a publications/documentation specialist – and out of the office into a cubicle. I was a bit surprised by fellow workers’ flagrant, even if unintentional, lack of courtesy for others working nearby. Speaking as if they are the only people within earshot, colleagues often converse in normal tones, laugh and have a party, breaking the concentration of those around them. And asking the revelers to keep it down or take it elsewhere often is considered discourteous. Although now we have voicemail and e-mail, it seems that some simply would rather holler. To this end, I have assembled 22 rules for cubicle etiquette, which should help to promote greater thoughtfulness in today’s office environment.

1. **Eavesdrop inconspicuously.** Although you don’t mean to eavesdrop, often you simply can’t help it – the walls of cubicles rarely reach over 5 or 6 feet in height, so sound easily finds its way over the top. When someone adjacent to you asks someone a question for which you know the correct answer, resist the urge to volunteer this information. This action will only confirm that you were eavesdropping, even if it was unintentional.

2. **Get an invitation.** Do not enter another cubicle unless you are invited. And do not stand outside a cube to conduct a conversation. Converse either in your cube or in that of your colleague.

3. **Do not be a pest.** Do not use sign language or whisper to attract the attention of someone who is on the phone. Return later to carry out a conversation if you see someone dialing, checking e-mail or voice mail, or involved in another activity.

4. **Respect meditation.** Think twice before interrupting someone who appears to be deep in thought. They probably are.

5. **Be a soft talker.** Be aware of how your voice carries. Always use your "library voice" when speaking in a cubicle environment.
6. **Do not play with electronics.** Avoid using your speakerphone for conversations and voicemail retrieval. Also, if you *want to* listen to ... *music,* first get your supervisor’s *okay and then* use your headphones. ....

7. **Keep private matter private.** Do not exchange confidential information in a cubicle. If you would not want it published in the local newspaper, do not discuss it in your cube. Try to find a meeting room, or take your conversation outside.

8. **Suffer alone.** If you are ill, stay home. No one likes a martyr. Neither does anyone appreciate taking your cold or flu home to his or her loved ones. Understand that the first few days of an illness are the most dangerous in terms of contagion ....

9. **Kick others out gracefully.** Walk towards the entrance of your cubicle when you would like to keep an impromptu meeting short. You can stand up and say you need to go to the restroom or make a copy. Be creative.

10. **Keep snacking to a minimum.** The smell, noise, and mess of snack foods may be offensive to others. Also, some people are allergic to certain snacks such as peanuts, and popcorn can make others nauseous.

11. **Decorate with taste.** Whether you furnish your office space with lava lamps and throw pillows or company policy and flow charts, remember that your cube is viewed by others throughout the day....

12. **Prevent distractions.** If *you prefer,* arrange your desk to face away from your cubicle opening. Less eye contact could mean fewer interruptions. Also, avoid eye contact with others walking by if you do not want to be interrupted.

13. **Do not sneak up on others.** Not everyone has a cute rear-view mirror mounted on his or her monitor. And unless you can bring someone out of cardiac arrest with cardiopulmonary resuscitation or a defibrillator, follow the practice of knocking on a cube wall, saying "Excuse me," or otherwise letting your presence be known before launching a discourse.

14. **Be cautious with foliage.** Although serving as good noise buffers, plants tend to drop leaves and leak water – and not only in your cubicle. Don’t overdo it; a conservative approach usually is better than cultivating a jungle. Remember that others may have allergies to certain plants, so you many want to discuss ornamental horticulture with your work mates before bringing in the landscapers.

15. **Respect privacy.** When working in a shared space, suggest to the others that you take lunch breaks at different times to allow each of you some quiet time.

16. **Avoid eating strong foods at your desk.** If possible, eat your Limburger cheese sandwich or roasted garlic and onion pizza in a cafeteria or break room.
17. **Watch your micro maize.** Do not leave your snack unattended in a microwave. Little smells worse than burnt popcorn wafting through everyone’s area.

18. **Plan construction projects for after hours.** Rearrange your filing bins and reconfigure your shelving after most people have left for the day. Or do it on a weekend. Others may be trying to work during your renovation.

19. **Get some exercise.** Resist the urge to ask your cube neighbor a question "over the wall." Get up and stick your head around the corner, send an e-mail or instant message, or call on the phone to ask if your colleagues are available. Besides disturbing them, you will be disturbing everyone else by blurting out your query or comment.

20. **Plan for day care.** Working parents should plan for appropriate childcare. No matter how cute your little angels are, your coworkers probably will not appreciate having a nursery next door. Please refer to VUMC policy #033 for Vanderbilt policy relating to children in the workplace.

21. **Mind your own business.** Use a pay phone, other remote phone, or cell phone (outside the office) for private conversations. No one cares to listen to your wedding plans, confrontations with your spouse, or details of your latest hot date.

22. **Do not offend the olfactory.** Scents travel as easily as sounds over cube walls. Use scented personal products in moderation.

By Gary M. Smith
Senior Member, Houston Chapter, Intercom, November 2000
Source: [http://www.newschool.edu/admin/team/res_article2.html](http://www.newschool.edu/admin/team/res_article2.html)