

Workforce Disruption: Master List of FAQs

Updated at 1 p.m. 11.19.2019

MANAGER TALKING POINTS

- We are disappointed that the nurses' union (NNU) has called for a second strike, as the Medical Center did not want another strike and had been working hard to avoid one.
- There are two scheduled bargaining sessions before the Union's planned strike and UCMC's bargaining team will continue to try to reach an agreement that would avert the strike. But we now must begin strike preparations because we can't count that a last-minute agreement will be reached.
- There are thousands of faculty and staff at UCMC who will come together to ensure our hospital continues to operate uninterrupted because our patients, their families and the community depend on us to provide lifesaving care.
- The strike will start at 7 a.m., November 26, and the resulting workforce disruption will conclude at 7 a.m. on December 1.
- In order to recruit a sufficient number of replacement nurses to maintain a full census, UCMC was required to contract with the replacement agency for 5 shifts of work per nurse. In order to successfully recruit enough nurses to keep our census at full capacity, the agency must offer an attractive contract to the replacement nurses who are also being asked to leave their families during a holiday week. Therefore, we do not anticipate having work available for UCMC nurses for 5 full days. Low census days may also be implemented in the pre- and post-strike period as the census may naturally fluctuate.
- Because the Union chose to take this action, we need to be fully prepared to serve patients without interruption for the duration of the strike.
- We have highly skilled replacement nurses who will be ready to work with physicians and staff across the Medical Center to serve our patients and the community. Fortunately, we anticipate many of the nurses who worked the NNU Strike in September will be returning to the Medical Center and will not be new to our organization.
- The University of Chicago Medical Center will be operating normally except as otherwise communicated. Patients may follow through on appointments as scheduled, but should plan to arrive 30 minutes early.
- More information will be forthcoming in the days ahead.

NURSING/STRIKE/LABOR FOCUS

Q: Why did the nurses' union call a second strike?

A: We cannot speak to the motives of National Nurses Organizing Committee/National Nurses United (NNOC/NNU) for directing the 2,200 of our nurses it represents to strike again, beginning at 7 a.m. Tuesday, November 26, 2019.

UCMC offered significant compromises on many key issues during bargaining sessions on November 7 and 11, and invited the Union to work toward a resolution that would produce a new contract. On November 14, the Union rejected all of UCMC's compromises, and gave a proposal reinforcing its inflexible demands. The Union did not wait for UCMC's response, and served the Medical Center with an already-prepared written strike notice along with its proposals. UCMC said it was willing to add bargaining dates before the strike if the Union was prepared to present compromises. The Union refused to respond.

Q: How will the nursing strike impact UCMC?

A: Roughly 7,000 of us at UCMC will come together to ensure our hospital continues to operate uninterrupted because our patients, their families and the community depend on us to provide lifesaving care. We are ramping up preparations for the second strike and actively working to have enough experienced, licensed replacement nurses to help us continue caring for our patients. If we need to reschedule any elective procedures during the strike, a member of our care team will contact our impacted patients.

Q: When will the strike take place and how long will it last? If the Union called for a one-day strike, why is the work stoppage lasting five days?

A: By law, NNOC/NNU is required to give UCMC at least 10 days' notice of a planned strike. The Union notified UCMC on November 14, 2019, that the strike would begin at 7 a.m. November 26, 2019. NNOC/NNU called for a one-day strike. However, as we did during the first workforce disruption in September, represented nurses will not be working for five (5) days. In order to obtain enough skilled replacement nurses and to ensure continuity of patient care, we needed to offer a five-day work guarantee to the replacement nurses. Our represented nurses will return to work starting at 7 a.m. on Sunday, December 1, 2019.

Q: Are you still bargaining?

A: Yes. We have met with NNOC/NNU more than 30 times at the bargaining table since March and have two bargaining sessions scheduled in advance of the strike and two sessions after the strike. UCMC's bargaining team will continue to work earnestly and push forward to reach an agreement on a labor contract with NNOC/NNU.

Q: Can the strike be averted?

A: NNOC/NNU chose to take this action, which means only NNOC/NNU can call off the strike.

Q: How many nurses are participating in the strike?

A: About 2,200 represented nurses will not report for duty for the duration of the workforce disruption.

Q: How many replacement nurses are being recruited to provide patient care?

A: We are working to get hundreds of highly skilled temporary replacement nurses to help us care for patients and the community during the strike. These nurses will go through rigorous training on UCMC's systems and protocols before the start of the walkout.

Q: Will UCMC nurses have access to email and other hospital systems during the strike?

A: No. During the NNOC/NNU's strike, all affected nurses will have access to UCMC systems temporarily suspended. This includes employee ID badges, email accounts, pagers, VPN access to the intranet, and EPIC, etc. Nurses working Monday night will be able to exit the parking lots before the start of the strike on Tuesday morning. Access will be reinstated when nurses start to return to work at 7 a.m. Sunday, December 1, 2019. We will continue providing regular updates on ucmcnurses.org, which can be publicly accessed.

Q: Are there nurses who are not part of the Union?

A: Yes, there are some nurses (and other non-nursing staff) who are not represented by NNOC/NNU.

Q: What should employees do if they feel they are being harassed?

A: UCMC does not expect this to occur. Under federal labor law, employees have a protected right to express their views on union-related issues and to engage in lawful picketing. If an employee feels something has occurred that goes beyond the free expression of opinions and lawful picketing, they may contact the National Labor Relations Board and their supervisor. In the event of an immediate safety concern, employees may call Public Safety at 2-6262.

Q: Are represented nurses allowed to keep their medical appointments, seek emergency medical care or visit a family member who was a patient during a strike?

A: Yes. They will be treated like any other patient. As always, visitors are required to check in at building entrances and provide the name of the patient admitted or confirm their clinic appointment. Visitors must maintain their visitor pass in their possession at all times.

EMPLOYEE FOCUS

Q: How will my day-to-day job responsibilities change during the strike?

A: Your daily work responsibilities should remain the same leading up to and during the strike. All staff members — except for those represented by the National Nurses Organizing Committee/National Nurses United (NNOC/NNU) — are expected to report to work during the strike to maintain normal hospital operations. Your manager will inform you if any adjustments need to be made. Managers are

instructed to report any unexpected call-offs during this time by emailing HRattendance@uchospitals.edu.

Q: Will any security, parking or check-in procedures be different at the hospital or its offsite clinics following this workforce disruption?

A: Yes. All faculty and staff must display employee ID badges upon entering the University of Chicago Medical Center (UCMC) and swipe in. You may use designated routes and bridges to minimize the need to interact with protestors. In the unlikely event you have a specific problem, please contact Public Safety at 773-702-6262 (extension 2-6262).

Some entrances will remain closed for the duration of the strike. Staff may enter and exit through the following locations during the strike:

- Mitchell Main Lobby
- DCAM Main Lobby (business hours)
- DCAM bridge from the parking garage
- Comer Main Lobby
- Goldblatt Pavilion (business hours)
- Surgery Brain/Ellis (business hours)
- CCD 2nd Floor Bridge, from DCAM
- CCD East and West Motor Lobby entrances
- Emergency Departments will remain open but should be used by only patients and visitors
- CCD Parking Garage B – 2nd floor entrance.

Q: What should I do if I see protestors on campus? What about media? Should I be concerned about safety and security?

A: While we respect and support the right of anyone to engage in peaceful demonstrations, those who protest have a similar obligation to allow us to serve patients, many of whom are from nearby neighborhoods and are coming to our hospital because they are ill or injured. As always, our top concern is for our patients and their safety, privacy and ability to get the medicine, care and treatment they need.

Some important notes:

- We anticipate that other hospital employees will be working as scheduled so we can fulfill our mission and responsibility to care for patients, their families and the community.
- Strikers and picketers are not permitted to enter UCMC buildings or block access.
- If you see patients unable to access a hospital building, contact Public Safety at 2-6262.
- With respect to federal law, videography and photography that could compromise patient privacy are prohibited on UCMC property.
- Picketers have a legal right to distribute fliers, but we expect striking nurses to do so on public sidewalks and other public areas during the strike.

If news outlets are seeking an official Medical Center statement, you may refer them to our media relations office at 773-702-0025. Please bear in mind that hospital employees are not authorized to speak officially on behalf of the Medical Center to the media.

Q: How will I be able to get additional updates about the situation?

A: We will be providing regular updates to our employees through email and town hall meetings. We will also have a Workforce Disruption Resource page soon on the Forefront website. Bargaining updates can be found on ucmcnurses.org. Please speak to your manager if you have specific questions about how a strike may impact your work.

Q: Will we have to decompress and/or limit community services again?

A: We are striving to serve all of our patients and the community and are ramping up preparations for the second strike, which includes actively working to have enough experienced, licensed replacement nurses. There may be shortages in certain areas, e.g. the NICU, PICU and Burn Unit. Based on final arrangements with our staffing providers, we will make arrangements to safely and effectively transition the care of these patients to our partners in the community should transfer be necessary. We urge you to stay focused on our goal to operate normally because our patients, their families and the community depend on us to provide lifesaving care.

PATIENT FOCUS

Q: What's the impact on UCMC and patients? Do I need to reschedule an appointment?

A: UCMC will continue to operate 24/7 to serve you and the community, and you will continue to receive excellent patient care and service. That is our top priority. We have contracted with an outside firm to provide highly skilled, licensed replacement nurses who will help ensure uninterrupted care for all of our patients.

If we need to reschedule some elective procedures during the strike, a member of our care team will contact you. Otherwise, you should follow through on scheduled appointments and plan to arrive 30 minutes early because of the potential of additional traffic in the area.

Q: Will there be additional security at the medical campus? What can I expect?

A: We will have modified security procedures during the strike to ensure the care and safety of our patients. We suggest all patients arrive at least 30 minutes early to appointments in order to accommodate increased traffic and wait times at entrances.

As usual, visitors will be required to check in at building entrances and provide the name of the patient admitted or confirm their clinic appointment. Visitors must maintain their visitor pass in their possession at all times.

Q: How will you continue to care for patients during the strike without your nurses?

A: Your physicians will remain the same. We are working to recruit hundreds of highly skilled, licensed replacement nurses to help us continue to serve you, and they will work alongside the physicians and other members of your care team. Many of the nurses who will be providing patient care during this strike already provided care here in September and are familiar with our clinicians, patient population and internal procedures.

Q: Who may I contact if I have questions or concerns about my care?

A: As always, do not hesitate to speak to your treating physician or nurse manager at any time. You may also call the Office of Patient Relations at 773-834-0500.

Q: Will patients continue to receive safe, high-quality medical care?

A: Yes. We will be fully prepared and equipped to serve patients for the duration of the strike. We spent months preparing for the first strike in September and have further refined our processes since then to ensure we have a detailed and comprehensive plan to deliver outstanding care.

Q: I'm planning to visit my family or friend who is a patient at the University of Chicago Medical Center. Can I still visit them?

A: Yes. You will be able to visit your loved one in the hospital during a strike. As usual, visitors will be required to check in at building entrances and provide the name of the patient admitted or confirm their clinic appointment. Visitors must maintain their pass in their possession at all times.

Q: How much will the strike cost UCMC?

A: We do not focus on the financial impact when preparing to maintain hospital operations during any strike because the safety, care and satisfaction of our patients always must remain our top priority. We need to keep providing them with the excellent care they need and deserve and believe the resources we are deploying for the strike are important and necessary.

COMMUNITY PARTNERS, ELECTED OFFICIALS

Q: How will the strike impact UCMC's ongoing work with the South Side community?

A: A second strike will undoubtedly have a negative impact on the South Side community, particularly on our patients and our neighbors who depend on us for our critical services when they are seriously ill or injured. We are not willing to compromise on the quality of services we offer and may once again

be forced to prioritize care for patients who are already hospitalized. If that happens, we will have to make appropriate adjustments to both inpatient and emergency operations to ensure that UCMC's high standards would be maintained. At the same time, we are doing our best to ensure that the strike won't impact the ongoing work we are doing in the community. We remain committed to being a community partner and will continue to invest in the South Side. This will not change because of the strike.

Q: How do your community partners feel about the strike?

A: While we cannot speak to our partners' specific views regarding the strike, we can say our partners are supportive of the Medical Center's mission and focus on providing excellent care to patients, their families and the community. We also remain actively engaged with our Community Advisory Council, whose members advise the Medical Center and its leaders on issues of interest or concern to the broader community.

Q: We are hosting a community health event during the strike period. Will it still be happening?

A: The care and safety of our patients are our top priority. We will determine the need to reschedule community health events on a case-by-case basis.