

**Memorandum of Understanding (MOU) for the
VA Portland Health Care System between
Department of Veterans Affairs, Portland Healthcare System (VAPORHCS) and
American Federation of Government Employees (AFGE), AFL-CIO
National VA Council 53, AFGE Locals 2157 and 2583**

The following constitutes an agreement between the [parties] of the VA Portland Health Care System (VAPORHCS) [Portland/Vancouver Divisions] within VISN 20, and the American Federation of Government Employees (AFGE), AFL-CIO, National VA Council #53 (NVAC), AFGE Local 2157 & AFGE Local 2583, the parties have reviewed and agreed upon the appropriate arrangements and procedures regarding the Environmental Management Service Housekeeping Aids Performance Plans for FY22.

Both Management and the Union reserve the right to re-open bargaining in this MOU by providing a minimum of 30 days advance written notice requesting negotiation. The terms of this MOU will remain in place until any new updates are agreed upon.

Donald Fowler
NVAC 11th District Representative
Chief Negotiator, Labor

Donald L Fowler

Date: 10/5/2021

Jessica Hawley
Chief, Environmental Management Service
Chief Negotiator, Management

Digitally signed by Jessica M. Hawley
1133340
Date: 2021.09.15 12:35:05 -0700

Date: 9/15/2021

Denise L. Lieb
President AFGE Local 2583

Denise L Lieb

Date: 9/23/21

Marcia Blaine
President AFGE Local 2157

Marcia Blaine

Date: 9-29-21

Updated Housekeeping Aid Performance Plan

***Environment of Care (Critical) –**

To be fully successful the following SMART goal must be met.

S – (Specific) - EMS Technician (Housekeeping Aid) will ensure that the work locations assigned to them meet the established standards of clean defined in EMS Sanitation Operations, notifications of sanitation requests are corrected and addressed promptly, basic competencies are met, and performance of all sanitation duties are completed utilizing all prescribed safety procedures and PPE.

M (Measurable) – EMS Technician (Housekeeping Aid) must obtain an 80% average of monthly Sanitation Inspections with no more than 2 valid safety violations per quarter.

A (Achievable/Attainable)– Goal is dependent on training and resources provided.

R (Relevant)– Goal is aligned with VA I.C.A.R.E. values and EMS mission, we will provide consistently excellent care and services that are timely, comprehensive, coordinated, and Veteran centered. Aligned with EPS Elements of Excellence – Sanitation Operations.

T (Time-Bound) – Tasks are completed within the prescribed timeframes defined in EMS Published Standard Operating Procedures. *If physically possible based on staffing levels. MB*

***Customer Service (Critical) –**

To be fully successful the following SMART goal must be met.

S – (Specific) EMS Technician (Housekeeping Aid) will ensure delivery of consistent, high-quality service to external and internal customers by enhancing the patient care environment through positive interactions with team members, staff, and Veterans. The use of HEART and KAIDET will be used while performing sanitation responsibilities and will be documented during monthly inspections.

M (Measurable) – EMS Technician (Housekeeping Aid) must receive no more than 1 valid complaint per quarter from internal or external customers.

A (Achievable/Attainable)– Goal is dependent on training completion, and EMS Management support.

R (Relevant)– Aligned with Service strategic goal of enhancing the Veteran Experience, creating a culture of customer service excellence that is infused in everything we do. Aligned with EPS Elements of Excellence – Sanitation Operations.

T (Time-Bound) – Notifies Supervisor within one hour of any adverse interactions with internal or external customers or any perceived violation of law or official wrongdoing including fraud, waste, or abuse of authority; and violations of VA ICARE values.

***Reliability/Dependability (Critical)**

To be fully successful the following SMART goal must be met.

S (Specific) - EMS Technician (Housekeeping Aid) consistently accomplishes required amount of work, ensures good utilization of time organizing tasks efficiently and effectively.

M (Measurable) – Demonstrates reliability/dependability by reporting to work on time, in uniform, and completes all assigned work on time with no more than 1 reported valid violation within their control per quarter.

A (Achievable/Attainable) – Goal is dependent on EMS Management ensuring needed resources for job completion are available and clear guidance of workflow expectations.

R (Relevant) – Aligned with Service strategic goal of aligning staff resources to mission and priority of organization.

T (Time-Bound) – All assigned work locations daily, weekly, monthly, and quarterly tasks are completed within the prescribed timeframes defined in EMS Published Standard Operating Procedures and are not more than 3 business days past completion time frame.

Training/Meeting Attendance (Non-Critical)

To be fully successful the following SMART goal must be met.

S (Specific) – EMS Technician (Housekeeping Aid) will make every effort to attend all quarterly Employee Engagement Service meetings, monthly Service Training Meetings, and complete all required or supervisory assigned TMS training during schedule duty hours.

M (Measurable) – EMS Technician (Housekeeping Aid) must attend at minimum 3 of the quarterly meetings, 90% of monthly service training meetings, and complete 100% of the required or supervisor assigned TMS training.

A (Achievable/Attainable)– Goal is dependent on EMS Management scheduling of Training and Meeting Events, and time available for completion of TMS.

R (Relevant) – Aligned with Service strategic goal of ensuring timely efficient knowledge transfer down and across the organization.

T (Time-Bound) – Attendance is recorded as on time and present for Quarterly meetings and Monthly Service Training Events. In the event that there is a conflict with a monthly service training meeting a make-up training maybe scheduled within 2 weeks of the training event with the Supervisor. All TMS is required to stay current and at least 30 days out from due date.

Teamwork (Non-Critical)

To be fully successful the following SMART goal must be met.

S (Specific) - EMS Technician (Housekeeping Aid) will work cooperatively with other EMS team members and hospital staff interacting in a professional manner and promoting good staff morale

M (Measurable) – EMS Technician (Housekeeping Aid) fosters productive and cooperative working relationships by showing understanding, professionalism, and ability to work with others with no more than 4 valid complaints for the reporting year.

A (Achievable/Attainable)– Goal is dependent on working environment and opportunities to work in a team setting.

R (Relevant) – Aligned with service strategic goal - Quality and Efficiency: We will provide consistently excellent care and services that are timely, comprehensive, coordinated, and Veteran centered ensuring continual readiness for accreditation. Aligned with EPS Elements of Excellence – Sanitation Operations

T (Time-Bound) – EMS Technician (Housekeeping Aid) responds to all team member concerns within 1 hour of notification and engages actively during all project time frames as determined by project leader.