

Handbook Epidemiology

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1. General information

1.1 Introduction

If you are a new colleague: Welcome to the department of Epidemiology!
In any case: Welcome to the handbook of the department of Epidemiology!
In this handbook we like to give you, as an employee or student of the department, the most common information about the department. This includes, besides general information, the procedures used within the department. Because there is already a great deal of information available, there are a lot of links in this handbook where you can find already described information.
If you have questions, remarks on, or suggestions for improvement on this handbook, please send a mail to Gert Dijkstra (g.i.dijkstra@umcg.nl) and Marloes Rutgers (m.rutgers@umcg.nl).

1.2 Information on the University of Groningen and UMCG

The website of the University of Groningen, www.rug.nl, provides general information about research, teaching, facilities, etc. Information for employees can be found on <http://www.rug.nl/umcg/index/>. See also www.uk.rug.nl/dezeweek.php (news in English). **Information about the University Medical Center Groningen can be found on the UMCG intranet.** <http://intranet.med.umcg.nl/> The internet site of the UMCG is www.umcg.nl

1.3 How to contact the department Epidemiology

The department of Epidemiology is located at:
UMCG
Hanzeplein 1
Entrance 24, Triadegebouw
Wings: LM2,E2, E3, E4

Postal address:
UMCG
Department of Epidemiology
HPC: FA40 (section R&T) or FA41 (section TCC)
PO Box: 196
9700 AD Groningen

Visiting address:
UMCG
Entrance 24, Triadegebouw
Hanzeplein 1
9713 GZ Groningen

HPC (“Huispostcode”) is FA40 (section R&T) or FA41 (section TCC). This is an important code: purpose is fast delivery of mail.

The Dutch name of the department is 'Afdeling Epidemiologie'.

Telephone (general): +31 (0)50 361 0738 / 0739

Fax (general): +31 (0)50 361 4493

E-mail addresses are composed of a persons name followed by @epi.umcg.nl (for example R.E.Searcher@epi.umcg.nl) or @tcc.umcg.nl (section TCC).

An extensive description of the department can be found on our website:

<http://www.EpidemiologyGroningen.nl>

You can also follow the Department Epidemiology on Twitter.

<http://twitter.com/#!/EpidemiologyGRN>

1.4 Research organisation within the UMCG

Research within the University Medical Center Groningen is divided over research institutes.

The main research institutes are GUIDE, BCN, BMSA and SHARE.

The department of Epidemiology participates in GUIDE and SHARE. See also the websites of GUIDE and SHARE.

Each research institute is headed by a director and a co-director. The directors are appointed by the Board of the UMCG, who jointly carry the ultimate responsibility for the institute.

The directors are also responsible for the daily management of the institute.

Research institutes have a limited own budget, mainly to improve infrastructure and exchange of knowledge. Each department ('disciplinegroep') participates for its research in one of the institutes and personnel are positioned in an institute, pending quality based approval of the directors.

The highest, national level of research organisation is the research school, a national research cluster in which local research institutes participate.

1.5 Training organisation within the UMCG

<<Under construction>>

1.6 Organisation of Epidemiology

For information on the organisation of Epidemiology check the latest Annual Report, this is also available on our team-site.

Head of the department is prof.dr. R.P. (Ronald) Stolk. Epidemiology consists of 2 sections:

- R&T (Research and Training)
- TCC (Trial Coordination Center)

G.L. (Gert) Dijkstra is the general (business) manager and is responsible for finances, personnel, housing and coordinates ICT and secretarial support. Marloes Rutgers supports in financial affairs within TCC. Aukje van der Zee and Petra Schuls-Wetterauw supports the housing for the whole department. Marco Assmann supports in ICT-affairs for the whole department.

Employees (including bursary students) of the department are categorised in staff members (WP), supporting staff (OBP) and PhD-students. There are also trainees (“stagiaires”) and students of the University Medical Center Groningen and other Faculties of the University of Groningen. An overview of all employees can be found on the internet site of the department.

The organisation of our department is depicted in Fig. 1.
<<Will be added later>>

2 Research & Training (Section R&T)

For details see the annual report 2010.

3 Trial Coordination Center (Section TCC)

Trial Coordination Center (TCC) is an academic contract research organization for (pre)clinical trials. TCC provides a full range of pre-clinical and clinical research services that fully complies with regulatory standards, in cardiology, pulmonology, transplantation surgery, endocrinology and gynecology.

TCC offers services to (clinical) researchers within the UMCG as well as the pharmaceutical and medical device industry.

TCC provides support across the entire spectrum of clinical (medicinal) research, according to GCP and ISO guidelines: from planning the trials through to final reporting. Within the whole process the following activities can be distinguished: project management (e.g. protocol development, multi-center study coordination, randomisation, monitoring at participating centres) and data management (i.e. design

and maintenance of data banks, data entry, data validation), statistics and reporting. In addition, TCC develops customized software solutions (e.g. patient registration systems, data integration systems).

TCC support is open to anyone engaged in clinical trials under protocol. Investigators determine in which of the areas they would like assistance and whether it should consist of advice or actual implementation/execution of the trial.

Telephone (TCC): +31 (0)50 361 8061

Fax (TCC): +31 (0)50 361 8062

E-mail (TCC): tcc@tcc.umcg.nl

Website (TCC): <http://www.trialandcoordinationcenter.nl>

4 Accommodation/housing and facilities

4.1 Housing

When you come to the department of Epidemiology, in most cases a room has already been arranged. If you have questions about your housing (including furniture), please contact Aukje van der Zee or Petra Schuls-Wetterauw.

4.2 Keys

When you want to obtain a personal key for your room, you have to fill in a key-form, please contact Aukje van der Zee or Petra Schuls-Wetterauw. This form you have to bring to the “personeelswinkel” at the UMCG-winkelstraat. On delivery of the form, you get a key for your room. If you leave the department you have to bring the key back to Aukje van Zee or Petra Schuls-Wetterauw.

4.3 Computeraccount (userid and password)

If you come to the department you will be provided with a userid and password so you can make use of the UMCG network. In case of problems contact Marco Assmann.

4.4 Computernetwork

All ‘standard’ computers are connected to the UMCG network. The ICT-department of the UMCG is responsible for ‘our’ part of the network and also for performing a regular back up of all files on G: and H: so please locate all files on those disks. Instant messengers (ICQ, MSN, etc) are not allowed for trainees, electronic communication is only possible via e-mail.

For questions concerning UMCG-standard software or complaints please contact the UMCG ICT-helpdesk by phone (tel. 11111). For special software requirements, please contact Marco Assmann of the section TCC.

4.5 Software

A bunch of standard software is provided when you have access to the UMCG network. If you need special software contact your section head. He/she will contact the general manager when needed.

4.6 UMCG-pass

The UMCG-pass can be used for entrance in the Triade-building outside the regular working hours and to pay diners in the employee-restaurant.

4.7 Mailbox

Everyone within the department has a physical in-mailbox. Contact the secretariat for further details.

4.8 Telephone

You can use the telephone in your room. The number is on the telephone. Otherwise, ask Aukje van der Zee.

4.9 Secretariat

Within the department there are two secretaries: one on the second floor for TCC (Brechtel van der Meulen and Hedde Strooisma) and one on the third floor for R&T (Aukje van der Zee and Petra Schuls-Wetterauw). For common questions, you're welcome here.

5 Personnel affairs

For personnel affairs (e.g. requests for extension of working hours, regulations etc.) you can first contact your section head. Specific questions you can direct to the general manager.

6 Finances and ordering

6.1 National travelling (in the Netherlands)

In general: Travelling by train is preferred.

Train tickets (day tickets) can be bought for a reduced rate in the personeelwinkel in the Winkelstraat of the UMCG. Use of a car is only allowed if there is a necessity, for example a distinct benefit can be obtained, like a reduction of costs by travelling with several people. Otherwise only those expenses that would be made when travelling by train (maximal price is a day ticket) will be paid.

Refund forms for national travels can be obtained at the secretariat ("Binnenlandse reis declaratieformulier"). Please add the receipts to be sure that all expenses will be paid back.

After filling in and having signed the form, bring it to the mailbox of the general manager. The mailbox of the general manager (manager bedrijfsvoering) can be found in the secretaryroom on the 3th floor (E3.06).

6.2 International travelling

Foreign travels must first be requested (minimum of four working days before travelling) for at the central administration (FEZ) of Sector F by an application form (“Aanvraagformulier buitenlandse reis”), to be obtained at the secretariat and to be signed by the head of the department (Ronald Stolk) and the general manager (Gert Dijkstra).

Foreign travel refund forms are subsequently send by mail from the central financial administration (FEZ) to the secretariat. Upon asking for refund, enclose a travel report in duplicate and original receipts of all expenses to be sure that they will be paid back. When foreign travel arrangements are made via Carlson Wagon Lit Travels (Maastricht), you do not have to pay the tickets in advance, the invoice will be send directly to FEZ Sector F. The secretaries can assist in making travel arrangements.

Foreign travels are only allowed to staff of Epidemiology.

After filling in and having signed the form, bring it to the mailbox of the general manager. The mailbox of the general manager (manager bedrijfsvoering) can be found in the secretaryroom on the 3th floor (E3.06).

6.3 Other refunding

If you have made costs, which always has to be approved in advance (by section head, head of the department or the general manager), you can make use of the declaration form “general costs” sector F (not to be used for national/international travelling).

You can find the form via the following link:

<http://cms.umcg.nl/azgorganisatie/sectorf/formulieren/financieel/>

Always mention:

- Name
- Personnel number
- Accountnumber of your bank
- Full address
- Civilian service number (“BSN”)

Enclose the receipts of all expenses to be sure that they will be paid back.

After filling in and having signed the form, please print the form, sign it and put it together with your original receipts in the mailbox of the general Manager at the secretary Epidemiology (3rd floor).

6.4 Promotions

There is a benefit for the department for so-called 1^e en 2^e geldstroom-promotions when they have taken place within the period which is approved (generally 4 years) in case the department has delivered the first promotor. Criterium: date of delivery at the so-called "leescommissie". Further details: ask your section head.

6.5 Bankaccount UMCG/Epidemiology

If you have to transfer money to our department or a specific project, you have to use the following data:

UMCG, Sector O&O
Postbus 196
9700 AD Groningen
Bankrek: 65.16.49.781

SWIFT-BIC: INGBNL2A
IBAN: NL12INGB 0651 6497 81

Name & Address of the bank:
ING Bank NO-Nederland
Laan Corpus den Hoorn 102
9728 JR Groningen

Always add a projectnumber to the description otherwise it is likely the money will not receive the right place !

The general projectnumber of the department of Epidemiology is: 54800.

The UMCG has decided to centralize the invoice process and to formalize the invoice requirements. This new work method has a few important consequences for the suppliers. All the invoices for the Department Epidemiology/R&T have to be addressed this way (otherwise the invoices won't be treated):

UMCG - O & O
Department of Epidemiology, attn: Business Manager/ G.L. Dijkstra, HPC FA40
Contactperson Epidemiology: << your name >>
Postbus 196
9700 AD Groningen

Sometimes suppliers need a VAT-number ("BTW-nummer"). The VAT-number we use is: NL800866393B01

6.6 Ordering procedure

If you need office supplies you can contact the secretary.

6.7 Cash transactions

To obtain money in cash in case of special circumstances you need to contact the secretariat.

6.8 Courses

The UMCG and RuG (P&O) organizes a wide range of courses. Please contact your section head or the general manager if you wish to participate in one of the courses.

7 Custom procedures

7.1 Working hours

There is an electronic so-called “werkkaart”, where you can register your working hours, holidays, other days off etc. If you need more information, please contact Marloes Rutgers.

Every year the remainder of your holidays should be approximately 0 at the end of the year.

7.2 Absence / Illness / Recovery

Sick leave request procedure at the Epidemiology Department

In light of the new absenteeism policy and the absenteeism protocol (as of 1 October 2011) following from it, the Epidemiology Department plans to implement matters as follows. Managers are responsible for absenteeism (not illness) at their unit/department. All staff are responsible for recovering from illness as soon as possible.

- Anyone unable to come to work due to illness must report to the secretariat (before 9 a.m.).
 - R&T: Aukje van der Zee; in case of absence Petra Wetterauw
 - TCC: Brechtel van der Meulen
- The secretariat sends an e-mail to the manager about the illness report.
- The secretariat reserves an opening in the manager’s diary so the employee can consult by phone with their manager about the absenteeism. This must happen within two days.
- The employee must call their manager at the time agreed.
- The manager and employee should agree whether the employee can do any of their own work or any alternative work. The manager then decides whether sick leave or partial sick leave will be granted.
- If sick leave is granted, the manager informs the secretariat.
- The secretariat reports the employee as ill in PeopleSoft.
- The secretary informs all staff by e-mail about everyone who is reported sick (only TCC). If the manager and employee are unable to reach an agreement, the manager must seek advice on fitness to work from Labour & Health (*Arbeid & Gezondheid*).

- The manager must stay in regular touch with the employee during his or her absence.
- The manager is responsible for holding reintegration interviews, absenteeism interviews and annual appraisal interviews (see the absenteeism protocol), where absenteeism is a topic.
- When the employee has recovered, he or she must e-mail this before 9 a.m. to the secretariat and manager. The secretariat reports the employee as recovered in PeopleSoft.

Eligibility for Permanent Incapacity Benefit (Restrictions) Act (*Wet verbetering poortwachter*)

The Eligibility for Permanent Incapacity Benefit (Restrictions) Act (*Wet verbetering poortwachter – Wvp*) maintains that resolving sickness absenteeism is a cooperative process involving employer, employee and the occupational health & safety service. The Act outlines the three parties’ reintegration obligations, both in terms of time and content. An important aspect is that an employee has a personal responsibility. The employee is not merely a ‘patient’ but is responsible for his or her problem. In consultation with the occupational health & safety service, the manager must provide proper means for resolving the problem. The Wvp puts reintegration at the core of the issue and views the manager and the employee as primarily responsible. You can find more (in Dutch) in the **P&O handbook**.

The Wvp in brief:

| | | |
|---|--|---|
| report illness in good time | | manager reports employee as sick in PeopleSoft |
| (preferably on the first sick day) | | |
| | | |
| after no more than six weeks of illness | | problem analysis and advice from occupational health & safety service |
| | | |
| after no more than eight weeks of illness | | definitive plan of approach drawn up by employee and manager |
| | | (including the choice of case manager) |
| | | |
| after no more than eight months of illness | | occupational health & safety service reports illness to UWV |
| | | |
| between 46 weeks and no more than 52 weeks of illness | | first-year evaluation |
| | | |

| | | |
|---|--|--|
| between 87 weeks and no more than 91 weeks of illness | | employee applies for WIA benefit with UWV (+ reintegration report) |
| | | or employee and manager request postponed WIA with UWV |
| | | |
| after 104 weeks of illness | | WIA benefits commence, or |
| | | salary payment continues (due to postponed WIA) |

The plan of approach is something the manager can draw up in consultation with the employee. It includes any agreements made by the employee and manager concerning recovery.

References

- Verzuimbeleid UMCG (Reference */258.635) [UMCG Absenteeism Policy]
- Verzuimbeleid UMCG (Reference */258.635) [UMCG Absenteeism Protocol]
- Labour & Health (*Arbeid en Gezondheid*) intranet site: see the Absenteeism Desk
- Article 8.4 CAO UMCG 2008-2011 [UMCG collective labour agreement] P&O Handbook

7.3 Introduction of new employees

The introductions of new employees consist of:

- Practical activities: arranging housing, computer (account), telephone etc. These will be taken care of by Marloes Rutgers (assistant general manager)
- A general introduction on the UMCG (half a day)
- Introduction on the department consists of:
 - Introduction by e-mail
 - Personal introduction by the section head
 - Introduction in Epicentrum (the newsletter of the department)
 - Introduction at the general meeting of the department (twice a year)

7.4 Buddy-system for new PhD-students

Introduction

At the Department of Epidemiology is a so-called buddy-system for new PhD-students. The purpose of this system is to make sure that the PhD-students will feel at home at the Department as soon as possible. They don't have to walk around with questions, but they can ask their buddy. Furthermore the buddy-system is a good way to become familiar with the UMCG in no-time.

Background

There are about 30 PhD-students/fellows at the Department of Epidemiology, with more than 10 nationalities. The number of PhD-students is still growing. For the PhD-students it is not always easy to find their way in the UMCG and to become used to the culture.

Besides the contents of the research, there are often problems with filling in all the forms (mostly in Dutch) in or outside the UMCG, the complicated procedures, to get to know each other in and outside the Department and in some cases they will come in a social isolation. But the Dutch PhD-students too have to find their way in the UMCG and have to fill in the forms.

Therefore we couple the new PhD-students to a “buddy”, a senior PhD-student (suggested: from year 2/3). He/she will be a contact person for all the questions about, the procedures, the organization and if possible the social problems.

Allocation

- The coupling takes place with a senior PhD-student (suggested: from year 2/3) of the Department of Epidemiology.
- A foreign PhD-student can be coupled to a Dutch PhD-student (not necessary).
- A Dutch PhD-student will be coupled to a foreign PhD-student (not necessary).
- The person responsible for the coupling is the supervisor of the new PhD-student.
- The supervisor will introduce the new employee to the buddy.
- The buddy can be searched for in the own unit, but the buddy can also come from another unit, after consulting the head of the other unit.

Tasks of the buddy

- During the first half year of the PhD-student, the buddy is the contact person for several questions and matters, which can be related to:
 - o How to fill in the forms
 - o The procedures
 - o The organization
 - o Social matters

Procedure

- In the staff meeting the coupling of the new PhD-students with the buddy's will be discussed after which a decision will be made.
- The supervisor of the new PhD-student will inform the new PhD-student about the buddy-system.
- The buddy will be informed by his/her supervisor.
- The supervisor will introduce the new PhD-student to the buddy and will inform him/her about the purpose of the buddy system. The senior PhD-student is just a buddy for a half a year. The supervisor will also ask if there are any questions left.

7.5 House rules

The rules below serve as a guide for the organization so as to achieve good communication and planning. They may be waived after proper consultation. They set out current UMCG and Sector F policy in greater detail.

Diary

- You should keep an up-to-date record of your duties and days off/off-duty days in your personal Outlook diary.
- Appointments with colleagues should be entered in the diary by means of a meeting request.
- TCC: the personal Outlook diary can be accessed by all TCC staff using their reading rights. The Secretariat has reading and writing rights to the personal Outlook diaries for sending out meeting requests as requested by staff members.

Overtime/travel time

- The compensation for overtime is set out in the collective labour agreement (see CAO UMCG 2008-2011, Article 4.7.6.1).
- Any domestic or foreign travel required in connection with your work can be claimed for as travel time.
- Travel time outside normal working hours is compensated for on the basis of time-in-lieu. The compensation is set out in the collective agreement: see overtime. The following rules apply:
 - * A maximum of two hours outward travel and two hours return travel in the case of domestic travel
 - * A maximum of four hours outward travel and four hours return travel in the case of foreign travel

Secretariat

- The Secretariat can be contacted by phone at all times between 8.30 a.m. and 4.30 p.m. on extension 18061 (TCC) or 10738/10739 (R&T).
- If the TCC Secretariat is not available calls will be switched through to the Epidemiology R&T Secretariat and vice versa.

Keys

- The last staff member to leave the corridor should check whether the Secretariat is locked (TCC).
- The last person using the workroom is responsible for locking it during breaks, meetings and when leaving the corridor.
- The master key should be replaced in the key cupboard at the Secretariat immediately after unlocking or locking the workroom in question.
- Spare keys to all cupboards are kept in the key cupboard at the Secretariat.

Telephone

- TCC: if you are absent you should switch calls through to the Secretariat (18061) or your personal voice mail. Your standard personal voice mail message should include the number of the Secretariat and any mobile numbers.
- After seven rings calls are automatically switched through to the Secretariat (18061) or your personal voice mail.

Homeworking:

- In principle structural working at home is not allowed.
- Occasional working at home is permitted, but only when your supervisor and the secretariat will be informed in advance. Exceptions can be made only in case of special private circumstances or the nature of the work.
- You should keep an up-to-date record of your homeworking day in your personal Outlook diary, including the phone number where you can be contacted at home.
- During office hours at home you must be able to be contacted by phone. At these times the Secretariat will switch calls from clients or colleagues through to your home number if necessary.

Time sheets (for all TCC staff and any other staff working on projects where time sheets need to be kept)

- You should update your time sheets at least once a week. Record the actual hours worked in the program.

Leave, holidays and off-duty days

- You should notify your superior/unit manager and secretary of your off-duty days at the beginning of the year.
- Any off-duty days not taken by the end of the year will be lost.
- E-mail all requests for leave to your superior/unit manager in good time.
- The following notice periods apply to holidays (a minimum of one consecutive week of leave):
 - * At least one month in advance for one week's holiday
 - * At least two months in advance for two weeks' holiday
 - * At least three months in advance for three or more weeks' holiday
- You are responsible for ensuring that you do not take more hours of leave than are available, and you should also check whether your leave is compatible with your duties. The time-keeping system (where applicable) keeps an automatic record of outstanding hours of leave. Outstanding hours of leave are regularly checked by your superior/unit manager.
- Your superior/unit manager will check whether a request for leave is compatible with your duties. In the case of holidays your superior/unit manager will check whether adequate arrangements have been made to provide on-call staff during the holiday period, if necessary by raising the subject at a unit meeting. Your superior/unit manager has the power to reject a request for leave and will inform you if this is the case.

- Once approved, your superior/unit manager will notify the secretary by e-mail. The secretary will record days of leave that have been requested in time, scheduled holidays and off-duty days in the Absence Tracker on the network (TCC).
- You should keep an up-to-date record of your days off/off-duty days and holidays in your personal Outlook diary.
- See also CAO UMCG 2008-2011, Article 7.1.

Special leave

- Visits to the doctor and dentist should preferably be made in your own time. If this is not possible your superior/unit manager, when granting special leave, may ask you to schedule the visit at a time that will cause the least inconvenience, for example at the beginning or end of the day. A maximum of one hour's special leave can be given on each occasion.
- Special leave must be requested from your superior/unit manager at least one day in advance.
- See also CAO UMCG 2008-2011, Article 7.3.

Workstations

- The workstations in the Department comply with the UMCG guidelines on Health & Safety and Environmental Policy. For more information see the handbook on the Intranet.
- Each workstation should be left neat and tidy at the end of the day. Desks etc. will only be cleaned if they have been emptied.
- Staff who do not have a regular workstation should ask the Secretariat in advance where they can work. Management must be consulted first in the case of visitors.

Working hours

- Working hours begin between 8 and 9 a.m. If you have a full eight-hour working day you should be present until at least 4.30 p.m. You should notify the Secretariat of any departure from these working times.
- Lunch breaks should be taken between 12 noon and 1 p.m. as a general rule. If you have a full eight-hour working day you should take at least a half-hour break. You should notify the Secretariat of any departure from these break times.
- See also the Sector F/Faculty of Medical Sciences Working Hours Regulations issued in September 2007.

Illness

- See 7.2

8 Communication

8.1 Meetings

Twice a year a general meeting for the whole department is held. This is a formal meeting, which means there is an agenda and notes are being made.

8.2 Annual day-out

Every year we go on a (half a) day-out with the whole department. Every year this is organised by two to three employees. What we are going to do will be a surprise every year.

8.3 Drinks (“Borrels”)

A few times a year we have a drink in a bar or restaurant so we can meet one another in an informal situation. Announcements will be made by e-mail.

8.4 Epicentrum

Epicentrum is the newsletter of the department with a frequency of approximately three times a year and is driven by a few enthusiastic employees.

If you want to deliver input or have questions, you can contact Sacha la Bastide, Janneke Bergsma, Judith Meijer or Diane Steenks. epicentre@umcg.nl

9 Questions / remarks ?

If you need to know something on other questions, please don't hesitate to contact your section head, the general manager (Gert Dijkstra) or Marloes Rutgers. By mail or personally.

Gert Dijkstra and Marloes Rutgers welcome all suggestions/remarks on this handbook.

10 Summary persons and activities

| Name | Function / Concerned with |
|-------------------------|--|
| R.P. Stolk (Ronald) | Head of the department |
| G.L. Dijkstra (Gert) | Business manager: personel and finances, secretary, office automation, working conditions and health |
| M. Rutgers (Marloes) | Assistant business manager |

| | |
|---|---|
| A. van der Zee (Aukje) | Secretariat 3th floor |
| P. Schuls-Wetterauw (Petra) | Secretariat 3th floor |
| B.M. van der Meulen (Brechtel) | Secretariat 2th floor |
| H. Strooisma (Hedde) | Secretariat 2th floor |
| M. Assman (Marco) | Specific software / hardware issues (general issues: call 11111) |
| S. la Bastide (Sacha) J.A. Bergsma (Janneke) J.L. Meijer (Judith) D.H. Steenks (Diane) | Epicentrum (newsletter department) |