Reference Book for Facilities Services Employees

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Foreword

The information contained in this guidebook is provided only as a convenient reference for Facilities Services employees. University employment is subject to all applicable laws, regulations, minutes and resolutions of the State of Kansas, the Kansas Board of Regents, and the University. This book is not intended to be a comprehensive statement of those laws, regulations, minutes and resolutions, which are the official source and shall take precedence in the event of any conflict.

The information contained in this guidebook does not establish any fixed terms or conditions of employment, nor does it create an express or implied contract between the University and any employee or guarantee employment for any specific duration.

The content of this guidebook may be modified or discontinued from time to time. It is your responsibility as an employee to review University and Kansas Board of Regents policies and procedures and to request any clarification from your supervisor or Human Resources regarding those policies and procedures.

Designated FS staff are covered by the Memorandum of Agreement between the State of Kansas, University of Kansas, Lawrence Campus and Laborers’ International Union of North America Public Service Employees’ Local Union #1290 P.E. Nothing in this general reference is intended to supersede the terms of the Memorandum of Agreement.

The University of Kansas prohibits discrimination on the basis of race, color, ethnicity, religion, sex, national origin, age, ancestry, disability, status as a veteran, sexual orientation, marital status, parental status, gender identity, gender expression and genetic information in the University’s programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies:

Director of the Office of Institutional Opportunity and Access
IOA@ku.edu
1246 W. Campus Road, Room 153A, Lawrence, KS, 66045
(785)864-6414, 711 TTY
Introduction

This book is provided as a general informational reference to help our employees. We value your commitment to the Facilities Services team. Please contact Facilities Services Human Resources if you have any questions.

For more comprehensive information, please see the KU University Support Staff Handbook that can be found at www.hreo.ku.edu/files/documents/USSHandbook.pdf or see your supervisor for a print copy of the USS Handbook.

Topics covered in greater detail in the USS Handbook include:

- Hours Worked
- Compensation
- Leaves and Time Off
- Break Periods
- Attendance Guidelines
- Inclement Weather Policy
- Benefits
- Health and Safety
- Grievance Procedures
- Employee Recognition Programs
- Campus Services
- Smoking Policy
- Policy on Prevention of Illegal Drugs and Alcohol Use on Campus
- Personnel Records
- Workers’ Compensation

Departments with skilled trades are covered by the Memorandum of Agreement between the State of Kansas, University of Kansas, Lawrence Campus and Laborers’ International Union of North America Public Service Employees’ Local Union #1290 P.E., which can be found at: http://www.hreo.ku.edu/files/documents/moa_1290pe.pdf. Nothing in this general reference is intended to supersede the terms of the Memorandum of Agreement.
Facilities Services Department Overview

Facilities Services provides the following services for the University of Kansas:

**Maintenance and Operations**
- Responds to maintenance requests and provides preventive maintenance services; maintains and repairs facilities and infrastructure systems through various trade shops; and manages resources committed and available for performing maintenance, discretionary, and repair and improvement work.

**Landscaping**
- Responsible for maintaining the grounds at the University, which includes but not limited to: mowing, trimming, and lawn care throughout campus; tree care, maintenance, and removal; snow and ice removal across the campus; horticultural disease and insect control; maintain irrigation systems; daily litter control; install and maintain seasonal color plantings; and special event support.

**Custodial**
- Maintains clean and attractive academic, research, and residential buildings for use by the University community.

**Vehicle Maintenance and Rental**
- Provides a convenient campus-based service for preventive maintenance and repair of state vehicles, road service and fuel. Offers economical vehicle rentals for state employees performing state business.

**Environmental Stewardship Program**
- Assists University staff and campus living groups with developing and implementing integrated waste reduction efforts and environmental awareness and improvement programs. As a service department, KU Recycling and KU Surplus Property strive to make a positive impact on the campus community through our service performance and our efforts to encourage reuse, waste reduction, and recycling.
Your Work in Facilities Services

Attendance
All employees are required to report to work at their scheduled time as attendance has a direct impact on the ability for FS to provide services in support of the mission of the University. A supervisor may consider an employee’s attendance record when selecting staff for initial hire, or when granting regular status, transfer, or promotion. Misuse of leave privileges, excessive leave use, unexcused absences or a pattern of failure to report for or remain at work may be grounds for corrective disciplinary action.

Please see the University Support Staff Handbook for more specific information on the following areas: work practices, attendance violations, tardiness, no-call/no-show, unjustified absence, failure to remain on duty, excessive absence, discipline guidelines for attendance violations, and attendance during probationary period.

Call–In Procedures
Employees are expected to report for work at the assigned time and place and to remain on duty during scheduled work hours. In any situation where an employee is unable to report or may be delayed in arriving for work, the employee must contact the immediate supervisor prior to the start of the scheduled work shift. Except for emergency situations, failure to contact your supervisor within the first 30 minutes of the shift start to report absence or tardy will result in a “no-call, no-show” incident that may result in disciplinary action.

Someone else may call on your behalf only in an emergency. If you are unable to reach your supervisor, you may leave a message with another member of management. If there is not a number where you can be reached, you must continue to call until you make contact with your supervisor. Responsibility for excusing an absence or lateness rests with the immediate supervisor or manager.

Break Periods
Staff may generally take an on-site 15-minute work break for each half-day worked at the time and place determined by your supervisor. Breaks may not be added to a meal period or the end of a day in order to leave early. Staff are not allowed to use food preparation or serving areas, and public lounges or TV areas in the residence halls for breaks. Persons on break may not interfere with the continuing work of other employees.

Smoking is only allowed at least 20 feet away from any portion of a University building, including overhangs. Tobacco use of any kind is not allowed in any building on campus.
Leaves and Time Off
All requests for time off must be requested through your supervisor and an electronic request must be entered in the payroll system by FS HR. Whenever possible, all requests for time off should be made at least two weeks in advance, but supervisors may make exceptions for requests made with less notice for unavoidable reasons. Supervisors will consider the needs of the unit and other factors, such as attendance records, when approving time off.

Paid Leave (Regular Staff)
USS staff in regular positions earn a minimum 3.7 hours of vacation and sick leave at the end of each pay period. Please see the section entitled “Leaves and Time off” in the USS Handbook for a detailed chart on the non-exempt vacation and sick leave accruals.

Sick leave can only be used for personal illness/injury or for that of a family member who requires your care. Sick leave may also be used for your personal medical appointments or for your family member’s medical appointment for which you must be present. Your supervisor may ask for documentation for approved use of sick leave.

Vacation leave can be used for any type of absence. The amount of vacation leave earned increases after 5, 10, and 15 years of state service. Paid leave time may also be available for jury duty, funerals/bereavement, and active military duty. The amount of leave granted in these cases will be decided on a case-by-case basis.

Paid Holidays (Regular Staff)
USS employees who are required to work on a state holiday will be paid their regular hourly rate for that day. In addition, you may decide to receive either holiday comp time – 1.5 hours for every hour worked – or premium pay, which is 1.5 times the regular hourly rate. Exempt USS employees (those not eligible for overtime) are not eligible to receive premium pay and will receive holiday comp time.

Loss of Keys
The safety and security of university buildings and persons on campus, particularly the safety of students in residential buildings, must be given the highest priority. Therefore, employees who are authorized to carry keys are expected to safeguard them at all times. Employees who lose keys must report the loss immediately to their supervisor, indicating both when and where the keys were first noticed as missing. Depending on the specific key(s) lost, the employee may be allowed time to search for the keys before lock changes are made. The amount of time allowed to search for the keys will be determined by FS Human Resources. If the keys are not found in that time, disciplinary action may be proposed. Contact FS Human Resources for more information.
Overtime
If you are a non-exempt employee eligible for overtime and you work more than 40 hours in a week, you will be compensated at 1.5 hours for every hour. You may choose either comp time - 1.5 hours for every hour worked over 40 - or premium pay, which is 1.5 times your regular hourly rate for every hour worked over 40. All overtime must have the prior approval of the employee’s immediate supervisor.

Vehicle Use
Facilities Services vehicles must be driven only by state employees on official business. Passengers must also be state employees or on state business. Smoking and tobacco use of any kind is prohibited in all state vehicles.

Accidents Involving State Vehicles
Facilities Services employees involved in a vehicular accident while operating a state-owned vehicle must report the accident to his or her supervisor immediately. FS staff must also file a report with KU Vehicle Rental to be submitted to KU’s liability insurance provider. Appropriate contacts must be made with the KUPS or Lawrence Police and the proper reports must be filed in a timely fashion. If an employee of FS who is responsible for a state-owned vehicle is involved in an accident in which FS determines the employee is at fault and the damage amount exceeds $1000, FS may propose a 1-day disciplinary suspension without pay. In addition to the dollar amount, other situational factors may be considered to determine if disciplinary action, and what level, should occur. If an employee who is responsible for a state-owned vehicle is involved in an accident and fails to report that accident, whether judged to be at fault or not, FS will propose a 1-day suspension without pay. Exceptions to this policy may only be made by the Director or Deputy Director of Facilities Services. Future accidents caused through negligence on the part of the employee will be followed by a more severe disciplinary action.

Loss of Property or Damage to Property
When an employee is assigned to safeguard property or equipment belonging either to a customer or Facilities Services, and that property or equipment is lost, damaged or stolen through action or neglect on the part of the employee, FS will immediately review the circumstances to determine whether disciplinary action is appropriate. Damage of $1000 or more may result in the proposal of a 1-day suspension without pay. In addition to the dollar amount, other situational factors may be considered to determine if disciplinary action, and what level, should occur.

In all cases, related information such as the prior record of the employee, any specific or unusual circumstances surrounding the loss or damage, and/or recommendations from the
supervisor, etc., will be considered. Repeated incidents of loss or damage to property or incidents involving serious loss or damage may result in disciplinary action up to and including dismissal.

**End-of-Shift Cleanup**
Employees must clean all work areas at the end of each shift. In the case of multi-day projects, the supervisor can determine which equipment may be left on site until completion of the work, but the area must be left clean and neat.

**Time Away for Job Interviews**
In accordance with University policy, when an employee of Facilities Services is offered an on-campus interview as a result of a job application, the employee will be granted release time if the interview will take place during the employee’s regular shift and assuming the employee and supervisor can agree on a time which will not be a problem for the work unit. If you do not want to inform your supervisor of the specific purpose of your absence, you may request leave time in advance through regular Facilities Services procedures. Supervisors are encouraged to be as flexible as possible when granting requests for time away from work for job interviews at the University. In any case, job interviews away from campus will require the employee to request appropriate leave in advance.

**Visitors on Premises (for Residential Halls)**
When Facilities Services employees are on-duty, it is not appropriate nor is it permitted for employees to meet or visit with persons who are not members of the campus community. Our buildings are on state property, but are not public buildings in the same way a museum or library is a public building. Visitors may not enter a building to look for an employee - the location for any meeting with an employee must either be arranged in advance in person or by phone or be approved by the employee’s supervisor.

If family members, friends, or business associates of FS employees wish to meet during unpaid breaks (lunchtime) they may do so; however, they may not remain on premises. Persons who do not have legitimate reasons for entering or remaining in buildings will be expected to leave when asked to do so. Failure to leave will result in a call to KU Public Safety and a request for an officer to escort the person(s) away from the building.
Work Behavior

Dress Code
Employees are eligible for five Facilities Services (FS) shirts per year from his or her last order-date. FS maintenance and custodial staff are encouraged to wear uniform shirts at all times, and if not in a uniform shirt, one must display their KU identification badge prominently. Staff will be allowed to wear shorts when the protection provided by full length pants is not required. Some examples of when leg protection will be required are weed whacking, using acid/base cleaners, working with hazardous chemicals, working with/around high temperature piping or steam, and work in poorly lit spaces, such as tunnels and mechanical rooms. It is expected that employees will use their good judgment and job knowledge in making this decision, and that supervisors, as necessary, will direct their employees when safety protection is necessary. Closed toe shoes must be worn at all times by maintenance and custodial staff. All clothing must be clean and in good repair, i.e. no large rips, tears, or holes. Shorts must be longer than mid-thigh length. “Cut-off” jeans or shorts with pockets hanging below the hem are not appropriate. Please check with your supervisor or FS Human Resources if clarification is needed.

Identification Badges
All Facilities Services employees are required to carry official KU identification badges at all times, and ID badges should be displayed prominently. ID badges may be obtained from the KU Card Center in the Kansas Union. The first ID badge is provided to the employee at no cost, but employees will be charged $15 for replacement cards.

Smoking Policy
Smoking and tobacco use are not permitted in any campus buildings. Smoking is prohibited within 20 feet of any portion of a University building, including overhangs.

Employee Theft
Employees are not allowed to take supplies or equipment off the premises of the University even if the intent is to “borrow” the items, tools, or equipment for a short period of time. Removing items from offices, campus buildings, or from storeroom and shop areas constitutes theft. Any instance of employee theft will result in an appropriate range of disciplinary actions up to and including termination of employment. In addition, employees cannot “sort through” and remove discarded items while at work or after hours for personal use.

Prevention of Illegal Drug & Alcohol Use
The University of Kansas prohibits the unlawful possession, use, manufacture, or distribution of alcohol or drugs by students or by employees on its property or as part of its activities. The University is committed to a program to prevent the illegal use of drugs and alcohol by students.
and employees. An employee found to be using, possessing, manufacturing, or distributing controlled substances or alcohol in violation of the law on University property or at University events shall be subject to disciplinary action in accordance with policies of the State of Kansas, the Board of Regents, and the University of Kansas. For employees, the University will take appropriate disciplinary action for such infractions, up to and including termination.
Outdoor Wildlife Feeding Near Campus Buildings
Feeding wildlife (birds, animals, etc.) near all campus buildings is strictly prohibited. Birds and small animals can do significant building damage when they are encouraged to live near areas where food is made available at feeder stations or where it is regularly provided on the ground. Failure of staff to comply with terms of this restriction policy may result in disciplinary action.

Inclement Weather Policy
In general, the University cannot close because of snow or other inclement weather, and employees are expected to be at work during their regular times. However, severe weather may delay or prevent employees' travel or necessitate their leaving work early. In such a case, the Chancellor or the Provost may declare a weather emergency. Information is also available on the recorded Inclement Weather Line at 864-SNOW (864-7669). Employees can also register to receive text messages regarding weather and other emergencies by visiting www.alerts.ku.edu. The intent of the inclement weather policy is to accommodate the needs of employees for additional time in traveling to and/or from work. The University’s inclement weather policy and procedures is available on the Provost and Executive Vice Chancellor website at:

https://documents.ku.edu/policies/provost/WinterWeatherPolicy.htm
Safety

Safety Training
One of the most important responsibilities of promoting a safe working environment is to support an effective safety program that provides sufficient training and continuous resources for all employees. Employees can obtain additional safety training from the Manager of Workforce Safety by contacting FS Human Resources.

On-the-Job Injuries
If you are injured while working, you must report it to your supervisor as soon as possible following the injury. If you need non-emergency medical attention, you should go to the LMH Business Health unit. Your supervisor should provide you a First Fill Prescription Information Sheet to take to a pharmacy in case you are given a prescription to fill. This form provides the pharmacists with billing information. Medical care not provided by or coordinated through Lawrence Memorial Hospital will be considered “unauthorized” by Workers’ Compensation and you will be responsible for medical expenses exceeding $500.

Medical treatment payments will only be provided by Workers’ Compensation if the injury/illness is determined to have arisen out of and in the course of employment. If an employee goes to Lawrence Memorial Hospital (LMH) Emergency Room and it is subsequently determined the injury/illness is not compensable under Workers’ Compensation the employee will be responsible for incurred cost not covered by his/her insurance.

For more information on Workers’ Compensation, see the Workers’ Compensation Policy at: https://documents.ku.edu/policies/hreo/workerscompensation.htm

And the “Frequently Asked Questions about Workers’ Compensation” at: http://www.hr.ku.edu/files/documents/work_comp_faq.pdf