

# FACILITIES MANAGEMENT STAFF HANDBOOK

AT ROLLINS COLLEGE

(Revision date February 2016)

## Introduction

Whether you are new to the Rollins Facilities Department or have been part of our team for decades, we are providing this handbook in order to provide clarity of expectations for all. The goal of the leadership of this department is to provide a framework and support so all of our staff can function as productive members of the team working to fulfill our mission. Part of this framework is setting reasonable expectations for all members of the team as we work together. All the policies contained herein have been adopted after careful consideration by your leadership team and only after everyone has had the opportunity to review and provide feedback.

On behalf of the faculty, staff, and students, of Rollins College I would like to extend our sincere appreciation for the vital service that you provide every day that makes this special community that we call Rollins.

## Our Mission

Together providing service and support in order to create an environment where learning can happen

## Ethics and Conduct

It is vital to our mission of providing service and support to the Rollins community that staff members conduct themselves in a professional, trustworthy and ethical manner. Violations of ethics and conduct undermine our relationship with our customers and with each other. The following, while not an inclusive list, represents a foundation of what is expected.

1. Integrity - is a personal choice, an uncompromising and predictably consistent commitment to honorable, moral, and ethical values and principles. In short, conduct yourself as if the whole world is watching, because with today's technology from CCTV to cell phones, it probably is.
2. Honesty - in word and in deed your interactions with all should be trustworthy, fair, and truthful.
3. Language and communication must be respectful and professional at all times. Inappropriate language, including but not limited to vulgarity, coarse jesting, disrespectful or hurtful remarks, etc. are inappropriate and should never be a part of our workplace. Language should be professional, encouraging, respectful, temperate, helpful, etc. Speech or conduct that is unwelcomed needs to cease immediately. If light hearted kidding is not being received in the spirit intended, it needs to cease immediately. If it is not deemed appropriate by any party, it is therefore inappropriate and needs to stop at once.
4. It is the responsibility of all staff members to report any inappropriate language, behavior or conduct to your Director, Manager or to the Human Resources Department. Reports will be handled with sensitivity and confidentiality as may be appropriate.

## **Rollins Service Philosophy**

Together, we inspire purposeful lives through distinctive, engaged learning and exceptional service.

Rollins Service Standards:

### **Responsive**

- Innovative, resourceful and timely
- Approachable and open-minded
- Solution oriented
- Personalized and caring
- Balancing individual and institutional needs

### **Respectful**

- Friendly, courteous and considerate
- Exhibiting care and compassion when serving others
- Valuing different ideas and perspectives
- Treating others with dignity

### **Collaborative**

- Effective at communicating within and outside of our immediate work groups



- Working together to accomplish departmental and institutional goals
- Demonstrating teamwork across boundaries
- Supporting others in what they do
- Keeping our eye on the big picture

### **Competent**

- Thorough knowledge of job and institutional mission
- Effective, efficient, and reliable performance
- Proficient in meeting student and customer needs
- Ability to align our efforts with departmental and institutional goals
- Ongoing commitment to excellence, innovation and continuous improvement

## **Key control policy**

Maintaining the safety of all members of our campus community is our highest priority. To that end, Rollins College employs a number of access control devices in order to accomplish this goal. Access control is only as effective as the people using it. The following policies are intended to safeguard all members of the community as well as property of the college:

1. All keys issued by Facilities Management and assigned to individual staff members are to be stored in one of the departments electronic key control cabinets whenever a staff member is not "on the clock".
2. Staff are expected to exercise great care in order to ensure continuous possession and control of keys when they are working. This specifically means the keys are never to be left unattended.
3. Building access keys are assigned to individuals based on job-related access requirements. Keys are never to be loaned to others without permission from management.
4. Keys are never to be left in an unattended vehicle.
5. Duplication of any keys or access control devices without permission of management is strictly prohibited.
6. Vehicle and equipment keys are housed in electronic key cabinets with electronic permissions assigned by management consistent with an individual's job responsibilities. While individuals may have access to these keys, permission to use vehicles and equipment is still required from management at the discretion of the manager. This permission may be given either globally or on an ongoing basis.
7. It is the responsibility of any staff member to immediately notify their manager or director as soon as they realize that any College keys or R-card cannot be directly accounted for.

Given the serious consequences that are associated with the violation of any of these policies, anyone found to be in violation will be subject to disciplinary action up to and including immediate termination of employment.

## Abandoned Property

For the purposes of this policy, abandoned property is defined as any physical property for which you do not hold clear title. In other words, anything that is not yours, including but not limited to student property, college property, any items left unattended in public areas, surplus property, trash, etc. is considered abandoned property. This issue represents a very problematic subject that has caused much trouble for all involved. It is the intent of this policy to make it abundantly clear what is permissible.

1. No property should be removed from campus under any circumstance without the knowledge and consent of management. (In simplest terms do not take anything from campus that did not first come with you to campus)
2. At the end of the spring term as students are preparing to leave campus many items are left behind. The college has instituted the Clean Sweep program in order to provide an organized equitable distribution of this abandoned property. If you encounter any items of value that has been left behind they are to be placed in one of the "PODS" brought to campus for this purpose. Such items will later be distributed to faculty and staff in an open and organized public event. Under no circumstance should anything be claimed, hidden, or taken from campus that has not gone through the formal Clean Sweep program.
3. If you have a question or something that you perceive is a unique circumstance, consult with your manager or director.
4. If you are aware of someone taking things from campus apart from this policy, please report such conduct to your manager or director.

## Time and Attendance

**Clocking In and Out** - It is important to be on time, as you are part of a team and others are depending on you. Please see the examples below for proper clock-in and clock-out procedures. If you have any questions contact your manager.

If your scheduled shift is 7 AM- 3 PM your clock times should fall within the following ranges:

**IN:** Clock-in 6:53 AM-7 AM - Clocking in before 6:53 AM without prior approval is considered unscheduled overtime; after 7 AM is considered late.

**OUT:** Clock-out 3 PM-3:07 PM - If you clock-out before that time, you are clocking out early. If you clock-out after 3:07 PM without approval, it is considered unauthorized overtime.



If you are unsure of what the proper clock-in and clock-out times are for your particular shift, please see your manager. The 7 minute grace time before or after your shift time exists only for computer functionality.

Staff is required to clock out and in when leaving the campus for lunch or any other non-duty related purpose.

**Staff must clock in and out in person with their own R-card. No one else may do this on their behalf.**

**Overtime Policy** – Funding for overtime comes from the same limited pool of resources that is used for purchasing other material needs we require to fulfill our mission, therefore, overtime should be used in a judicious fashion.

1. Other than in emergency circumstances, all overtime must be preapproved. Contact your manager for prior approval. In your managers' absence contact your Lead or Department Director. If someone other than your manager approves overtime, it is your responsibility to notify your manager as soon as possible.
2. If possible, schedule changes are preferred to overtime. A shift change to accommodate a special need or event is preferable to simply working overtime.
3. Emergency conditions are not covered by this policy. Staff members should use their expertise and good judgment in order to correct safety or security deficiencies, protect property or to meet customer requests. In these cases prior approval from your manager is not required, however, as soon as practical, inform your manager that overtime was utilized.

**Paid Time Off (PTO)** - Paid time off is a benefit that you have earned which benefits both you and the college. It is our desire to accommodate your request regarding when PTO it is taken. In order to do this and maintain our obligations to the campus community, as much notice as possible is always desirable. A few things that should be understood:

1. There will be blackout periods when our obligations will not accommodate granting PTO, specifically the months of May and August.
2. Requests for PTO are granted on a first-come first-served basis. Minimum staffing levels are always required, therefore, there is a limited number of people who can be off at any one time.
3. If you have a unique need, it is always best to speak early with your manager.

**Unscheduled PTO** - In the event of an illness or emergency, staff members are required to contact their manager prior to their scheduled shift start time. This can be accomplished by calling your manager's cell phone or sending a text message.

**Call-Out** – Staff required to return to campus in response to emergency requirements are expected to:

1. Clock In and Out
2. Check in and out with Campus Security in order to ensure our ability to respond to other requests that may come in while on campus. Communication with Campus Security is required.



3. While on campus, staff members are expected to carry their radio and respond to radio calls.
4. In order to receive 3 hour call-out pay, staff will have to have been clocked out for a minimum of 1 hour.

## **Entering residence halls or student rooms**

Staff members may not enter residence halls before 10 AM or after 5 PM without permission from a manager. Emergency or after hours call-outs are excluded from this policy.

Staff members should only enter residence halls when their service is required. Entry into a student's room or into faculty/staff offices should follow these steps:

1. Do not enter a student's residence or faculty/staff office without a service request including the resident's permission or without specific direction from your Manager.
2. Knock prior to entering and announce your department aloud prior to opening the door with a key.
3. Leave the room door open while you are present or leave a door hanger on the door indicating that a staff member is inside.
4. Personal property must not be taken from the space for any reason. If personal property is blocking access to equipment, coordinate movement of the property with your Manager.
5. If the occupant isn't present, always leave a room card explaining who you are and why you entered the residence or office. A short explanation of the problem found and the resolution or status of the repair is also required on the room card.
6. Upon entering a room where the student is present, should the potential for creating an uncomfortable situation exist for either the student or for the staff member, the staff member should exit the room and inform the student that the service will be rescheduled as soon as possible.
7. Always leave the room door locked when exiting even if you found the door open or unlocked upon your arrival. Never leave the room door open or unlocked even if you must leave the area for short periods of time.

## **Use of college vehicles**

The operation and safe use of College owned vehicles is a privilege and a responsibility. Follow these guidelines:

1. Operate College owned vehicles in accordance with all applicable Florida State and local regulations.



2. Operators of College vehicles must have a valid Florida State driver's license, and be approved by the college's Risk Management office.
3. Operators of College owned vehicles must report to their Manager or Lead before leaving property to inform them of the destination and purpose for the trip.
4. Operators of College vehicles are responsible for reporting any maintenance deficiencies to the College Mechanic or their Manager.
5. When operating a vehicle including golf carts, tractors, mowers, bicycles, etc., pedestrians have the right of way.
6. When parking golf carts, choose a location away from entrances to buildings and off of sidewalks. If you must deliver tools or equipment to a work location it is permissible to park closer to a building, however, when the tools or equipment have been unloaded, the cart must be moved to a proper parking location.
7. Golf carts and vehicles must be kept looking professional and serviceable. Storage of tools and equipment is allowed on golf carts, but these items should be kept in a lockbox. Personal stickers or other decorations are not allowed.
8. Golf carts and vehicle keys are never to be left in an ignition while the vehicle is unattended. If a golf cart ignition isn't working properly, report the condition to the Auto Mechanic immediately for repair. The operator of an unattended or unsecure vehicle may be held responsible for injuries or damages caused by that vehicle.
9. Smoking is not permitted in any college owned vehicle.

## **Electronic devices**

While it is understood that staff members own or have access to various types of electronic devices, improper use of these devices can cause accidents or present an unprofessional appearance when used on duty.

1. At no time will cell phones or electronic devices of any kind be used while operating College vehicles or equipment.
2. Only approved hearing protection will be allowed while operating noisy equipment. I-Pod earpieces or other electronic entertainment device earpieces aren't acceptable hearing protection while operating equipment or performing other noisy duties.
3. Earpieces with or without microphones are not allowed while on duty.

4. While occasional personal calls will be allowed while on duty, this should be strictly limited both in duration and frequency and only for critical communication, such as calls from healthcare providers, children schools, etc. Apart from these exceptions, personal telephone calls or the operation of electronic devices should be limited to break time only. Abuse of this policy may lead to its loss on an individual basis.
5. The use of camera phones and other recording devices is prohibited in any manner which compromises academic integrity, norms of personal conduct, or the expectation of privacy that individuals have a reasonable right to assume.

## **On-the-job injuries**

Please refer to HR policy 800.20 for more details regarding on the job injuries and reporting procedures.

### **For life threatening or any emergency that requires immediate medical care:**

1. Call 911 for any injury that requires immediate medical assistance. If possible notify Campus Safety at 407-646-2999. Use your Facilities radio to request assistance if a phone is not available or practical.
2. Remain with injured person and assist emergency responders until released by authorities or until the injured staff member is transported to a care facility.
3. Notify your supervisor as soon as possible.
4. Campus Safety and Human Resources will conduct an investigation to gather information on the injury. It is your responsibility to assist them in any way possible.

### **For non-life threatening injuries:**

1. Report any on the job injury to your supervisor or lead as soon as possible even if you don't desire treatment. Your supervisor will notify Human Resources about the incident.
2. You must receive medical treatment for your work related injury from an authorized medical provider designated by the Human Resources Department. Also, it is the staff member's responsibility to be familiar with and comply with all of the rights and responsibilities outlined in the HR policy regarding treatment.
3. For non-life threatening injuries that occur after normal business hours, notify Campus Safety as soon as possible.

## **Visitors in the workplace**

It is natural that people want to visit our beautiful campus. Please follow these steps to ensure that their visit is safe and trouble free.





1. Staff members are encouraged to bring their families or guests to College functions, however, the staff member is responsible for their guests' conduct while on College property.
2. Staff members are not allowed to escort visitors through Facilities shops or other operational areas without specific permission from their Manager. This restriction is for guest safety.
3. Duty time is not to be used for visitor tours. Staff member must be on PTO during the visit. Visitors are welcome during your lunch hour.
4. Visitors must not be allowed to ride on College owned vehicles or other equipment.
5. Staff are not permitted to bring children to campus while working.

## **Lightning warning system**

A warning siren will sound 1 long blast to indicate that lightning is present or imminent.

A warning siren will sound 3 blasts to signal all clear.

When a warning has been given, staff working outdoors should discontinue their work and notify their manager for reassignment. If weather appears to be persistent and grounds staff wish to go home they may do so at the discretion of the grounds manager, or they may be reassigned to other areas as may be appropriate.

## **Hurricane Policy**

Prior to the arrival of a hurricane: all facilities staff may be required to work longer hours to prepare the campus. Every effort will be made to provide staff with ample time to prepare their own homes.

After the hurricane: Facilities staff will return to campus as soon as it is safe to do so. Communications (e-mail, web, cell phones) may be degraded or not available. It is the expectation that staff will return whether or not directly contacted by their manager.

All facility staff are designated as "essential personnel", whether or not the media reports the college to be closed. Facilities Management staff are expected to report as soon as it is safe to do so.

## **End of employment**

At the end of employment department staff members will be responsible for the return of all college property including but not limited to keys, ID cards, uniforms, tools, etc. the cost of unreturned property will be deducted from staff member's final paycheck.

## **Work assignments**

In order to meet the ever-changing demands of a dynamic campus, management reserves the right to change work assignments, including locations as well as hours of day and days of week as may be necessary in order to fulfill our mission.

## **Safety Equipment**

In the course of our work, it is often necessary to use protective equipment in order to accomplish necessary tasks in a safe fashion. It is the responsibility of the individual staff member to use appropriate safety equipment as may be necessary based on the requirements of the task being performed. The college will provide all necessary safety equipment, but it is up to the individual to use it.

## **Available on the web**

For your convenient reference, this staff manual is always available on the Facilities Management website.

I hereby knowledge receipt of the Facilities Management staff handbook and agree to comply with the policies contained therein. I understand that these policies are intended to clarify the unique requirements within the Facilities Management department and do not replace college policies for which I am also responsible. I recognize that it is not practical to have policies that govern every imaginable circumstance and that it is my responsibility to exercise good judgment in all that I do. **It is further understood that failure to comply with these policies will lead to disciplinary actions up to and including termination of employment.** This manual represents the latest facilities policies and supersedes all that have preceded it.

Signature \_\_\_\_\_

Printed name \_\_\_\_\_

Date \_\_\_\_\_

