

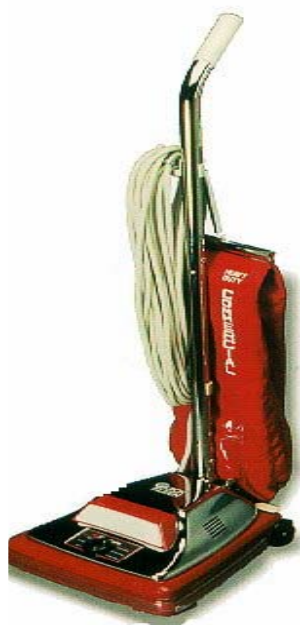


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# Custodial Services Handbook

*State University of New York, College at Fredonia*

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**Alumni Hall Custodial Reporting Office 673 – 3740**

# Custodial Services

I, (Name) \_\_\_\_\_ hereby acknowledge the receipt of one (1) copy of the Custodial Employee Handbook and the informational handouts; MSDS Pocket Dictionary, Hazard Communication, & About Blood-Borne Pathogens in the Work Place, contained their in, for my use while employed here at SUNY-Fredonia. I understand that this booklet and its informational handouts included in the front and back pockets are to be returned to my supervisor, in good condition, when I leave employment in this department.

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

BOOKLET # \_\_\_\_\_

Cc: Office File

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## **Welcome to the Custodial Department**

This handbook has been designed to help smooth your entrance into our department. Please keep it in a readily available place for your reference. It contains pertinent information such as phone numbers, building assignments, and other policies and procedures that pertain not only to our department but also some college wide procedures.

It is Facilities Management's mission to provide a clean, safe, and well-maintained facility. Your efforts are what make our department succeed in our goal to provide a setting of well-maintained buildings and grounds and to provide excellent customer service. You also set the environment in which we work. Therefore, the success of our employees is very important to us. We wish to provide as much information, training, and support as possible to you. This booklet, along with your supervisor's ongoing instruction and training, will be a valuable guide. Please use it whenever necessary. Also keep in mind how important your work is to the well being of this campus. An unkempt classroom or a dirty restroom, are distractions to both the living and learning environment of this campus. We take your work very seriously and we want you to also. We look forward to a successful working relationship.

**STATE UNIVERSITY COLLEGE AT FREDONIA  
CUSTODIAL SERVICES**

**EMPLOYEE INFORMATION SHEET**- All information will remain confidential

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Telephone # : \_\_\_\_\_

Social Security # : \_\_\_\_\_ (OPTIONAL)

Date of Birth: \_\_\_\_\_

**In Case of Emergency, Please Notify:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_

Telephone # : \_\_\_\_\_ Work # : \_\_\_\_\_

**Special Instructions:** (OPTIONAL)

Are there any illnesses or medications we should be aware of?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NOTE:** This information is helpful in the event of an emergency or in the event of an employee injury. It speeds notification of proper authorities and aids in quicker medical attention.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date Filed

**Department:** Facilities Management  
**Title:** Cleaner  
**Grade:** SG5



**BRIEF JOB DESCRIPTION:**

Cleaner performs manual labor in the cleaning and caring of an assigned area/areas in academic/residence hall buildings and the adjacent yards and sidewalks. These manual tasks can include but are not limited to: mopping of floors in classrooms and other public areas and stairwells, cleaning rest rooms, washing windows, walls, and light fixtures, vacuuming and shampooing carpets, emptying trash receptacles, replacing light bulbs, operating motorized floor cleaning equipment, moving furniture, shoveling snow, and outside trash pickup.

There are no experience requirements but an applicant must be able to perform medium to heavy manual labor for extended periods of time, have the working knowledge of various cleaning substances, be able to climb ladders, and possess the ability to understand and follow written and verbal instructions.

**Department:** Facilities Management

**Title:** Janitor

**Grade:** SG-7



### **BRIEF JOB DESCRIPTION:**

A janitor works under the direct supervision of a supervising janitor who is in charge of several assigned buildings. The janitor in turn is responsible for the daily supervision of a small cleaning staff assigned to his/her building. Other responsibilities include: the care and cleaning of any specifically assigned area in that building and for the general overall appearance of his/her assigned building. One must possess the ability to perform minor routine maintenance repairs, set up equipment and seating facilities for public meetings, seminars, athletic events, write up work orders, and control cleaning supply inventory for his/her assigned building. The janitor must report in the form of a work order any major repairs needed to the maintenance/trades staff. They are required to lock/unlock buildings and help in the training of cleaners assigned to his/her building. Shoveling of entranceways and outdoor trash pickup around assigned buildings are additional tasks.

This is a non-competitive position in which any applicant must be physically able to perform the tasks of this position and to communicate well both written and oral instructions. Since other employee activities depend upon the availability of this person, reliable attendance is also required.

**Department:** Facilities Management

**Title:** Supervising Janitor

**Grade:** SG-11

**BRIEF JOB DESCRIPTION:**

Supervises a number of cleaners, janitors, and temporary employees in his/her assigned buildings. This position includes: scheduling of staff work assignments, reassignment of staff to make sure work is accomplished according to schedule, daily inspection of buildings to make sure assignments have been satisfactorily performed, distribute cleaning/maintenance supplies when necessary, and supervise staff in the performing of any minor maintenance repairs that a janitor would be required to do.

This is a competitive position (a civil service examination is required). This person must have a minimum of 2 years experience and working knowledge in the care and maintenance of large buildings, and a reliable attendance record is a must. The position also requires the ability to communicate well with others. They must understand/interpret, and carry out oral/written instructions pertaining to custodial operations. One must have the ability to do written reports, recognize below standard production, and take appropriate action when necessary.

**Department:** Facilities Management  
**Title:** Head Janitor (Supervisor of Custodial Services)  
**Grade:** 15

**BRIEF JOB DESCRIPTION:**

The head Janitor position oversees several supervising Janitors and their assigned building personnel. They establish a program of procedures and schedules to perform campus custodial services in the most effective and economical manner possible. They establish these programs keeping in mind available staff, equipment, and budgeted funds. They also establish a schedule of building inspections and schedule training sessions and implement procedures for each supervisor to follow to achieve the above-mentioned goals in a fair and equal manner. The head Janitor also supervises special projects as requested by management such as space readjustment, furniture inventory, repair schedules, special program set-ups, etc. The evaluation of new products, equipment, and procedures for use in custodial maintenance is part of an ongoing process to assure the department stays abreast with the most recent available techniques. Quality and quantity of work produced is also evaluated and adjusted as necessary. The head Janitor works with supervising Janitors to stress the importance of the employee evaluation program such as timeliness and thoroughness of preparation and review of and employee input to the job assigned. The head Janitor also conducts interviews and requests postings for any vacancies in the custodial department and makes recommendations to the facilities management director.

## Helpful and Important Phone Numbers

<b>University Police:</b> .....	673 – 3333
<b>Environmental Health &amp; Safety</b> -----	673- 3796
<b>Human Resources:</b> .....	673 – 3434
<b>Payroll Office:</b> .....	673 – 3775
<b>Credit Union:</b> .....	673 - 3585
<b>Facilities Management Office:</b> .....	673 – 3452
<b>Residence Life Office:</b> .....	673 – 3341
<b>Custodial Reporting Office:</b> .....	673 – 3740
<b>Supervising Janitors Office:</b> .....	673 – 3137
<b>Custodial Services Office:</b> .....	673 – 3122

## SHIFT TIMES

*Custodial Supervisor's Office - 673-3122*

*Supervising Janitor's Office - 673-3137*

*Reporting Room – 673-3740*

1) Day Shifts : (Cleaners/Janitors)

Monday thru Friday	5:00am to 1:30pm
	6:00am to 2:30pm
	6:30am to 3:00pm
	7:00am to 3:30pm

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2) Afternoon/Evening Shifts : (Cleaners/Janitors)

Monday thru Friday	3:30pm to 12am (2:00pm to 10:30pm Fridays only)
	2:30pm to 11:00pm
	6:00pm to 2:30am
Sunday thru Thursday	9:30pm to 6:00am (6:00pm to 2:30am Friday only)

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3) Weekend : (Cleaner/seasonal Athletic Complex)

Saturday and Sunday	7:00am to 5:30pm
Friday and Saturday	4:00pm to 2:30am

All employees are required to sign in and out at the *Central Reporting Office* located in *Alumni Hall* at the beginning and end of their shifts. Please plan your arrival no more than five minutes before your shift ends unless you need to speak with a supervisor. (NOTE: A 10-minute wash-up period will be permitted in the afternoon just before the end of the workday. However, this wash time is not intended to alter quitting time.)

## Break and Lunch Time Information

1. You are not required to sign in and out at your designated lunch/dinner time if you remain on campus. If you are leaving campus for the half-hour lunch period, you are required to sign out and back in.
2. Anyone leaving campus at lunch or dinner should not take keys or radios with them. This is to ensure we would have them if for some reason you were unable to return to work after lunch.
3. In accordance with the practice of the State of New York to allow a 15 minute break both morning and afternoon, the following break times for dayshift personnel will be observed:
  - morning breaks 9am – 9:15am
  - afternoon breaks 2pm – 2:15pmfor afternoon shift personnel, the following times will be observed:
  - break 1 – 5:30pm – 5:45pm
  - break 2 – 9:45pm – 10:00pmfor third shift personnel, the following times will be observed:
  - break 1 – 11:30pm – 11:45pm
  - break 2 – 4:15am – 4:30am

**(NOTE: Breaks may be taken at a campus location determined by the employee. However, the 15 minutes includes any travel to and from the work site, so employees are encouraged to take breaks in their own buildings. 50% and 75% employees are allowed only one break per shift.)**

4. Lunch and dinner times for the following shifts will be observed as follows:
  - Dayshift Personnel – 12noon – 12:30pm
  - Afternoon Personnel – 7:30pm – 8pm
  - Third Shift Personnel – 1:30am – 2am

**(NOTE: A 10-minute wash-up period will be permitted before lunch. However, this wash time is not intended to extend the lunch period. In addition, lunch and dinner times are unpaid. The employee may leave campus at these times as long as they are back in their assigned area at the end of the half- hour. If lunch/dinner time is necessary for 50% and 75% employees, it will be set with supervisor's approval.)**

5. Should time prevent that a job cannot be started late in the day, that remaining time should be spent on preventative maintenance programs such as custodial closet clean-up, supply inventory and organization, and checking of custodial equipment to assure it is in good operable condition.

# ACADEMIC CUSTODIAL SERVICE EXPECTATIONS 2006-2007 SEMESTERS

Cleaners and janitors are assigned to each **Academic Building** to maintain public/common areas, to assist in eliminating distractions such as unwanted graffiti, dust/dirt, and unwanted smells from the learning environment and to assist in the protection of the occupant's health and safety. The following services and frequencies are what you as an academic student/faculty member may expect from your cleaning staff. (Please note: All tasks are listed for the minimum frequency. If you occupy a building where your cleaner goes above and beyond these minimum standards, remind yourself you are fortunate, and thank them often)!

**CLASSROOMS/LECTURE HALLS/LABORATORIES:** These areas are given priority. You should see a cleaner in these areas daily.

## DAILY

- a) Clean blackboards and chalk trays
- b) Empty pencil sharpeners
- c) Empty and clean waste receptacles and replace bags as necessary and spot clean wall surface adjacent to trash container
- d) Dust mop hard surfaced floors
- e) Vacuum carpeted floors
- f) Arrange furniture to its original position unless a note indicates it be left as is
- g) Report any damage or vandalism to your janitor or supervisor
- h) Clean glass to classroom entrance doors
- i) Remove graffiti wherever possible from desk tops
- j) Wet mop hard floors as weather and usage conditions dictate (daily during winter months)

## TWICE WEEKLY

- a) Dust exposed horizontal surfaces such as window sills, empty shelves, door casings, and bottoms of furniture (**NOTE:** In scientific laboratories, bench tops and hoods are not to be cleaned unless completely clear. When clear, they should be cleaned with clear water only!)

## **WEEKLY**

- a) Thoroughly wet mop all hard surface floors
- b) Thoroughly vacuum, including all edges of carpeted floors
- c) Change any burnt out light fixtures
- d) Clean insides of windows

**OFFICES:** (NOTE: Personal belongings of office occupant are not handled. If you would like an area cleaned, please make sure personal papers, knickknacks, etc. are cleared from this area. Any confidential papers should be locked in a drawer at the end of the occupant day.)

## **DAILY**

- a) Empty and clean waste receptacles and replace bags as necessary
- b) Remove any overflow or spills from trash receptacles on surrounding floor area
- c) Clean glass in doorways if any
- d) Remove any large soil or debris such as mud, stones, etc... with broom and dust pan

## **TWICE WEEKLY**

- a) Dust any vacant horizontal surfaces such as shelves, desktops, windowsills, etc.

## **WEEKLY**

- a) Vacuum carpeted floors thoroughly
- b) Dry and Wet mop hard surface floors
- c) Clean insides of windows

## **LOUNGES/MEETING ROOMS:**

### **DAILY**

- a) Empty and clean trash receptacles and replace bags as necessary
- b) Clean all horizontal surfaces such as table tops, counter tops, etc.
- c) Remove any large soil or debris such as mud, stones, etc... with broom and dust pan
- d) Replace furniture to original position
- e) Clean any glass to entrance doors

## **TWICE WEEKLY**

- a) Dust areas such as window sills, empty bookshelves, door casings
- b) Vacuum carpeted rooms thoroughly, including edges
- c) Dust mop and Wet mop hard surface floors

## **WEEKLY**

- a) Clean insides of windows

## **RESTROOMS:**

### **DAILY**

- a) Empty trash receptacles, clean as needed, and replace bag liners
- b) Check and replace all paper products such as tissue and hand towels
- c) Check and fill soap dispensers as necessary
- d) Clean and disinfect sinks, toilet seats, and side panels to stall partitions
- e) Clean mirrors
- f) Sweep floors

### **TWICE WEEKLY**

- a) Disinfect and clean toilet bowls
- b) Thoroughly wash and disinfect floors
- c) Clean entrance panels to stalls of fingerprints, etc...

### **WEEKLY**

- a) Dust vents and tops of light fixtures
- b) Remove cobwebs behind door casings, etc...

**Please note:** Athletic building shower/locker rooms need to be cleaned thoroughly daily.

## **HALLWAYS:**

### **DAILY**

- a) Dust mop
- b) Wet mop during winter months

## **TWICE WEEKLY**

- a) Run automatic floor scrubber/wet mop during rest of season
- b) Check behind doors for dirt and cobwebs in corners

## **WEEKLY**

- a) Night floor crew maintains main hallways once weekly per academic building

## **MAIN ENTRANCES:**

### **DAILY**

- a) Clean all glass
- b) Sweep and clean entrance mats/rugs
- c) Clear of snow and ice in winter months
- d) Wet mop floor area

## **SPECIALTY AREAS SUCH AS SOUND RECORDING/ART STUDIOS, PRIVATE PRACTICE AREAS, AND INSTRUMENT/EQUIPMENT STORAGE:**

\*Common sense must be exercised in these areas. Before cleaning, check with building personnel and your supervisor for any special instructions.

# RESIDENCE HALL CUSTODIAL SERVICE EXPECTATIONS 2006-2007 SEMESTERS

Cleaners and janitors are assigned to each **Resident Hall** to maintain public/common areas and to aid in the protection of the occupants' health and safety. The following services and frequencies are what you as a hall director/resident may expect from your cleaning staff. (Please note: All tasks are listed for the minimum frequency. If you are assigned to a hall where your cleaner goes above and beyond these standards, remind yourself you are fortunate, and thank them often)!

**BATHROOMS:** These areas are given priority. You should see a cleaner in these areas daily. (NOTE: Although you should see a cleaner daily, not all areas of the bathrooms are cleaned each day). Your cleaner is responsible for 12 to 16 bathrooms plus other areas daily.

## DAILY

- a) Empty all trash receptacles.
- b) Check and fill when necessary, all dispensers.
- c) Clean and disinfect sinks, toilet seats and stall side panels.
- d) Clean mirrors and Spot Wash wall areas.
- e) Sweep and/or dust mop floors.
- f) Clean spills such as blood, urine, and vomit.

## TWICE WEEKLY

- a) Tub and Shower Stall areas. (Shower curtains are washed off as they hang, at this time also. These curtains are removed and machine-washed during each semester break. They are replaced when torn, brittle, or not easily cleaned between machine washings).
- b) Toilet bowls are sani-flushed.
- c) Floors are washed.
- d) Stall doors are washed off.

## WEEKLY

- a) Dust vents and tops of light fixtures.

**Please Note:** For us to maintain you're bathrooms according to the above standards, we need your help. Please keep all personal items out of the bathrooms between the hours of 8:00am to 3:00pm, Monday thru Friday. If you do not accept the responsibility for your own items, we cannot maintain these areas up to these standards. Please help us keep your bathrooms clean.

**SUITE ROOMS:** Although these rooms are part of your living quarters, they have public access. Fire and Safety codes must be observed when decorating and furnishing these areas. Also, the ability of a cleaner to vacuum, dust, and mop must be considered.

### **DAILY**

- a) Trash will be emptied.
- b) Large loose debris on floors will be swept up with broom and dust Pan.
- c) Windows/Walls spot washed.

### **WEEKLY**

- a) Carpet area vacuumed and Furniture cushions vacuumed.

**Please Note:** Once again your cooperation is needed to maintain the above expectations. If you leave personal belongings (books, dishes, papers, etc.) on tables, turn suite rooms into kitchens, and/or sleeping quarters, or fill the room with excessive amounts of furniture or equipment, making these areas too difficult to be maintained by the cleaning staff, your Resident director will be notified.

## **STAIRWELLS & HALLWAYS:**

### **DAILY:**

- a) Stairs and surrounding hallways are swept and/or dust mopped as conditions dictate.

### **WEEKLY (Minimum):**

- a) Thorough wet mopping of stairs and surrounding hallways and Entrances.
- b) Handrails washed.
- c) Side panels adjacent to stairs are swept /vacuumed.
- d) Stairwell walls spot washed.

**Please Note:** The above tasks are required weekly under ideal weather conditions and low usage by residents. As needed, means up to daily, if weather conditions and/or usage require this for safety.

## **Public Areas:**

Recreation Rooms  
Penthouses  
TV Rooms  
Computer Labs/Study Areas  
Lobbies  
Lounge Rooms

These areas are checked daily. Furniture is straightened, table tops washed, trash emptied, floors dust mopped/broom swept to remove loose debris. Rooms are vacuumed once to twice weekly. Walls and windows are spot washed.

Student's personal dishes remain their responsibility and they are required to at least clean up gross mess after cooking on Rec. Room stoves. Cleaners will clean sink and stove- tops when not covered with cooking utensils and dishes.

**Please Note:** We do not maintain the washers and dryers in laundry areas. We are only responsible for the cleaning of the floor areas, vents, sinks, and table tops, along with the removal of trash. F.S.A. services the machines.

## **BUILDING ENTRANCES & ADJACENT OUTSIDE AREAS**

- a) Door glass cleaned daily to remove fingerprints and maintain good first impressions.
- b) Entrances swept and/or wet mopped as conditions dictate.
- c) Outside entrance areas are cleaned of leaves, cigarette butts, other debris as time allows and conditions dictate.
- d) Snow removal and spreading of ice melt done daily as conditions dictate.

**Please Note:** Handicapped entrances and Main entrances to building will be done first. Side entrances will be done, but may not be cleaned in time for an 8:00 AM class. For your own safety, please use the Main building entrance for early departures.

## **MINOR MAINTENANCE REPAIRS:**

A work order system is in place for each resident hall. Cards for students to fill out with the problem listed are available in RA office. These cards should be placed in the office when completed and a janitor checks them daily. A second means of reporting problems has been instituted through an e-mail website – <http://www.fredonia.edu/facilitiesmanagement>.

Students may access this at any time and report a problem. These electronic messages come into the supervising janitor's office. They in turn review these and place them in the correct janitor's mailbox or institute a work order for the correct trades department. From this point, the janitor treats this work order request in the same manner as if it were a card he/she received. All cards and electronic print-outs should be returned to your supervising janitor when the repair request is completed. The janitor will repair minor items in a timely manner (two to three days), and write work orders for major items that carpenters, electricians, and plumbers must handle. If you have not had any notification or status report on the repair in a week's time, please contact your RA.

**Please Note:** There is no custodial coverage on weekends, and very limited coverage for legal holidays, when classes are in session.

If you have questions, feel free to consult your Cleaner, Janitor, or R.A. and we will do our best to provide an answer or a workable solution.

Thank you for your cooperation in the above areas. We hope you have a great year.

Sincerely,  
The Custodial Services Department

## ***What do supervisors look for when they inspect a building?***

A supervisor is not looking for just the “shiny floors,” but is looking for the things that distract from those “shiny floors.”

In offices, lounges, hallways and classrooms, they are looking for:

1. Corners that have dirt built up in them
2. Dust on furniture- legs of desks, chairs, etc., backs of chairs, tops and sides of file cabinets, sides of desks, the top or bottom edges of bulletin boards
3. Dirty window sills (i.e. dust and water marks)
4. Built up black marks on floors
5. Dusty venetian blinds
6. Messy, dirty wastebaskets and ashtrays (i.e. food spills on swinging tops, trash leakage through plastic bags that has dried into the waste basket containers)
7. Cobwebs in corners of walls and at ceilings
8. Dirty walls, chalkboards, and chalktrays
9. Dirty doors, especially push/pull plates and door knob areas
10. Dust around door casings
11. Dirt and dust build up on edges of carpeting

In restrooms, they are looking for:

1. Dust on top of stall dividers, louvres in doors, hinges of doors, on top edge of mirrors, and on light fixtures
2. Buildup around the faucet fixtures on sinks and the underside of the sink itself and flush fixtures on toilets
3. Dirty mirrors
4. Dirt buildup in grouting around the edge of floors
5. Dirty stall dividers and walls behind toilets and urinals
6. Dirty toilet bowls and urinals, inside and outside of both
7. Dirt buildup under and around toilets
8. Dirty pipes and tile under sinks
9. Dirty walls (i.e. handprints, make-up splashes, soap and toothpaste buildup)
10. Messy push/ pull plates on doors
11. Dirty waste receptacles
12. Soap scum buildup on shower and tub walls

## **Do's** and **Don'ts** On the Job

- 1) **Do Not** change furniture unless you need to move for cleaning purposes. When you are finished cleaning, **Do** return it to its original location.
- 2) **DO NOT MIX CHEMICALS!** **Do** use the correct chemical for the surface you are cleaning.
- 3) **DO NOT BRING CHEMICALS FROM HOME TO WORK!** OSHA/PESH regulations state all chemicals used in the work place must have an MSDS sheet.
- 4) **Do Not** use profanity. **Do** respect all coworkers and other people in the environment.
- 5) **Do Not** speak impolitely to students, faculty, staff, or coworkers. **Do** treat others as you would like to be treated.
- 6) **Do Not** smoke while working. Smoking is allowed only during your lunch and break times, and must be done outside of buildings.
- 7) **Do Not** take work keys off the premises unless authorized to do so. **Do** return keys to supervising janitors at the end of the day.
- 8) **Do Not** leave your assigned work keys or radios lying on your cart. **Do** keep them with you at all times during the day.
- 9) **Do Not** call in and say, “put me down for a vacation day or a personal day.” Days off must be pre-approved except in emergency situations.
- 10) **Do Not** drink or use any illegal drug while at work. The use of illegal drugs and alcohol could result in disciplinary action.
- 11) **Do Not** leave equipment or supply carts unattended in public areas. **Do** keep carts clean, organized, and in proper closet when not in use.
- 12) **Do Not** leave your assigned work area without permission. **Do** contact supervising janitor for this permission when necessary.
- 13) **Do Not** clean or touch objects of art or personal belongings in offices. **Do** clean all other areas such as desks, tables, file cabinets, etc.
- 14) **Do Not** move or clean computers or other electrical equipment.
- 15) **Do Not** utilize office computers for your private use.

# Dress Code

Although we have no specific uniform, there are some dos and don'ts that apply to dress while in the work place setting.

The following is a list of clothing that is acceptable for the work place.

- Sleeveless, short sleeve, long sleeve T-shirts (with **NO** offensive writing or pictures)
- Button-style work shirts, smocks, blouses, or sweaters
- Slacks, denim jeans, walking length shorts or cut-offs, coveralls, jumpsuits
- Enclosed shoes such as gym shoes, leather oxfords, loafers, work boots (steel-toe is optional)

All articles should be clean, intact, and non-offensive to others who share the workplace. Have safety in mind! (Example: Slacks or jeans should not be so long that you are tripping on them as you walk.) Most of our duties include walking and running, moving equipment such as floor scrubbers, furniture, etc., and climbing stairs. It is extremely important we do not wear clothing that is a tripping hazard or has loose material that could get caught in any machinery we may be required to use. It is also very important to protect your feet from falling objects or moving machinery.

Please **DO NOT** wear the following.

- No Shirt
- Tube tops
- Shirts with offensive slogans or pictures
- Short shorts
- Long, full skirts
- Sandals
- Barefoot

Protective clothing such as rubber gloves must be worn when cleaning any bathroom and when handling loose trash. These will be provided. Also, latex gloves for cleaning of large body fluid spills such as blood, urine, or vomit are **ABSOLUTELY MANDATORY** to wear.

Other items of clothing are offered for purchase at reduced rates that are helpful and recommended, but not mandatory. We offer items such as shirts and non-slip shoes once or twice a year.

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## REQUEST AND APPROVAL FOR THE USE OF LEAVE CREDITS

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I. Vacation Leave, Personal Leave, Compensatory Time, Floating & Regular Holidays must have prior approval. Leave requests should be **directed in writing** to the immediate supervisor at least **24 hours** before the requested leave would begin. Employees **must not assume approval** and they **must** be certain that **approval has been granted** before **taking leave**. *Supervisors must* respond to the employees' leave requests *promptly* and make sure the employee *knows* whether the request **has been approved or disapproved**.

### Vacation Leave

- A request for **5 days or more** must be submitted at least one week prior to the expected leave date and the supervising janitor has **5 working days** to respond. Vacation leave is accumulative and is credited biweekly to the employees' time sheet. Accruals must be charged in lots of 15min.

### Personal Leave

- Personal leave is intended to provide employees with time off without loss of pay to attend to matters of personal business and/or religious observance. This rule mandates an annual crediting of five days (40hr.) leave to each permanent full-time employee on his/her personal leave anniversary date. Credits are adjusted according for permanent part-time employees. These credits must be used by the close of business on the day preceding the employee's anniversary date (Personal leave is not cumulative.). Personal leave is also **not** mandatory upon request. An explanation would be beneficial to the employee when requesting this leave through their supervising janitor. Personal leave for **religious observance** shall be granted on the days and hours required, as long as government functions may properly continue. Accruals are also charged in 15- minute lots.

- Employees who are unexpectedly and unavoidably absent from work may be allowed to charge such an absence to personal leave credits **IF** an acceptable satisfactory explanation for the absence is provided. Absences that are not adequately explained or justified will be considered unauthorized and will result in lost-time payroll deductions. Repeated violations may result in disciplinary action.

#### Compensatory Time, Floating & Regular Holidays

- This leave must also have supervisor's preapproval. This time must be used within one year of the date credited. It may be used in multiples of 15 minutes, just as vacation and personal.

#### II. Sick Leave

Employees who are unable to report to work as scheduled because of personal or family illness or a death in the family must notify their supervisor as quickly as possible. These absences are charged to sick leave. Sick leave of 4 days or more must be verified with a doctor's certificate for return to work. If satisfactory evidence of illness is not submitted upon request, the absence may be considered unauthorized, resulting in lost pay. Sick leave may also be charged when attending scheduled doctor or dentist appointments. Family sick may also be charged when it is necessary to accompany a small child or elderly member of the family to scheduled doctor/dentist/hospital appointments. Sick leave accruals are accumulative and may be accrued up to 1600 hours (200 days). 165 days of these credits may be used for retirement service; 200 days of such credit may be used to pay for health insurance in retirement.

When calling in sick you should make your first call to the custodial reporting office 673-3740, prior to the beginning of your shift if at all possible. If you are unable to directly speak with a supervisor, please leave your name, a number you can be reached at, and as much information as possible for the supervising janitor. They will then contact you for verification. If unable to reach a supervisor at 3740, you may also call 673-3137.

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## TIME SHEETS

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Your time sheet is a very important record since it is a legal document. It is the property of the State of New York and one that must be maintained for five years. Since time sheets are subject at any time during that period to review by the Department of Audit and Control, competent attention is necessary to avoid errors in the preparation of this document. Please review your time sheet every biweekly pay period with your supervisor to insure that it is accurate and complete. The following are some common errors, which can easily be eliminated with your cooperation:

- **Time off must be shown each day that it occurs.** Mark under the appropriate column (Holiday, Personal Leave, Sick Leave, and Vacation) what your absence is to be charged to.
- **Sheets must be filled out each day.** This is important! When the time is left blank, we do not know if you were here and forgot, or if someone else filled in your sheet by mistake and you were not here. The Payroll Office can authorize pay only for time worked and properly reported.
- **Time sheets must show the written signature of the employee.** Your signature indicates that this is a completed time sheet.
- **Supervisors' Signatures.** A supervisor's signature verifies you did in deed work the above indicated hours.

## PAYCHECK INFORMATION

*Paychecks and direct deposit stubs are distributed biweekly on Wednesday mornings.*

*They will be placed in your mail slot in the Custodial Reporting Office between the hours of 10:00am and 12:00noon. If you are on vacation or extended sick-leave, at distribution time, paychecks will be locked in office cabinet. If you desire other arrangements, please contact your supervisor.*

*The College offers direct deposit of your check with most local banks and our own credit union. We encourage employees to use this convenience*

*It is extremely helpful to the employee when pay periods fall during holidays or checks are delayed due to circumstances beyond our control. It is also helpful when you are on vacation or on extended leave. Please contact the payroll department located on the fifth floor of Maytum Hall (673-3775) to sign up for direct deposit.*

### “ NOTICE ”

**NO ONE MAY PICK UP SOMEONE ELSE’S PAYCHECK  
WITHOUT WRITTEN PERMISSION.**

## **SUNY Card**

All personnel will be issued a SUNY card upon employment. This card acts as a form of identification and allows you entrance to designated buildings that have swiping devices. Your card contains an ISO number, issued only to you. This number is programmed into a computer and allows you access to buildings that management designates. Since this, in effect, acts as a key, if this card is lost, destroyed, or no longer works for whatever reason, your supervisor should be notified immediately. We will then replace your card and you will be assigned a new number. Your old number will be deactivated. Please keep this card with you at all times and secure it as you would your keys.



## KEY ISSUE

### Key Issue Conditions:

- Keys issued are the property of the State University of New York and must be returned to the Director of the Physical Plant or his designee upon request or upon termination of employment.
- Employees are not permitted to carry keys providing access to University property other than those issued by Facilities Management. Use or possession of keys other than those listed on Key Issue Record as being assigned to an individual employee could result in disciplinary action.
- **While carrying University keys, it is the responsibility of the employee to provide maximum security of these keys.**
- Loaning of University keys to other persons, such as non-employees, is prohibited.
- No University keys may be duplicated without authorization from the Director of the Physical Plant.
- University keys that are lost, damaged, or stolen must be reported immediately to your supervisor or the Head Supervisor of the department.
- All keys must be returned at the end of your shift to be secured in a locked cabinet in the Custodial Reporting Office.
- By accepting the issuance of University keys and signing a key card, you acknowledge the above listed conditions.

## TWO -WAY RADIOS

- Two– way radios are provided for each building, to give a more direct and efficient form of communication between supervisors, the facilities management office, residence life office, and building custodial staffs. These radios also serve as an additional form of safety for the third shift personnel. They are able to be in direct contact with one another and the heating plant personnel and University Police. Please keep these radios on your person at all times during your scheduled shift.
- Report any malfunction to your immediate supervisor, promptly.
- Turn these radios off and place in designated charger located in the custodial reporting office at the end of your shift, unless otherwise directed by your supervisor.
- Each radio and corresponding charger is assigned a number that in most cases will correspond with your building and key number.
- All radios have two channels. Certain radios have three channels, and that channel is for University Police.
- Channel # 2 is the designated custodial channel. Please use this channel to reach your supervisors and other custodial staff personnel.
- Channel # 1 is assigned to the maintenance and trades department and the facilities management office. To reach any of these personnel, you must switch the channel locator on the radio to # 1. (Please remember to switch back to your assigned channel).
- A list of radio #'s is not printed in this booklet because they frequently change. A list will be given to you upon request.
- There is at least one radio per building, per shift. The janitor or an appointed lead cleaner will be responsible for wearing this radio and passing any necessary information on to the other members of the staff as necessary. **(Keeping this information in mind, please do not misuse this tool).**
- Only messages that are of an **emergency or urgent** nature will be passed on to personnel over the radio. All other messages will be written, and placed in your mail slot at the custodial reporting office, and will await you for the end of your shift.
- **Please remember other people can and do hear your radio transmissions. Please use common sense and common courtesy when using this valuable piece of equipment.**

## Campus Employee Parking

A parking sticker **must** be purchased from the cashier's office located on the 3<sup>rd</sup> floor of Maytum hall. These stickers currently cost **\$5.00** to register either one or two vehicles. These must be purchased yearly. Upon purchase you will receive a booklet that is your guide to all campus parking rules and regulations. Please refer to this for detailed information.

Although it is not mandatory for a custodial employee to park in the lots that surround the reporting office, located in Alumni hall, it is encouraged. An employee is required to sign in and out in this office, so it makes sense to have your vehicle near where you arrive and depart. It is not necessary to come to the reporting office to sign in or out for your lunch period, if you remain on campus. If leaving campus, you must come to the reporting office and sign out and back in. (You are allotted ½ hour for lunch). There are two fifteen-minute, temporary parking spaces located in the lot directly behind the custodial office. Employees, for the purpose of signing in and out can utilize these spaces.

There are no reserved employee lots. There are however, lots that are designated for overnight/off-hours parking. If your shift is comprised of hours between 12:00midnight and 7:00am, you will need to supply the Head Janitor with the following information; The vehicle plate #, the make, year, and color of your vehicle and the location of the lot you are parking in. This information will then be sent to the University Police Department in the form of a list for all off- hour parking, custodial employees. Any changes that occur in either your vehicle, hours of work, or location where you park must be promptly reported to the Head Janitor. Ticketing may result if information is not updated in a timely manner.

## Use of College Telephones

- 1) Custodial telephones are provided for local calls in the main break room of each academic building. Residence hall employees are allowed to use the phones situated outside of the main office of each resident hall. These are limited to five minutes for local telephone calls. Please do not use private office telephones for personal phone calls. These should be used in case of emergency only!
- 2) If you are using a campus phone and are placing a call to another campus phone you need not use the 673 prefix. You need only dial the last 4 digits of the phone number. If you are placing a local outside call, you need to dial 9 plus the seven digit number.
- 3) Personal PIN numbers are provided for long distance telephone calls at the employee's request. If you choose to have a PIN number, please contact your supervising janitor and they will see that the information reaches the proper channels. If you receive a PIN number, you will be billed directly on a monthly basis for any calls made.
- 4) When using a PIN number, you must dial 8 and then 1 and then the area code of the long distance number you are calling. Next, you must enter the seven digit number you are calling. You will then hear a loud beep and you must enter your PIN number at this time.

## **“Right to Know”**

In 1987, a law called “Employee’s Right to Know” was passed. This law states that an employee has the right to know about chemicals used in the work place, about personal protective equipment, bloodborne pathogens, and other safety information pertinent to their health and well being while on the job. In accordance with this law, Material Safety Data Sheets (MSDS) for all chemicals used on campus are recorded in the Environmental Health and Safety office. This department also provides MSDS sheets for the products used in our department to each building and also copies are kept in the reporting office at Alumni Hall. These sheets are kept in a black 3-ring binder labeled MSDS and are located in the RD office of each residence hall and the custodial break room area for each academic building.

A new employee is initially trained in the basics of the above mentioned, and this training is then required to be repeated on an annual basis. A series of free Hepatitis B vaccines within the first few weeks of employment is also offered. The vaccine consists of three shots given at intervals of one month and six months. All three shots are required for the vaccine to be effective.

The annual training is given through the Environmental Health and Safety Office and is usually held during the summer of each year. Any new mandates that should arise throughout the year will also come through this department.

Weekly building inspections throughout the school semester provide a means for supervisor’s to ensure not only proper cleanliness of buildings but also that all safety requirements and practices are in place and being followed.

If you have any questions concerning your work place environment, you should direct them to your immediate supervisor or the head janitor. If you are not completely satisfied with the response you receive, you may then contact the Environmental Health and Safety director whose phone number is listed under Helpful and Important Phone Numbers on page 10 of this booklet. You will also see “Right to Know” posters with this information on bulletin boards throughout the work place.

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## **Probationary Period / Performance Evaluation**

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Upon “**permanent**” appointment to a position of cleaner, the employee is required to serve a one-year probation period. This is mandated by Civil Service. During this probationary period, the employee will be evaluated at intervals of 12 to 16 weeks, 26 to 39 weeks, and a 52 week (final) evaluation. These evaluations ask a total of eight questions each time. They relate to work attitude and aptitude, time and attendance, quality and quantity, and initiative. For the first series of evaluations, a supervisor must indicate whether to continue probation or terminate the employee. On the final evaluation, the supervisor must indicate whether to terminate the employee or make them permanent. This is a very important time for a new employee and the employee should make every effort to put his/her best effort forward and show a supervisor what he/she is capable of. This is also the time to ask questions and clarify with your supervisor or head janitor any rules, regulations, procedures, etc. that you do not completely understand. Taking responsibility for the affore mentioned particulars could make the difference as to whether you are appointed permanently or do not pass probation. Any subsequent promotions to a different title and salary grade will again require a mandated probationary period for six months to one year.

Once the probationary period is passed and the employee has been permanently appointed, a written performance evaluation is required yearly. This evaluation is entered into the employee’s personnel file and the employee retains a copy. A list of tasks that the employee will be evaluated on for the coming year is also given at this time.

This is a very important tool for both the supervisor and the employee. If used properly by both employee and supervisor, it establishes grounds for open communication and a learning process between employee and supervisor. It is not just a yearly presentation to be dreaded but should be an ongoing process throughout the year.

## **Use of State Property**

Any supplies or equipment removed from college property for personal use without proper authorization is considered theft of state property. This could result in termination of employment.

## **Disposal of Papers, Books, or Material in Faculty Offices**

More and more faculty members, department heads and secretaries are leaving important papers in cardboard boxes and leaving them on the floor or on top of wastepaper baskets. If you question whether or not the material should be thrown away, you should call your supervisor and/or attach a note to the box asking if the contents are trash and should be thrown away. I would rather we do this than throw away needed correspondence or paperwork that someone has neglected to properly store before leaving their office for the day.

In the event that you put a note on a box of paperwork, LEAVE that box alone until you receive a reply. Now and then someone may be on Sabbatical and not be returning to his/her office for an extended period of time, therefore, you will not receive a reply. In this case, do not dispose of the material until you receive written confirmation to do so.

## **Personal and Other Emergency Situations**

In the event where an employee feels their well being is threatened, a call should first be made to University Police @ 3333 which is manned 24 hours a day, 7 days a week. A second phone call should then be made to their Supervisor to let them know what was taking place. If an employee feels seriously ill, a phone call should be again made to University Police @ 3333, and the second phone call should be made to your supervisor. University Police will determine if an ambulance needs to be notified.

## College Wide Policies

SUNY Fredonia has adopted several workplace policies. These include:

- Alcohol Policy
- Drug-free workplace
- Lost Or Abandoned Property Policy
- Smoke-free buildings
- Smoke-free entrances
- Sexual Harassment

Please refer to the packet given to you from the Human Resources Department on your first day of employment for these copies.