

**Custodial Services
Policies and Procedures**
Updated: February 12, 2021

**Carleton College Custodial Services
Mission Statement**

Our mission is to create and preserve a physical environment which supports the educational purposes and missions of Carleton College. Our goals are to provide a safe, clean, functional and aesthetically pleasing environment, and to deliver efficient, high quality service.

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Asbestos

This policy is established to give information and guidelines to Custodial staff regarding potential asbestos exposure. All employees are expected to follow this policy and the expressed guidelines.

Background:

This policy is in conjunction with asbestos awareness training, which has been provided. The ability to identify asbestos material is not required or expected. Awareness of exposed or damaged surfaces that may contain asbestos and following proper procedures is required.

A survey was conducted of some facilities by NOVA Environmental Services Inc. for asbestos identification. The subsequent report was compiled for each building and attached with a building map. Report is located in the Environmental Health & Safety Office (EHS) (Facilities building).

Asbestos is a generic term used to describe any of six naturally occurring fibrous minerals. Because of several desirable characteristics, asbestos was incorporated into a number of widely used products, including:

- Sprayed on fire proofing and insulation in buildings
- Insulation for pipes and boilers
- Wall and ceiling insulation
- Ceiling tiles
- Floor tiles
- Putties, caulks, and cements (such as in chemical carrying cement pipes)
- Roofing shingles
- Siding shingles on old residential buildings
- Wall and ceiling texture in older buildings and homes
- Joint compound in older buildings
- Plasters
- Brake linings and clutch pads

* this listing is not complete

By the mid 1980's most products containing asbestos had been removed from the market.

There is potential for exposure only when the material becomes damaged. When left intact and undisturbed, these materials do not pose a health risk to building occupants. If powdered or friable forms of asbestos are disturbed, fibers may become airborne resulting in a possible inhalation hazard. In nonfriable asbestos products (e.g., floor tiles, roofing materials, etc.) the fibers are bound in a matrix which prevents their release to the air unless the material is cut or abraded. Therefore, these materials present even less of an exposure hazard.

Description of Materials:

Examples of materials that may contain asbestos

- Surfacing Materials
- Floor Systems
- Ceiling Tiles

Asbestos con't:

Procedure:

Some custodial/maintenance activities may pose a risk of disturbing asbestos containing materials. For example, stripping a floor may pose a risk of incidental disturbance. Using information from asbestos awareness training, custodial personnel are expected to evaluate each maintenance task and assess the potential for the disturbance of asbestos materials. When in doubt, contact EHS (222-4146) or Facilities Management (222-4133).

All maintenance and custodial personnel at Carleton are required to attend Asbestos Awareness training annually. This training is included in the annual safety training program conducted by EHS, so employees who have attended this training have satisfied the requirement.

If, in your judgment, friable material might be or could be asbestos, do the following:

- Stop what you are doing and leave the area
- Report your concern to your supervisor
- EHS will investigate the problem and take appropriate measures

If at any time, you have questions or concerns, notify supervisor/management immediately.

Bat Removal Procedure

The Minnesota Department of Health recommends rabies testing on bats if there is any chance that someone had physical contact or potentially may have had unknown (sleeping quarters) physical contact with a bat. In many cases, a bite or scratch from a bat leaves no visually detectable evidence and may not be noticed by the person affected. There is no rabies test for a live animal. At Carleton College, an exterminator humanely captures and dispatches (via cervical dislocation) any bats removed from buildings in which people have had physical contact or when there are reports of possible contact (sleeping quarters) with the bat. The specimen is then sent to an appropriate medical facility for rabies testing.

Procedures

1. Report bat sighting to Security
2. Security will notify Facilities Management
 - a. During office hours: Administrative Staff will call the College Exterminator
 - b. After office hours: Steam Plant will call College Exterminator
3. Security and the Steam Plant will be notified, as necessary, when calls are received directly by Facilities Management.
4. Bat movement will be tracked until the College exterminator arrives on campus.
 - a. During office hours: Facilities Management will evaluate the situation and attempt to track bat movement
 - b. After office hours: Security will evaluate the situation and attempt to track the bat movement.

Tracking bat movement:

- i. Close space off to keep the bat in the space.
- ii. For larger buildings and open spaces, check on bat during regular intervals to track location.

Bat Removal Procedure con't:

- iii. If the bat is outside the building (entrance, porch, balcony, etc), the exterminator will evaluate on the next business day.
 - iv. If at all possible, if the bat is in non-sleeping quarters, open doors/windows to allow the bat to fly to freedom.
5. Upon arrival, the College exterminator will report to Facilities Management
 - a. During office hours – exterminator will go to the facilities management office to get keys and a badge
 - b. After office hours exterminator will go to the Steam Plant. The steam plant operator shall ensure that the exterminator is in uniform. The steam plant will notify Carleton Security Services that the exterminator is on campus and make arrangements to have Security escort the exterminator to the bat location.

Any bats in occupied staff, academic areas (i.e., classrooms or offices) and student sleeping areas need not be sent for testing if it is reported that **no physical contact** has been made between the bat and room occupants.

Continue with procedure list for all bats captured in student sleeping areas where there was a report of physical contact:

6. Exterminator will dispatch the bat
 7. The exterminator will place the bat in a container in the refrigerator located in the caged room of the Facilities Building Garage
 - a. During office hours, Facilities Management bat program coordinator will complete the location line in the TEST ANIMAL Section and the EXPOSURE section of the MN Department of Health Form
 - b. After office hours, Security will complete the location line in the TEST ANIMAL Section and the EXPOSURE section of the MN Department of Health Form
- Completing the Test Animal Section
- i. Fill in the location where the bat was caught and dispatched
- Completing the Exposure Form
- i. Complete the type of exposure check box
 - ii. Complete the date of the exposure
 - iii. Complete the type of exposure check box
 - iv. Complete the name of the individual exposed, including contact information
8. Affix the completed form to the container with a rubber band
 9. Security will complete a Security Information Report which will be used to document the process
 10. Security will inform the Steam Plant that the exterminator has left the premises.
 11. Facilities Management will ensure the bat will then be transported to an appropriate medical testing facility for rabies testing.

Bat Removal Procedure con't:

Communication

Facilities Management will be notified of the test results. Facilities Management will then send the results by e-mail through the contact person(s) identified by the following departments:

1. Security – Director of Security Services
2. Residential Life – Director of Residential Life and Administrative Assistant
 - a. or Summer Academic Programs office as necessary – Director of Summer Programs
 - b. or Faculty Housing Coordinator for Faculty Housing – Faculty Housing Coordinator
 - c. or the Special Events Associate for Alumni Guest House – Special Events Coordinator
3. Environmental Health and Safety – Manager of Environmental Health and Safety
4. Dean of Students Office – Associate Dean of Students
5. Custodial Services – Custodial Services Supervisor

The Minnesota Department of Health Rabies Fact Sheet is available by request from Facilities Management.

Responsibilities

Carleton's extermination service will respond to reports of bats in buildings.

Facilities Management will coordinate bat removal through the College's approved exterminator.

Facilities Management will coordinate sending the specimen to the appropriate medical testing facility and sending test results to appropriate department contacts.

Facilities Management will ensure appropriate supplies are available for the process at the refrigerator (forms, bat caskets, etc).

Facilities Management will confirm the location of the bat and will track movement during office hours

Facilities Management (during office hours) will complete the location line in the TEST ANIMAL

Section and the EXPOSURE section of the MN Department of Health Form.

Security Services – will confirm the location of the bat and will track movement after office hours.

Security Services will escort the exterminator, after hours, to the bat location.

Security Services will complete, after hours, the location line in the TEST ANIMAL Section and the EXPOSURE section of the MN Department of Health Form.

Notify the Steam Plant when the exterminator leaves the premises.

Environmental Health and Safety will update this procedure as needed.

Environmental Health and Safety will communicate test results to faculty and staff as necessary.

Residential Life will communicate test results to students as necessary.

Director of Summer Academic Programs will communicate test results to summer program clients as necessary.

Faculty Housing Coordinator will communicate test results to occupants of faculty housing as necessary.

Special Events Associate for Alumni Guest House – will communicate test results to occupants of Alumni Guest House suites as necessary.

References:

Plunkett's Pest Control, 40 NE 52nd Way, Fridley, MN 55421. *Plunkett's Bat Removal Protocol*
Minnesota Department of Health, *Rabies Fact Sheet*

Bed Bugs Procedures

The staff of Residential Life and Facilities Management are committed to an effective and efficient response to individuals who suspect they may have bed bugs. For the safety and comfort of all people living in the residence halls, all Carleton College community members are expected to adhere to the following guidelines:

1. As soon as a resident suspects that he/she may have bed bugs, they should contact Residential Life, so a work order can be submitted to Facilities Management. If another administrator, staff member, resident of faculty housing learns of a potential bed bug problem, their first call should be to Facilities Management.
2. Facilities Management will contact the College's exterminator to perform a thorough inspection of the area in question. Please note that the exterminator can only be dispatched on business days. It is recommended that students report the concern to the Office of Residential Life as early on a regular business day as possible to facilitate the quickest response. It is possible that the exterminator will not be able to come until the next business day. *Students may not, at any time, deny the College's exterminator or Facilities Management staff access to their living space (including their bedroom, suite common space, kitchen, bathroom, etc.)*

While not required, students are encouraged to be present during the inspection by the exterminator. After bed bugs have been confirmed by the exterminator, a College official from either Residential Life or Facilities Management will be present during all inspections.

Any student who is given a temporary relocation is required to wash and dry whatever clothing is needed for the night. Upon doing that, the student should shower, put on clean clothes, and seal soiled clothing in a plastic bag until it can be properly washed. Student must take only clean clothing and linens to the temporary room. This is to ensure that if there are bed bugs in the student's room, they do not travel to another room with the student.

Since bedbugs are treatable, Residential Life will not facilitate permanent room changes for these situations.

3. Inspection: If the technician finds that there are no bedbugs present then a pit-fall trap may be installed to monitor activity. The student will be asked to continue monitoring the living space and to immediately report any further concerns to the Office of Residential Life.

If the technician concludes that bed bugs are present in the room, suite or apartment; Residential Life will provide the affected student(s) with a detailed list of instructions for the removal and laundering of their personal items. Carleton College is not responsible for personal property that may be damaged due to bed bugs.

Only the College's exterminator can confirm or deny the presence of bed bugs – NOT student health services or any outside person. Bed bugs are a serious community issue, and ALL students are expected to comply with all instructions given to them within 24 hours once bed bugs have been confirmed within their living space.

Breaks

Everyone has a designated break area. Employees who are unsure of their designated break area or wish to change it either permanently or only for the day should ask their supervisor. The exception is Sayles Hill/Great Space, which has been designated as a break place for anyone. Remember that travel time is included in your break/lunch. Break/lunch schedules will be established by your supervisor.

Bumping Rights

A change in position may occur if you “bump” or if you bid.

If someone exercises his or her bumping rights, he/she must do so within two days (48 hours) of when the employee is officially notified his or her position is eliminated.

An employee can bump anyone in the department who is less senior, including employees in other classifications.

An employee who is bumped also has the right to bump providing there is a position to bump into.

When an employee’s job is eliminated, that employee has the right to bump and also to sign a job posting.

Employee must notify management in writing when exercising bumping rights.

Once management receives written bumping right notification from a senior employee the following steps will occur:

- A. Management will verbally notify the junior employee that he/she has been bumped, which will begin that junior employee’s 48-hour period of bumping rights.
- B. Management will follow up verbal communication in writing.

If someone is on vacation the entire posting time, that will have the right to bid on the posted position upon his or her return to work. This must be done the first day the employee returns. The employee will be notified immediately upon his/her return to work and he/she must act within 24 hours notification.

Conflict Resolution

If you are experiencing issues with fellow team member(s), it is your responsibility to take the following steps:

- Discuss the issue with the individual or individuals involved
- Contact your immediate Supervisor If you are not able to resolve the issue
- Once a Supervisor is contacted, they will hold a meeting with all individuals involved and try and resolve the issue
- At any time an employee can request union representation

Door Locking/Security Issues

Employees should not unlock or open doors to any area, except to perform assigned custodial duties. No request to unlock doors should be honored, unless it involves a building, classroom or public area that is scheduled to be open. Offices and other areas that require security should never be left unlocked when not occupied.

Special emphasis must be placed on offices. It is not appropriate to unlock offices on a floor (even if it is at a time when no one is around; for example, 5 a.m.) as you are removing trash in each one, and then to leave the room unlocked since you are returning to vacuum. Each time you leave an office; it must be locked.

In all cases, requests from students to open student rooms or apartments should be directed to Office of Residential Life.

Custodial employees are responsible for guarding against the theft or loss of work keys. Keys should never be left unattended or left in a door lock. It is recommended that your keys be attached to your person so that they are never accidentally mislaid.

Custodial keys are required to be locked in designated lockbox provided daily.

Dress Code

Due to the nature of Custodial operations, which include possible scrapes and cuts as well as chemical and solid particulate exposure, it is recommended that clothing worn protects arms, legs and feet as much as possible.

Our personal appearance should reflect the good judgment expected of each and every one of us.

- **Uniform Shirts** are provided to each custodian and will be replaced as needed up to two per year. Cleaning and maintenance of shirts are the responsibility of the wearer. The shirts are to be worn at all times while performing work duties and may not be covered with a sweater, coat, etc. except during break times, while outdoors or in meetings/training sessions.
- **Identification Card** needs to be visible while on duty.
- **Personal Clothing** should be clean, in good repair and demonstrate appropriate dress for the workplace. Examples of unacceptable dress include: clogs, sandals, open-toed shoes, cutoffs, biking shorts, short shorts, ripped or frayed clothing, etc. Shirts worn beneath uniform shirts must be appropriate.

Fire Extinguisher (Class ABC) Inspection Procedure

Overview

A monthly visual inspection of all portable fire extinguishers must be conducted. All hang tags will be signed & dated (**no pre-dating allowed**). All deficiencies have to be reported to the Maintenance Office.

Process

1. A work order will be generated monthly for each building and assigned to the appropriate custodial teams.
2. The work order will contain the number assigned to each fire extinguisher, the floor the fire extinguisher may be found on and a description of where the fire extinguisher is located.
3. The custodians will be responsible for inspecting all of the building's fire extinguishers.
4. The inspection will include:
 - 4.1. Confirming the fire extinguisher number is located on the fire extinguisher and the cabinet or wall.
NOTE: a fire extinguisher labeled "00" is a replacement for the original extinguisher when it is being recharged. This extinguisher is ready for use. The "00" extinguishes must be inspected.

Fire Extinguisher (Class ABC) Inspection Procedure (con't.)

- 4.2. Checking the gauge to ensure the fire extinguisher is charged and in the green range.
- 4.3. Verifying the pin is in place and the tie wrap is secure.
- 4.4. Date and initial hang tag (**no pre-dating allowed**).
- 4.5. Reporting all deficiencies to the Maintenance Office.
- 4.6. You must return signed work order within 7 days to the Maintenance Office.

Fire Extinguisher (Class ABC) Discharge Clean-Up Procedure

Process

1. Type ABC multi-purpose fire extinguishers contain ammonium phosphate and/or ammonium sulfate powders that can be irritating to the eyes, skin, and lungs. Caution should be observed to avoid breathing the dust immediately after using the extinguisher as well as when cleaning up discharged powder waste.
2. ABC powders can be swept up, bagged and placed into a dumpster, but when possible avoid sweeping indoors because of the dust. A shop-vac can be used outdoors, but a HEPA vacuum should be used for indoor cleanups to prevent the dispersion of dust into the air.
3. It is fine to dispose of dry chemical wastes into the **dumpster (PREFERRED) or down the drain** but **NOT into a storm water sewer**.
4. Avoid using water for cleanup – the powder becomes pasty (and mildly corrosive) when wet, and it more difficult to pick up.
5. But **DO** wet-mop or wet-wipe any residue that is left after picking up the largest amount of the powder.

Respiratory Protection

Not normally required. Do not hesitate to use a dust mask where dustiness is prevalent.

Hand Protection

Use gloves if irritation occurs.

Eye Protection

Use safety glasses with side shields.

Body Protection

Normal work wear.

Fluorescent Lamp Recycling

Carleton recycles used fluorescent lamps. The following procedure is to be followed by custodial personnel.

1. Maintenance provides cardboard cylinders for packing used tubes. Work orders should be processed for delivery and pick-up
2. Broken lamps must be handled as hazardous waste
3. Circle fluorescent may be packed into any box
4. When boxes are full, they are to be sealed and have the sizes and numbers of each lamp and the name of the building printed on the outside of each cylinder

Fluorescent Lamp Broken Bulb Clean-Up Procedure

Assemble necessary supplies: disposable gloves, stiff paper or cardboard, sticky tape (duct tape) and a plastic bag that can be sealed.

1. Before Clean-Up: Ventilate Room
 - a. Turn off room air handling system. Open windows if applicable.
 - b. Personnel should leave the room, making sure not to walk through the breakage area on their way out.
 - c. Secure the area for 15 minutes or more before re-entering for cleanup.

Fluorescent Lamp Broken Bulb Clean-Up Procedure con't.:

2. Clean-Up Steps for Hard Surfaces
 - a. Put on personal protective equipment: Disposable gloves
 - b. Carefully scoop up glass fragments and powder using stiff paper or cardboard and place them in a sealed plastic bag.
 - c. Use sticky tape, such as duct tape, to pick up any remaining small glass fragments and powder.
 - d. Wipe area clean with damp paper towels and place in plastic bag.
 - e. Do not use a vacuum or broom to clean up the broken bulb on hard surfaces.
 - f. Place paper and/or cardboard, gloves, etc. into the plastic bag.

3. Clean-Up Steps for Carpeting or Rug
 - a. Put on personal protective equipment: Disposable gloves
 - b. Carefully scoop up glass fragments and powder using stiff paper or cardboard and place them in a sealed plastic bag.
 - c. Use sticky tape, such as duct tape, to pick up any remaining small glass fragments and powder.
 - d. If vacuuming is needed after all visible materials are removed, vacuum the area where the bulb was broken.
 - e. Remove the vacuum bag (or empty and wipe the canister), and put the bag or the vacuum debris in a sealed plastic bag along with gloves.

4. Managing the Mercury Waste
 - a. Write on the plastic bag container the broken lamp and cleanup material “Hazardous Waste – Mercury” along with date.
 - b. Transfer plastic bag to satellite accumulation area in the warehouse.
 - c. Contact the Environmental Health and Safety Office for additional information or assistance.

House/Residence Hall Policy

DO NOT under any circumstance let a student or anyone else into a dorm room. They must contact Res Life for access.

Private Areas vs. Common Areas

Private areas will not be provided service when students are occupying the space. A private area is a living area designated for specific owner(s).

- Any private room or apartment
- Bathrooms that can be entered only by going through a private room
- A common private area that must be entered by going through a private room or that is part of a private room(s)

Occupants of private areas are responsible for keeping these areas clean. Custodial Services will provide necessary cleaning supplies and equipment. The following is a list of provided supplies by Custodial Services.

Broom, bowl swab, wet mop, non-acid bowl cleaner, glass cleaner, all purpose cleaner, scotch brite pad, rags, toilet paper, trash can liners, cleaning caddy or any other item necessary for maintaining the area.

Custodial employees may not enter a private area, unless they have a Facilities Work Request or are responding to a verbal request when the student is present or are performing cleaning duties during school breaks or during changeovers. Employees are asked to leave an official notice informing students that they were in the room. During winter break, our department gives notice to students that our employees will be entering private areas to inspect restroom and apartment kitchens for cleanliness.

Common areas are defined as areas that are accessible without going through or into a private space such as kitchens, lounges, public restrooms and stairs. These areas are to be cleaned according to the frequency levels in your manual.

Cleaning charges/vandalism

Supervisors should be promptly notified of the following:

- Vandalism or excessive cleaning needs caused by parties, pranks or other activities
- Students' failure to clean out refrigerator or to clean private restrooms prior to leaving for school breaks and at the end of the year
- Students' failure to clean their rooms (i.e., vacuum and remove trash) prior to leaving for the year or permanently vacating a room
- Stains, vomit or burns in College-owned carpet or upholstery
- Other excessive cleaning needs that employees feel may result in charges to students
- Student requests for item maintenance or replacement (e.g., shelves, curtains, etc), which would result in charges
- Any dangerous or potentially dangerous situations (e.g., discharged fire extinguisher etc)

Improperly Stored or Placed Material Removal

Often items get in hallways or closets that should not be there or should have gone to a proper storage area. You can notify your Resident Assistant (RA) or Area Director (AD). If you run into any difficulties in fulfilling this procedure, please refer any problems to the Custodial Office or your supervisor.

Ipod/Radio Policy

Regular radios must be turned off by 7:00 a.m. Radios will be permissible during Carleton non-business hours or when working in areas when customer contact is unlikely, the exception being on student floors. Earplug in one ear only rather than headphones will be required for safety reasons and is to be removed when customers are around or when in public spaces. You must pay attention to your co-workers and your surroundings.

You have the responsibility to use radios at appropriate times. A professional image must **always** be maintained.

Job Posting Policy

If an employee is working a single building position, adding an additional building(s) would require posting the position.

If an employee is working in a multiple-building position and the position is changed to single building, posting will occur.

If an employee's shift is changed by one hour per day or less, posting will not occur; however, if several shift changes occur that result in more than one hour per day, then posting will occur if the shift change is less than two years after the previous shift change.

If a shift change results in different days of work, the position will be posted.

Shifts can be changed temporarily (or seasonally) due to operational changes by mutual agreement without being posted. However, if temporary (or seasonal) changes appear to be a common need and will occur regularly, the position will be posted.

Jury Duty Policy

If an employee reports to work and calls to find that they must report for jury duty that day, the employee will be given time off. Reimbursement to the College of jury wage funds for that day will be pro-rated on the amount of time off required. If the employee required no time off from work and still serves jury duty, the employee will not need to reimburse the College.

If an employee has to report for jury the following day, the employee does not report for work and must reimburse the College of jury wage funds. The employee keeps travel reimbursement. The employee will return to work the day after jury duty if no jury duty is planned, regardless of shift time.

Makeup Time/Bad Weather Policy

Makeup time is not allowed in this department. Employees may not adjust their own schedules.

An exception to the makeup time policy will be made due to unsafe driving conditions. Those employees arriving late due to weather can work a full eight hour shift if it does not interfere with the functions of the facility or if productive work cannot be accomplished due to activity at the time.

The rule of thumb will be: if there is four or more inches of snow or freezing rain condition that affects several employees' ability to arrive at work on time or if conditions require plowing and/or salt and sanding in order to provide for safe and appropriate driving conditions.

Personal Protective Equipment Usage

Safety Equipment:

Goggles/safety glasses for each employee provided
Gloves (possibly several different types) provided
Earplugs, when requested, will be supplied
Protective masks are available when required
First Aid kit is located in the Facilities building

Policy:

All Custodial Services personnel will wear personal protective equipment as appropriate for all duties performed. It is mandatory that the employer and employees work cooperatively in ensuring safety in the work environment. Employee discipline will result from not appropriately following personal protective equipment guidelines and procedures.

Procedures:

Eye Protection must be worn at all times when:

- Mixing and spraying chemicals
- Changing light bulbs
- When performing duties that may cause excessive dust or particulates

Gloves must be worn when:

- There will be physical contact with chemicals, body fluids or trash

A protective mask that covers the nose and mouth must be worn when:

- Performing duties that may cause excessive dust or particulates

Reporting to Work and Time Off

Reporting to Work

Employees are to **call x4197 when they arrive at work**. It is important to listen to the recorded message for reminders, news or requests from the main office. Employees should state their names and the time they are calling in. If the 4197 line is full call x4133.

Calling In Sick

Call x4477 to report illness or other reason for an absence for all shifts. Employees should call ½ hour or more before the start of their shift if they will not report to work. Report your name and time of call. You do not have to report your illness.

If you work a weekend shift and are calling in sick you must call the sick line x4477 and your supervisor on his/her cell phone in case the shift needs to be covered.

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**Sick Usage Policy
September 2008 (updated)**

The purpose of a Sick Usage Policy is to relay expectations to employees and provide guidelines of acceptable usage. A policy also enhances fair and consistent treatment for all employees.

1. Any employee that has 400 hours (50 days) of sick time available will be exempt from the sick leave program, unless a pattern develops.
2. Other exceptions: surgeries or programs requiring periodic treatment, workers compensation, approved leaves, etc.
3. A pattern of any kind will result in disciplinary action, for example:
 - Sick day before or after a weekend
 - Use of a sick day every month, or most months
4. Three occurrences in a specified four-month period {(January-April), (May-August), (September-December)} will also result in disciplinary action:
 - Occurrences are a one-half day or more sick time used, that run consecutively
5. An employee that is on a level of concern and does not have three occurrences during the next four-month period of time (periods as stated above) will be reduced to the next lowest level of concern.
6. Disciplinary sequence:
 - Level of concern with a reminder of policy (informal conversation)
 - Oral
 - Written
 - Suspension
 - Termination

Examples:

<u>Employee A</u>	<u>Sick</u>	<u>Employee B</u>	<u>Sick</u>
January	0	January	0
February	1	February	0
March	2	March	0
April	0	April	2
	<u>Total 3</u>		<u>Total 2</u>
May	0	May	1
June	0	June	1
July	0	July	0
August	0	August	0
	<u>Total 0</u>		<u>Total 2</u>
September		September	
October		October	
November		November	
December		December	

Employee A receives a letter.

Employee B was sick 4 times in a 3-month period but does not receive a letter

Snow Removal Policy
Updated: February 12, 2021

Custodial Services is responsible for snow removal fourteen (14') feet out from buildings. Although Grounds may be responsible for snow removal at specific locations, custodians are responsible for applying salt and sand if needed in any area adjacent to their buildings or houses.

Exceptions for Specific Locations:

- Custodians are responsible for applying salt and sand to steps.
- Most house sidewalks are to be shoveled full width out to the main sidewalk. The fourteen-foot snow removal distance applies to **Stimson, Wade House and Rice**, since the Grounds Department has equipment that can be used to complete the sidewalk. However, since this area is a lower priority for Grounds, Custodial will shovel a narrow walk path to the main sidewalk at these three houses only.
- Off Campus Houses – custodial responsible to shovel from porches to the main sidewalk. Grounds responsible to remove snow from the main sidewalk and the boulevard sidewalk.
- Because Grounds equipment cannot reach or fit into some areas, Custodial **does** shovel: **North Chapel sidewalks including the second steps and Johnson House front steps.**
- Areas that Custodial Services does **not** remove snow from are: **Sayles Hill wheelchair ramp and deck, Leighton south steps, Library Founders Court steps, Evans Lounge and Cave steps and connecting walk (East side), steps at west side of Hulings, Sevy link west steps and Sayles/Sevy connecting walk, M&D steps, Shop and Steam plant, Facilities Offices, Faculty Housing.**
- Snow blowers are available Faculty Club Annex garage. If you would like to use a snow blower, please submit a request in advance.
- Cowling – do not block chemical fill spouts located right off the front deck (Cassat side of deck next to main front steps).
- Anderson – do not block the drain outside the emergency exit door on the west of the building.

Snow Removal Equipment List & Locations

Equipment	Location
Power Shovel	Faculty Club Annex Garage #4
Power Shovel	LDC Basement
Power Shovel	West Gym
Power Shovel	Weitz Center Room 164
Power Shovel	Stadium South Stairs or Room #2
MTD Snow Blower – 4 EA	Faculty Club Annex Garage #4
MTD Snow Blower – 1 EA	Facilities Garage
JD Snow Blower – 2 EA	Faculty Club Annex Garage #4
Leaf Blowers for Snow Removal – 2 EA	Faculty Club Annex Garage #4

Snow Blower Procedures
Updated: February 12, 2021

Snow blowers are stored in the Faculty Club Annex garage and custodians are encouraged to utilize them, especially with heavy snowfalls. If you need one delivered to your building, you must contact the following personnel at shift start-up:

- AM staff can radio Terry Jacobson at shift start-up if you need one delivered to your building. If Terry is not on duty, please contact Project crew.
- PM staff can radio PM Project.

Any staff that uses a snow blower must follow the instructions for general maintenance listed below when picking up and returning to the Facilities garage:

- Always check gas levels before taking machine from the garage.
- Toro's S-620 use mixed gas only.
- MTD and John Deere's use regular gas only.
- Prime Toro's and MTD's three (3) times before starting.
- Return snow blowers to designated area in Facilities garage after use.
- Top the gas tank after each and every use so they always start full.
- Report to office if gas cans are low/empty to generate a work order to Project team.
- Report to office any equipment malfunctions &/or repairs needed to generate a work order for Terry J.

SNOW REMOVAL CLEANING PRIORITIES

Cleaning Guide for Academic Space:

- Dining Areas - Complete
- Restrooms - Complete
- Classrooms, Labs, & Auditoriums – Clean boards, spot vacuum/mop, and remove waste*
- Entrances, Hallways, Stairwells, & Elevators – as time permits
- Offices – if snow falls on a day you are scheduled to clean offices and time does not permit discuss with your supervisor so it can be rescheduled and occupants notified.

Cleaning Guide for Residential Space:

- Restrooms – Complete
- Showers - if snow falls on a day you are scheduled to clean showers and time does not permit discuss with your supervisor so it can be rescheduled and occupants notified.
- Waste Removal – Complete
- Kitchens & Lounges – Spot clean counters, stovetops, sinks, tables, spot vacuum/mop, and remove waste.
- Entrances, Hallways, Stairwells, & Elevators – as time permits
- Laundry Room – as time permits

Priorities may vary by building

*Waste = Trash, Compost & Recycling

Shoveling Assignments
Updated: February 12, 2021

Snow Removal takes precedence except in Food Service areas and Event Set-Ups

1. A 3” snowfall or Management discretion will initiate the weekend call-ins for snow shoveling.
 2. Management will monitor progress and will adjust scheduling and duties as needed.
 3. Ice chipper and plastic shovel will be provided for each building.
 4. Snow removal equipment use can begin by 6:00 a.m., shoveling can start anytime.
 5. Keep areas shoveled throughout your shift. Make sure it is the last thing you do at the end of your shift.
- EVERYONE SHOULD USE COMMON SENSE FOR TAKING REST PERIODS AND WARMING UP WHEN SHOVELING!**

AM Snow Shoveling Building Categorization

Project

Hoppin/Ramp, Burton Food Service Doors (2), 212 East 2nd Street, 216 College/Ramp, Bird, Stimson, Berg, Dacie Moses, Huntington, Hunt Cottage, Williams, Evans Patio, Burton Deck, Benton, 411 East 2nd Street, 107 College Street. Assigned where needed.

Carpet/Upholstery

Henry, Henrickson
Check in with Weitz Center

Project/Set-ups

Geffert, Allen, Prentice,
Wilson

Seasonal Positions

Help at Chapel
Help at Stadium

Blue 1

Anderson, Evans, Hulings, Olin
Assigned where needed

Blue 2

Chapel, Musser, Willis, M&D,
Clader. Assigned where needed

1 from each of the following teams by 8:00AM – Meet at Musser: Blue 1, Blue 2, Green 2, Red 1, Red 2 Yellow 2

Village Apartments, Hall House – shovel the 2 main stairwells down to the sidewalk. Small set of steps, porches, and connecting sidewalks.

Red 1

Laird, Music Hall, Cassat, Goodhue
Assigned where needed

Red 2

Boliou, CMC, Goodsell, Watson
Chaney, Faculty Club Complete
Rogers

Green 1

AGH/Johnson, Davis,
Student Health & Counseling (SHAC)
Scoville, Strong House/ramp

Green 2

LDC, Myers, Nourse, James
Assigned where needed

Yellow 1

Leighton, Parish, Rice, Wade
Assigned where needed

Yellow 2

Bookstore, Sayles, Sevy, Burton
Assigned where needed

Library

Library
Joins Yellow 1
Assigned where needed

AM-Athletic


Cowling, Stadium, West Gym
Assigned where needed

AM Recreation Center

Rec Center
Arb, 605 Three Oaks Drive (Art Bldg.),
Farm, Parr
Assigned where needed

Weitz Center

Weitz Center
Jewett, Page East & West, Douglas
Assigned where needed

 = Building Off-Line

Shoveling Assignments
Updated: February 12, 2021

Snow Removal takes precedence except in Food Service areas and Event Set-Ups

1. A 3" snowfall or Management discretion will initiate the weekend call-ins for snow shoveling.
2. Management will monitor progress and will adjust scheduling and duties as needed.
3. Ice chipper and plastic shovel will be provided for each building.
4. Snow removal equipment cannot be used past 10p.m., shoveling can be done anytime.
5. Keep areas shoveled throughout your shift. Make sure it is the last thing you do at the end of your shift.

EVERYONE SHOULD USE COMMON SENSE FOR TAKING REST PERIODS AND WARMING UP WHEN SHOVELING!

PM Snow Shoveling Building Categorization

All PM Shift Staff (the whole group will start with these locations and then break off into their assigned team)

Village Apartments, Musser, Hall, Hunt Cottage, Dacie Moses, Stimson, Henry, Williams, Clader

PM Team 1

Joan, Blair

Sayles Hill, Sevy, Library, Leighton, Laird, Burton, Davis, SHAC, CMC, Boliou, Goodsell, Scoville, Willis, Music Hall

PM Team 2

Jackie, Kenny

Weitz, Page East & West, Douglas, Parish, Rice, Wade, Huntington, Strong, AGH, 216 College St/Ramp, Bird, Jewett, 411 East 2nd Street, 107 College Street

PM Team 3

Jim, Jonah, OPEN Rec Ctr PM

Stadium, West Gym, Henrickson, Geffert, Prentice, Allen, Wilson, Rec Center, Farm, Parr, 605 Three Oaks Drive, Arb, Grounds, Goodhue, Berg, 212 East 2nd Street

PM Team 4

Lita, Colin, OPEN (PM Shift Carol)

Faculty Club, Chaney, Rogers, Benton, Hoppin/Ramp, Burton Food Service Doors (2), Chapel, M&D, Anderson, Hulings, Olin, Cassat, James, Nourse, Myers, Cowling, Evans, LDC, Watson

When complete check in with your supervisor or each other and help where needed.



= Building Off-Line

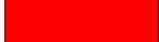
SATURDAY OVERTIME SNOW ALERT SHOVELING ASSIGNMENTS


Updated: February 12, 2021

ON-DUTY SATURDAY

Athletic Team

West Gym
Todd

 = Employee On Leave

 = Building Off-Line

Rec Center

Farm, Parr, Arb, Art Bldg.
Ron/OPEN after 4PM

Weitz Center

Weitz Center
Deb

Blue 1

Anderson, Hulings, Olin
Alma

Green 1

AGH/Johnson, Sayles Hill, , Scoville, Strong 1st Floor, SHAC
Mike, Pat

Project/Wkend

Anderson, Hoppin/Ramp, Burton Food Service Doors (2), Library, LDC, Chapel, CMC
(check in with Ron for Arb, Farm, Parr)
Jill L., **Leanne**

- Any other buildings being used per EMS report

**ALL STAFF OVERTIME ASSIGNMENT – Meet at your designated location with keys, radio & shovel.
Refer to your snow removal section in your manual and shovel all assigned areas complete.**

Zone 1 – Musser. Team is responsible for having salt available at each location.

212 East 2nd Street, 216 College/Ramp, Bird, Stimson, Berg, Dacie Moses, Huntington, Hunt Cottage, Williams, Faculty Club Complete, Rice, Wade, Douglas, Henry, Geffert, Allen, Prentice, Henrickson, Clader, Wilson, Chaney, Rogers, Jewett, Page East & West, Benton, Parish, 411 East 2nd Street, 107 College St. **Trash & Disinfect Wade, Parish, and Rice are Q & I Houses do not enter unless instructed by supervision.**
Malen, Jonah, Jackie, Shelly, Colleen, Joan, Kenny, Fernando, Blair, OPEN PM Rec Ctr, OPEN PM Shift Carol

Zone 2 – Evans Team(s) are responsible for having salt available at each location.

Evans, Evans Patio, Nourse, Myers, Cowling. **Trash & Disinfect Evans.**
Fred E, Kim, Cindy, Holly, John B, Rebecca, OPEN Blue 1 AM

Zone 3 – Musser. Team(s) are responsible for having salt available at each location.

Davis, Musser, Burton, Burton Deck, Stadium, Sevy. **Trash & Disinfect Burton.**
Jill M, Yolanda, **Dawn**, Sheila, Chris, Lynn, Josh

Zone 4 – Goodhue. Team(s) are responsible for having salt available at each location.

Goodhue, **Laird**, Goodsell, Music Hall, M&D. **Trash & Disinfect Goodhue.**
Brian, Rick, Lindsey, Fran, Lisa, Jim

Zone 5 – Watson. Team(s) are responsible for having salt available at each location.

Boliou, Boliou/CMC Loading Dock, Cassat, James, Watson, Willis. **Trash & Disinfect Watson.**
Heidi, Joanne, Wyatt, Terry, Melissa, OPEN Red 2

Zone 6 – Library. Team(s) are responsible for having salt available at each location.



Library, Leighton, Hall, Village Apartments. **Trash & Disinfect Myers.**
Wayne, Eric, Connie, Krissy, Lita, Colin, OPEN AM Library,

Zone 7 (2nd Pass)

Anderson, Hulings, Olin, Hoppin/Ramp, West Gym, Weitz Center, Rec Center, Farm, Parr, Arb, AGH/Johnson, Library, Strong 1st Floor, Sayles Hill, Sevy, LDC, Chapel, SHAC, CMC
Leanne, Jill L, Mike, Deb, Pat, Ron, Todd, Alma

SUNDAY OVERTIME SNOW ALERT SHOVELING ASSIGNMENTS

Updated: January 5, 2021

<u>Athletic Team</u>	West Gym Lisa	 = Employee On Leave
<u>Rec Center</u>	Farm, Parr, Arb, Art Bldg Malen (after 10 AM)	 = Building Off-Line
<u>Weitz Center</u>	Weitz Center Fernando	
<u>Green 1</u>	AGH/Johnson, Strong 1 st Floor, SHAC Yolanda	
<u>Project/Wkend</u>	Anderson, Hulings, Olin, Hoppin/Ramp, Burton Food Service Doors (2), Library, LDC, Chapel, Rec Center (before 10AM), CMC (after 10AM check in with Malen to see if she needs shoveling help) Connie, Eric	
<u>Blue Team 2</u>	Chapel, Musser Dawn	
<u>Yellow Team 2</u>	Sayles Hill Pat, Josh	

- Any other buildings being used per EMS report

ALL STAFF OVERTIME ASSIGNMENT – Meet at your designated location with keys, radio & shovel. Refer to your snow removal section in your manual and shovel all assigned areas complete.

Zone 1 – Musser. Team is responsible for having salt & sand available at each location.

212 East 2nd Street, 216 College/Ramp, Bird, Stimson, Berg, Dacie Moses, Huntington, Hunt Cottage, Williams, Faculty Club Complete, Rice, Wade, Douglas, Henry, Geffert, Allen, Prentice, Henrickson, Clader, Wilson, Chaney, Rogers, Jewett, Page East & West, Benton, Parish, 411 East 2nd Street, 107 College Street. **Trash & Disinfect Wade, Parish, and Rice are Q & I Houses do not enter unless instructed by supervision.**

Jonah, Jackie, Shelly, Colleen, Kenny, Joan, Blair, OPEN PM Rec Ctr, OPEN PM Shift Carol

Zone 2 – Evans. Team(s) are responsible for having salt & sand available at each location.

Evans, Evans Patio, Nourse, Myers, Cowling. **Trash & Disinfect Evans.**

Fred E, Kim, Cindy, John B, Rebecca, Holly, Alma, OPEN Blue 1 AM

Zone 3 – Musser. Team(s) are responsible for having salt & sand available at each location.

Davis, Burton, Burton Deck, Stadium, Sevy. **Trash & Disinfect Burton.**

Jill M, Mike, Sheila, Chris, Lynn, Ron, Deb

Zone 4 – Goodhue. Team(s) are responsible for having salt & sand available at each location.

Goodhue, **Laird**, Goodsell, Music Hall, M&D. **Trash & Disinfect Goodhue.**

Brian, Rick, Lindsey, Fran, Todd, Jim

Zone 5 – Watson. Team(s) are responsible for having salt & sand available at each location.

Boliou, Boliou/CMC Loading Dock, Cassat, James, Watson, Willis. **Trash & Disinfect Watson.**

Heidi, Joanne, Wyatt, Terry, Melissa, OPEN Red 2

Zone 6 – Library. Team(s) are responsible for having salt & sand available at each location.

Library, Leighton, Scoville, Hall, Village Apartments. **Trash & Disinfect Myers.**

Wayne, **Leanne, Jill L, Krissy, Lita, Colin, OPEN AM Library**

Zone 7 (2nd Pass)

Anderson, Hulings, Olin, West Gym, Weitz Center, Rec Center, Farm, Parr, Arb, AGH/Johnson, Library, Strong 1st Floor, Sayles Hill, Sevy, LDC, SHAC, CMC

Connie, Pat, Eric, Yolanda, Fernando, Malen, Lisa, **Dawn, Josh**

WEEKEND MINIMAL SNOWFALL OVERTIME SHOVELING ASSIGNMENTS

Updated: February 12, 2021

██████████ = Employee On Leave

On-Duty Saturday

Athletics Stadium, Cowling, West Gym
Todd (Jonah, Lisa, or Jim)

Rec Center Farm, Parr, Arb
Ron/OPEN after 4PM

Weitz Center Jewett, Page East & West, Benton
Deb

Green 1 AGH/Johnson, Sayles Hill, Scoville
Strong 1st Fl, SHAC, Sevy
Mike, Pat

Blue 1 Anderson, Hulings, Olin
Alma

Project/Wkd Hoppin/Ramp, Library, Burton Food
Service Doors (2), LDC, Chapel,
CMC
Jill L, Leanne

On-Duty Sunday

Athletics Stadium, Cowling, West Gym
Lisa (Todd, Jonah, or Jim)

Rec Center Farm, Parr, Arb
Malen after 10AM

Weitz Center Jewett, Page East & West, Benton
Fernando

Green 1 AGH/Johnson, Strong 1st Fl, SHAC
Yolanda

Blue Team 2 Chapel, Musser
Dawn

Project/Wkd Anderson, Hulings, Olin, Hoppin/Ramp, Library,
LDC, CMC, Rec Center (before 10AM) Burton
Food Service Doors (2)
Connie, Eric

Yellow Team 2 Sayles Hill, Sevy
Pat, Josh

- Any other buildings being used per EMS report

Minimal Staff Overtime Assignment – Student Housing (Art Bldg 7 Day/Week Student Access)

SATURDAYS

<u>Zone 1</u>	<u>Zone 2</u>
Art Bldg	Berg
Goodhue	Dacie Moses
Evans	Hunt Cottage
Nourse	Hall
Myers	Williams
Chaney	Stimson
Davis	Cassat
Musser	James
Burton	Watson
Parish	Fac Club
Rice	Geffert
Wade	Prentice
Douglas	Allen
Henrickson	Wilson
Huntington	411 East 2 nd St
Rogers	107 College St
Village Apts	Village Apts

SUNDAYS

<u>Zone 1</u>	<u>Zone 2</u>
Art Bldg	Berg
Goodhue	Dacie Moses
Evans	Hunt Cottage
Nourse	Hall
Myers	Williams
Chaney	Stimson
Davis	Cassat
Musser	James
Burton	Watson
Parish	Fac Club
Rice	Geffert
Wade	Prentice
Douglas	Allen
Henrickson	Wilson
Huntington	411 East 2 nd St
Rogers	107 College St
Village Apts	Village Apts

*Any employee regardless of classification may be assigned to interior duties depending on operational needs.

Start time:
Meet at Musser for equipment and radios
Clear student housing first and then work on Village Apartments together

Taking Items Home

No items of any kind, even if being disposed of, should be taken home without management approval.

Training Guidelines

A. Purpose of Training:

1. Improvement of skills relative to current job requirements and to keep current on new technical needs and new products
2. Additional training in related areas to increase flexibility within the department
3. Successful completion of training is viewed as an asset to both the employee and the College in whatever the classification the employee is functioning.

B. Guidelines

1. Eligibility

- a. All regular employees of Custodial Services.
- b. New employees (although financial assistance from institution will be available only on successful completion of probationary periods)

2. Forms of Training

- a. On-campus seminars, workshops, etc. with arrangements made by the College
 1. Unless these sessions are related to the job function, personal time is required to attend these sessions.
 2. Arrangement may be made to utilize vacation or floating holidays.
- b. Courses necessary to maintain or obtain licenses, certificates, standards and other requirements as outlined by regulatory agencies.
- c. Off-campus training opportunities with appropriate credentials.
- d. Academic courses.

3. Operational Controls

- a. Arrange participation through your supervisor
- b. If a satisfactory agreement cannot be worked out, the employee's request may be referred to the next step of management
- c. Enrollment and completion is not a guarantee that the employee will have all necessary qualifications for an opening in another job classification

4. College Funded

- a. The College pays all related expenses for College-initiated training for improvement of skills through seminars or other training courses necessary to maintain regulatory agency requirements. Employee time will be compensated at the regular classification rate
- b. The College pays tuition fees, for books and for related material for College-encouraged and employee-desired training opportunities to broaden skills for departmental employees
- c. If an employee does not satisfactorily complete a program for which the College has paid tuition, books or materials, and/or fees, or if he or she does not meet necessary standards of the course, e.g., certificate of proficiency, passing grade, etc., the College will be reimbursed by the employee for the expenses paid for such training through a salary deduction arrangement.

Training Guidelines con't:

- . Not College Funded
 - a. If training is to the mutual advantage of the College and the employee, and where such training is obtainable only during normal work hours, the College may grant, at its discretion, schedule change to accommodate attendance.
 - b. College may grant long-term unpaid educational leave at its discretion, if mutually advantageous to both the College and the employee.

Training and/or Events Campus Wide

Employees are encouraged to attend campus-wide events. Employees must be able to complete their work and obtain prior approval from their supervisor to attend.

Two-Way Radios and Personal Phone Messages

The purpose of two-way radios is to improve our communication within the Department. During non-office hours, you can call supervisors directly.

Types of messages that will be forwarded quickly:

- Calls from school regarding a child's illness, a child not in school, or a child who has missed the bus
- Calls from day care
- Calls identified as an emergency by the caller

Types of messages that will not be forwarded quickly:

- An appointment verification
- Calls from a business (Credit Card Company, contractor, etc.)
- Messages to call someone or a number left to call

Cell phones for personal use should be used only during break time and for emergencies.

Vacation/Floating Holiday Policy

Vacation and floating holidays must be pre-approved (means: contacting Supervisor or Manager) with a minimum advance notice 24-hour and a maximum advance notice of one year. Vacation and floating holidays will be approved on a first request basis. A 24-hour notice is required to cancel a full day of vacation or floating holiday except in the case of a serious illness (hospitalization) or emergency. Vacations/floating holidays may not be used for illness if one has exhausted his or her sick leave, except in the case of pre-approved requests due to prolonged absence resulting from illness or injury.

Partial vacation days or partial floating holidays will be granted as much as possible with the understanding that the employee work a minimum of a half-day and complete the most necessary duties in his or her areas. Vacation time will be allowed in one-hour increments or more.

The department imposes “restricted time” during which employees will not be granted vacation or floating holidays, usually between graduation and reunion and in connection with the beginning of Fall Term.

Supervisor Contact Information:

Lori Hatfield

Office: 507-222-5959

Cell: 507-351-7182

Rob Nechanicky

Office: 507-222-4460

Cell: 507-213-6303

Patti Sabrowski

Office: 507-222-4739

Cell: 952-994-5871

Vehicle Use

Due to liability issues, employees are not permitted to use their personal vehicles for work purposes without approval. The department provides custodial vehicles for work purposes.

Vehicles are to be operated according to the following guidelines:

1. Vehicles are to be checked for safety and road-worthiness on a daily basis
2. Vehicles are to be operated at or below posted campus and public speed limits and at speeds appropriate for road conditions
3. Vehicles are to be operated in a safe, non-abusive manner
4. Drivers are to wear seatbelts when operating a vehicle
5. Driver and passenger doors must be closed when in operation
6. No passengers are permitted except for other custodial employees and custodial student workers
7. Passengers must be seated and use seatbelts if the vehicle is so equipped
8. Vehicles are to be used for College business only
9. Employees who have passed College requirements are the only authorized drivers of these vehicle
10. Vehicles are to be parked in a manner that does not obstruct traffic, building access or fire lanes
11. Vehicles are to be refueled as necessary
12. When a vehicle will be left unattended, the ignition keys are to be removed and the doors are to be closed
13. Vehicles are to be locked at night
14. Vehicle keys are to be returned and locked immediately after vehicle usage
15. Smoking is not permitted in vehicles
16. Cell phone use is strictly prohibited while driving a company vehicle
17. A vehicle maintenance report is to be completed as required
18. Custodial equipment, trash or personal items are to be removed from the vehicles after each use

Without Pay/Dock Policy

Employees will be required to use dock time or time off without pay for the following situations:

- When an employee is seven or more minutes late in reporting for his or her shift, lost time will occur. Loss of pay will be rounded to the nearest $\frac{1}{4}$ (.25) hour.
- When an employee fails to report for work and has not called in sick or arranged for vacation. Being “No Call-No Show” is a violation of department policy. Employees who do not report for work for three work days, without prior approval or calling in sick will be considered to have resigned from their position.

Employees may request, in advance, the use of time off without pay in situations covered under the contract and relevant laws. Any other use of without pay will not be granted.