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INTRODUCTION

The information within this manual is intended to outline and clarify questions you may have about your employment with the Facilities Management Department. It includes procedures, individual Position Description, and other information related to your employment. Keep the manual at your work station for reference as you have questions. As updated information is provided to you, insert it in the proper section of the manual.

In the event you need to contact either Office of Human Resources or Risk Management and Safety regarding College Procedures, you can locate their departments on the Concordia College home page.

PROCEDURE: ABSENCE REPORTING – STAFF

Employees who are requesting a variance to their normally scheduled working hours must be reported. All unscheduled absences must be reported to the Facilities Management Department office at 299-3362. Office hours are from 7:30 am to 5:00 pm, Monday through Friday. If the office is closed, a voice message should be left. The direct supervisor may require that they be contacted in addition to the office, prior to variance of schedule.

When an absence, due to a scheduled event, such as an appointment, vacation, etc., is to occur, it is the employee's responsibility to make his/her supervisor aware of the upcoming absence. These scheduled absences are to be reported as soon as possible, but shall not be less than a period of equal to the requested length of the absence.

Every attempt should be made to schedule these absences at a time that will be least disruptive to the respective work group. After verbally agreeing with the direct supervisor on the scheduled absence, a leave slip must be completed and signed by the employee and his/her direct supervisor.

Revised: 11/10

PROCEDURE: ACCESS TO STUDENT RESIDENT LIFE AREAS

The access to the student's living spaces will fall under two main categories (Emergency and Non-Emergency) and several sub categories (dorm room, apartment or resident director apartment). In both categories, staff will report to the area or living space and knock on the door. If no response, staff will begin to enter and at the same time identifying themselves with a loud verbal "maintenance" and stop and listen for response. If no response, staff will enter the space and scan the room for occupants. This process will be repeated at every closed door staff is required to enter within the living space.

Upon entering an unoccupied space, a sign shall be placed on the exterior of the door notifying anyone entering that there are repairs being done. Upon completion of repairs, a sticker will be left stating that "maintenance" was performed in the space.

Non-Emergency Repairs:

Dorm Rooms:

Facilities Management will not enter occupied dorm wings until after 10:00 AM for routine maintenance or repairs. Staff will attempt to call the number listed on the work order to coordinate a set date and time for repairs. If there is no answer, staff will leave a message stating the date and approximate time of day staff will enter dorm room.

Access to Floor:

Facilities Management Staff will announce themselves verbally with a loud verbal "maintenance" and stop and listen for a response. If no response, staff will proceed to the room or area where the work is to be done.

Public Spaces and Toilet Rooms within the Dormitory Building:

If access to these spaces can be gained without going through a residence spaces, "maintenance" staff may enter these areas before 10:00 AM.

Apartment Buildings:

Facilities Management (FM) staff shall call the occupant(s) of the apartment where FM staff needs to gain access and try scheduling the service call. If there is no answer, FM staff will leave a message stating the date and approximate time of day FM staff will enter apartment and leave a call back phone number.

Resident Director Apartments:

FM staff shall call the occupant(s) of the apartment where FM staff needs to gain access and try scheduling the service call. If there is no answer, FM staff will leave a message asking the occupant to return the call. If there is no response within 24 hours, FM staff will call the occupant again. If still no answer, FM staff will leave a message stating the date and approximate time of day FM staff will enter the space and leave a call back phone number.

Emergency Repairs:

In emergency situations where immediate attention is required, staff will follow similar procedures as noted in paragraph 1 of this procedure.

PROCEDURE: ACCIDENTS OR INJURIES REPORTING

Employees must report accidents or injuries to the Facilities Management Department. Any injury which necessitates immediate medical attention must be dealt with promptly without delays of reporting. Injuries of this nature should be dealt with by seeking attention at the appropriate clinic or emergency room. If the injury impairs your ability to get to the medical facility for emergency treatment call 911, Public Safety (3123), and the Facilities Management Department (3362) for assistance.

As soon as it is practical, the Facilities Management Department and direct supervisor should be notified of the injury and a First Report of Injury form can be picked up in the Facilities Management office.

A First Report of Injury form must be completed by the injured employee. All injuries or accidents reported to the Facilities Management Department will be forwarded to the Risk Management and Safety Office. This office will follow up with the employee and his/her direct supervisor. Even if the incident is very minor, reporting it provides a documentation of the matter for future reference if it becomes necessary.

All work related injuries will be initially coded as "sick" time on employee's timecard rather than Worker's Compensation time. It is necessary to complete the "Time Sheet for Worker's Compensation Medical Appointments" form and submit this form to the front office. This form will then be sent over to Payroll and will be used to process your claim with Workers Compensation carrier. Once the reimbursement from the Worker's Compensation carrier has been received in Payroll, an adjustment for the "sick" leave will be processed to credit the "sick" time back into the employee's balance of sick time hours available. Payroll will track the time credited back as paid absence hours.

These reporting procedures are important in order that the necessary Worker's Compensation coverage is provided for your injury.

PROCEDURE: BUDGET RESPONSIBILITY

Budget responsibility for services provided by the Facilities Management Department is divided into two categories. The first is for those services which are a part of the ongoing routine care of college buildings, grounds and equipment. These include the care of those items which are an integral part of the building. These costs are budgeted in the cost of Facilities Management Operations.

The second category is the cost associated with services that are necessitated by and more directly benefit the individual department. These generally include the items over which the department maintains the control, ownership or responsibility of operations. This category also includes all special project work for which specific budgets have been established.

The listings below can be used as a guide in determining to which category the services are chargeable. These listings attempt to address the more common circumstances. Please contact the Facilities Management Department for any necessary clarification about funding prior to work commencing.

Requests for services with departmental budgetary responsibility should be accompanied by a notification of the proper account number (including object code).

For Dining Services, all costs of operating or maintaining that unit are chargeable to that unit. This is necessary in order to determine total cost of operations of that unit.

I. Services provided as a part of the Facilities Management maintenance budgets.

A. Care of the building structure

1. Roofs

- leak repair
- flashing maintenance
- drain cleaning
- parapet wall waterproofing

2. Exterior surfaces

- masonry repairs
- painting

3. Doors and windows

- locks and latches
- closures and hinges
- miscellaneous hardware
- glass replacement

4. Structural members

- foundations, beams, columns, floors, walls

5. Finishes

- scheduled repainting
- ceiling tiles
- carpet and vinyl floor repair
- quarry and ceramic tile maintenance
- vinyl wall covering
- woodwork and trim

- B. Repair and maintenance of building systems
1. Electrical Services
 - high voltage supply and transformers
 - entrance panels
 - motor control centers
 - distribution panels
 - convenience outlets and lighting
 - bulbs and fuses
 2. Plumbing Services
 - water mains and entrances
 - distribution piping
 - faucets and valves
 - drains, waste and vent lines
 3. Ventilation and air conditioning (general building)
 - temperature controls, thermostats
 - motors, belts, pulleys, bearings
 - air filters
 - volume controls and fire dampers
 - refrigeration compressors, condensers, evaporators and valves
 - window air conditioner repairs
 4. Life safety systems
 - fire alarms, smoke and heat detectors
 - emergency exiting devices
 - fire extinguishers
 - sprinkler pumps and heads
 5. Existing systems within specialty spaces
 - greenhouse - heating, cooling, electrical, plumbing, ventilation, lighting and structure
 - research rooms - electrical, plumbing, ventilation
 - environmental chambers - temperature control, lighting
 - astronomy facilities - structure, electrical
 - departmental classrooms - electrical, plumbing, ventilation
- C. Utilities
1. Heating & Cooling
 - centralized steam and chilled water distribution
 - fuel
 - distribution systems
 - converters, pumps, radiators, etc.
 2. Light and power
 - electricity
 - distribution
 - motors and controls
 3. Water, sewer and garbage
 - water charges
 - water mains, sewer lines
 - garbage collection and hauling
 - storm sewer system

4. Telecom Services
 - Maintenance of lines from entrance of building to the wall plate in the individual room or office.
 - Maintenance of communication cabling from network equipment to wall connections

- D. Building Services/Facilities Support
 1. Routine cleaning
 2. Snow removal at entrances
 3. Garbage collection within the building
 4. Minor maintenance and bulb replacement
 5. Carpet shampooing
 6. Set-ups – if it doesn't affect normally scheduled work.

- E. Grounds Services
 1. Turf care and mowing
 2. Tree trimming, removal and replacement
 3. Landscape development and care
 4. Sidewalk care and replacement
 5. Parking lot repair, cleaning and painting
 6. Flower bed planting and care
 7. Fertilization and spraying
 8. Snow removal

- F. Other Services
 1. Property insurance
 2. Repair of furniture and fixtures in general use classrooms
 3. Pest control
 4. Elevator maintenance
 5. Deliveries and office moves – move requests and deliveries are requested and scheduled through the work order system. The following exceptions apply:
 - Heavy furniture and equipment
 - Personal property
 - Computer and A/V equipment (contact ITS)
 - Small items easily moved by one person
 - Deliveries made off campus
 - Equipment lent out to organizations

- II. Services provided that are to be provided as a part of the departmental or project budget.
 - A. Improvements and expansions.
 1. Remodeling projects - those not funded as a major project
 2. Decorative painting - not a part of scheduled maintenance
 3. Requested additions to plumbing or electrical systems
 4. Requested additions, modification, or relocations of telephone lines.
 5. Initial purchases and installations of window unit air conditioners or air conditioning systems for specialty areas such as computer rooms, research areas, and etc. installation should include all electrical, ducting and other miscellaneous costs.
 6. Construction of bookshelves, cabinets and other casework.
 7. New or additional communication cabling
 8. Lock re-keying and/or key replacements
 9. Procurement and installation of name plates, labels and special signage.
 10. Carpet replacement which is not a part of a scheduled replacement program.

11. Initial installations of or modifications to specialty rooms or spaces. (i.e. green houses, research rooms, environmental chambers, astronomy facilities, departmental classrooms or laboratories).
- B. Equipment repair and maintenance
1. Repair of departmentally owned equipment
 - projectors, recorders, sound equipment
 - microscopes, test equipment
 - laboratory or research equipment and instrumentation
 - computer equipment
 - athletic equipment
 - washers, dryers, kitchen equipment, and ice machines
 2. Furniture repairs, replacements or additions
 - desks, chairs, tables, desk pads
 - file cabinets, bookcases, storage cabinets
 - extension cords, lamps
 - bulletin boards, plant hooks, picture hooks
 - Exception: There may be individual situations where cost sharing is applied. A department pays for materials and Facilities Management pays labor.
 3. Telephone equipment
 - new or repaired purchase of phone sets and accessories (i.e., line status indicators)
 - other special telephone equipment
- C. Other Services
1. Special set ups and room arrangements
 2. Building Services work for special events beyond normally staffed schedules
 3. Special or temporary utility or service connections requested by the department
 4. Telephone Service
 - Local line charges
 - Direct distance dialing (DDD) charges
 - credit card calling charges
 5. Damage or breakage to Facilities Management equipment that is not a result of normal wear or use by the department

Revised: 11/10

PROCEDURE: CALL BACK

In order to respond to facilities related problems on a 24 hour basis, one person shall always be assigned to be on call to react to problems since most problems that occur after normal hours or weekends are of an urgent nature. The person on call shall be from the Electrical Services, Plumbing Services, and Heating and Cooling Plant Departments. On-call staff are required to take call on a rotating basis as determined by the employees within those workgroups in conjunction with their supervisors.

The person on call will be available to respond to trouble calls on a 24 hour basis. They must be able to respond in a reasonable amount of time, preferably within thirty minutes. They must be available by telephone during the period they are on call.

The person on call will be responsible for all calls that are urgent in nature and must be attended to before the next working day. This will include response to all problems that are of a Facilities Management Department responsibility regardless of whether or not they are specifically mechanical or electrical. If the person on call is not able to correct the problem or needs additional help, it is their responsibility to contact the appropriate person who can correct the problem.

Building Services will provide services on a 24 hour basis also. Should Building Services assistance be required other than the previously listed hours (including weekends and holidays), Call 299-4569. Facilities Management employees can reference the overtime compensation procedure in the support staff handbook or hr@cord.edu.

PROCEDURE: CALL BACK

1. A problem call is reported by the observer to the Public Safety at 3123. Public Safety will determine urgency of the call. If it requires immediate assistance; they will call the Trade or Building Services FM staff. If there is no immediate assistance required, they will write a work request.

PROCEDURE: DRESS CODE – STAFF

Each employee will be given an annual allowance of up to \$100 to spend on approved reimbursable items.

Regular Staff:

Approved clothing categories:

1. Approved Reimbursable - Required
2. Approved Reimbursable - Not Required
3. Approved Non-Reimbursable - Required

Approved Reimbursable - Required

1. Shirts with logo
 - a. Button down or polo. Light or dark blue. Long or short sleeve.
 - b. T-shirts. Short sleeve. Light or dark blue. Permitted May 1 – September 15.
 - c. Sweatshirts. Light or dark blue.
 - d. Must be purchased through the Facilities Management Department.

Approved Reimbursable - Not Required

1. Jackets with logo
 - a. Light blue, dark blue, or black.
 - b. May be purchased through the Facilities Management Department or outside vendor. Jackets must have approved logo to be reimbursable.
2. Caps with logo
 - a. Light blue, dark blue, or black.
 - b. May be purchased through the Facilities Management Department or outside vendor. Caps must have approved logo to be reimbursable.
 - c. Baseball or stocking/knit style.

Approved Non-Reimbursable - Required

1. Pants
 - a. Blue, black or tan.
 - b. Sweat/stretch pants not permitted.
2. Shorts
 - a. Blue, black or tan.
 - b. Mid-thigh length or longer.
 - c. Permitted May 1 through September 15.

ID Badge

1. College issued.
2. Required to be worn, and visible if possible, at all times while on campus.

Reimbursement

1. Up to \$100 per FY per person on reimbursable items.
2. No carry over to the next year.

Approval/Enforcement

1. The immediate supervisor may determine the permissible condition of clothing and when/if replacement is needed.
2. Policy enforcement is the responsibility of the immediate supervisor.

Exceptions

1. When working under extreme environmental or messy conditions, the immediate supervisor may allow a temporary deviation from the procedure.
2. If a person's religious beliefs require a specific kind of clothing.
3. Painters approved colors for pants, shirts and shorts are white.
4. Grounds mechanic approved shirt color is black.
5. Individuals with difficulty fitting into the Facilities Management approved vendor(s) clothing may purchase items within the approved color and styles. The immediate supervisor must approve the clothing item. The Facilities Management will arrange to have the logo attached and will reimburse the individual up to the annually allowed amount.

Ordering

1. Orders will be placed through the Facilities Management office as needed.
2. Orders will be placed for new employees as needed. A limited amount of shirts will be kept "in stock".

Administrative Support Staff:**Reimbursable - Approved**

1. Shirts with logo
 - a. Button down dress type. Light or dark blue. Long or short sleeve.
 - b. Must be worn during office approved "shirt day".
 - c. Must be purchased through the Facilities Management Department.
 - d. \$40.00 allowance each year.

ID Badge

1. College issued.
2. Required to be worn, and visible if possible, at all times while on campus.

Student Staff:

1. T-shirts will be provided and required for summer staff. Different color to be determined each year. Shirts will have Concordia Facilities Management logo.
2. Policy enforcement is the responsibility of the immediate supervisor.
3. ID badge required.

Events Staff:

1. Vests will be provided and required for regular staff and students working during major events.
2. Vests will be black with Concordia Facilities Management logo on front and "Events Staff" on back.
3. Approximately 15 various size vests will be kept in Memorial Auditorium.

Temporary Staff:

1. Vests will be provided and required for all temporary staff working.
2. ID badge required.

On Call Staff:

1. ID badge required.

Providing a safe and comfortable environment for the students and staff is a fundamental purpose of the Concordia College Facilities Management Department. The level of safety and service to students, staff and guests will be greatly enhanced with an immediately recognizable employee and will be of benefit to the college. Attaining a professional appearance is an additional objective.

PROCEDURE: FIRE ALARM SYSTEM EMERGENCY SERVICE

The annual testing and ongoing maintenance of the fire alarm systems on campus are contracted with a specified vendor.

The services contracted include limited after-hours emergency repairs. Those services are defined as: 24 hour, seven day service in all residence halls and business hour 5 day service in other buildings.

When after hours system problems arise and normal resetting procedures do not clear the problem the following action should take place.

1. In Residence Halls, the staff member "on call" should contact the contracted service provider to have the system repaired and restored to operating condition. This is a covered service and this should be a non-chargeable service call.
2. In other buildings, the individual responding to the alarm or trouble call (generally the security officer) should investigate the probable cause of the alarm and attempt to "clear" or reset the system. If normal reset procedures do not clear the problem, the individual should contact the Facilities Management "on call" employee. If repair service is necessary, the Facilities Management "on call" employee should attempt to correct the problem or refer it to a Facilities Management employee capable of making the repair. If that person cannot restore the system operation to a reasonable level, then a contracted service provider will need to be called next business day.

A Fire Alarm Activity Log is to be filled out and turned into the Facilities Management Department Office by the Public Safety Officer before 9:00 a.m. the next working day after the occurrence of the problem.

Fire Alarm Response Procedure

Naturally if there is any risk involved in waiting to call the Fire Department, Public Safety or the Facilities Management, evacuate the building immediately. If a fire alarm sounds in any campus facility, the initial response (from anyone near a phone) should be to call 9-911 and report the alarm to the Moorhead Law Enforcement Center. The Fire Department would prefer receiving several calls, rather than one call several minutes after the fact. Furthermore, since it is impossible to assure that some individual designated with this responsibility will be present when an alarm sounds, everyone needs to assume responsibility. The second response should be to call in a report to Public Safety at 299-3123, or if no one is available there, the Facilities Management at 299-3362. Next evacuate the building and wait for the Fire Department, Public Safety, and/or the Facilities Management to respond.

Fire Alarm Reporting Responsibility

- | | |
|--------------------------|-------------------------------------|
| -Residence Halls | Hall Director's |
| -Other Campus Facilities | Public Safety/Facilities Management |
| | (Whoever receives the call first) |

A Fire Alarm Activity Log should be completed and turned into the Facilities Management Department not later than the morning of the next working day following any reported alarm (excluding practice drills).

PROCEDURE: FLOATING HOLIDAYS

The College gives employees specified floating holidays each year depending on your FTE status. In order to manage work load and offer employees some flexibility, the Facilities Management Department has set some parameters on when the floating holidays may be taken.

The floating holidays that the College gives to employees which are to be used over the Christmas break need to be taken between November 1st and January 31st of the next year. The Mid Sem floating holiday needs to be taken during a specific three week period. The period in which it can be taken is the week before, during and after Mid Sem end. There may be situations when an employee needs to work during these holiday times and is not able to take their holidays off timely. Employees and Department Supervisor need approval from the respective Management Team Supervisor for deviations to the specified deadlines.

All holidays should be used by fiscal year end of April 30th.

PROCEDURE: FUNERAL NOTIFICATION

Current Employees

A card and email may be sent notifying employees of death of co-workers spouse, child or immediate parent.

Former Employees

An email may be sent notifying employees of the death of former employees

- \$40 arrangement sent for those who served 11 or more years
- Front office will handle arrangements

Added: 11/10

PROCEDURE: ON CALL COMPENSATION

The on call compensation for an employee will be one hour of paid time for each weekend day or holiday that the employees is on call. The compensation will be paid at the overtime rate.

PROCEDURE: PAYCHECK AUTHORIZATION

When a Facilities Management employee is not able to pick up his/her paycheck and requests that another employee or non-employee pick it up, an authorization form must be completed and on file at the Facilities Management office.

PROCEDURE: PERSONAL PURCHASES

The Facilities Management Department allows current college employees to make personal purchases from stock or via a purchase order. In order to process properly, employees need to follow the steps listed below:

1. Personal Purchases from stock:
 - Employee completes Personal Purchase form and submits form to department Supervisor for signature and approval
 - Department supervisor submits form to front office for processing

2. Personal Purchase with a Purchase Request form:
 - Employee requests approval from direct Supervisor for purchase of item/s
 - Direct Supervisor approves Request and submits form to front office for processing

NOTE: If an employee is not timely in submitting payment for items purchased, all future charging will not be allowed.

PROCEDURE: PROFESSIONAL DEVELOPMENT

The Facilities Management Department supports both career-related and job-related professional development training. It is expected that employees and supervisors meet to discuss professional development options or issues. Department Supervisors may support an employee's request to participate in a professional development opportunity by approving flexible or alternate work schedules, leave without pay or by using vacation, and full or part payment of fees and expenses.

Facilities Management Financial Responsibility: When a department head requires an employee to attend a training or development program, the time spent in attendance shall be counted as time worked, and the full fees and related costs, (i.e., materials and travel), shall be paid by the department. Licenses or certifications that are an enhancement to the individual's position may be paid for by Facilities Management. The cost of the training as well as the time required to attend the training will be considered a responsibility of the college. Training of this nature is often requested by the supervisor of the employee and there has to be direct benefit to the college. Supervisors may require verbal and/or written documentation of training attended. An example of this type of training may be a supervisor requesting an employee to attend back flow prevention training.

Employee Financial Responsibility: Continuing education courses for the maintenance of State licenses which are a requirement for employment in the employee's present position are not automatically considered professional development programs and do not necessarily qualify for fee reimbursement. Licenses that are a requirement for the position are the responsibility of the employee in respect to both the cost of the licensure as well as time off for training. The assumption is that the salary compensation of the employee is based on this license. Examples of this type include a journeyman electrician's annual license and the local market affect on the salary.

A. PROFESSIONAL DEVELOPMENT ACTIVITIES AND ELIGIBILITY

Professional Development activities may include but are not limited to: opportunities for on-the-job training, attendance at courses, workshops, seminars, conferences, lectures, and meetings.

B. PROFESSIONAL DEVELOPMENT LEAVE

To submit a request to attend a professional development leave, the employee needs fill out the FM Professional Development Request form, submit the request form to his/her supervisor and the supervisor will turn in the request form to front office.

The employee submits his/her request form to their direct supervisor for support and/or discussion. The request form must include the following issues, as applicable:

- A description of the activity or activities to be undertaken by the employee during the leave period
- The requested period of time for the activity (provide dates or the range of time)
- The relation of the activity to the employee's current job responsibilities
- An estimate of cost

In approving a Professional Development leave request, considerations will be given to the relative importance of the activity, proposed duration of the leave and scheduling, staffing impact on the department, and budget.

C. DOCUMENTATION

A copy of the certificate or licensure is placed in the employee's personnel file.

Revised: 9/11

PROCEDURE: PROGRESSIVE DISCIPLINE

Disciplinary Process

The disciplinary process should follow a sequence of increasingly severe penalties for a wrongdoing. The final step in the disciplinary process is discharge from Concordia. It should be noted, that depending upon the seriousness of the action, an individual may start at a more advanced step. Under normal circumstances, the process is referred to as **progressive discipline** because the disciplinary actions become increasingly severe.

These five steps illustrate progressive discipline:

Step 1. *Verbal warning.*

The first step in the disciplinary process is a simple comment by a supervisor to warn employees that certain acts are not acceptable. The purpose of the warning is to ensure that employees know what is expected of them and that what they are doing is wrong. It is recommended that an informal note of the discussion be kept by the supervisor for future reference. A verbal warning is frequently used for minor offenses such as infrequent tardiness, discourtesy to customers or coworkers, horseplay, and obscene language.

Step 2. *Verbal reprimand.*

The second step is a verbal reprimand in which the supervisor informs the employee that the situation is not acceptable and that improvement is required. The reprimand should be given in private. The supervisor should avoid sarcasm and belittling comments, and should not try to humiliate the employee. Instead, the focus of the reprimand should be a firm explanation of the rules and expectations. The supervisor should make certain that the employee understands the problem and knows how to correct it. Since the purpose of the reprimand is to correct the problem, the employee should leave the discussion feeling encouraged and committed to improve. The supervisor should make a written note of the conversation in case further discipline becomes necessary.

Step 3. *Written reprimand.*

The third step in the disciplinary process is a written description of the problem and the disciplinary action. This step is more formal than the first two steps. The supervisor discusses the problem with the employee once more, reviewing the previous discussions and outlining the history of the problem. This time, however, the supervisor prepares a written record that summarizes what has been said and decided. A course of action should be established for the employee to correct the problem, and the written reprimand should set a target date for the completion of that action. The supervisor should sign the reprimand and ask the employee to sign it as an indication that the employee has read and understood it. If the employee refuses to sign the reprimand, the supervisor should ask that a witness be present and then sign it and note that the employee received a copy but refused to sign it. Copies of the reprimand are given to the employee, Concordia College Office of Human Resources, and a copy is placed in the supervisor's files. The employee should be warned about the consequences if he or she does not change the behavior.

Step 4. *Suspension.*

If an employee fails to respond to the written reprimand and persists in the wrongdoing, the next step is suspension. A suspended employee is not allowed to work for a period of time and his or her compensation may be reduced accordingly. The purpose of the suspension is to demonstrate the seriousness of the offense and to reinforce the idea that appropriate behavior is a prerequisite for maintaining a job. The length of the suspension should be considered in light of the seriousness and type of offense (1 - 3 days recommended). Under certain circumstances, second and third suspensions are considered appropriate, such as when an employee is making progress and seems to be trying to change. Before an employee is suspended, the employee should know exactly why he or she is being disciplined. The conditions for the employee's return to work need to be carefully explained. Records describing the reasons for suspension need to be maintained and copies forwarded to Office of Human Resources.

Step 5. *Discharge.*

Employees who persist in wrongdoing and who fail to respond to previous disciplinary actions should be terminated. Discharge represents the final step in the disciplinary process. The final discharge should not be issued until all facts have been gathered and carefully considered and emotions are under control. Concordia College Office of Human Resources will be a primary player in this aspect of the disciplinary procedures.

PROCEDURE: PURCHASING

All purchases of materials and/or services for college use must be authorized by the issuance of a Purchase Order. Vendors are encouraged to require Purchase Orders before supplying any merchandise or service. No item or service is to be charged to the accounts of the Facilities Management Department without the issuance of a Purchase Order with the exception of emergencies. Purchase Requisitions are available at the Facilities Management Office. They must be approved by authorized personnel to be valid. Student employees are NOT authorized to obtain Purchase Requisitions or Purchase Orders. The Facilities Management Department will assume no responsibility for items purchased without an approved Purchase Order or for items which the employee pays cash.

USE OF THE PURCHASE REQUISITION/PURCHASE ORDER

- A. Purchase requisitions are available to authorized personnel at the Facilities Management Department. Actual orders shall not be placed until all authorizations have been made and the Purchase Requisition has been converted into a Purchase Order.
- B. After an authorized employee has completed all the required information on a Purchase Requisition, the Purchase Requisition is forwarded to the appropriate Supervisor and/or Administrator for approval. After all required signatures are obtained; the Purchase Requisition is forwarded to the front office for data entry and conversion to a Purchase Order.
- C. Once a Purchase Order is created, it is printed with an assigned Purchase Order number and returned to the original requestor.
- D. Once the original requestor has received the approved Purchase Order, the requestor may contact the vendor and place the order. The vendor must be instructed to include the Purchase Order number on all relevant documentation including packing slips and invoices.
- E. When the requestor has received the ordered materials, the packing slips and/or invoices must be sent to the front office for payment processing.
- F. When returning any items to the vendor for credit, the requestor needs to be sure to provide the Purchase Order number under which the items were originally purchased so that it can be entered and the invoice credited. Return all relevant paperwork to the front office.
- G. Specific instructions for the use of the Purchase Requisition form are listed below:
 1. Write the Purchase Requisition number by the PR#: on the form. Example would be: FM10-1029-1-XXX.
 - FM10=Facilities Management current year 2010,
 - 1029=today's date,
 - 1=first PR on this day,
 - XXX=employee TMA number
 2. Enter the requesting employee's name.
 3. Enter the warehouse #
 4. Circle YES or NO for New Vendor
 5. Enter the name of the vendor from which the materials/services are to be purchased. For new vendors, complete the address, contact information, telephone number and email address.
 6. List the quantity and item description of each item being ordered. Use part number and the description when available. When a large number of individual items are being ordered, attach a separate page to the first page of the request.

7. A dollar value for each of the items must be noted. This value may be a quoted or estimated amount and should be noted on the Purchase Requisition. Calculate extension costs.
 8. For purchases where items will be used directly in the completion of a Work Order, include the appropriate Work Order number in the space provided.
 9. Enter the appropriate warehouse ID code in the "WHSE ID" space. The optional I.D.s are:
 - CP for capital projects whose work order account numbers begin with 91
 - AP for Administrative Projects whose work order account numbers begin with 92
 - MS for Maintenance/Stock for all other account numbers and for stock items.
 10. Include shipping when applicable.
 11. Calculate total of purchase requisition.
- H. Purchases of new tools and equipment under \$1,000 are managed by the Supervisor of the respective area. Prior to the beginning of the fiscal year, each supervisor is apprised of the tool and equipment budget for the year. New purchases, replacements, or repairs to tools and equipment are all costs associated with the tool and equipment budgets. Equipment purchases over \$1,000 are prioritized within the Facilities Management through a formal request process prior to the start of the new fiscal year. Equipment purchases over \$1,000 require the approval of the Director of Facilities.
- I. Circle YES or NO to indicate whether any portion of the purchase is a personal purchase. If YES is circled, include the name of the employee for whom the purchase is being made.
- J. Individuals within the Facilities Management Department have approved spending limits on Purchase Requests:
- \$100 – Transportation Services Coordinator
 - \$300 - Trade or Building Services Supervisor, Telecom Support Specialist, Office Manager, Events Services/Campus Events Manager
 - \$500 - Heating Plant Supervisor
 - \$700 - Project Coordinator
 - \$1,500 - Stockroom Supervisor - Stock purchases only; special orders need approval from Assistant Director
 - \$2,000 - Assistant Director of Operations, Assistant Director of Facilities Services and Business Manager
 - Unlimited - Director of Facilities

Revised: 11/10

PROCEDURE: RECEPTIONS

This procedure provides eligible employees who have worked with the Facilities Management Department the benefit of the following if the minimum criteria are met:

Farewell Receptions

All eligible employees who cease employment with Facilities Management, having completed 10 years or less of service, will be entitled to a farewell reception within their respective work groups.

Retirement Receptions

All eligible employees who retire from employment with Facilities Management, having completed between 11-19 years of service, are entitled to a farewell reception and a \$50.00 gift.

All eligible employees who retire from employment with Facilities Management, having completed 20 years or more of service, will be entitled to a farewell reception and a \$100.00 gift.

Arrangements and conditions

On receipt of a departure notice, the Facilities Management Office will verify years of service and make necessary arrangements for celebration

Revised: 11/10

PROCEDURE: SNOW REMOVAL

Snow removal scheduling is based upon three major factors: (1) the amount of snowfall. (2) the time of day the snowfall occurs. (3) the time of day the snowfall ends.

When snowfall occurs during regular business hours and visibility is not seriously hindered, personnel will attempt to keep major walkways, drives and building entrances clear throughout the day to permit activities to continue with a minimum of inconvenience.

Late afternoon snow accumulations will result in the Grounds Services Department retaining a staff member to staff late and commence with removal operations. This will be done on a rotating daily schedule. Main walkways around Academic and Residence Life buildings will be the top priority.

Residence hall lots must be vacated within 24 hours after notice is given, after which time vehicles are subject to being towed at the owner's expense. Notification of these times will be made through the housing staff. Persons who do not drive their vehicles during the winter and would be inconvenienced by this procedure should contact Public Safety and arrange alternative storage for their cars.

Snow removal operations necessitated by snow accumulations during the night or early morning will begin as soon as practical, making every attempt to have as many traffic lanes as possible cleared by the beginning of the class day. During extreme blizzard conditions, snow removal operations may cease in order to ensure the safety of operators, property and members of our campus community.

Public Safety will call the Grounds Supervisor or their designated contact at 3:30 am if snow has fallen during the night prior to that time. If snow starts to fall after that time, Public Safety will call if there is any accumulation on the sidewalks and parking lots. If on a weekend refer to the "on call" weekend schedule and call the appropriate person.

Shoveling and other hand operations will be limited to those buildings where weekend staff is scheduled. When needed for special events, the event coordinator should make proper notification and arrangements for snow removal.

For your own safety, do not walk near operating snow removal equipment. Operators may not be able to see you because of obstacles or blowing snow. Please extend patience, understanding and cooperation to those persons performing snow removal operations. Any questions on snow removal procedure may be directed to the Facilities Management Department, 299-3362.

GUIDELINES/SNOW REMOVAL PERSONNEL

1. Snow will be piled in parking lots and other areas as necessary until time allows for its removal.
2. Building Services personnel will be responsible for snow removal from their individual building steps, entryways, doors and sidewalks to a point where machine operations performed by Grounds Services personnel can safely and effectively be completed. Ground Services personnel will be responsible for all other areas.

Revised: 11/10

PROCEDURE: STORM DAYS

There are occasions where classes will be called off but employees will be expected to be at work. Employees, other than those in the essential categories, will not be expected to be at their work stations when the announcement has been made that the college is closed. A list of essential staff will be established when situations arise.

Regardless of the status of operation of the college on the storm day, the decision of whether to attempt to get to work or not must ultimately be made by the employee. If an individual situation dictates that attempted travel is unsafe, no attempt should be made that does not seem advisable to you. If an employee is unable to get to his/her job site at the scheduled time, he/she should report this to the Facilities Management Department at 299-3362 and his/her direct supervisor as required.

On those occasions where the college is in operation and the employee is unable to report to work, the absence may be handled in one of the following ways:

1. The hours of absence may be made up by working additional time during the same calendar week.
2. The hours of absence may be taken as vacation time.
3. The hours of absence may be substituted for one of the flexible holiday dates (such as mid-semester break or the additional holiday days at Christmas) if those days have not already been used for the year and fall within the approved timeframe allowed which is November 1 through January 31.

Contact should be made with the Facilities Management Office and the direct supervisor as soon as possible after returning to work to make arrangements for how the absence is to be handled.

PROCEDURE: TOOL AND EQUIPMENT CHECK OUT

Tools and equipment borrowed from the Facilities Management Department must be checked out on the Tools and Equipment Check out sheet with a Facilities Management supervisor in the department where the tool or equipment is borrowed.

When a person, department or organization requests to borrow a tool, the department supervisor will determine if the tool can be borrowed. The following criteria determine if the tool can be borrowed:

1. Value of the tool
2. Borrower has limited or no training on the operation of the tool
3. Borrowing interferes with operations

If a tool is borrowed, the borrower is responsible for all consumables. A consumable is defined as any product that is consumed through usage. The supervisor of the area has the responsibility of monitoring tool usage and the associated costs of consumables.

Once it has been determined that the tool/equipment can be borrowed, the tool check out form must be completed by the department supervisor. The person, department or organization that is authorized to borrow the tool or equipment must leave his/her name, department or organization, telephone number, and the date the item is to be returned to the Facilities Management. The borrower is responsible for the tool/equipment until returned and is liable for any damage. If the item is not returned within a reasonable time, and after checking with the person, the department or organization will be liable for replacement of the item. The Facilities Management Department will purchase the replacement item and charge the borrower the cost.

The Facilities Management employee in the department where the tool or equipment is borrowed must complete the Tool and Equipment Check Out sheet at the time any tool or equipment is borrowed. Upon return of the item, it should be inspected to see that it is in the same condition as when it was checked out. If damage has occurred, the employee needs to repair or replace tool or equipment.

PROCEDURE: TRAINING COMPENSATION

Facilities Management employees who are designated trainers will be compensated according to department procedure and allowed to do preparation during work hours.

If an employee is the primary trainer and instructs the class alone, the employee will be compensated with a free lunch from KC Dining and with paid administrative leave for each hour multiplied by two.

- Example – Employee does a classroom training alone for 1 ½ hours, the employee would receive 3 hours of paid administrative leave. There is a lot of time and preparation that goes into doing training alone, so this is the rationale for the extra time off.

If an employee is a co-trainer with someone else, the employee will be compensated with a free lunch and paid administrative leave for each hour they train a course.

- Example – employee does a classroom training for 1 ½ hours, the employee would receive 1 ½ hours of paid administrative leave.

Once you have instructed the course and are ready to take the time off, complete your timesheet using appropriate work order number, code the hours off as “paid administrative leave – training”. And turn in to your supervisor for approval.

Paid Administrative Leave should be taken by the end of the next pay period and in accordance with the department workload and approval of supervisor.

When you are ready to redeem your free lunch at KC Dining, see front office staff to sign out the lunch card. Return the lunch card to the front office once you are done.

Revised: 11/10

PROCEDURE: VACATION REQUESTS

Vacation time must be planned for and scheduled at times that do not negatively affect the department's ability to provide its normal level of service. Vacation time must be requested adequately in advance of its intended use to allow for work schedules to be assessed and when feasible arranged so as to allow for the employee's absence. Requests for vacation use should be made as far in advance as possible but shall not be less than a period of equal to the requested length of the absence in advance of the first day of the requested vacation. Requests for vacation use must be approved by the employee's direct supervisor before they are to be considered as granted. Vacation time will be granted within specific employee groups only to the extent that it does not leave the group unable to adequately perform the necessary and essential work at hand.

PROCEDURE: VACATION REQUESTS

1. Employees should check the vacation accumulated balance on his/her payroll check stub to verify that there is adequate time accumulated to cover the period which you are to be absent.
2. The employee should obtain an Employee Leave card and complete the appropriate sections of the card, sign the card, and present it to his/her direct supervisor for approval.

PROCEDURE: VEHICLE USE

GENERAL

As an operator of a motor vehicle you have a very serious responsibility for the safety of yourself and others as well as the protection of property. As a driver you are expected to obey all laws pertinent to the operation of a motor vehicle. You will be responsible for any fines or charges associated with the failure to obey traffic and parking regulations. If you are involved in an accident or mishap it is your responsibility to report it. In the event it is a situation necessitating reporting to the local law enforcement agency, you must do so and file any reports necessary to comply with state laws. In all cases, any and all accidents must be reported to the Facilities Management Department and an appropriate written statement concerning the circumstances of the accident given. Anyone with a DWI, DUI and some other traffic offenses, need to reference the college vehicle use procedure.

BACKING

When backing a vehicle, one is much more susceptible to being involved in an accident than at most other times. It is therefore very important that extra precautions be taken during those times. A second person shall be used whenever available to guide the movement of the vehicle and alert the driver to potential danger or accident.

HAULING

All items, such as, barrels, tanks, pipes, boxes, etc., are prone to move or shift around the box due to sudden stops or sharp turns. The same applies for tall or top heavy items being moved. Taking a sharp turn at even a slow speed can cause momentum to tip your load off the side of the truck without any warning. Move slowly with all loads, watch your load, and think ahead of what might happen if you have to suddenly stop or turn.

As a driver you are responsible for the safe operation of your vehicle. Take that responsibility seriously, pay attention, and follow these rules:

1. Tie down or attach all items that may cause damage by sudden or accidental shifting of load.
2. Be aware of top heavy items that may tip or fall with the slightest movement and anchor them down.
3. Drive slowly and carefully. Avoid fast turns and sudden stops.
4. Do not sit or ride on the tailgate while the truck is moving.
5. One person should always be standing at the rear of the vehicle to guide and direct your backing.
6. Anticipate what could go wrong and act accordingly. Think ahead and remember SAFETY FIRST!

PARKING

Campus parking rules and regulations are applicable for college vehicles. In some locations there are parking spaces reserved for service vehicles which are available to college vehicles in the performance of service or delivery function. In other cases, loading zones can be used when transferring materials or tools from the vehicle but should not be used for long duration parking.

At the end of the work day, the individual returning the vehicle to the Facilities Management building will be responsible for parking it in the designated overnight parking area.

Departmental vehicles that are available for use by employees of the Facilities Management Department in the carrying out of their duties are to be checked out when used. A "check-out board" on which the vehicle keys are stored shall be used for vehicle reservation and check outs. It is expected that the vehicle will be checked out only for the time of use and that keys will be returned to the board promptly after the vehicle is returned.

When the vehicle is returned to the Facilities Management building after being used it is the operator's responsibility to see that all tools, supplies and other materials are removed from the vehicle. No refuse shall be allowed to accumulate in the vehicle cab or box.

Revised: 11/10

PROCEDURE: VENDOR - NON-VENDOR DONATIONS

On occasion, employees may be the recipient of vendor or non-vendor donations who do business with the College. If you are receiving an item, follow the guidelines below.

ACCEPTABLE ITEMS:

- Lunch
- Cups/mugs - it is recommended to put these items into a drawing that will benefit whole department.
- Training
 - For example, a vendor may offer a free seminar, lunch, and some type of outing. If the seminar is truly part of the effort and there is educational "gain" this is fine.

NOTE: If you should question if you should accept a donation or perk, contact Director of Facilities for clarification.

PROCEDURE: WORK REQUEST PRIORITY

In order to establish prioritization guidelines to aid trades personnel in determining the order in which Work Requests should be serviced a priority number, title and description is used. A priority number will be indicated on the Work Request Form when it is approved for implementation by the Facilities Management Department. The priority number found on work orders in the TMA CMMS does not match the sequence in this document, at this time. A printed work order has the word describing the status on the top right side of the page.

When a specific date of completion is indicated on the Work Request, attempts will be made to meet that request within the guidelines listed below. In order to control the uniformity of priority assignments, all Work Requests shall be submitted to the Facilities Management Department for assignment.

Listed below are the Priority Descriptions used to classify the Work Request:

PRIORITY 1 - EMERGENCY:

Situation is an immediate safety, security or health hazard; is potentially dangerous or damaging to persons or property; lack of attention will result in further hazard or damage; if not attended to will prevent a major activity from taking place on schedule. Facilities Management office staff will call appropriate staff immediately, prior to generation of work order.

Repair or attend to IMMEDIATELY!

Examples:

Fire, major power outage, high pressure steam, water or gas leaks, broken glass in high traffic area, total loss of space heating in freezing weather, major equipment breakdowns, etc.

PRIORITY 2 - CRITICAL:

Situation is causing serious inconvenience or loss of comfort to occupant, is causing a hardship or has economic impact if left undone. Prompt attention is needed. Same day service is preferable. Repair ASAP. Facilities Management office staff will call appropriate staff immediately, prior to generation of work order.

Examples:

Plugged drain lines, inoperative lights, switches, or outlets in critical areas, dripping pipes, doors and windows that will not operate, loss of refrigerated storage space, broken glass, extremely warm or cool rooms or spaces, etc.

PRIORITY 3 - PROJECT:

Small to moderately sized remodeling projects, improvements to existing facilities or equipment, installations of new equipment or furnishings. All project work is to be planned and coordinated the Facilities Management and all affected staff. When an approved schedule has been made and assigned, attempt will be made to complete the project within the time guidelines indicated.

Examples:

Office remodeling, construction of bookcases and cabinets, addition of lighting or power circuits, decorative painting, etc.

PRIORITY 4 - ROUTINE:

Situation is not causing serious inconvenience or discomfort to occupant and is categorized as routine maintenance. Repair or replacement of existing system components. Situation can be completed when time allows. If more than very basic repair is needed, work order should be reviewed and recoded to match the scope of actual work.

Examples:

Minor temperature variance in area, loose trim work, minor touch up painting, furniture repairs, leaking faucets, sticky doors, drawers and locks, noisy fans or motors, routine maintenance painting, cracked glass, mounting new shelving, mirrors and pictures, etc.

PRIORITY 5 - PREVENTIVE:

Preventive maintenance on items and necessary repairs which should be made as soon as time is available. If more than very basic repair is needed, work order should be reviewed and recoded to match the scope of actual work.

Examples:

PM's, equipment lubrication and cleaning, etc.