Custodial Services
Policies
Revised March 31, 2011

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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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 anytime an employee can request union representation

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.

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.

Vacation/Floating Holiday Policy

Vacation and floating holidays must be pre-approved 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/浮动 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.
Custodial 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:**

<table>
<thead>
<tr>
<th>Employee A</th>
<th>Sick</th>
<th>Employee B</th>
<th>Sick</th>
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</tbody>
</table>

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

**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 ¼ (.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.

**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.
Custodial Services 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.

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. An earplug rather than headphones will be required for safety reasons and is to be removed when customers are around or when in public spaces.

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

Custodial Services Policy on 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

**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.
Two-Way Radios, Pagers 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

Personal cell phones should be used only during break time and for emergencies.

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
Vehicle Use con’t…

16. A vehicle maintenance report is to be completed as required
17. Custodial equipment, trash or personal items are to be removed from the vehicles after each use

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

Trial Periods
When an employee changes positions the 90-day trial period only applies if the employee changes departments.

Article 9.4 of the Labor Agreement:

Employees successfully bidding for a job may be required to remain in such job for thirty (30) working days. Employees shall have the right to return to their former position within thirty (30) working days, by mutual agreement of the Employer and the Union.

Job Posting Policy
All jobs posted will have bumping rights.

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.

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.
**Bumping Rights con’t….**
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.

Once an employee has been bumped from a position there will be only one circumstance when they will be able to keep the position: If the senior employee who has bumped them also bids on a position and does not exercise the 30- working day return option. An employee who has exercised their right to bump a less senior employee has no “right to a 30- working day return” option.

When an employee’s job is eliminated, that employee has the right to bump and also to sign a job posting. If that employee is awarded the posted job, he/she has 30 working days to decide to either stay in that position or to exercise his/her bumping rights.

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.

**House/Residence Hall Policy**

**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.
House/Residence Hall Policy con't....
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 and spring breaks, our department gives notice to students that our employees will be entering private areas to perform restroom and apartment kitchen cleaning.

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)

Student Storage Policy
(Distributed to students)
Carleton College assumes no responsibility for lost, damaged or stolen items. The storage service is provided as an alternative to taking possessions off-campus each year. Students are responsible for posted information regarding storage hours. Space is limited. Commercial storage facilities are available in Northfield and the surrounding area.

Locations:
• Student storage is located in: Cassat, Goodhue, Memorial, Musser, Myers, and Watson.
• Bicycles may only be stored in Memorial and Watson.

Schedule:
• Students may gain access to storage from 10:00 a.m. to 11:30 a.m. on Tuesdays and Wednesdays by contacting the building custodian or calling x4133.
• Special hours will be posted at the end of spring term for summer storage and at the beginning of fall term for the removal of items from storage.

Off Campus Storage:
• Off Campus storage is located at Cassat, Goodhue, and Musser ONLY.
• Off Campus storage tickets must include the date of your return.
**Student Storage Policy con’t…**

**Storage Tickets:**
- Each stored item must have a current storage ticket. Tickets are for the current academic year and may be purchased at the Bookstore during their regular business hours. They cost $7.00 each for regular storage boxes and $10.00 each for bikes and large storage boxes (those boxes that are too large and heavy for one person to carry).
- Refrigerators can be no larger than 3.5 cubic feet and also require a large storage ticket.
- The color of storage tickets changes each year to distinguish old from current storage.
- Expired storage will be disposed of annually.

**Restrictions:**
- Storage must be in boxes, trunks or luggage displaying a current storage ticket. Plastic bags, odd containers or loose items will not be accepted. Skis will be accepted if bound and ticketed. No staff is available to help students carry boxes, so students must be able to transport items on their own. Custodial Services reserves the right to refuse storage items that do not meet these criteria.
- Furniture (including lamps) will not be stored.
- Custodial Services will provide cardboard boxes (per availability) through their recycling program for storage and moving off-campus. Times and locations for students to pick up recycled cardboard boxes will be posted at the end of spring term.
- Custodial Services may not be available to access elevators. Students must be able to carry their items up and down stairs.
- A limited number of carts are available for student use. To use one, find a custodian or call x4133.
- No storage is allowed in off-campus houses during the summer. Custodial Services will dispose of any items left behind.

**Asbestos Policy**
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. It is provided in a visible location in a custodial area for each facility.

**Policy:**
- Custodial staff are not to clean, touch, remove or disrupt any suspect material that potentially could contain asbestos
Asbestos Policy con’t…

- Any friable material (material that appears damaged) must be reported to management immediately
- Management will take steps immediately to make the appropriate contacts notifications regarding the potential hazard(s) and establish resolution of the potential hazard(s)
- Custodial staff are not to touch the suspected material and will be given instructions on what to do
- At no time will any employee be required to clean an area until notification is given that the potential substance is asbestos-free. Under MERTKA, the employees have the right to refuse work in the suspect area until the identification for asbestos process is completed
- Custodial employees will not clean up asbestos material or enter areas where asbestos exposure would occur

Guidelines for Training

I. 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, Maintenance and Grounds Departments
      b. Employees who fall under Article 8.6D of the bargaining unit contract
      c. 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.

5. 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.
Snow Removal Policy

Custodial Services is responsible for snow removal six feet out from buildings. Exceptions for specific buildings are listed below. 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 six-foot snow removal distance applies to Stimson, Hill 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.
- The following houses must be shoveled ten feet out from the entrance, because Grounds equipment cannot reach or fit into some areas: Chaney House, Jewett House, Parish House, Huntington House and Douglas House.
- 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 Meeting Room 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, Boliou/CMC dock and Faculty Housing.
- Snow blowers are available Hunt Cottage garage for West side of campus and Parish garage for East side of campus