University Mission Statement:
Valley City State University prepares people for life through visionary leadership and exemplary practice in teaching, learning, and service.

University Vision Statement:
Valley City State University is nationally acclaimed for attracting and retaining talented individuals who advance quality learning opportunities and economic growth through technology and innovation.

All employees are expected to perform their duties conscientiously, honestly, and in accordance with the best interests of VCSU.
All employees share responsibility for good public relations, especially at the community level.

This employee handbook was created to help you become an informed employee of the Facilities Services team.
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Organizational Chart

ND STATE BOARD OF HIGHER EDUCATION
  Chancellor

Valley City State University
  President

Business Affairs Division
  Vice President

Facilities Services Department
  Director
    Assistant Director
      Office Manager / Safety Coordinator

Heating Plant
  Heating Plant Supervisor
    Systems Maintenance
    Plant Operators

Security, Maintenance, & Custodial
  Security
  Maintenance
  Custodial
Purpose
This employee handbook was created to help you become an informed employee of the Facilities
Services team.

You will be acquainted with the department’s procedures as well as University policy and procedure.
Please read this document thoroughly and keep it for future reference. If you cannot find specific
information in this manual, please contact the Facilities Services Office at (701)-845-7710 or 3-
7710. For more information on payroll/benefits, contact the Director of Human Resources at (701)-
845-7401 or 3-7401.

This handbook contains only general information; it IS NOT a contract for employment. This
handbook is not all inclusive but a set of general guidelines. This handbook is reviewed on an
annual basis at the very least, but is subject to change at any time to reflect changes in department
or University policy/procedure.

Department Organization
The Facilities Services department is comprised of 30 regular full-time employees and 15-20 student
employees. Our team is made up of management, building services, building maintenance
(carpenter, plumber, locksmith) heating plant operators, system maintenance, building security,
safety, and parking personnel.

The FS Management team consists of:
1. The Director of Facilities Services
2. The Assistant Director of Facilities Services
3. The Office Manager/Safety Coordinator

Department Mission
The Facilities Services Department maintains the staff, equipment, and supplies sufficient to create,
maintain, and operate the physical facilities in a way that fosters the safety, cleanliness,
convenience and attractiveness of the campus and buildings.

Facilities Service’s responsibilities include:

- Managing, maintaining, cleaning, and repairing the 22 main buildings on the VCSU campus.
- Managing the various construction projects on campus.
- Campus Parking Services
- Safety and Emergency Management
Department Success
The Facilities Services (FS) Department success is dependent on each and every FS employee.

To promote employee participation in our department’s success, FS Management tries to ensure the department runs smoothly and fosters an open climate for communication. It is important that you feel you can discuss work matters freely and professionally with your supervisors - this helps create safe and efficient working conditions for our employees. We are committed to:

- Encouraging work conditions in which the employees feel empowered to take initiative.
- Establishing a team mentality to ensure that all FS employees work productively and efficiently together.
- Encouraging open communication throughout the department. Breaking down communication barriers where they are present.
- Welcoming constructive criticism of our department procedures and actions.

We depend on our employees to make our department successful and to work together to meet the needs of the department and University. At any time that you see opportunities for improvement, please bring your ideas forward to the department management.
Employment

The University offers a variety of benefits for its employees. Below are the benefits that are offered (click on the link for more information about each). For more information on Employee Benefits, contact the Director of Human Resources at (701)-845-7410 or 3-7401.

<table>
<thead>
<tr>
<th>Health</th>
<th>Athletic Events</th>
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<tbody>
<tr>
<td>Dental</td>
<td>BCBS My HealthCenter</td>
</tr>
<tr>
<td>Vision</td>
<td>BCBS Wellness Discount</td>
</tr>
<tr>
<td>Life</td>
<td>Council of State Employees (COSE)</td>
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<tr>
<td>Long-Term Care</td>
<td>Counseling Services</td>
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<tr>
<td>Aflac</td>
<td>Educational Opportunities</td>
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<tr>
<td>Tobacco Cessation</td>
<td>Employee Assistance Program</td>
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<tr>
<td>Long-Term Disability</td>
<td>Fine &amp; Performing Arts</td>
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<tr>
<td>Retirement</td>
<td>Graichen Gym Fitness Room</td>
</tr>
<tr>
<td></td>
<td>Viking-I and Cafeteria Meals; Viking Grounds</td>
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<tr>
<td></td>
<td>Workforce Safety &amp; Insurance (WSI)</td>
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</tbody>
</table>

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<thead>
<tr>
<th>Holidays</th>
<th>Payroll</th>
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<tbody>
<tr>
<td>Annual Leave</td>
<td>Each pay period is 2 weeks; paychecks are issued on the 15th day of the month and last day of the month. This biweekly payroll is a delayed payroll; you work 2 complete pay periods (four weeks) before you receive your first paycheck.</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>Direct Deposit</td>
</tr>
<tr>
<td>Shared Leave</td>
<td>Employees are required to enroll in direct deposit for receiving a paycheck. This means that your net income is deposited directly into a bank account of your choosing on payday. To view your paycheck and deductions, login to HRMS.</td>
</tr>
<tr>
<td>Jury Duty</td>
<td>Overtime Pay &amp; Compensatory Time</td>
</tr>
<tr>
<td>Funeral Leave</td>
<td>In order to meet the needs of the University, you may, from time to time, be asked to work outside of your regular shift by your supervisor. All other overtime (not requested by your supervisor) must be preapproved by the Facilities Management.</td>
</tr>
<tr>
<td>Military Leave</td>
<td>Overtime</td>
</tr>
<tr>
<td></td>
<td>Overtime compensation at a time-and-one-half rate shall be provided to all non-exempt employees when hours worked exceed forty hours in a work week.</td>
</tr>
<tr>
<td></td>
<td>Compensatory Time</td>
</tr>
<tr>
<td></td>
<td>Compensatory time off at a time and one-half rate may be provided in lieu of cash overtime payments upon prior approval from FS Management.</td>
</tr>
</tbody>
</table>
Specific department procedures:

1. Comp Time is to be used in lieu of overtime compensation unless granting comp time will negatively impact the department.
   a. Comp Time off mean hours during which the employee is not working and which are not counted as hours worked during the applicable work week.

2. Non-exempt employees earn Comp Time at a rate of one and one half hours for each hour worked over 40 hours in a standard work week.

3. Comp Time leave MUST be used prior to the end of the fiscal year (July 1). Comp Time must be used prior to using earned annual or sick leave.

4. There are a maximum number of hours which may be accrued by employees. Non-exempt employees may convert up to 16 hours of overtime into comp time in a fiscal year. After the maximum limit has been reached, employees must be paid overtime for any additional hours.

5. Comp Time needs to be pre-approved by the employee’s supervisor (if applicable) and FS Management prior to the end of the current pay period.

6. Comp Time off is granted only to meet the work demands of the University/Department. Comp Time off will not be granted to perform normal, routine requirements.

7. Comp Time off for non-exempt employees may be granted for work done for the department during the weekend or holiday when authorized in advance by the Supervisor and/or FS Management.

8. Employees requesting to earn Comp Time must fill out the appropriate paperwork at least 5 business days prior to the end of the pay period. On the approval form, the employee must include justification as to why they should earn Comp Time as opposed to straight overtime pay.

Work Attire
The FS Department requires all Building Services, Maintenance, and Power House employees to wear unified work shirts, which are provided to employees by the University.

Each employee has the opportunity to pick the style and color of shirt (from provided options) they wish to wear for work. Employees are given five (5) work shirts and it is their responsibility to launder these shirts.

If, during the course of the year, the shirt is damaged caused by work-related responsibilities, the shirt will be replaced at no cost to the employee. New shirts will be provided as normal wear and tear shows.
Employee Leave

Attendance
Each FS employee has a responsibility to maintain good attendance and is expected to use good judgment in managing absences from work. Regular and punctual attendance is essential to the employee’s performance as well as the department’s success. Excessive or repetitive absence affects costs, efficiency, and creates a burden on other FS employees. It is understood that employees need to be absent from time to time for appointments, illness, vacation, etc., and with proper notification and approval, these absences do not affect the overall productivity of the department.

Vacation
Each pay period you accumulate annual leave time. The accumulation rate begins at 12 days per year, and increases based on years of service up to a maximum of 24 days. Carryover is permitted up to 240 hours per year. **During an employee’s 6 month probationary period, use of annual leave is prohibited.**

In order to use annual leave time, you must first receive prior approval from FS Management through submittal of the “Leave Request Form” (See Appendix A). Annual leave pay is figured at the regular straight-time rate.

For questions about annual leave use, contact your Supervisor or the Director of Human Resources.

Sick Leave
Eligible employees accrue sick leave at a rate of 12 days per year with unlimited accumulation. Employees may use up to 80 hours annually for dependent care.

An employee abusing their sick leave creates problems for department customers, the University, and co-workers. Employees abusing sick leave may be subject to disciplinary action.

Your supervisor may request, at any time, medical documentation signed by your healthcare provider for any extended absences or for reoccurring absences due to illness or if your Supervisor suspects that your sick leave is being abused (repeated patterns of sick leave use adjacent to weekends, holidays or scheduled vacations, usage during inclement weather, etc.).

Holidays
Eligible employees are entitled to ten paid holidays per year.

Power House Employees:
Overtime is paid on the DAY of the holiday, NOT the day of observance. **For those employees who work on the actual holiday, they will receive overtime pay for the hours worked and the employees who are NOT scheduled receive eight (8) hours of compensatory pay.**

<table>
<thead>
<tr>
<th>New Year's Day</th>
<th>Independence Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Martin Luther King Day</td>
<td>Labor Day</td>
</tr>
<tr>
<td>President's Day</td>
<td>Veteran's Day</td>
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<tr>
<td>Good Friday</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Christmas Day</td>
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</tbody>
</table>
Other Leave
University employees are also eligible for receiving leave for the following purposes:

- Jury duty (paid time for jury service)
- Funeral (up to 24 hours of paid time off to attend or prepare a funeral for immediate family of employee or spouse)
- Military Duty (Employees are eligible for paid time for the first 20 days of annual military duty and additional days paid if mobilized after the first 90 days of continuous employment).

Shared Leave
After exhausting all applicable paid time off, an employee may qualify to receive donated leave. Contact Director of Human Resources for more information: (701)-845-7401 or 3-7401.

Family Medical Leave Act (FMLA)
Contact Director of Human Resources for more information: (701)-845-7401 or 3-7401.

Weather-Related Absences
VCSU Policy V916.02:

“In the event of severe weather and in the absence of specific information to the contrary, it will be assumed that classes will meet on schedule. Faculty, students, and staff will be responsible for making their individual decisions to come to the campus or not to come, carefully balancing the responsibility of attendance with the necessary considerations of personal safety.

That individuals will make responsible choices is assumed. When the institution remains open during inclement weather, employees unable to report for work shall notify their supervisor and take annual leave or leave without pay. Extra compensation or time off will not be credited to those who attend on those occasions.

If the weather is extremely severe and a decision is made to cancel classes and close offices, announcements will be made on voice mail, email, and the following radio stations: KOVC, Valley City; KSJB & KQDJ, Jamestown; KQLX, Lisbon; and KFGO, Fargo. Only the President of the University is authorized to issue such an announcement and, in his or her absence, the Vice President for Academic Affairs or the Vice President for Student Affairs.

In the event the institution is officially closed, all employees will receive closure pay in the amount of their scheduled hours during the closure. If an employee is not scheduled to work because of a previous arrangement, including annual or sick leave, the employee is not entitled to the additional paid leave. Essential personnel* may be required to work during the period when the institution is officially closed. All non-exempt employees properly authorized to work shall receive additional pay for hours worked during the official closing.

*Essential Personnel: Employees necessary to keep the university operational during the time of closure. (i.e. heat plant operators; may include Student Center employees; resident hall employees-depending on time of year).”
FS Management has deemed the following employees essential during a weather-related closure:

- Power House Staff (Power House staff on the third shift may be asked to stay after shift as needed.)
- Student Center Staff
- Grounds Staff

All other FS employees should attend work (to assist with snow removal) if they are able to SAFELY make it to campus. The hours worked on closure days will be determined by the amount of snow and will be specified by your Supervisor. Those who are able to make it to work will be paid at an overtime rate.

**If you are considered ESSENTIAL and are able to stay at work, the Facilities Services department has arranged accommodations with Housing in one of the residence halls. If you need to stay on campus due to inclement weather, contact Facilities Services Management and/or the Housing Office.**

### Scheduled Breaks

Each employee is allowed two paid breaks during a regular eight hour shift and one hour for an unpaid lunch/dinner break (or other amount of time based on arrangement made with Supervisor). Typically, FS employees choose to take their breaks as follows (for a 7am-4pm shift):

1. 8:30am-8:45am: Morning Break
2. 12:00pm-1:00pm: Lunch Break
3. 2:30pm-2:45pm: Afternoon Break

If you work a shift other than the 7am-4pm, discuss break times with your Supervisor.

**Stacking break periods is prohibited.**
Job Performance/Conduct

FS Management strives to treat all employees in a fair and consistent manner. As an employee, you are expected to perform your job responsibilities in a safe, efficient manner. Disciplinary action may result from less-than-satisfactory job performance under the following circumstances (**See also VCSU Policy V308.1 Employee Code of Conduct.**):

- Refusal to carry out job assignment
- Violation of safety, security, or quality practices (all unsafe conditions need to be reported to the FS office immediately)
- Insubordination or refusal to follow your Supervisor’s instructions
- Consistently poor job performance- or encouraging other employees to perform poorly.
- Failure to communicate or work with co-workers on job assignments
- Interference with the work of others
- Job abandonment or sleeping on the job
- Use, possession, or distribution of alcohol or controlled substances during work hours or in State Vehicles (see VCSU Policies V615 and V917)
- Reporting to work and/or being found to be under the influence of alcohol or illegal, controlled substances during working hours (see VCSU Policies V615 and V917)

Violence in the Workplace

The FS Department and the University does not tolerate any act of violence toward any individual on campus. Any instance of violence needs to be reported to FS Management and/or the Director of Human Resources as soon as possible. All complaints will be investigated.  
**See VCSU Policy V603.01.03**

Personal Conduct

Regular attendance and satisfactory job performance are valuable to the work environment, but they must be matched by appropriate personal conduct. Any behavior that disrupts an efficient and safe work environment may be subject to disciplinary action. Examples of poor personal conduct include:

- Using threatening, profane, or abusive language or conduct toward another employee, a customer, or other person on University property
- Fighting or threatening to harm another person
- Disorderly or illegal conduct
- Harassment of any nature, including sexual, racial, ethnic, or religious
- Dishonesty, including intentionally giving false information
- Falsification of any University record or report, including filling out another person’s time card
- Gambling
- Willful damage or abuse of University property or that of another person
- Unauthorized removal from the University any material, equipment, or other property belonging to the University or other employee
- Possession of weapons on University property or in University vehicles
- Violation of safety, health, or smoking rules
- Unauthorized breaks
- Misuse of computers
Employee Identification
All FS employees are issued an official VCSU ID card (Viking Card). This ID serves as picture identification as well as access into certain buildings on campus that have card access installed. Employees are also given a magnetic name badge that should be worn when working in any campus building. This serves as another form of identification for the employee.

Computer Use
Each FS employee is required to review and sign a FS Employee Computer Usage Agreement at the beginning of employment and every two (2) years after. Computer usage procedures are as follows:

In addition to the VCSU Computer & Network Usage Policy (V1901.2) and the NDUS SHBE Computer & Network Usage Policy (Section: 1901.2), as a Facilities Services employee I also agree to the following:

1. University email, payroll information and leave balances should be retrieved before or after the two (2) 15 minute shift breaks.
2. For the employees who receive work requests, checking the status, researching, ordering supplies, etc., should be checked as needed.
3. Other work appropriate information can be accessed during work hours with approval from the Director or Assistant Director of Facilities Services.
4. Personal email should be retrieved during breaks and/or before or after the work day.

Disciplinary Procedure
Per NDUS HR Policy 25: Regular staff employee may be dismissed from employment, suspended without pay, or changed to a lower pay rate for just cause. Just cause includes conduct related to the employee's job duties, job performance, or working relationships which is detrimental to the discipline or efficiency of the institution in which the employee is or was engaged.

FS Management strives to handle all disciplinary issues fairly and consistently. The procedures for disciplinary action are as follows:

- The supervisor will document unsatisfactory performance and collect facts.
- The supervisor will meet with the appropriate Vice President or Director of Human Resources.
  - The appropriate discipline will be decided:
    - Training
    - Counseling
    - Verbal Warning
    - Written Warning
    - Final Written Warning
    - Termination

Complaint Process with the Facilities Services Department
FS Management encourages its employees to report any work-related complaint to their supervisor in a timely fashion. These complaints should be submitted to the employee's supervisor via the FS Employee Complaint Form, which can be found on the X:drive→Institution→Offices→FacilityServices→FS Employees OR by hard copy in the Facilities Services Office.
Within ten (10) working days of receiving the complaint, the employee's supervisor will confer with the employee to discuss the complaint. In addition, the supervisor may make additional inquiry regarding the complaint. After meeting with the parties involved, the Supervisor will, in writing, make a decision on the consequences or corrective action. All complaints will be kept in the employee's personnel file.

If they wish, the employee and/or the supervisor may seek assistance in resolving problems from the VP for Business Affairs or the Director of Human Resources.

*In order for a complaint to be investigated the FS Complaint Form needs to be filled out and signed by the complainant.

**Performance Appraisal**

**Probationary Review** (Per NDUS HR Policy 4):

New employees are in a probationary status until a satisfactory evaluation is completed prior to the end of the initial six months of employment. During such period, the employee may be terminated with one week's notice with no right to appeal. One week's pay may be given in lieu of notice. Employees who elect to resign during the probationary period are requested to give one week's notice. *Employees not in probationary status who are promoted or transferred to another staff employee position at the same institution or agency are not subject to a probationary period for the new position.*

The original probationary period may be extended for a specific period of time not to exceed six months upon recommendation by the supervisor to the appropriate campus official. The reasons for the extension shall be in writing, signed by the supervisor, and a copy given to the employee and the appropriate campus official.

Upon successful completion of the initial probation period, an employee may be eligible for a salary adjustment up to five percent. The amount of the adjustment may vary depending on such factors as performance, internal equity, and budget appropriations. An employee evaluation form must be completed before the probationary adjustment is approved.

**Annual Review**

Your supervisor will review (discuss) job performance with you annually to (a) ensure performance standards are met; (b) update your position description (if necessary); (c) enhance communications; and (d) convey your supervisor’s performance expectations for the coming year. FS Management will schedule your annual review time according to University Policy.
Call-Back/After Hours Emergencies

Individuals who are called back after hours for emergency repairs/other emergency situations will be contacted directly by the Supervisor on call-back duty. The Supervisor will determine, based on the description given by the caller reporting the emergency, on which employee to call-back (if the emergency is too big for one person to take care of, the Supervisor will call additional employees as necessary). If the Supervisor cannot reach a specific employee, they will make the decision to tend to the emergency themself or call a private contractor.

When a FS employee is called back to work, they will automatically receive a minimum two (2) hours of overtime compensation. Any time above and beyond two (2) hours will also be recorded as overtime.

**All emergencies related to the City of Valley City systems (i.e. utility outage) will first be reported to the Police Department and then to the Supervisor that is on-call**

Examples of emergency call back situations:

- **Power House**
  - Too hot/too cold (extensive (whole building/multiple buildings)- serious only—the temperature of the space is less than 68 degrees or greater than 78 degrees)
  - Single or multiple student rooms are too hot/too cold (see above description for extreme conditions)
  - Leaking heating coils
  - Single or multiple room power failure
  - Power failure (extensive—whole building or multiple buildings)
  - Power supply needs for special events (ex. blown breaker)
  - Exposed wiring/dangling fixtures
  - Electrical shorts/sparking
  - Exhaust fans (critical areas—fumes and smoke)
  - Exterior lighting repairs (extensive)
  - Elevator entrapments
  - Malfunctioning elevators in ‘single elevator’ buildings

- **Student Center Maintenance**
  - Refrigerator/freezers down in food service area.

- **Locksmith (or IT depending if involving door access/card reader)**
  - Exterior door lock will not secure
  - Door handle to single door entrances is inoperable
  - Key broken off in lock
  - Unable to open residence room door or lock
  - Card reader device failure resulting in extensive lock-outs

- **Plumbing (Building Services may also be contacted to perform clean-up)**
  - Toilet actively overflowing and running
  - Water fountain actively overflowing and running
  - No water in entire building or multiple buildings
  - Leaks causing secondary damage that cannot be contained
  - Flooding or water main break
  - No hot water to entire building
  - Toilet, faucet, shower running continuously
Examples that **DO NOT** require a call-back:

- Noisy units
- Water fountain inoperable
- Window air conditioning repairs, installations, removals
- Too hot/too cold- single rooms and is between 68 and 78 degrees F.
- Student room lock changes
- Need additional keys
- Unable to secure inner doors/non-residence hall areas
- Panic hardware inoperable
- Single card reader failure in building with multiple readers on the perimeter
- Toilet, sink, shower clogged but not overflowing
- Broken or missing toilet seats
- Clogged disposals
- Cracked window
- Furniture repairs
- Screen repairs
- Window treatment repairs (blinds, shades, and shutters)
- Malfunctioning elevators in buildings with more than one elevator
- Single light repairs
- Exhaust fans in bathrooms and other non-critical areas
- Exterior lighting repairs (isolated)
- Pest control issues (other than imminent safety issues like swarming bees).
Student Conduct Scenarios- How Do You Respond?

Scenario 1: A burglary in one of the residence halls is reported to Power House.

Response: Contact the Director of Residence Life/Hall Director, after confirming that a criminal act has taken place, Director or RL will call police. File an online “After Hours Emergency” report.

Scenario 2: Inside a room, two residents have just extinguished a small fire in the trashcan. The residents are also burning incense and have lit candles. The fire was started when one of the resident threw a cigarette butt in the trashcan. The smoke detector is sounding which alerted the Power House and they respond the alarm and find the students trying to put out the fire.

Response: Extinguish fire, contact the Director of Residence Life/Hall Director, and complete an online “After Hours Emergency” report. The Director of Residence Life/Hall Director will provide a citation and will inform them of the fine.

Scenario 3: While on rounds, you hear angry shouting coming from a room/hallway/or outside of a building. When you investigate, you notice two students in the middle of a fight.

Response: Depending on the extent of the fight (i.e. screaming/intermittent fight, knife fight,): Announce who you are and that they need to stop fighting or you will call the police department. Obtain ID (if possible) for incident report, contact the Director of Residence Life/Hall Director, complete “After Hours Emergency” report.

Scenario 4: You are on rounds and smell the strong scent of marijuana coming from a room/hallway/outside of a building. When you investigate, you find students smoking an illegal substance.

Response: Collect student IDs (if possible), contact the Director of Residence Life/Hall Director and VPSA, depending on situation, the police may be called by the Housing staff. File an online “After Hours Emergency” report.

Scenario 5: There has been a report of a possible sexual assault on a resident.

Response: Contact the Police, the VPSA, the Director of Residence Life/Hall Director. Obtain ID of individuals involved (if possible). File and online “After Hours Emergency” report.

Scenario 6: A resident has punched a window, sustaining many lacerations.

Response: Depending on the severity of lacerations, call 911, contact the Director of Residence Life/Hall Director and they will determine next steps. If the lacerations are not severe: Collect ID and contact the Director of Residence Life/Hall Director and complete an online “After Hours Emergency” report. The Director of Residence Life/Hall Director will provide a citation and inform them of the sanctions/fines.

Scenario 7: A small group of people are drinking outside the residence hall/academic building/entrance of residence hall/on campus property.

Response: After introducing yourself and collecting IDs (if possible), complete an online “After Hours Emergency” report and inform them that they will be contacted by the VPSA regarding the incident/citation regarding their sanctions and fines.
Other Department Information

Access to Residential Halls and Offices

_Resident Halls_
During the academic year (August-May), maintenance employees are not allowed in personal rooms until after 10am. When entering a room, knock first and announce who you are. If you are a male in a female dorm, ask to be escorted by the Building Services employee and vice versa if you are a female in a male dorm.

_University Housing_
Some residents in University Housing prefer if they are home when maintenance work is done to their apartment. If that is the case, you may not enter their apartment unless they are present or if there is an emergency situation. *If a student prefers to be present, a notice will be sent of the time(s) the resident is available.

_Offices_
It is good practice to always knock before entering a personal office and announce who you are.

Radio Communication
Each FS employee is given a two-way radio which is used to communicate with co-workers throughout the day. All radios are FCC licensed and it is important to use the radios in a professional manner. Basic principles to remember when using a radio are:

- Hold the transmitter button down for “a count of 1” and then speak your message. When you have finished, hold the transmitter button down for “a count of 1” to ensure the full message is delivered.
- Speak slowly and clearly.
- If there needs to be a discussion, ask the person if there is a phone nearby so you can telephone them.
- Think before you speak- because everyone with or standing near a radio can hear what you are saying. This does not only mean the person carrying the radio, but the office personnel, customers, or students standing by as well.
- Turn your radio off when you are in a meeting.
- Keep your radio charged, on, and with you throughout your entire shift.
- Do not interrupt conversation that is in progress, wait until the conversation is over before starting your own. Communication is difficult when one is talking over another.
- Use a respectful tone/have a respectful manner when communicating over the radio.
- When there is a call for help/information, speak up- use the radio to communicate your availability to help or any information you may have.
- All FS employees are responsible for responding to a fire alarm if they are in the alarm area or are available. When responding to an alarm, radio a notification that you are in the area and again when the alarm has been fully investigated and silenced.

The radios are expensive pieces of equipment that need to be taken care of and accounted for. If you are experiencing difficulties with your radio, please bring it to the Facilities Services Office for repair/replacement.
Central Stores (Inventory)
Each building should stock a modest amount of frequently use supplies. When your stock runs low, you must send an issue request via FAMIS to the Central Storekeeper to replenish your supplies. Under no circumstances can this inventory be used for personal use.

Purchasing
FS employees who are required to purchase materials (repairs, supplies, etc.) on a regular basis are issued a University Purchase Card (p-card). Upon hire, or request by your Supervisor, a request form is submitted and a card is issued by the Business Office. Each employee who uses a purchase card is required to read through and abide by the rules and regulations set forth by the University concerning approved use of the p-card.

When items are purchased, you must always get the receipt for the goods and turn them in to the Facilities Services Office in a timely manner. When turning in a receipt, write what the purchase was for (i.e. building, project, work order, etc.).

At the end of each month a statement is printed and all expenses are accounted for. You will be contacted to report to the Facilities Office to sign off on the charges you made for that month.

Recycling
The University is committed to recycling as much material as possible. The recycling program cannot be successful without the help of all FS employees. There are recycle bin sets in all buildings on campus. Recycling is collected once per month by the grounds crew. **If your building is in need of more bins, please contact the Facilities Services office with the quantity, type, and location needed.**

Shops/Work Areas
Shops and other works areas are expected to be kept in a clean and orderly manner to promote good organization and safety. Tools should be put away and the work area should be cleaned after each shift.

Use of State Vehicles or Other State Owned Vehicles
Certain FS employees will operate state owned vehicles on a regular basis. In order to be eligible to drive these vehicles you must possess a valid driver’s license and have completed a Defensive Driving Course (this course is renewed every four (4) years).

If you are assigned a state vehicle, you are responsible for refueling and checking other fluids/gauges. **All incidents involving a state vehicle need to be reported to the Safety Office as soon as possible (no matter how minor the incident/damage is).** If the vehicle needs repair work, report it to the Facilities Services Office. Most repair work is scheduled at the DOT shop in Valley City.

Other items to consider:
- You are expected to obey all traffic laws while operating a state vehicle.
- Do not block in other vehicles on campus.
- Park in maintenance spaces, otherwise in areas that are off to the side and not obstructing traffic.
  - Do not park in fire lanes or ADA spaces.
o Use flashers and headlights when appropriate.
• Always wear a seat belt.
• State vehicles should remain locked when not in use; do not leave keys in vehicle.
• NO PERSONAL USE OF A STATE VEHICLE IS PERMITTED.
  o May not be used to pick up lunch or during break time.
  o May not be used for personal errands.
  o May not be used to drive to and from personal residence.
• Per policy, smoking is not allowed on or in state property (including state owned vehicles).
• Texting is not permitted while operating a state vehicle.
Work Requests

Work Requests can be submitted externally or internally through an online form. Once received, FS Management assigns the work request to the appropriate employee. Employees will receive a notification that a work request was assigned to them and then they must login to FAMIS to view the work details. Training will be provided to FS employees on how to access and use the online work request system. **If you are approached by an employee to perform work, please ask them to submit an online work request form. NO WORK SHOULD BEGIN UNTIL A WORK REQUEST HAS BEEN SUBMITTED, APPROVED, AND ASSIGNED TO YOU.**

There are emergency requests that DO NOT require the submission of an online work request:

- Power Outage
- Flood
- Severe Weather
- Natural Gas Leak
- Water Main Rupture
- (Bomb) Threats
- Sewer Problems
- Loss of Heat
- Re-Core (these requests are submitted through a Building Access Request Form)
- Bogged Toilets

Lighting Work Requests

Work requests involving the replacement of lights and light covers in buildings will first be routed to the Building Services employee. They will check on the specific light and change the light bulb if they are able. If a ballast needs to be replaced, Building Services will notify FS Management and the work request will be reassigned to the Power House or Maintenance staff depending on the location. **If a ballast needs to be replaced, it is the Building Services employee’s responsibility to have the ladder and light fixture prepped for the Power House staff.**

Project Preparation

Each FS employee working on an in-house project must consider the following before beginning work:

- Notify the employees in building of the work to be done. Provide an estimated start and end date for the project. The FS Office can assist in sending the message to the affected individuals.
- Protect flooring/walls/woodwork/etc. (ex. drop cloths or rugs in immediate construction area)
- Put up dust barriers to contain the mess/noise created from the project. This is the responsibility of the FS employee or contractor hired by the FS department.

Project Closing

Projects completed in-house or by hired contractors are subject to a completion inspection performed by FS Management.
Safety and Security

The Facilities Services department embraces these values:
1. Never compromise safety
2. Safety is everyone’s responsibility

To access VCSU’s safety resources, visit www.vcsu.edu/safety.

Each group (Power House, Maintenance, Custodial), with the guidance of FS Management, should continually work on developing their skills on how to complete job tasks safely and to reduce the number of incidents. Safe Operating Procedures have been developed by the Safety Office to provide a guide on the “dos and don’ts” of specific job tasks. Part of your job safety requirements is to review these Safe Operating Procedures to ensure you are working in accordance to these guidelines. Failure to comply with these guidelines may result in serious injury.

Work-Related Accidents and Injuries
All accidents and injuries need to be reported to your Supervisor or the Safety Office as soon as possible—regardless of the severity. In the event that you suffer an injury that causes loss of time from work or require medical treatment beyond first aid, you will need to first fill out an Initial Incident Report with the VCSU Safety Office and then have your medical provider fill out the First Report of Injury form to be turned into the Workforce Safety and Insurance (WSI). Failure to comply with these procedures may result in the dismissal of your claim.

If you have questions, contact the Safety Office or the Director of Human Resources.

Personal Safety
The best way to protect yourself and your property on campus is to be aware of your surroundings. Report any suspicious activity to the Safety Office and/or the Valley City Police Department.

Personal Safety Equipment (PPE)
See also- VCSU Safe Operating Procedures Manual
Personal Protective equipment (with few exceptions) will be provided by the University. It is expected that this equipment will be used and maintained by the affected employees. Personal Protective Equipment (PPE) may include protection for the face, head, eyes, extremities, protective clothing, respiratory devices, protective shield and barriers. This equipment is expected to be used wherever it is necessary due to hazardous processes or machinery. **Please refer to individual sections of the “Safe Operating Procedures Manual” to know when use of PPE is expected.

Procedure
All PPE will be of safe design and construction for the task at hand. Specific supervisors will assess the workplace to determine present hazards and which PPE should be used for the specific job. Supervisors will provide training to each of the affected employee and who is required to use PPE. Each employee should be trained on the following:
- When PPE is used.
- What PPE is necessary for the job.
- How to properly put on, take off, adjust and wear PPE.
- The limitations of PPE.
- Proper care and maintenance of the PPE
Facilities Services Safety Committee

The Facilities Services (FS) Safety Committee works to address safety concerns and to promote a safe and healthful work environment. An effective safety committee encourages safety awareness in every day work practices, promotes employee involvement in the safety program, and helps motivate employees to follow safety procedures.

Goals:

1. Identify, prioritize, and address safety, health, and environmental concerns of FS employees.
2. Involve FS employees in identifying and resolving safety, environmental, and health issues.
3. Assists in maintaining interest and participation in FS safety and health programs.
4. Communicate safety and health information to FS staff.

Activities:

1. Assist in identifying safety training needs of FS employees.
2. To serve as a safety contact, advocate and liaison for staff in each group (Building Services, Maintenance, and Power House).
3. To conduct periodic inspections of campus buildings.

Membership:

1. Will consist of a representative from each group to function as a Safety Committee member. Members are expected to be:
   - Dedicated and committed
   - Willing to take on new tasks
   - Available for all meetings
2. VCSU Safety Coordinator and Risk Management Contact

Structure:

1. Meetings are held quarterly.
2. Membership is staggered, rotating on a yearly basis.
3. Meeting schedules are available on the Facilities Services- FS Employee Secured web site. Calendar invites will be sent to committee members prior to the meeting.

Support:

1. Support of all department employees.
2. Support from Facilities Services Management.
## Important Contacts

<table>
<thead>
<tr>
<th>Facilities Services Management</th>
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<tbody>
<tr>
<td>Dir. of Facilities Services</td>
<td>(701) 845-7700</td>
</tr>
<tr>
<td></td>
<td>(701) 490-1953 (cell)</td>
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<tr>
<td>Asst. Dir. of Facilities Services</td>
<td>845-7702</td>
</tr>
<tr>
<td></td>
<td>(701) 490-0405 (cell)</td>
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<tr>
<td>Safety Coord./Office Mgr.</td>
<td>845-7710</td>
</tr>
<tr>
<td>Office Assistant</td>
<td>840-7821 (cell)</td>
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<tr>
<td></td>
<td>(701) 845-7705</td>
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<tr>
<td>Facilities Services Office</td>
<td>(701) 845-7705</td>
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<tr>
<td>Power House</td>
<td>(701) 845-7708</td>
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<tr>
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<td>(701) 490-1999 (cell)</td>
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<tr>
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<tbody>
<tr>
<td>Human Resources</td>
<td>(701) 845-7401</td>
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<tr>
<td>Payroll</td>
<td>(701) 845-7252</td>
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<tr>
<td>Housing Office</td>
<td>(701) 845-7124</td>
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<tr>
<td>Business Office</td>
<td>(701) 845-7232</td>
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<tr>
<td>ITC/Help Desk</td>
<td>(701) 845-7340</td>
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<tr>
<td>Nurse</td>
<td>(701) 845-7212</td>
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<tr>
<td>Bookstore</td>
<td>(701) 845-7165</td>
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<tr>
<td>FMC</td>
<td>(701) 845-7362</td>
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Facilities Services
Employee Handbook

As an employee of Valley City State University and of the Facilities Services Department, I acknowledge that I have received this handbook, and that I am responsible for thoroughly understanding its contents.

I understand that this acknowledgement and receipt will be placed in my employee file. I am aware that FS Management may review, edit, or update this handbook at any time in accordance to new policy or procedure. These changes will be effective when I receive an updated copy of this handbook.

Employee Signature

Date