The following document contains important guidelines and procedures in relation to the building services assistant position at Valley City State University. The review of these guidelines and procedures is mandatory before beginning employment with the Facilities Services Department. For questions concerning this document, contact your supervisor.
Welcome to the Facilities Services Department!

This handbook was developed to serve as a training manual for your position and as a reference guide for day-to-day questions. This handbook will explain the general tasks and procedures your need to know for this job and answers many commonly asked questions.

Your Job
As a student building services assistant in this department, your primary role is to support the main building services staff in providing a safe, healthy, and clean environment for the VCSU Campus Community through practicing effective cleaning methods as directed by your supervisor.

Your Supervisor
The head Building Services employee of your assigned building directly supervises this position. The Facilities Services Office Manager serves a secondary supervisor.

Any questions or complaints you have concerning your job should be directed to your direct supervisor.
Policies

Attire and Personal Conduct
The Facilities Services Department is a casual office. There are, however, a few standards for dress and conduct that you will need to follow.

Your appearance should reflect the fact that you are working in a visible role in a high-traffic, professional workplace. Essentially, that means that you should be clean and presentable. Jeans and t-shirts are acceptable attire, just be sure they are not worn out (torn, frayed, holes, etc.). Clothing should not display offensive or obscene images/messages. At times you may be required to wear Personal Protective Equipment, please follow all guidelines given by your direct supervisor in these situations.

The same level of professionalism should be applied to your conduct within the department. Remember to speak politely and be as helpful as possible when interacting with the Campus Community. If you feel that someone is being rude to you, please direct that person to a staff member.

Personal Phone Calls
We understand that there may be times when you need to make a personal phone call while at work. If you make such a call while at work, please find a private location and keep the call brief.

Illness
Please do not feel it necessary to come in to work on days that you are not feeling well. We neither expect nor want you to show up on these days. Take the time to recover at home so you do not pass your illness on to your co-workers. You are, however, expected to let us know, either the main office or your direct supervisor, through email or text, before your shift begins that you will not be coming in to work due to illness.

Lateness/Absence
If something unexpected keeps you from arriving to work on time, please notify the main office and/or your direct supervisor as soon as possible that you will be late. If you know ahead of time that on a specific day you would like to be late, please discuss this with your direct supervisor.

School Related Lateness/Absence
We understand that there may be certain times of the year when school responsibilities will monopolize your time, making it difficult to make it in to work. If you anticipate situations like these, please discuss with your direct supervisor ahead of time. Remember
that school is your top priority and we will work with you on making your hours work with your school obligations.

**Timesheets and Paychecks**

Your direct supervisor will have copies of the Student Employee Timesheet or it can be found here: [http://www.vcsu.edu/employeesservices/vp.htm?p=688](http://www.vcsu.edu/employeesservices/vp.htm?p=688). The beginning and ending dates must be correct. You should fill in your name, employment type, and department: **Facilities Services.** You must show total hours worked rounded off to the nearest quarter hour (.25, .5, .75). Remember to sign your timesheet before turning it in.

Timesheets must be signed and dated by the direct supervisor and student. Timesheets are due in the Facilities Services Office by 11am on the day following the end of a pay period. **There will be consequences for falsifying records.**

**A time sheet that is not filled out correctly or is not turned in on time will be returned to the direct supervisor and your check could be delayed.**
Job Responsibilities

- Maintains classrooms and labs through cleaning floors, blackboards, erasers; replacing chalk; straightening furniture; removing trash; cleaning wastebaskets, furniture, glass, doors, walls, and other surfaces.
- Maintains restrooms, shower rooms, and locker rooms through cleaning and disinfecting floors, sinks, stools, and urinals; replenishing products; removing trash; cleaning and disinfecting wastebaskets, walls, doors, partitions, and other surfaces.
- Maintains hallways, stairwells, and entries through cleaning of floors; cleaning and disinfecting fountains; cleaning walls, handrails, doors, glass, and other surfaces; machine buffing as necessary.
- Maintains offices and lounges through cleaning of floors; straightening furniture; removing trash; cleaning wastebaskets, furniture, glass, doors, walls, and other surfaces.
- Maintains special use areas (auditoriums, gymnasiums, observatories, theatres, etc.) through cleaning floors, fixtures, furniture; removing trash; cleaning wastebaskets, glass, doors, walls, and other surfaces.
- Performs major periodic cleaning projects such as window and wall washing; floor scrubbing, stripping, buffing and waxing; carpet extraction, pressure spraying, etc., as directed.
- Maintains outside entry areas through the removal of snow, litter, leaves, etc.
- Removes recyclables from and maintain recycling containers in common areas.
- Assists with event set-ups, furniture moves, etc.
- Reviews and understands all safety documents/manuals.
- Reads and signs 'Student Employee Agreement' prior to beginning work.
- Performs other custodial or maintenance duties as assigned.
Custodial Safety

Custodial Safety refers to the safety procedures while performing cleaning and up-keep for the buildings on campus. Custodians may encounter a variety of safety hazards. By following safe operating procedures, we can help to prevent these work-related injuries.

Equipment Safety

Necessary equipment to get a job/task done correctly and efficiently can be hazardous if used improperly or with incorrect techniques. There are certain safe operating procedures that need to be followed to decrease the chance for an incident and possible injury.

Custodial Closets

- **CUSTODIAL CLOSETS SHOULD BE LOCKED AT ALL TIMES!** If a student employee needs access to a closet for work related purposes, they will first need to complete a background check and the supervisor needs to request access from the Facilities Services Office using the correct forms and procedures.
- Material Safety Data Sheets (MSDS) for all chemicals stored in the closet should be readily available for reference. If the MSDS book is not stored in the closet, the employee should know where a book is located.
- Safety glasses and rubber gloves should be available in the instance the custodian will be mixing cleaning chemicals.
- “Wet Floor” signs should be on hand.
- All chemicals must be stored at eye level or below.
- All containers must be properly labeled.
- Wet mops must be hung up to dry.
- Mop buckets must be emptied before storing- not standing water or chemicals.
- Food cannot be stored near chemicals.
- Equipment cords cannot be frayed or have exposed bare wires.

Wet Mop and Mop Bucket

- Any wet area can create a hazardous situation. This hazard can be reduced by exercising simple procedures when working on a wet floor. **Slipping is a major cause of knee and back injuries.** Wear shoes with non-slip soles when working on wet floors.
- Protect others in the area from slipping on a wet floor by putting up the proper signage. Put up “Wet Floor” signs before beginning your work.
- Leave the mop bucket in places where is can be seen. Don’t leave it hidden behind furniture, doors, around corners, or at the top/bottom of stairs.
- When rinsing a mop/mop bucket, be careful not to splash any of the chemical/dirty water in your face and eyes, clothes, or exposed skin.
- Mopping can put excessive strain on your back. To avoid this kind of stress, use a light-weight mop and hold the handle in a way that keeps your back as straight as possible. To avoid overreaching, take an extra step towards the area you are mopping.
- Rinse the mop and bucket thoroughly after each use and after cleaning up any type of chemical spill. (Only clean up a chemical spill if the chemical has been identified and you know the proper cleaning procedure for that type of chemical).
Vacuum Cleaner

- Inspect the vacuum before use- make sure the bag is in place and the machine is not damaged in any way.
  - Be sure to check the cord and prongs for any damage before plugging machine in.
  - Check the vacuum head and wand for damage before use.
- Report any damage to your supervisor or the Supply Manager.
- Never unplug any equipment in offices or labs.
- Never use the vacuum on any type of liquids.
- When finished using the machine, wrap the cord, change the bag (if necessary) and put the machine back in its proper place.

Wet Vacuum

- **Never vacuum up flammable liquids!**
- Remove the dry vacuum bag before use (if necessary).
- Check for Squeegee, hose, cord and wet floor tool prior to use.
- Make sure all parts are with the machine when you return it.

Buffer

The buffer is a more specialized machine. Caution must be exercised when operating this machine- they can be very destructive when not used properly.

- Before using the buffer, make sure that the drive plate and buffing pad are securely attached.
- Unplug the buffer before setting the handle, drive plate or pad.
- Always return the buffer to an upright position before plugging in and turning the machine on.
- Never leave the buffer unattended.
- To prevent causing damage to walls, furniture and others, control the buffer using both hands.
- Keep the buffering pads clean- this can also help make controlling the machine easier.
- Use extra caution when cleaning under desks, chairs, etc. so the machine doesn’t get caught and cause damage.
- When stripping a floor, walk on the area that has already been scrubbed- otherwise the floor may be slippery.

Cleaning Solutions

Cleaning solutions used in custodial work contain chemicals that are harmful if splashed in eyes, on skin or inhaled. When these chemicals are not treated with the proper care, they pose a threat to employees and others on campus. Chemicals should always be stored at eye level or below- it is important to know what is in each bottle and what to do in the event of an accident. If you do not know this information, refer to the MSDS or contact your supervisor. Below is more information concerning safe operating procedures while using cleaning chemicals.

- To protective yourself, you should wear personal protective equipment when working with chemicals. This may include safety glasses/goggles and gloves.
- Store all chemicals in an approved and clearly marked container. Containers should also be sealed properly.
- Do not dispose of a chemical unless you know how to properly do so. Be sure to thoroughly rinse out chemical containers before disposing of them.
- If you come across a chemical you are aren’t sure what it is, do not touch it until it can be identified.
- If you smell anything suspicious, clear the area and report the situation to the Safety Office immediately. Do not try to figure out what the smell is on your own.

Trash Removal

Most trash should be deposited in the receptacles located in each room of each building. Wastebaskets should be checked and emptied on a daily basis to avoid potential health hazards or lifting hazards.
• Be cautious when taking trash to outside dumpsters. Rain, snow and ice can make these areas slippery.
• Close doors of trash bins after depositing trash.
• Put bags of trash in the proper receptacle (recycling, cardboard, etc.)
• A large number of back injuries in the custodial field can be attributed to improper lifting during trash removal. The larger trash bags should not be packed full- rather they should be retained at a half-full capacity.
• In most cases you will only need to dump the trash can, not fully remove the bag (unless there is food, damage to the bag, or other reason to remove the whole bag.
• If glass was broken and it was deposited in a trash bag, be sure to remove and replace the bag in that trash can. **Be sure to vacuum the area to pick up any remaining pieces of glass.**

**Changing Light Bulbs/Adjusting Clocks**

• Know the tools needed before beginning the job.
• Follow the ‘VCSU SAFE OPERATING PROCEDURES: Ladder Safety’ when the use of a ladder is necessary.
• If assistance is needed when changing a light bulb, contact the Power House.

**Cleaning Stairs**

• Exercise extreme caution while doing any sort of work on stairs.
• Mopping the stairs will cause them to become slick, be aware of these conditions.
• When mopping or sweeping stairs, stand on the one-two stairs below the area being worked on. This will help put less strain on the back and you will be positioned towards the top of the stairs, not looking down.
• Before beginning to mop stairs, be sure to place a “Wet Floor” sign at the top and bottom of the stairs to alert others.

**Elevators**

When entering/exitng an elevator with wheeled cleaning equipment (especially mop buckets) be careful that the wheels don’t catch in the area between the floor and elevator.
VCSU SAFE OPERATING PROCEDURES:
Personal Protective Equipment

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.

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.

**Please refer to individual sections of the “Safe Operating Procedures Manual” to know when use of PPE is expected.**
VCSU SAFE OPERATING PROCEDURES:
Ladder Safety

A ladder is to be provided and used at points of access where there is a break in elevation and where there is not ramp, runway, sloped embankment or personnel hoist provided.

Procedure:
Ladders are for climbing and should only be used for that purpose. They are designed for single-person use. Extension, straight and fixed ladders are to be used for gaining access to different elevations, not used as work platforms. No ladder is intended for use in a horizontal position nor are they to be tied together to achieve a greater length. They are not to be used for levering, bracing or any other purpose which might weaken the structure.

- Ladders should be inspected regularly- all defective ladders (weakened, broken or with missing rungs) should be removed and not used by any personnel. Any damaged ladders should be reported to a supervisor immediately.
- Ladders must be strong enough for the intended use. Verify weight capabilities prior to use.
- Ladders must not be tied or fastened together to create longer sections unless they are specifically designed to do so.
- Ladders in storage must be supported, protected from damage and kept out of high-traffic areas.
- Repairs to ladders must meet the original manufacturer’s specifications.
- Metal ladders are not to be used near electricity.
- Those using a ladder should face the ladder and use both hands when ascending and descending. It is recommended to hold the ladder with one hand while working to keep your body weight centered between the rails. It is also recommended to use a hanger or tool holder for the tools required for the job.
- When erecting a ladder, the base of a straight ladder should be placed at an angle so that the distance between the bottom of the ladder and the supporting structure is ¼ of the length of the ladder. Both side rails need to rest secure against the support.
- Portable ladders must be firmly placed, held, tied or secured to prevent slipping or falling.
- A ladder is not to be used near a door unless the door is open, locked or guarded. For ladder use in a traffic area, barricades or guards need to be put in place. All access points to the ladder must be kept clear of tools, materials or debris. The top or top step of a step ladder shall not be used as a step. Do not go higher than the 2nd step from the top. Do not climb straight ladders higher than the third step from the top. Keep the end of the ladder at ‘belt buckle’ level.
- The cross bracing on the rear section of the step ladder shall not be used for climbing unless the ladder is designed and provided with steps for climbing on both front and rear sections.
- Stepladders and step stools are designed to be worked from; they are not to be used as straight ladders. They are provided where a minor elevation is needed. They should not exceed 20 feet in height and should be secured or held by another worker if they are greater than 10 feet in height.
- Employees will be trained to recognize hazards in the use of a ladder and to understand the procedures for ladder use. Emphasis will be on the following:
  o Fall hazards in the work area.
  o Correct procedure for erecting, maintaining and disassembling the fall protection systems.
  o Proper construction, use, placement and care in handling ladders.
  o The maximum intended load-carrying capacities of the ladder used.
Improper lifting techniques of any size object could result in a serious injury. By learning safe lifting techniques, it can reduce the risk of injury.

Guidelines for Lifting/Carrying

When lifting heavy objects, follow these guidelines to ensure your safety:

- Test the load for stability and weight. If the object is too bulky or weighs 50 pounds or more, get help, use a cart or mechanical lift.
- Know the approximate weight of the load and be sure your equipment is rated to lift that size of load. Do not exceed the manufacturer’s recommended safe working load.
- Wear appropriate shoes to avoid slips, trips and falls.
- Face and stand as close as possible to the object with feet wide apart and establish good footing.
- Bend at the knees, keeping the back as straight as possible.
- Get a firm, balanced grip on the object and pull it in towards you, keeping the center of gravity of the object close to you.
- Keeping your back as straight as possible, make the lift smoothly and under control as you begin straightening your legs.
- When moving the object, keep the load evenly balanced and proceed with caution through doors and around corners.
- Avoid twisting your body while lifting, moving, or setting down an object.

Removing objects from overhead storage also requires special attention.

- Before bringing an object down from above, test its weight by pushing up on it.
- If the only way you can reach an object is by standing on the tips of your toes and reaching way over your head, do not move the object.
- If the object is too high, use a ladder or other appropriate means to safely reach it.
VCSU SAFE OPERATING PROCEDURES:
Housekeeping

All VCSU facilities should be kept in a clean and orderly condition—requiring both custodial-type skills and management skills. Proper housekeeping techniques help to prevent injury, illness and fire causes. Proper housekeeping techniques can also help to decrease energy costs, maintain the best use of limited space, and keep stored inventory to a minimum and to help control property damage. Above and beyond the obvious, good housekeeping techniques also help to present a good appearance encourage better work habits and reflect a well-run facility to our students, guests, and other faculty and staff.

General Procedures

- The floors of every room will be maintained in a dry condition. If the floor is in an area where it will get wet, proper drainage will be used and maintained. “Wet Floor” signs will be used when wet processes are in place.
  - To facilitate cleaning the floors, all floors, work spaces and passageways should be kept free of excess miscellaneous storage, loose boards and rugs and unnecessary holes and openings.
  - The floors of every room should be maintained—free of debris and accumulations of dust. All spills should be cleaned immediately. Worn carpet, ripped or damaged flooring that poses a tripping hazard should be replaced in a timely manner.
- Dust and dirt should be cleaned on a regular basis to help prevent health-related issues, such as asthma and allergies, etc.
- Building entrances, exits, and passageways should be clear of obstructions at all times. Entrances that cannot be cleared (due to weather conditions) on a continuous basis should have anti-slip flooring. All weeds, bushes and other greenery should be kept neat and trimmed to expose potential tripping hazards.
- Trash receptacles should be well-constructed, to prevent leaks and be thoroughly cleaned on a regular basis to maintain a sanitary condition.
  - All waste should be removed in a timely manner to avoid creating health issues and unsanitary conditions.
- Aisles and stairways should be kept clear of object that can cause slips, trips and falls. Worn or damaged stairway treads or railing should be reported to Facilities Services immediately. These conditions will be repaired in a timely manner to eliminate the risk of an incident. Aisles and stairways should also have adequate lighting.
  - Stairs should also be equipped with rails and proper tread.
- Tools, cords and equipment should be maintained in good working order and used appropriately. Tools and equipment related to a specific job should be maintained in the area of work.
  - Employees should regularly inspect, clean and repair all tools and take any damaged or worn out tools out of service until they are repaired.
- Restrooms, locker rooms, toilets, drinking fountains and other like facilities will be maintained in a clean and sanitary condition.
- Windows and lighting should be cleaned and kept in working condition. Light fixtures that contain combustible material, that are in storage, should be protected from breaking. (Light fixtures that contain these materials should also be exposed of in the proper manner.)
- Heating and cooling systems should be maintained by the appropriate personnel. They should be kept clean of dust and other contaminants.
- Food storage and consumption should only be done where approved by the department or supervisor.
  - Food consumption will not be allowed in a bathroom facility.
  - Food consumption will not be allowed in a storage area for chemicals or other toxic material.
- Employee food storage facilities will be both clean and sanitary. Refrigerators and freezers will be kept clean and sanitary.
- A continuing and effective extermination program will be in place and utilized by the University when needed.
- All storage should be marked. Stored materials must be at least 18 inches from the ceiling to allow for the sprinkler heads to function properly. Stored material should not obstruct aisles, stairs, exits, fire equipment or other emergency equipment.
- A clear, 3 foot space should be maintained in front of all fire extinguishers and electrical panels.
- Custodial rooms should be maintained and kept in a clean and organized fashion. All chemical containers should be clearly marked with the contents. Mops should be clean and hung to dry.
- Emergency spill kits should be maintained as well as other spill clean-up materials.
- Compresses air should not be used for removing dust, dirt or other particles from employees, equipment or work surfaces.

Snow Removal (Shoveling)
If the area to be cleared of snow is small, or if you do not have a snow blower, you will likely have to shovel by hand. Only persons in good physical condition and good general health should shovel.

When shoveling, mentally divide the area into sections and clean one part; then rest before going onto the next section. Whenever the snow begins to feel especially heavy, take a break. A few things to keep in mind when shoveling are:
- As with any moderate to strenuous activity, you should warm up before shoveling. Start by walking for a few minutes or marching in place. Stretch the muscles in your arms and legs, as warm muscles will work more efficiently and are less likely to be injured.
- Wet snow is much heavier than dry snow. Govern your shoveling accordingly.
- Push or sweep away as much of the snow as possible.
- Drink plenty of water. Dehydration is an issue in cold winter months just as it is in the summer.
- When shoveling, stand with your feet about hip width for balance and keep the shovel close to your body. Bend from the knees (not the back) and tighten your stomach muscles as you lift the snow. Avoid twisting movements. If you need to move the snow to one side, reposition your feet to face the direction the snow will be going.
- Wear appropriate footwear, and exercise caution to avoid slipping or falling.
- Make use of ice-melting materials to make the job as easy as possible. Make certain that the melting material is friendly to the environment and appropriate for the icy surface.
- Dress warmly while shoveling to protect against frostbite. Don’t bundle yourself up so heavily that it is hard to move.
- If you experience chest pain, weakness or other signs of physical distress, stop shoveling at once and seek medical attention.

It is everyone’s responsibility to help maintain a safe work environment for you, co-workers, students and guests. Please report and hazardous conditions to your supervisor or Facilities Services.
VCSU SAFE OPERATING PROCEDURES:
Electrical Safety

Electrocution is one of the most common fatalities when working with and around electricity. Even if a person survives an electric shock, electrical burns, both internal and external, are extremely painful and can cause permanent disability. Electric shock can also cause involuntary muscle contractions causing a worker to fall off a ladder or scaffolding.

Electricity is an integral part of our every-day life, and sometimes we tend to take it for granted, not thinking about the potential danger.

Only authorized personnel shall be permitted to do any electrical service work on the VCSU Campus- including repairs, adjusting, testing or servicing electrical equipment. Governmental codes regulate these requirements and impose strict guidelines to follow in the area of electrical safety.

Basic Guidelines
Electricity travels unheard, unseen and rarely gives warning of a dangerous situation. There are basic guidelines to follow when you are around electricity:

- Never expose yourself or others to energized electrical circuit. No type of work, tests or adjustments on energized circuits are permitted unless authorized.
- Refrain from bringing or using personal portable electrical equipment such as radios, electric heaters, fans and lamps, etc. The Director of Facilities Services must approve such equipment prior to its being used on VCSU property.
- Electrical outlets or conduits shall not be installed by VCSU for the use of personal items.
- Check that all electrical implements are in safe working condition prior to use. If you have any doubts or questions regarding the safety of the equipment, notify your supervisor immediately and have the item or hazardous condition checked by the appropriate personnel.

Operation of Electrical Equipment
All electrical equipment is to be handled in a manner which will not cause damage. Preventative maintenance is necessary. Visually inspect all electrical equipment for the following before plugging in and using:

- Check all electrical cords before use to ensure they are free of cuts or nicks in the outer insulation. Make sure you are using the appropriate cord for the job and never lay a cord in an area where it could be damaged by vehicular or pedestrian traffic. Do not run cords through walls, under carpet or furniture, across doorways, or draped over heaters or equipment.
- Never unplug equipment by pulling the cord. Turn off the apparatus switch and then pull the plug from the receptacle. Wind the cord from the appliance to the plug to prevent cord damage. Be sure that all electrical equipment is unplugged before you leave the work area.
- Examine the plug to be sure the protective insulation is present and intact and that all the prongs are present and not loose.
- When plugging in the equipment, be sure the plug is correctly seated in the receptacle.
- Check all tools and equipment for loose or visually damaged parts, switches, shielding, nuts, bolts, etc. Do not use damaged, defective, or equipment that does not operate. Disconnect the plug, remove the damaged equipment from service and report any defects to your supervisor.
- Tools should be left to dry after a temperature change - moisture may condensate on the inside of the case and cause electrical shock if touched. If any shock sensation is felt when using the equipment, immediately shut it off, unplug it, and inform your supervisor.
- Inspect the receptacle before plugging in an electrical cord. Check for burn marks, cracks, broken insulation, missing or loose cover plates, and defects. Do not use the receptacle and notify your supervisor immediately.
- When your job is complete, recheck the tool/equipment to be sure it is ready for the next operator.
- Supervisors must see that all electricity powered equipment is scheduled for general maintenance.
When using electronic equipment/appliances, be aware of the following:

- A 3 foot clearance in front of all electrical panels must be maintained at all times. **NO STORAGE IS ALLOWED IN FRONT OF PANELS!**
- Extension cords are not allowed as permanent wiring. When extension cords are not in use, unplug and properly store.
- Surge protectors are recommended to protect equipment, but they do not protect from hazards of an overloaded circuit. Some signs of an overloaded circuit are:
  - Outlet or wall is warm to the touch.
  - Outlet is discolored.
  - Circuit breakers frequently trip or fuses frequently blow.
  - A burnt smell of insulation is noticeable.
  - Extension cord is warm to the touch.
- Contact Facilities Services to schedule an electrician to install outlets and circuits where needed.
- Surge protectors must be plugged directly into the outlet. DO NOT use surge protectors with extension cords and/or another surge protector.

**Training**
Supervisors must ensure that all employees working with electricity fully understand and are aware of the safe operating procedures.
Closing Statement

We are a laid back and fun department, but it is still important to remember that you are working in a professional environment and you must do your part in maintaining this atmosphere. Follow directions from your direct supervisor and ask questions when you are unsure of a procedure. We look forward to having you as part of our team!