Janitorial Department
Employee Handbook
2009
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ABOUT NEW YORK STATE UNIVERSITY COLLEGE AT PLATTSBURGH

New York State University College at Plattsburgh is a comprehensive co-educational public institution of nearly 6,000 under-graduate and graduate students. There are approximately 950 state employees.

New York State University College at Plattsburgh is located in the Champlain Valley in upstate New York. Plattsburgh is within easy traveling distance from Montreal, Canada, Burlington, Vermont, and Lake Placid, New York. The beautiful Adirondack Mountains in New York and the Green Mountains in Vermont are easily accessible.

Plattsburgh is abundant in history. Samuel D. Champlain was a key figure in the Battle of Plattsburgh. Lake Champlain is named after him. Many historical markers can be found on the highways outside of Plattsburgh. The Kent-Delord Museum depicts the early time frame of Plattsburgh.

New York State University College at Plattsburgh began as an Academy in 1811. In 1814 the British military occupied the Academy, which was located on Oak Street. In 1816 the Academy became a school again.

In 1889 the governor of New York State approved an Act to establish a Normal and Training School in Plattsburgh.

The presidents of the Normal School were Mr. Fox Holden, Dr. Edward Jones, and Dr. George K. Hawkins.

The Normal and Training School became New York State University College at Plattsburgh in 1942.

The presidents of New York State University College at Plattsburgh are as follows:

Charles C. Ward (1949-1952)
Edward E. Redcay (1952-1954)
George W. Angell (1954-1974)
Joseph Burke (1974-1986)
Charles O. Warren (1986-1993)
John Ettling (2004-Present)
ABOUT NEW YORK STATE UNIVERSITY COLLEGE AT PLATTSBURGH JANITORIAL DEPARTMENT

Welcome! You are part of the Business Affairs Division. We are a team of about 250 men and women providing essential support services for academic, research, and community affairs functions at Plattsburgh State University College of New York.

MISSION STATEMENT:

We, the New York State University at Plattsburgh Janitorial Department, are a professional and dedicated team. Our mission is to efficiently maintain a safe, healthy and inviting learning, living and working environment for our college community.

Faculty, staff, students and visitors require our support every day to help the College operate effectively and efficiently.

Every Janitorial Department employee has an important role in the overall functioning of the College.

We are a large department requiring uniform policies and practices so that all janitorial employees, regardless of campus location or supervisor, are treated fairly and equitably.

This Handbook will provide you with some helpful information regarding the operations, policies, and rules of the department as well as some of the services and benefits available to you. This Handbook is for informational purposes only. It is not intended to supersede the terms of duly negotiated agreements, laws, rules or regulations, or otherwise established policies or practices of State departments or agencies. Your supervisor will provide answers to any questions you may have.

VISION STATEMENT:

Our vision is to be leaders, among leaders, that set examples for our college community: empowering individuals, promoting teamwork and actively participating at all levels.

The Janitorial Department shares the pride and commitment needed to meet the challenge of helping make New York State University College at Plattsburgh one of the best universities in the nation.
YOUR JOB

Title and Grade

 Classified Service titles and grades (SG) are established by the Department of Civil Service.

Salary Increases

 Salary rates are negotiated by the Office of Employee Relations (OER) and each union (CSEA, PEF, UUP). PLEASE REFER TO YOUR UNION CONTRACT FOR SPECIFIC DETAILS.

A. Annual Increases - Classified Service (SG) employees receive an annual increment after the completion of each year of satisfactory service for 7 years. There is also a 10-year and 15-year longevity increase.

B. Promotional Increases - Classified Service (SG) employees who are promoted (changed to a higher grade) receive a minimum of 3% for a one-grade promotion to a 9% for a five-grade promotion or the minimum of the higher grade title, whichever results in a higher salary.

Note: Annual Increases are not given at the completion of each year. They are payable on either April 01 or October 01 based on appointment date criteria.

Probationary Period - Classified Service

 Please contact Human Resource Services or CSEA with any questions that you may have concerning the probationary period.

Probationary periods generally are 8-26 weeks and may be extended due to absences.
New York State Department of Civil Service

Classification Standard

NATURE OF WORK

Under supervision, a Cleaner performs a variety of routine manual tasks requiring light, medium, and heavy physical effort in cleaning and caring for an assigned area in public buildings and adjacent grounds and sidewalks.

Most of the positions in this class are located in the State University, the Department of Mental Hygiene, the Office of General Services in the Executive Department, and the Department of Health.

CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS

Cleaner is a non-supervisory class. A cleaner usually works as a member of a crew, performing routine manual tasks requiring light, medium, and heavy physical effort in the cleaning and care of an assigned area on a full-time basis. In some instances Cleaners may work in crews which specialize in certain cleaning activities, such as stripping and polishing floors or cleaning kitchens and lavatories, or may work alone in a specialized assignment, such as cleaning rest rooms and attending to rest room users. In other instances they may have varied assignments ranging from light through heavy cleaning; however, incumbents of these positions perform duties covering the full range of physical exertion.

Cleaners are distinguished from Building Service Aides by the latter class’s responsibility for performing only light cleaning duties, usually after hours in public buildings, and positions are usually part-time.

There are many classes in State service which perform varied cleaning and housekeeping tasks. Laboratory Caretakers clean areas containing scientific apparatus, laboratory supplies, experimental projects, and animals, and, in addition, perform simple, routine duties with ongoing experiments in their assigned area, such as feeding and watering animals, changing cultures in incubators, and accepting, sorting, and distributing laboratory specimens. These positions are distinguished from Cleaners by the additional duties Laboratory Caretakers perform and the nature of the work environment.

The class of Janitor performs the same tasks as Cleaner and, in addition, makes repairs and does maintenance work requiring handyman abilities; is responsible for the cleaning and care of one or more buildings or for major areas of the larger State office buildings; and usually supervises Cleaners. The class of Housekeeper is responsible for the cleaning, care, and upkeep of assigned buildings or areas of large

Revised 6/80
buildings in State institutions, including employee or staff living quarters and administrative work areas, and supervises subordinate cleaning staff.

While the class of Window Washer also performs cleaning tasks, a distinguishing characteristic of this class is washing from the outside, the windows of multi-storied buildings, using safety apparatus.

**TYPICAL ACTIVITIES, TASKS AND ASSIGNMENTS**

Performs a variety of routine manual work under supervision including, but not limited to, the following in the cleaning and care of an assigned area.

- Picks up and removes hazardous articles which may be on floors, furniture, and equipment and places them in designated receptacles or in appropriate places. Moves furniture and equipment in connection with cleaning and care functions.
- Using mops, brushes, detergents, buffers, floor scrubbers, and other cleaning implements, washes floors, corridors, stairs and stairwells, walls, partitions, windows from the inside of buildings, etc.
- Changes curtains and drapes and hangs pictures and other decorative objects.
- Using manual and/or mechanical equipment, strips and vacuums and waxes floors and shampoos carpets.
- Using hand-operated equipment and detergents, scrubs and cleans all areas of lavatories, such as sinks, urinals, toilets, etc.
- Using hand-dusting equipment, dusts assigned areas.
- Using appropriate equipment such as ladders and scaffolds, washes light fixtures, replaces light bulbs, dusts and/or washes light fixtures and high places such as ceilings.
- Using designated equipment, polishes wood and metal fixtures and equipment.
- Using manual and/or mechanical equipment, occasionally removes snow; cleans sidewalks, yards, and drives; and moves lawns in assigned areas.
- May set up equipment in assigned areas, such as athletic fields, gymnasiums, and conference and meeting rooms.
- May work in laboratories, “clean rooms,” operating rooms and other hospital areas where a high degree of cleanliness is required to minimize the possible spread of infection.
- Strips the wax from furniture; cleans and polishes furniture.

**RELATIONSHIPS WITH OTHERS**

The nature of a Cleaner’s activities generally restricts relationships to employees working within the same organization section. The Cleaner has frequent verbal communications with the Supervisor and less frequently with other positions in the work crew. Written and/or verbal communications with others is not a factor in the grade level.

**NATURE OF SUPERVISION**

A cleaner has no supervisory responsibilities. Positions in this class are supervised by a higher level custodial position, usually a Janitor or Housekeeper, who assigns tasks and gives detailed instructions. The work of the cleaner is subject to close supervision in progress and upon completion, although some routine repetitive duties may progressively be performed with greater independence.

Revised 6/80
JOB REQUIREMENTS

- Working knowledge of the properties of various cleaning substances.
- Ability to understand and follow verbal and simple written instructions.
- Ability to stand, stoop, bend and stretch for long periods of time.
- Ability to perform medium to heavy manual labor.
- Ability to use various cleaning equipment and products.
- Ability to climb ladders and scaffolds.

MINIMUM QUALIFICATIONS

There are no education or experience requirements. Applicants must be physically able to perform medium to heavy physical labor.

Revised 6/80
New York State Department of Civil Service

Classification Standard

**NATURE OF WORK**

Employees in this class perform a variety of custodial tasks including maintenance and repair work requiring handyman abilities, in the cleaning and care of one or more public buildings and adjacent grounds and sidewalks, or for major areas of the larger State buildings and in addition usually supervise lower level cleaning personnel.

Most of the positions in this class are located in the State University System, and the Office of General Services in the Executive Department.

**CLASSIFICATION CRITERIAL AND DISTINGUISHING CHARACTERISTICS**

The class of Janitor is responsible for the cleaning and care of one or more public buildings and adjacent grounds and sidewalks or for major areas of the larger State buildings. In addition to performing the same cleaning and care tasks requiring medium to heavy physical effort described in the classification standard for Cleaner, Occ. Code 3014000, the incumbent makes repairs and does recurrent routine maintenance work requiring handyman abilities. Typically, a position may supervise up to five lower level cleaning positions. However, there are instances where a Janitor is appropriately classified to be responsible for a building in a remote location and where there is not a continuing need for subordinate cleaning staff.

Positions responsible for the cleaning, care and upkeep of assigned buildings or areas of large buildings in State institutions, including employee or staff living quarters and administrative work areas, are classified as Housekeeper. While this class also supervises lower level cleaning personnel, there is an emphasis on housekeeping functions such as requisitioning linens, household supplies and furnishings and an absence of the repair and maintenance function requiring handyman abilities. Positions responsible for the operation of an institution’s assembly hall or amusement building as well as the care and supervision of the cleaning of the buildings and the surrounding grounds are classified as Assembly Hall Custodian.

Revised 6/80

**TYPICAL ACTIVITIES, TASKS AND ASSIGNMENTS**

Performs a variety of cleaning and care tasks in the assigned area; including mopping, washing, dusting, polishing, cleaning and setting up as described in greater detail in the classification standard for Cleaner, Occ. Code 3014000.

Performs repairs and recurrent routine maintenance work requiring handyman abilities.

- Using hand tools, makes simple carpentry repairs such as fixing or replacing broken shelving, hinges, locks, sash cords and screens.
- Using plumber’s snake and/or other hand tools and preparations, unplugs toilets, traps and sinks.
Occ. Code 3016000

- Replaces faucet washers and fuses.
- Occasionally does interior and exterior painting.

Sets up equipment and seating facilities for public meetings, seminars, demonstration projects, etc.

Requisitions and dispenses household supplies such as paper towels and soaps.

Reports damages or needed maintenance repair, in assigned area, for which a higher level repair capability is needed.

Supervises lower level custodial personnel in cleaning and care of assigned area.

- Assigns specific tasks and gives verbal instructions to custodial personnel.
- Provides assistance in resolving work problems and reviews work while in progress and upon completion.

RELATIONSHIPS WITH OTHERS

While the majority of the tasks performed by a Janitor are thing-oriented, there are some which are people-oriented. There is frequent verbal and occasional simple written communication with various building users concerning custodial projects such as setting up temporary seating facilities and equipment for conferences or demonstration projects or performing handyman type repairs. Sometimes these are made on short notice.

Communication with subordinate custodial staff is predominantly face-to-face in verbally giving assignments, instructions and assistance. In addition, the incumbent has frequent verbal and occasional written communication with supervisory staff pertaining to work assignments, procedures and work progress as well as reporting repairs or damages requiring a higher level repair capability.

NATURE OF SUPERVISION

A Janitor normally supervises about one to three lower level custodial personnel such as Cleaners by assigning the work, giving instructions, providing assistance and observing the work in progress on a daily basis. The incumbent in turn is supervised, usually by a Supervising Janitor, who assigns, observes and monitors the work on a frequent basis.

MACHINES, TOOLS AND EQUIPMENT USED

Janitors operate a variety of hand and mechanical cleaning equipment. In addition they use various hand tools, such as plumber’s snakes, saws, pliers, screwdrivers, etc. in performing handyman-type repairs.

JOB REQUIREMENTS

- Working knowledge of the use of small hand tools.
- Working knowledge of the properties of various cleaning substances.
Occ. Code 3016000

- Ability to understand and follow verbal and written instructions
- Ability to use various cleaning equipment and products.
- Ability to stand, stoop, bend, and stretch for long periods of time.
- Ability to perform medium to heavy manual labor.
- Ability to verbally communicate for the purpose of exchanging information.
- Ability to make routine repairs requiring handyman ability.
- Ability to climb ladders or scaffolds.
- Ability to supervise a small staff.

MINIMUM QUALIFICATIONS

Applicants must be physically able to perform the tasks of the position and to communicate verbally for the purpose of exchanging information.

Revised 6/80
HOUSEKEEPER, GRADE 7

New York State Department of Civil Service

Classification Standard

NATURE OF WORK

Housekeepers perform a variety of custodial and housekeeping tasks, including requisitioning linens and household supplies and cleaning buildings or areas of large buildings in State facilities. Housekeepers supervise lower-level cleaning staff.

Most of the positions in this class are located in the Office of Mental Health, the Office of Mental Retardation and Developmental Disabilities, the State University of New York, and the Department of Health.

CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS

Housekeepers are responsible for the cleaning, care, and upkeep of assigned buildings or areas of large buildings in State facilities, including patient or resident staff living quarters, administrative work areas, study areas, classrooms, meeting rooms and laboratories. As working supervisors, these positions perform cleaning and care tasks requiring light, medium, and heavy physical effort, requisition and distribute linens and household supplies, and supervise a staff of about three to five lower-level cleaning personnel.

Housekeepers may also be classified to serve as household managers for the heads of State institutions. In this capacity, they perform domestic duties, such as planning and preparing meals for family and guests, doing laundry, and changing bed linens, in addition to cleaning, care, and supervisory activities. In those instances, only one Housekeeper is assigned to an executive residence.

Supervising Housekeepers are classified to supervise between 10 to 30 subordinate custodial workers and are responsible for the cleaning and care services for a large portion of a State facility.

Janitors are responsible for the cleaning and care of one or more public buildings and adjacent grounds and sidewalks or for major areas of larger State buildings and are characterized by the performance of repairs and recurrent routine maintenance work, requiring handyman abilities, in addition to cleaning responsibilities. Incumbents supervise lower-level custodial positions, such as Cleaner.

TYPICAL ACTIVITIES, TASKS AND ASSIGNMENTS

Performs a variety of cleaning and care tasks including, but not limited to, the following:

- Picks up and removes hazardous articles which may be on floors, furniture, and equipment and places them in designated receptacles or in appropriate places.
- Using mops, brushes, and other cleaning implements, washes floors, corridors, stairwells, walls, partitions, and windows from the inside of buildings.
Occupational Code 3004000

- Using manual and/or mechanical equipment, vacuums and waxes floors and shampoos carpets.
- Using hand-operated equipment and detergents, scrubs and cleans lavatories.
- Using appropriate equipment, such as ladders, washes light fixtures and replaces light bulbs.
- Polishes wood and metal fixtures and equipment.

Supervises lower-level custodial personnel in the cleaning and care of an assigned area:

- Assigns specific tasks and gives instructions to custodial personnel.
- Provides assistance in resolving work problems and reviews work while in progress and upon completion.
- Reviews time and accrual records of subordinate cleaners.
- Evaluates employee performance, noting problems and suggesting improvements.

Requisitions and dispenses linens, household supplies, and equipment, maintains appropriate inventories.

Reports need for building repairs and recommends to superior the repair and replacement of furniture, building fixtures, and household equipment.

RELATIONSHIPS WITH OTHERS

While the majority of the tasks performed by this class are object-oriented, Housekeepers have frequent oral and occasional simple written communication with various building users concerning custodial services.

Communication with subordinate staff is predominantly face-to-face in giving assignments, instructions, and assistance. In addition, Housekeepers have frequent oral and occasional written communication with supervisory staff about work assignments, procedures, and work progress and to report building damages and recommend repair or replacement of household furnishings and equipment.

NATURE OF SUPERVISION

Housekeepers usually supervise several lower-level custodial personnel, such as Cleaners, by assigning work, giving instructions, providing assistance, and observing the work in progress on a daily basis. In turn Housekeepers are supervised by Supervising Housekeepers or other maintenance or staff supervisory positions who assign, observe, and monitor the work on a frequent basis.

JOB REQUIREMENTS

- Working knowledge of the properties of various cleaning substances.
- Working knowledge of household supply requisitioning and inventory practices and techniques.
- Basic knowledge of the principles of supervision.
- Ability to understand and follow oral and written instructions.
- Ability to use various cleaning equipment and products.
- Ability to recognize the need for building and household repairs.
- Ability to maintain appropriate household inventories.
Occ. Code 3004000

- Ability to stoop, bend, stretch, and stand for long periods of time.
- Ability to perform manual labor requiring frequent medium and occasional heavy effort.
- Ability to communicate orally to exchange information.
- Ability to supervise a small staff.

In addition, for positions in the Department of Health:

- Working knowledge of the cleaning of isolation and operating rooms to prevent infection.

MINIMUM QUALIFICATIONS

Applicants must be physically able to perform the tasks of the position and to communicate orally and in writing to exchange information.

Reviewed 1/04

NOTE: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.
NATURE OF WORK

These classes are responsible for administering a custodial program and supervising the custodial tasks in the cleaning and care of public buildings and adjacent grounds, including large state office buildings and university complexes.

Most of the positions in these classes are located in the State University system and the Office of General Services in the Executive Department.

CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS

Classes described by this standard are characterized by the supervision of lower level custodial positions, usually Janitors, Cleaners, and Building Service Aides, and by the performance of tasks and activities associated with maintaining and/or improving the effective and efficient cleaning and care of assigned public building areas.

These four classes are differentiated from each other by the size of the subordinate staff supervised, which depends on the size of the buildings at which they are located and the cleaning and care required in different settings. The following represents the criteria for each class.

- A Supervising Janitor supervises from 10 to 30 subordinate positions and may be responsible for all cleaning activities at a small office building.
- A Head Janitor supervises from 40 to 100 subordinates, including three or more Supervising Janitors, and, in addition, is responsible for cleaning and routine maintenance at a small building complex or serves as the principal assistant to a Chief Janitor 2, with direct responsibility for a portion of a large complex or a work shift at the large complex.
- A Chief Janitor 1 supervises from 100 to 200 subordinates and is responsible for all cleaning and routine maintenance operations at a medium-sized building complex.
- A Chief Janitor 2 supervises more than 200 subordinates and is responsible for cleaning and routine maintenance operations at a large building complex.

The number of subordinate positions is determined by adding the number of full-time subordinate positions and the number of part-time positions prorated to full-time equivalent positions.

Positions responsible for the supervision of cleaning and housekeeping activities at State institutions are in the Housekeeping series. These positions differ from Janitors by their emphasis on housekeeping.
aspects, such as the requisitioning, issue, repair, and replacement of linens and clothing, and their assignment at institutions or hospitals. Other positions responsible for the maintenance, management, and cleaning and care of public buildings are in the Building Management Series.

TYPICAL ACTIVITIES, TASKS AND ASSIGNMENTS

Supervises and administers a program of systematic cleaning and care of assigned building areas, in accordance with established guidelines. Some of these tasks are normally performed by the top janitorial position at a given location, but, depending on the organizational setting, may also be performed by lower level supervisory janitors.

- Plans and schedules staff assignments and cleaning services. Based on workload and available staff, reassigns staff to ensure that work is accomplished according to schedule and that staff is fully utilized. Arranges for shifting of personnel to handle emergency cleaning projects.

- Informs staff of agency policies and directives in meetings and in memoranda. Interprets agency guidelines affecting the custodial operation.

- As assigned, evaluates and makes recommendations for equipment, changes in cleaning methods, and work performance standards to ensure a more effective and efficient cleaning program.

- As assigned, prepares the annual equipment, supplies, and personnel budget for the custodial operation.

- Supervises a perpetual inventory system, including the requisitioning of new cleaning equipment and supplies. Ensures proper distribution and control of equipment, materials, and supplies issued to custodial staff.

- Provides oral and written instructions to staff for requested special services which vary from routine operations.

- Inspects buildings and assigned areas for compliance with cleaning programs. Investigates complaints of unsatisfactory cleaning performance and takes corrective action, to avoid repetition and resolve problems.

- Supervises minor routine maintenance repairs to buildings and equipment. Reports, orally or in writing, conditions requiring a higher level repair capability to supervisor staff.

- Prepares or supervises the preparation of periodic reports, such as work activity, cost reports, and manpower utilization and requirements, to advise management staff of the status of custodial operations.

- As assigned, supervises the arrangement of premises for special events, such as graduation exercises and conferences.
Supervises a staff of subordinates in the performance of their duties.

- Interviews prospective employees and recommends selection of qualified candidates.
- Sets training standards for new employees and ensures that standards are being met by follow-up with supervisors and by personal observations.
- Answers questions and assists subordinate supervisors in solving personnel work related problems.
- Evaluates work performance against acceptable standards by review of production activity reports, discussions with supervisors, and personal observations. Where below standard work is apparent, takes appropriate remedial action to improve work performance.
- Ensures the efficient and effective use of time by the staff by such means as enforcing the attendance rules, resolving disciplinary problems, and meeting established work schedules.
- Recommends retention or termination of probationary employees.

RELATIONSHIPS WITH OTHERS

The supervisory janitors described in this standard have frequent and continuing work relationships with the subordinate supervisors on the staff, including meetings at which custodial operations are discussed, assistance is given, and instructions, advice, and interpretations of agency guidelines are provided. Routine numerical and short, factual narrative reports about custodial operations in the assigned area are prepared periodically. In addition to inspecting cleaning and care of the assigned area by the responsible supervisory janitor, there is a review of oral and written reports and follow-up periodic inspections by higher supervisory levels.

Incumbents functioning as the top position at a building complex may prepare written material for review by the program administrator, to support budget requests for equipment and staff, recommend changes in cleaning methods, or recommend new equipment. Depending on the assignment, many supervisory janitors have periodic face-to-face, telephone, or written communications with building users to plan for special arrangements, such as graduation exercises and conferences.

NATURE OF SUPERVISION

An incumbent serving as the top janitorial position in a building complex directly assigns staff; sets standards for the quality and quantity of work produced; provides written instructions for normal operations and written or oral instructions for special assignments, and controls activities by reviewing periodic activity reports, meeting with staff, and observing the custodial operation. In turn, the incumbent is supervised by an administrator having responsibilities beyond the cleaning and care of the specific area, such as a position in the Public Building Manager Series or Plant Superintendent Series, who provides general direction and oral and written interpretations of agency policy relating to the cleaning operation and periodically reviews production activity reports.
An incumbent serving as a supervisor or a principal assistant to a higher level janitorial position supervises a group of subordinates by assigning work, periodically observing work performance, reviewing work activity reports, and inspecting assigned building areas for compliance with cleaning programs. These positions are supervised within the framework of the supervisor controls described above.

**JOB REQUIREMENTS**

- Good knowledge of the agency’s cleaning and care practices and procedures.
- Good knowledge of cleaning equipment and effective custodial work performance standards.
- Good knowledge of the principles and practices of supervision.
- Working knowledge of the properties of various cleaning substances.
- Working knowledge of effective inventory, requisitioning, and distribution techniques for cleaning supplies and equipment.
- Basic knowledge of personnel practices as they relate to hiring, evaluating employee performance, and employee rights and benefits as outlined in labor-management agreements.
- Ability to supervise a large group of employees.
- Ability to recognize below standard production and take appropriate remedial action.
- Ability to understand, interpret, and carry out oral and written instructions and directives pertaining to custodial operations.
- Ability to prepare numerical production reports and factual written reports of the units’ activities.
- Ability to orally communicate with others to exchange information and give guidance about custodial operations.

**MINIMUM QUALIFICATIONS**

For Supervising Janitor, two years of experience in the care and maintenance of a large building.

Positions in the following classes are normally filled by the promotion of personnel having at least one year of permanent service as indicated:
<table>
<thead>
<tr>
<th>Class</th>
<th>Required Permanent Experience</th>
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<tbody>
<tr>
<td>Head Janitor</td>
<td>One year as Supervising Janitor</td>
</tr>
<tr>
<td>Chief Janitor 1</td>
<td>One year as Head Janitor or two years as Supervising Janitor</td>
</tr>
<tr>
<td>Chief Janitor 2</td>
<td>One year as a Head Janitor or Chief Janitor 1</td>
</tr>
</tbody>
</table>

**Reviewed 7/04**

**NOTE:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.
### Plattsburgh State University – Janitorial Department
**Cleaner Performance Program & Appraisal**

<table>
<thead>
<tr>
<th>Section 2A – Performance Program</th>
<th>Section 2B – Performance Appraisal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. General Cleaning</strong></td>
<td><strong>2. General Cleaning</strong></td>
</tr>
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<td>a. Cleans floors (daily dust mop, vacuum, mop, burnish/finishes)</td>
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<td>b. Assures all surfaces are dust free</td>
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<td>c. Maintains clean windows, blinds and screens</td>
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<td>f. Cleans furniture and removes graffiti and debris</td>
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<td>g. Re-Lamping and cleans fixtures as required</td>
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<td>h. Cleans walls, baseboards, and white/chalk boards</td>
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<td>i. Cleans stairs, elevators and tracks</td>
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<td>j. Maintains clean entrances to include snow shoveling and ashtray cleaning</td>
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</tr>
<tr>
<td>k. Set up and take downs for special events</td>
<td></td>
</tr>
<tr>
<td>l. Shampooing carpets</td>
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</tr>
<tr>
<td><strong>2. Bathrooms/Restrooms/Shower rooms</strong></td>
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</tr>
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<td>a. Disinfects all contact areas daily including water fountains</td>
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<td>b. Cleans and polishes ceramic, porcelain, and chrome</td>
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<td>c. Replenishes supplies daily (paper and soap)</td>
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<td>f. Wipes down showers daily. Scrubs showers &amp; cleans drains weekly</td>
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<td>g. Cleans mirrors daily</td>
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<td>h. Cleans doors and windows as needed</td>
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### Section 2A – Performance program

#### Appraisal

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<td>b. Uses safe body mechanics when lifting and cleaning.</td>
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<td>c. Uses personal protective equipment (masks, goggles, &amp; gloves)</td>
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<td>d. Wears appropriate clothing &amp; shoes</td>
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<td>e. Participates in safety training</td>
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<tr>
<td>a. Reports needed repairs and supply requests to janitor or supervising janitor</td>
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<td>b. Follows instructions as directed to complete the assigned tasks</td>
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<tr>
<th>5. Chemicals &amp; Command Center</th>
<th>5. Chemicals &amp; Command Center</th>
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<tbody>
<tr>
<td>a. Uses and maintains the command center</td>
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<tr>
<td>b. Uses chemicals according to instructions and label requirements</td>
<td></td>
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<tr>
<td>c. Follows appropriate procedures; has knowledge/knows location of MSDS</td>
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<tr>
<td>d. Uses personal protective equipment (masks, gloves, goggles, spill-kits)</td>
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<td>a. Operates equipment and utilizes supplies according to instructions</td>
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<td>b. Cleans, maintains, and stores equipment</td>
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<tr>
<td>c. Maintains an organized closet &amp; cart</td>
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</tbody>
</table>
### Section 2A – Performance Program

#### 7. Cooperation/Teamwork

| a. Follows the appropriate *chain of command* in resolving/reporting issues |
| b. Involvement and participation in strategic planning, janitorial issues and work initiatives |
| c. Works well with supervisors & co-workers |
| d. Works to provide excellent service to the Campus Community |

### Section 2B – Performance Appraisal

#### 7. Cooperation/Teamwork

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### Section 2A – Performance Program

#### 8. Time and Attendance

| a. Completes time record accurately and daily |
| b. Reports to work on time and takes breaks at designated times |
| c. Requests time off far enough in advance to accommodate the needs of the department |

### Section 2B – Performance Appraisal

#### 8. Time and Attendance

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### Section 2A – Performance Program

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<thead>
<tr>
<th>1. Supervision</th>
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<tbody>
<tr>
<td>a. Orients new employees &amp; trains all employees on janitorial dept. cleaning, safety, maintenance, &amp; communication procedures.</td>
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<tr>
<td>b. Supervises subordinates in work leader role</td>
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<tr>
<td>c. Maintains the confidentiality of subordinates work record and personal information</td>
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<tr>
<td>d. Coordinates all cleaning activities in building</td>
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<tr>
<td>e. Inspects subordinates sections weekly &amp; completes inspection reports quarterly and as needed</td>
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<tr>
<td>f. Participates in evaluative process for subordinates</td>
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<tr>
<td>g. Monitors building conditions, makes minor repairs to fixtures/janitorial equipment</td>
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<tr>
<td>h. Reviews subordinate time-off requests &amp; makes recommendations to supervising janitor</td>
<td></td>
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<tr>
<td>i. Monitors subordinates break usage &amp; work schedule &amp; certifies time records</td>
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### Section 2B – Performance Appraisal

<table>
<thead>
<tr>
<th>2. General Cleaning</th>
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<td>f. Cleans furniture and removes graffiti and debris</td>
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<td>g. Re-Lamping and cleans fixtures as required</td>
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</tr>
<tr>
<td>h. Cleans walls, baseboards, white/chalk boards, vents and radiators</td>
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</tr>
<tr>
<td>i. Cleans stairs, elevators and tracks</td>
<td></td>
</tr>
<tr>
<td>j. Conducts setup and take downs for special events</td>
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</tbody>
</table>
Plattsburgh State University – Janitorial Department
Janitor Performance Program & Appraisal

k. Shampooing carpets

1. Maintains clean entrances to include snow shoveling and ashtray cleaning

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<tbody>
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<td>a. Disinfects all contact areas daily including water fountains</td>
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<td>b. Cleans and polishes ceramic, porcelain, and chrome</td>
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<td>c. Replenishes supplies daily (paper and soap)</td>
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<td>d. Cleans walls as required</td>
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<td>e. Cleans floors daily</td>
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<tr>
<td>f. Wipes down showers daily. Scrubs showers &amp; cleans drains weekly.</td>
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<td>g. Cleans doors and windows as needed.</td>
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<tr>
<th>4. Safety</th>
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<tbody>
<tr>
<td>a. Demonstrates safe use of equipment</td>
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<td>d. Wears appropriate clothing &amp; shoes</td>
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<td>e. Participates in safety training</td>
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<tr>
<th>5. Communication</th>
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</tr>
</thead>
<tbody>
<tr>
<td>a. Completes work requests as needed</td>
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</table>
| b. Monthly completes supply inventory
  Biweekly completes supply request forms
  Annually completes equipment inventory |
| c. Follows instructions as directed to complete the assigned tasks |
d. Ensures employee records are kept confidential

e. Distributes information concerning college activities, policies & procedures, etc.

<table>
<thead>
<tr>
<th>Section 2A – Performance Program</th>
<th>Section 2B – Performance Appraisal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6. Chemicals &amp; Command Center</strong></td>
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</tr>
<tr>
<td>a. Uses and maintains the command center, to include tip replacement and Y valves</td>
<td></td>
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<td>b. Uses chemicals according to instructions and label requirements.</td>
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<td>c. Follows appropriate procedures; has knowledge/ Knows location of MSDS</td>
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<td>d. Uses personal protective equipment (masks, gloves, goggles, spill-kits)</td>
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<tr>
<th><strong>7. Equipment/Supplies</strong></th>
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</thead>
<tbody>
<tr>
<td>a. Operates equipment and utilizes supplies according to instructions</td>
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<td>b. Cleans, maintains, and stores equipment according to instructions</td>
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<td>c. Maintains an organized closet &amp; cart</td>
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<td>b. Involvement and participation in strategic planning, janitorial issues and work initiatives</td>
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<tr>
<td>c. Works well with supervisors &amp; co-workers, subordinates &amp; department/building contacts</td>
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<tr>
<td>d. Works to provide excellent service to the Campus Community</td>
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<tr>
<th><strong>9. Time and Attendance</strong></th>
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<td>b. Reports to work on time and takes breaks at designated times</td>
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<td>c. Requests time off far enough in advance to accommodate the needs of the department</td>
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<tr>
<th>1. Supervision</th>
<th>2. General Cleaning</th>
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<tbody>
<tr>
<td>a. Coordinates all cleaning activities in President’s House</td>
<td>a. Cleans floors (daily dust mop, vacuum, mop, burnish/finish)</td>
</tr>
<tr>
<td>b. Supervises cleaning staff in work leader role in President’s House</td>
<td>b. Assures all surfaces are dust free</td>
</tr>
<tr>
<td>c. Assists with performance evaluation of staff working in President’s House</td>
<td>c. Maintains clean windows, blinds and screens</td>
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<td>d. Removes rubbish daily and as needed</td>
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<td>e. Moves furniture to accomplish cleaning and re-set.</td>
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<td>f. Cleans furniture and removes graffiti and debris</td>
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<td>g. Re-Lamping and cleans fixtures as required</td>
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<td>j. Shampooing carpets</td>
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<td></td>
<td>k. Set up and takedowns for special events</td>
</tr>
<tr>
<td></td>
<td>l. Maintains clean entrances</td>
</tr>
<tr>
<td></td>
<td>m. Makes beds and changes linens, as needed</td>
</tr>
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<td></td>
<td>n. Cleans dishes and polishes silver as needed</td>
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<td></td>
<td>o. Does laundry and irons, as needed</td>
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</table>

### Section 2B – Performance Appraisal

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<tr>
<th>1. Supervision</th>
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<td>a. Coordinates all cleaning activities in President’s House</td>
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<td><strong>Section 2A – Performance Program</strong></td>
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<td>-------------------------------------</td>
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<td>g. Cleans mirrors daily</td>
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<tr>
<td><strong>4. Safety</strong></td>
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<tr>
<td>a. Demonstrates safe use of equipment</td>
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<td>a. Operates equipment and utilizes supplies according to instructions</td>
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<td>b. Cleans, maintains, and stores equipment</td>
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<tr>
<td>c. Maintains an organized closet and cart</td>
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<tr>
<td>d. Orders and maintains inventory of household supplies</td>
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<tr>
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</thead>
<tbody>
<tr>
<td>a. Follows the appropriate <em>chain of command</em> in resolving/reporting issues</td>
<td></td>
</tr>
<tr>
<td>b. Involvement and participation in strategic planning, janitorial issues and work initiatives</td>
<td></td>
</tr>
<tr>
<td>c. Works well with supervisors &amp; co-workers</td>
<td></td>
</tr>
<tr>
<td>d. Works to provide excellent service to the Campus Community</td>
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</tbody>
</table>

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<thead>
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</thead>
<tbody>
<tr>
<td>a. Completes time record accurately and daily</td>
<td></td>
</tr>
<tr>
<td>b. Reports to work on time and takes breaks at designated times</td>
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</tr>
<tr>
<td>c. Requests time off far enough in advance to accommodate the needs of the department</td>
<td></td>
</tr>
</tbody>
</table>
### Section 2A – Performance Program

#### 1. Supervision

| a. Coordinates all cleaning activities in an assigned area (consisting of dorms and/or academic and/or office buildings) |
| b. Ensures employee information and records are kept confidential |
| c. Provides oral or written instructions for work activities |
| d. Gives instructions for handling emergency situations and emergency clean-ups |
| e. Plans and approves use of leave credits for janitors and cleaners |
| f. Supervises subordinates in work leader role |
| g. Participates in evaluation process for subordinates |
| h. Monitors subordinates break usage & work schedule & certifies time records |

#### 2. Planning & Scheduling

| a. Special events |
| b. Summer Clean-up |
| c. Projects |
| d. Schedules overtime and weekend coverage |

#### 3. Inspecting

| a. Building areas & adjacent grounds |
| b. Investigates reported concerns and takes corrective action |

#### 4. Communication

| a. Acts as liaison between dept. personnel & members of campus community |
| b. Distributes information concerning college activities, policies, procedures, etc |

---

### Section 2B – Performance Appraisal

#### 1. Supervision

| a. Coordinates all cleaning activities in an assigned area (consisting of dorms and/or academic and/or office buildings) |
| b. Ensures employee information and records are kept confidential |
| c. Provides oral or written instructions for work activities |
| d. Gives instructions for handling emergency situations and emergency clean-ups |
| e. Plans and approves use of leave credits for janitors and cleaners |
| f. Supervises subordinates in work leader role |
| g. Participates in evaluation process for subordinates |
| h. Monitors subordinates break usage & work schedule & certifies time records |

#### 2. Planning & Scheduling

| a. Special events |
| b. Summer Clean-up |
| c. Projects |
| d. Schedules overtime and weekend coverage |

#### 3. Inspecting

| a. Building areas & adjacent grounds |
| b. Investigates reported concerns and takes corrective action |

#### 4. Communication

| a. Acts as liaison between dept. personnel & members of campus community |
| b. Distributes information concerning college activities, policies, procedures, etc |
### Section 2A – Performance Program

**5. Training**

<table>
<thead>
<tr>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Orient new employees and trains all employees on janitorial department cleaning, safety, maintenance and communication procedures</td>
</tr>
<tr>
<td>b. Updates and trains on new procedures as needed</td>
</tr>
<tr>
<td>c. Maintains training records</td>
</tr>
<tr>
<td>d. Participates in training workshops, seminars, classes, committees, strategic planning, etc.</td>
</tr>
</tbody>
</table>

**6. Equipment/Supplies**

<table>
<thead>
<tr>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Oversees the janitors’ inventory of supplies</td>
</tr>
<tr>
<td>b. Oversees the janitors’ inspection of equipment</td>
</tr>
<tr>
<td>c. Acquires and distributes supplies as required</td>
</tr>
</tbody>
</table>

**7. Cooperation/Teamwork**

<table>
<thead>
<tr>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Maintains a good working relationship with co-workers, subordinates &amp; campus community</td>
</tr>
<tr>
<td>b. Works to provide excellent service to the campus community</td>
</tr>
</tbody>
</table>

**8. Time and Attendance**

<table>
<thead>
<tr>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Reports to work on time</td>
</tr>
<tr>
<td>b. Sets a good example by appropriately accessing leave accruals</td>
</tr>
</tbody>
</table>

### Section 2B – Performance Appraisal
New temporary employees will have the following on-the-job-training.

**RECORD OF PROGRAMMED INSTRUCTION**  
**ON-THE-JOB TRAINING**

Name _____________________  Building __________________________

Position _____________________  Hire Date ________________________

<table>
<thead>
<tr>
<th>Training Completed</th>
<th>Date</th>
<th>Instructor Initials</th>
<th>Trainee Initials</th>
<th>45 Day Follow-up</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. General Cleaning</td>
<td></td>
<td></td>
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<tr>
<td>Dusting-high, low</td>
<td></td>
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<tr>
<td>Window washing</td>
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<tr>
<td>Wall care</td>
<td></td>
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<tr>
<td>Furniture</td>
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<tr>
<td>Graffiti</td>
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<tr>
<td>Light bulb changing</td>
<td></td>
<td></td>
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<tr>
<td>2. Bathroom, Restroom</td>
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<tr>
<td>Showers</td>
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<tr>
<td>Toilet</td>
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<tr>
<td>Sink</td>
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<tr>
<td>Partition &amp; walls</td>
<td></td>
<td></td>
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<tr>
<td>Mirrors</td>
<td></td>
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<tr>
<td>Floors</td>
<td></td>
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<tr>
<td>Re-stocking supplies</td>
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<tr>
<td>3. Office Cleaning</td>
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<tr>
<td>Furniture care</td>
<td></td>
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<tr>
<td>Walls and windows</td>
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<tr>
<td>Telephone</td>
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<tr>
<td>4. Classroom</td>
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<tr>
<td>Desk</td>
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<tr>
<td>Chalk board</td>
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<tr>
<td>Floors</td>
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<tr>
<td>Walls, windows</td>
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<tr>
<td>Training Completed</td>
<td>Date</td>
<td>Instructor Initials</td>
<td>Trainee Initials</td>
<td>45 Day Follow-up</td>
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<tr>
<td>5. Hard Floor Care</td>
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<tr>
<td>Daily care</td>
<td></td>
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<tr>
<td>Refinishing</td>
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<tr>
<td>Burnishing</td>
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<tr>
<td>6. Carpet Cleaning</td>
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<tr>
<td>Vacuuming</td>
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<tr>
<td>Spot cleaning</td>
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<tr>
<td>Shampooing</td>
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<tr>
<td>7. Equipment Care</td>
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<tr>
<td>Preparing</td>
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<tr>
<td>Operating</td>
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<tr>
<td>Cleaning</td>
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<tr>
<td>8. Command Center</td>
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<tr>
<td>Product use</td>
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<tr>
<td>Dilutions</td>
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<tr>
<td>Proper procedure</td>
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<tr>
<td>9. Right to Know</td>
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<tr>
<td>10. Blood Spill Clean-up</td>
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<tr>
<td>11. Kitchenette</td>
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<tr>
<td>Sink</td>
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<tr>
<td>Microwave</td>
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<tr>
<td>Refrigerator</td>
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<tr>
<td>12. Lockup/Unlocking</td>
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<tr>
<td>13. Safety</td>
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<tr>
<td>Equipment</td>
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<tr>
<td>Chemicals</td>
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<tr>
<td>Personal</td>
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</tbody>
</table>
SOME DEFINITIONS

Class of Positions

**Classified Service - (SG Positions):**
Those positions under the jurisdiction of the Department of Civil Service.

**Competitive Class:**
Those positions where appointments are made from eligible lists from examinations administered by the Department of Civil Service. Appointments must be given to one of the three highest scoring candidates willing to accept the position (example: Stationary Engineer, Plant Utilities Services, Supervising Janitor, Secretary I).

**Non-Competitive Class:**
Those positions which require specific training and/or experience to be eligible for appointment (example: Carpenter, Maintenance Assistant, Janitor, Grounds Worker, etc).

**Labor Class:**
Those positions where no minimum qualifications are specified (example: Cleaner, Maintenance Helper, BSA).

Bargaining Units

**Administrative Services Unit (ASU):**
Office positions such as Keyboard Specialist, Secretary, Clerk

**Institutional Services Unit (ISU):**
Laboratory positions and Stores Clerks.

**Operational Services Unit (OSU):**
Nearly all custodial, trades, grounds, and Power Plant positions.

Terms Used By The New York State Civil Service Department

**Affirmative Action:**
Any action that is intended to correct effects of past discrimination, to eliminate present discrimination or to prevent discrimination in the future by removing artificial barriers to increased representation of members of protected classes and engaging in their active recruitment, hiring and promotion.
**Age Discrimination In Employment Act Of 1967 (ADEA):**
A federal statute which protects people 40 to 70 years of age from unlawful age discrimination in employment and other work related activities and benefits.

**Annual Salary:**
The salary for a particular person expressed as a set amount per year; an employee receives a portion of his or her annual salary each payroll period.

**Appointment:**
The act of naming a person to fill a position or office.

**Attendance Rules:**
Short-hand term referring to Chapter 11 of Title 4 of the Official Compilation of Codes, Rules and Regulations of the State of New York entitled “Attendance Rules for Employees in New York State Departments and Institutions;” the Attendance Rules promulgated by the Civil Service Commission cover areas such as sick leave, vacation, time allowances and other conditions of employment. (Agreements negotiated pursuant to the Taylor Law may contain leave provisions as well.)

**Bargaining Unit:**
A term used to describe a negotiating unit designed by the Public Employment Relations Board (PERB) or recognized by the employer; employees are grouped together in negotiating units based on their community of interest; each bargaining unit can only be represented by one employee organization at a time.

**Base Salary:**
An employee’s annual salary before adjustments by the addition of inconvenience pay, geographic differential, etc.

**Bump:**
In a layoff situation, the displacement of an employee by another employee who has been laid off and who has greater retention standing and is serving in the next higher level direct line title.

**Canvass:**
An inquiry as to whether individuals whose names appear on an appropriate eligible list are interested in being appointed to a particular vacancy, title and/or location, if offered employment.
**Class Or Class Of Positions:**
One or more positions sufficiently similar in respect to duties and responsibilities that the same title may be used to designate each position in the group, the same grade allocated, the same qualifications required and the same examination used to select eligible employees.

**Classification Standard/Class Specification:**
A written description of a title or class of positions which includes information on the duties and responsibilities of incumbents, minimum qualifications for appointment and other distinguishing features.

**Classified Service:**
All offices and positions in the civil service not included in the unclassified service; divided into four jurisdictional classes: competitive, non-competitive, labor and exempt.

**Competitive Class:**
The jurisdictional class comprised of positions for which it is practicable to determine the merit and fitness of applicants by examinations which rank them against each other. All jobs in the classified service are competitive unless designated or approved otherwise by the State Civil Service Commission.

**Contingent Permanent Appointment:**
A “permanent” appointment or promotion to a position left temporarily vacant by the leave of absence of the permanent incumbent of the position; such appointees have the same rights as permanent appointees except that they will be displaced by the return of the permanent incumbent.

**Demotion:**
The voluntary or involuntary placement of an employee in a position allocated to a lower salary grade.

**Department of Civil Service:**
New York State’s primary personnel management agency, responsible for the development and maintenance of statewide agency personnel systems; the classification and allocation of State positions; and the recruitment and selection of candidates for State employment. The head of the Department is the President of the Civil Service Commission.

**Disciplinary Proceedings:**
Due process procedures, which are followed upon charges of incompetence or misconduct as outlined in Civil Service Law, other State law or in a negotiated agreement.
**Discrimination (Employment):**
Intentional or unintentional differential treatment of individuals on the basis of race, color, religion, national origin, sex, sexual orientation, disability, marital status, age or a previous arrest or criminal charge that did not result in conviction which adversely affects their employment and promotion opportunities or retention in services.

**Eligible List:**
A list from which candidates for a competitive title, ranked in order of their respective final examination ratings, may be appointed.

**Examination:**
A formal selection process which includes minimum qualifications, tests, employment interviews and probationary periods; used to evaluate the qualifications and suitability of candidates for public employment. An examination for a competitive class position ranks candidates against each other. An examination for a non-competitive class position constitutes the assessment of a candidate’s background and credentials against the established minimum qualifications.

**Examination Announcement:**
A document issued to inform potential applicants of an upcoming examination; the announcement contains but is not limited to the following information: the number and title of the examination, the date of the examination, filing information, minimum qualifications, type and scope of test(s), and salary or salary grade; it may also contain vacancy information and a duties description.

**Executive Order No. 6:**
An order signed by the Governor on February 18, 1983 requiring, among other things, the preparation of annual affirmative action plans and statewide goals and timetables for the employment of minorities, women, disabled persons and Vietnam era veterans. Executive Order No. 6 is administered by the President of the Civil Service Commission.

**Flextime:**
A type of alternative work schedule that allows employees to begin and end their workday at other than the normally scheduled work hours (e.g., different reporting times or split workdays).

**Full Time Equivalent (FTE):**
A term used to equate the service of an employee or the total number of employees to a full time position; (e.g., an employee who works 50% of the time would be counted as ½ FTE position; two part-time employees who each work 50% time would be counted as 1 FTE position.)
**Grievance Procedures:**
Step by step procedures provided by law, collective bargaining agreements and affirmative action plans for the resolution of employees’ complaints.

**Holiday Pay:**
Additional compensation for time worked by an employee during regularly scheduled work hours on a date observed as a holiday by the State.

**Inconvenience Pay:**
Additional compensation paid employees (other than part-time or seasonal employees) who regularly work a tour of duty which includes four or more hours between the hours of 6:00 p.m. and 6:00 a.m., excluding any hours for which overtime is paid. (Such payments have been the subject of collective negotiations).

**Job Description:**
A written summary of the tasks, duties and responsibilities of an individual job.

**Leave of Absence:**
A consideration granted to employees which provides them the right to return to a position in their former title within a specified period of time; leaves are granted for such things as probationary service upon promotion or transfer, military service and child bearing/rearing; depending upon the specific circumstances, leaves may be mandatory or optional.

**Military Leave:**
A leave of absence granted for ordered military service mandated by Sections 242 or 243 of the Military Law.

**Minimum Qualifications:**
Education and/or experience requirements denoting the minimum standards that all candidates are required to possess for examination or appointment.

**Non-Competitive/Open Competitive (NCOC):**
As provided by New York Codes, Rules and Regulations Section 4.2(b), an appointment mechanism used when the open-competitive eligible list has been depleted, a new list has not yet been established and there is a vacancy to be filled; qualified individuals who have not failed the last examination can be nominated and, upon passing an appropriate examination, be permanently appointed.
Non-Competitive Promotion (NCP):
An appointment mechanism used when the number of employees qualified for and interested in promotion does not exceed the number of vacancies by more than two; the employee(s) may be nominated and, if successful on an appropriate examination, be appointed permanently.

Open-Competitive Examination:
An examination open to all qualified individuals both in and outside State service.

Out-Of-Title Work:
Duties performed by an incumbent of a position which are not appropriate to the class to which the position has been assigned.

Part-Time:
The employment of individuals on less than a full-time basis.

Payroll Period:
A two-week period, beginning on a Thursday and ending on a Wednesday, for which a State employee is paid for services. (There are two payroll cycles - the Administrative (college payroll) and the Institutional (corrections payroll).

Performance Evaluation:
A process pursuant to a Taylor Law agreement or Rules of the Director of the Budget by which supervisors rate employees on the basis of agreed upon performance objectives of the job.

Permanent Appointment:
An appointment made to a position in accordance with applicable laws, rules and regulations; a permanent appointment may provide rights and privileges, such as due process for dismissal, eligibility for promotion examinations, transfers, and future reinstatement and certain protections in the event of abolition of positions.

Position:
An assigned group of duties and responsibilities which can be performed by one person; commonly known as a “job,” a position may be occupied or vacant.

Preferred List:
An eligible list established as a result of a reduction in force, or where otherwise provided by law, which consists of the names of displaced employees ranked by seniority; a preferred list must be used before any other means of filling a position (except certain special military lists); the top acceptor in a preferred list must be appointed or the position left vacant (“Rule of One”).
**Probationary Period:**
The period of time commencing upon a permanent appointment during which an employee’s performance on the job is assessed; the final step in the selection process.

**Promotion:**
Generally, in the competitive class, an appointment from a promotion eligible list to a higher level position; in the non-competitive class, the appointment of an employee to a higher grade position without competitive examination.

**Protected Class:**
Groups, identified as victims of past unlawful discrimination on the basis of race, color, sex, disability, religion or national origin, who are therefore targeted for affirmative action initiatives to address their under-representation in the work force. In New York, protected classes include Blacks, Hispanics, American Indians, Alaskan Natives, Asian or Pacific Islanders, women, disabled individuals and Vietnam era veterans.

**Reinstatement:**
Reappointment of an employee based on his or her former status, following a leave without pay, layoff, termination because of a physical or mental disability or resignation. Reinstatement after resignation is at the discretion of the appointing authority if effected within one year of separation; such a reinstatement following a separation of greater than one year requires Civil Service Commission approval.

**“Rule of One”:**
Refers to the strict seniority order which eligibles are appointed from a preferred list; the top acceptor on the list must be appointed or the position left vacant (see Preferred List).

**“Rule of Three”:**
Refers to the statutory provision that appointments must be made from among the three highest ranking candidates on an open-competitive or promotion eligible list who are willing to accept the position.

**Seniority:**
Generally, refers to the length of permanent classified service; accorded due weight (points) on examinations and used to determine order of layoff and ranking on preferred lists.
Shift Differential:
Payment of additional monies, authorized by the Director of Classification and Compensation and approved by the Director of the Budget, to employees in a given occupation who are regularly assigned to work on a shift having four hours between the hours of 6:00 p.m. and 6:00 a.m. (This has been a subject of collective negotiations.)

Temporary Appointment:
A non-permanent appointment of limited duration, generally less than six months; however, temporary appointment to positions established on a temporary project basis can be up to 18 months in duration.

Terminate/Discharge:
Terms used to describe an action by an appointing authority removing an employee from his/her position; with certain exceptions, permanent employees have due process rights by statute and/or negotiated agreements and can only be removed for cause.

Title VII:
Title VII of the Civil Rights Act of 1964 (as amended by the Equal Employment Opportunity Act of 1972) makes discrimination on the basis of race, color, religion, sex or national origin an unlawful employment practice in the private and public sectors.

Title:
The “label” used to designate a class officially; it is descriptive of the work performed and its relative level.

Transfer:
The change, without further examination, of a permanent employee from a position under the jurisdiction of one appointing authority to a position under the jurisdiction of another appointing authority, or to a position in a different title under the same appointing authority; a transfer may only be made to a position at the same or similar salary grade (currently no higher than two salary grades or 1-M grade).

Transfer, Non-Competitive Qualifying:
A transfer to a different title. The individual must meet minimum qualifications for the position and have passed an examination appropriate for the title (Section 70.4 of the Civil Service Law).

Vacancy:
A position having no permanent incumbent and which may be filled on a permanent or other basis as appropriate.
Veteran:
A member of the armed forces of the United States who served therein in time of war and who was honorably discharged or released under honorable circumstances from such service.

Veterans’ Credits:
Points authorized by the State Constitution added to passing examination scores of veterans who are New York residents.

Vietnam Era Veteran:
A veteran who served at any time between and including January 1, 1963 and May 7, 1975 (see Protected Class).

The above terms are taken from the Glossary of Civil Service Terms produced by the State of New York Department of Civil Service Commission. Walter D. Broadnax, President; Josephine L. Gambino, Commissioner, and Robert J. Riordan, Commissioner.

POLICIES:

In this section you will find a listing of policies pertaining to the Janitorial Department. A short description is included. For the full description of the policies, please consult your supervisor.

ABSENCES FOR EXTRAORDINARY WEATHER CONDITIONS:

The official College policy on extraordinary weather conditions requires that normal operations be continued as much as possible. Essential services (i.e. heating/plumbing, electrical, grounds, university police, and health services) must be maintained in spite of severe weather.

In the event of severe weather College employees working in these areas should remain on duty or report to work to avoid interruption of essential services, unless directed or permitted to do otherwise by their supervisors. Employees must consult with their supervisor for each weather emergency to determine if they are deemed essential personnel in that instance as that designation may vary by circumstance.

Except in the most severe cases, all employees are expected to report to work. Those employees who cannot get to work on time or at all are expected to contact their department supervisor to advise them of the situation within one (1) hour of the start of their regular workday. If phone lines are tied up, employees should keep trying or leave a voicemail message.
Although only the Governor can close the College, under this policy the College President has the authority to take the following actions:

1. **Delay or Cancel Classes** – When this decision is made, absences of non-instructional employees on such days must be charged against compensatory time, vacation accruals or personal leave. Classified (i.e., clerical, maintenance, janitorial, and university police) employees are given five (5) personal days annually to be used for personal business, religious observance or emergency and severe weather situations. Classified employee absences due to emergencies or inclement weather should first be charged against personal leave. Professional employees, librarians and management confidential employees should first charge such absences against vacation or holiday compensatory time.

2. **Excuse reasonable tardiness** – Without charge to leave credits when in the opinion of the President extraordinary situations or weather conditions affect the arrival time of a large group of employees. Full day absences, however, can never be excused without charge to leave credits or payroll adjustment.

3. **Authorize early departure of employees** – With appropriate charges to leave accruals or payroll adjustment, when in the opinion of the President the situation warrants it or weather conditions could make transportation dangerous.

4. **Direct the early departure of employees** – Without charge to leave accruals or payroll adjustment, when in the opinion of the President and with the prior approval of the Governor’s Office of Employee Relations, the situation warrants it or the weather is severe enough to make travel dangerous. This action is used rarely and in only the most extreme circumstances. It must be coordinated through the Human Resource Services office.

**IMPLEMENTATION**

1. The Vice President for Administration and the Facilities Director are responsible for monitoring weather reports and weather conditions for the College. In the performance of these duties, they will consult with the United States Weather Bureau, state, local and county police, and the Chief of University Police to monitor the effect of storm conditions on transportation to, from and on campus.

2. They will advise the President if reports indicate that weather conditions are likely to severely disrupt transportation and warrant administrative action.

3. The decision, if any, of the President under these circumstances may be one or some combination of the four options already discussed.

4. Communication of the President’s decision to the College community will be accomplished as follows:
Cancellation of Classes Prior to Start of Day

If classes are to be canceled before the beginning of the instructional day, announcements will be made over local radio and TV stations, usually between 6:00 and 6:30 a.m. A detailed message, including a notification of the time of the most recent update, will be available on the weather and emergency line – 564–SNOW, as well as on the campus website (www.plattsburgh.edu). Faculty members are reminded that if they individually cancel a class or classes outside of this process, they should use the campus e-mail and voice-mail systems to notify their students.

Cancellation of Classes During the Day

If classes are canceled after the beginning of the instructional day, the announcement will be communicated to supervisors, directors and departmental chairpersons by the appropriate vice president. Announcements will also be made over radio, TV stations, e-mail and voice mail. A detailed message will be available on the weather and emergency line – 564-SNOW, as well as the campus website (www.plattsburgh.edu).

Excuse due to Weather Conditions

If the President concludes that prevailing weather conditions justify the excuse of reasonable tardiness, employees and supervisors will be notified via email and voice mail.

Snowline

A special telephone number will be maintained to advise employees of the latest conditions at and around the College. Employees are encouraged to call this number regularly to get official updates regarding the weather or other emergency conditions. The number for the weather and emergency line is 564-SNOW (7669). Additionally, the campus website (www.plattsburgh.edu) will also be updated with snow and emergency messages. The SNOWLINE and campus website (www.plattsburgh.edu) will always carry the most up to date information.

SUNY Plattsburgh Branch Campus

Faculty and Staff at the SUNY Plattsburgh Branch Campus at Adirondack Community College in Queensbury, NY will follow the decisions made by the administration at ACC regarding class cancellations and campus closure of ACC due to extraordinary weather
conditions and other emergencies. Information regarding ACC class cancellations and campus closures will be available via ACC’s Snow Emergency Line (518) 743-2222.

**BLOCKING DOORS:**

We are allowed to put a stopper under a door or put something in front of the door to hold it open while we are working in that area. Items jammed at the top or sides of doors are not allowed. **FIRE DOORS ARE NOT TO BE WEDGED AT ANY TIME.**

**BREACKS:**

Employees are given two fifteen-minute breaks and one thirty-minute break (lunch) per work day. These breaks are to be taken at the designated times. Please contact your supervisor for complete details regarding break times.

Breaks should, if possible, be taken in provided break rooms. This allows workers to discuss work related problems and it gives supervisors a chance to meet with the building staff to bring information, mail, messages, etc. to them and enables supervisors to talk with staff in a relaxed atmosphere. It is sometimes difficult to locate the workers in their work areas.

We ask that employees receive permission from their supervisor when leaving the building so that the supervisor is aware of the location of the employee.

Employees who wish to leave campus during your fifteen-minute break need to notify their supervisor and then log times in and out on their timesheet. Also, a notation should be made on the timesheet stating that it was an off-campus fifteen-minute break.

It is suggested that in order for employees to have 15 minutes to relax, it would be to their advantage to bring snacks in.

Televisions on campus are provided for students and are located in lounges provided for them. Since most TV programs run at least ½ hour and this tends to extend breaks over 15 minutes, we do not recommend that TV watching be done during break time.

No supervisor should deny time off for the sole reason that 24 hours notice was not given, but if the supervisor feels that he/she needs that employee on campus to meet the needs of the College he/she has the right to refuse time. With a less than 24 hour notice, an employee is more apt to be refused time because most employees are asking more than 24 hours in advance and supervisors have planned their workload with the remaining work force.
BUILDING INSPECTION POLICY:

Buildings are to be inspected weekly by the Janitor assigned to that building.

CALL-IN PROCEDURE:

Employees calling in sick prior to the day staffing of the switchboard at 7:00 am will have their absence message recorded.

Please call 564-3015 and following the announcement, give your message including your name, the date, the day, the reason for your absence and any other relevant information.

This number is set aside for absence calls when the M&O switchboard is not in operation.

CAMPUS CRIME INFORMATION:

University Police provides information regarding campus security and personal safety through its Website. The website includes topics such as University Police Department, emergencies/crimes, sexual assault, escort service, residence hall security, residence life, personal responsibility, drug/alcohol policies and how to access registered sex offender information at SUNY Plattsburgh. The information as well as the crime statistics for the previous three calendar years concerning reported crimes that occurred on campus; in certain off-campus buildings or property owned or controlled by SUNY Plattsburgh; and on public property within or immediately adjacent to and accessible from the campus are also available at http://www.plattsburgh.edu/crimestats. Printouts of the information can be requested at the University Police Department. Information can also be obtained from the U.S. Department of Education Website at http://ope.ed.gov/security/.

CELL PHONE USAGE:

Personal cell phones are not to be used to make or receive calls during working hours with the exception of breaks and lunch.

CHILDREN AND VISITORS IN THE WORKPLACE:

It is the intention of the establishment of any College policy to facilitate the effective and efficient delivery of education and related services to our students, parents and members of the campus community. In order to accomplish this objective, it is necessary to treat every employee of the College in a fair and consistent manner; to establish, to the best of
our ability, safe working conditions; and provide a workplace, equipment and materials appropriate for the task at hand.

It is acknowledged that the campus, in great part, is made up of public spaces. For this reason, it is often difficult to differentiate between the truly public areas and those spaces which are work spaces. Nevertheless, the workplace is intended to be devoted to the principles described above and in those work spaces, the presence of children or visitors not devoted to accomplishing these objectives is disruptive and unsafe.

It is further acknowledged that arrangements for child care are often expensive and inflexible. It is very tempting to use the College facilities as a place to park a child for whom a parent cannot seem to make suitable day care arrangements, especially when the child is perceived to be well-behaved and quiet. However, there is the issue of safety, both for the child or visitor and those in the area around the child or visitor; the issue of work disruption and distraction from the objectives described above; the issue of the public’s perception (because this is a State agency whose facilities are used extensively by the public) of allowing a child or visitor in the workplace.

Therefore, it is the policy of the State University of New York, College at Plattsburgh, to prohibit employees from bringing children or visitors into the workplace.

The only exception to this general rule would be to permit short term (generally ½ hour or less), temporary arrangements with the express approval of an employee’s supervisor, in consultation with Human Resource Services. Examples of possible exceptions include one-time arrangements to allow an employee to bring a child to the workplace for the last 15 minutes of a work day so that the employee may transport the child to a dental appointment or allowing an employee to have a grandchild visit the office for a brief period of time.

**CLEANING POLICY - BLOOD BORNE PATHOGENS/VOMIT MESSES:**

A mess that is made by a toilet running over should be cleaned by the janitor, cleaner or building service aide assigned to that area as soon as possible.

When the mess is vomit or body waste, we have asked the Directors and R.A.s to try and get the person responsible to clean it. This in most cases is nearly impossible. The janitorial staff has the responsibility to maintain a safe and healthy environment in the buildings so we must do our best to keep floors free of hazardous articles, water and any other mess that could cause falls. We must also clean to minimize the possible spread of infection. So we have the responsibility of cleaning any mess caused by toilets overflowing and any vomit or body waste.
We require that proper supplies and equipment be used, such as rubber gloves and disinfectant cleaner. Janitors should leave vomit cleanup powder, rubber gloves, masks and plastic bags in an area accessible to all janitorial staff.

Hepatitis B vaccines are strongly recommended and provided to all departmental employees.

**COLLEGE REST PERIOD AND UTILIZATION OF ASSIGNED WORK SHIFT:**

Please see your supervisor for information on this policy.

**CRIME ALERT POLICY AND PROCEDURE**

I. **Purpose**

The purpose of this policy and procedure is to establish and describe formal written guidelines pertaining to the *Jeanne Clery Disclosure of Campus Security Policy and Campus Statistics Act of 1998*, “Timely Warning” requirement as it relates to the main campus of the State University of New York at Plattsburgh (SUNY Plattsburgh).

II. **Policy**

It is the policy of SUNY Plattsburgh and the University Police Department to alert the campus community to certain crimes and safety/security issues occurring on campus, or in the immediate vicinity of the campus. Generally, this area will include the streets adjacent and/or adjoining campus property. However, nothing in this policy is intended to prevent notifications about incidents occurring outside of this area when they are likely to have a significant impact on members of the college community.

A. Alerts are required for all incidents that constitute Clery Act Crimes and are considered to represent a serious or continuing threat to the campus community. These crimes include: Murder and Non-Negligent Manslaughter, Sex Offenses, Robbery, Aggravated Assault, Burglary, Motor Vehicle Theft, Arson and Hate Crimes.

B. Alerts may also be issued for:
   - Crimes other than “Clery Act” crimes that pose a serious or continuing threat to the campus community (e.g. kidnapping)
   - Non-criminal emergencies that pose a significant or continuing threat to the campus community or a segment of the campus community (e.g. weather related emergencies, maintenance issues, environmental health and safety issues, etc.).
C. Faculty or staff who learn of information which may warrant the issuance of a “Crime Alert” or “Safety Alert” should notify University Police as soon as possible.

III. TYPES OF ALERTS

A. **Crime Alert** – A campus-wide notification regarding a crime determined to present an ongoing or continuing threat to the safety of the campus community.

B. **Safety Alert** – A notification issued under circumstances which may or may not be criminal in nature but still pose a significant or continuing threat to the campus community or segments of the campus community. Safety Alerts are not always issued campus-wide and may be issued selectively to affected areas.

C. **Information Bulletin** – An informational notice regarding incidents that may not pose an immediate or continuing threat but are serious enough in nature that it is deemed appropriate that the campus community or a segment of the campus community should be informed.

IV. AUTHORITY AND RESPONSIBILITY

A. Alerts are issued at the discretion of the:

- College President
- Executive Assistant to the President
- Chief of University Police
- Assistant Chief of University Police
- Emergency Management Coordinator
- Vice President of Student Affairs
- Vice President of Administration
- Assistant Vice President of Student Affairs
- Associate Vice President of Institutional Advancement
- Associate Director of Public Relations and Publications
- Dean of Students

Consultation is expected among the authorizing authorities available at the time of the incident.
• **Exception** – The University Police Lieutenants or Investigator may issue alerts without authorization from the individuals listed above in emergency situations for in-progress life-threatening situations, if they are not otherwise detained at the incident.

B. University Police Department personnel who learn of information or recognize an event which may warrant the issuance of an alert must notify the Chief or Assistant Chief as soon as possible. Should the Chief or Assistant Chief be unavailable one of the authorizing individuals from Section IV.A. of this Policy and Procedure must be notified.

C. Those authorized to issue alerts will determine the type of alert to issue and the dissemination method. Dissemination methods may include but are not limited to the following:

- Campus-wide email
- Alert poster or flyers
- SUNY NY Alert*
- Homepage ([www.plattsburgh.edu](http://www.plattsburgh.edu))
- Emergency Web page ([www.plattsburgh.edu/emergency](http://www.plattsburgh.edu/emergency))
- Campus CLAS and SNOW telephone line
- On/off campus media releases
- Angell College Center digital display/marquee
- Patrol car PA announcement
- My.plattsburgh.edu

*SUNY NY Alert is an emergency notification system that utilizes automatic technology to call phones, send test messages and/or emails to individuals who have registered for the service through the college’s my.plattsburgh.edu portal or through a proxy procedure.

**V. PROCEDURES**

A. Authorizing individuals will determine if sufficient and accurate information exists to warrant the issuance of an alert.

B. When issuing an alert, authorized individuals will include the following, as appropriate:

- Title: Crime Alert, Safety Alert, Information Bulletin
- Authorizing authority
Date of issuance
- Date, time and location of offense or situation
- Description of crime or situation
- Description of suspects
- Suspect’s direction and mode of travel when fleeing incident
- Safety instructions/advice

C. The person who initiates an alert/bulletin will upload the alert/bulletin in the Clery Alert folder in Angel, download and complete the Timely Notification Action Report, and forward it to the Chief of University Police via email. The Chief of University Police will be responsible for authorizing the final Timely Notification Action Report, which will then be saved in the Clery Act folder in Angel.

D. If it is determined that the Campus Emergency Operation Center should be activated, University Police dispatch, or designee, will notify the Emergency Management Coordinator, or designee. The Emergency Management Coordinator will contact the Campus Emergency Operation Center members and the Emergency Operation Center Manager.

DRUG AND ALCOHOL ABUSE PREVENTION POLICY:

Employees are prohibited from on-the-job use or impairment from alcohol or illicit drugs. A copy of this policy is distributed to each employee annually. For more information, see your supervisor, or for a copy of the policy, contact the Human Resource Services Office or visit http://www.plattsburgh.edu/offices/admin/hr/drugpolicy.php.

DUMPSTER/MISUSE OF CONTRACT RUBBISH CONTAINERS:

Dumpsters are for college use only. Emptying personal trash in the dumpsters is considered theft of services and is punishable by law. Removal of items from the dumpster is prohibited.

DUST MOPS:

Currently we contract out our dust mop laundering services. Dirty dust mops must be exchanged for clean ones biweekly.
EDUCATION LEAVE:

Please contact Human Resource Services for information on this policy. You may be entitled to release time to attend course work that is job-related or career-related.

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee’s child after birth or placement for adoption or foster care;
- To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee’s job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.
Benefits and Protections

During FMLA leave, the employer must maintain the employee’s health coverage under any “group health plan” on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of a Serious Health Condition

A serious condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer’s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.
Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer’s normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer’s normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employee also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees’ rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility. Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee’s leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.
Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

For Additional Information


Source: WHD Publication 1420 (Revised January 2009)

EQUIPMENT INVENTORY:

Every piece of equipment must be identified by building. This includes any detachable part that may get misplaced. Each building should have permanent marker pens or building stamps.

All equipment must be cleaned and properly maintained after each use.

All equipment must be stored in the proper location with information documented on inventory/inspection sheet. All equipment belongs to the campus. Equipment should be easily accessible to all employees in case of emergencies.

Any equipment borrowed must be completely returned clean and operating or a work order submitted. The supervisor of the area borrowing the equipment will be held responsible for the return of the equipment to its proper location.

Supervisors are responsible to see that all equipment is documented properly. Janitors are responsible for equipment in their building. Each supervisor should keep an up-to-date inventory of all equipment in their area.

EQUAL OPPORTUNITY/DISCRIMINATION:

Please refer to the College Handbook or the Human Resource Services Office for further information on this policy.
EVALUATION PROCEDURE:

Generally, cleaners are evaluated annually by janitors. Janitors are evaluated annually by Supervising Janitors. Supervising Janitors are evaluated annually by the Chief Janitor. Employees are evaluated on a variety of things ranging from time and attendance to job performance and safety. A copy of the Performance Program & Appraisal for each position in the Janitorial Department is included in this Handbook.

FIRE ALARMS:

All employees are expected to exit the building when a fire alarm sounds. Never assume an active alarm is false. Treat every alarm as if it were the real thing.

FIRE EXTINGUISHER POLICY:

Please notify the Health and Safety Department if any fire extinguisher is found empty or has been vandalized so that it can be replaced immediately.

All fire extinguishers are to be checked by cleaning staff each morning. A location diagram for each building will be provided to help identify where extinguishers belong.

Each month the date and the initials of that person inspecting must be recorded on the inspection tag.

An inspection consists of:

- Extinguisher is visible and accessible.
- Seals or tamper indicators are not broken or missing.

Pressure gauge reading is in the “green” or in the operable range or position.

All empty fire extinguishers are to be brought to the janitor’s room.

Call 5009 for a replacement. We will attempt to leave 2 water filled fire extinguishers in each janitor’s room to have on hand for replacement.
FLUORESCENT AND MERCURY LIGHT BULB DISPOSAL:

Spent fluorescent and mercury vapor light bulbs cannot be disposed of in the trash. Bulbs must be replaced in their original boxes. This is not only necessary for safety reasons, but also the hazardous waste contractors require shipment in original boxes. An area in the Maintenance Storage Building will be designated for a collection area. These bulbs will then have to be disposed of as a hazardous material.

Please contact the Environmental Health Officer at 5009 for pickup of spent bulb packages.

HOLIDAY SCHEDULES - OBSERVATIONS AND COVERAGE:

Some holidays are observed and others are floating holidays. Observed holidays are the ones that are normally not worked unless there is a need for coverage. In this case, if no employee in the classification and the department needed wishes to work, then the least senior department employee in the needed classification is required to work on the holiday. Once an employee works on a holiday, they become the last employee required to work on the next holiday or overtime situation.

Floating holidays are worked and compensation is given either in holiday time or pay depending on which compensation the employee decides on through the payroll department. Payroll sends out a form once per year for the employee to fill out deciding whether they will receive the time or the pay for holidays worked. For a complete description of this policy, please see your supervisor. For information on the form, please contact the Payroll Department.

It is the policy of Plattsburgh State University of New York to observe paid holidays for New York State employees. These are: New Year’s Day, Martin Luther King Day, Lincoln’s Birthday, President’s Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veteran’s Day, Thanksgiving Day and Christmas Day.

If any of these holidays fall on a Sunday, it is observed as a paid holiday on the following Monday.

Up to two of the holidays listed above may be designated by the State as “floating holidays.” This means State offices would remain open and employees required to work would receive additional compensation or compensatory time off. In recent years, Lincoln’s Birthday and Election Day have been designated “floating holidays” and are, therefore, normal business days.
Holidays not observed as “floating” are assumed to be observed by College employees. Many holidays normally fall on days when classes are scheduled, and subsequently the services provided by many offices may be required. The extent of such coverage should be determined in advance by the department head and his or her supervisor.

INTIMATE PARTNER VOILENCE AND STALKING POLICY
(Domestic Violence, Dating Violence):

1.0 Purpose

The State University of New York, College at Plattsburgh (SUNY Plattsburgh or the College) is an educational community bound by common standards of conduct and a commitment to ensuring a safe and supportive learning and working environment for all students and employees. This policy establishes procedures for responding to incidents of intimate partner violence (IPV), including procedures to assist victims, procedures to hold perpetrators accountable, and procedures to reduce the incidence of IPV.

2.0 Revision History

Created January, 2004
Revised November 2008
Reviewed by: Arlene Sabo, Chief, University Police
            Lynda J. Ames, Ph.D., Title IX Coordinator
            Larry Mills, Human Resource Services
            Steve Matthews, Dean of Students
            Bryan Hartman, Director of Residence Life

3.0 Persons Affected

All college employees and all college students, as well as visitors to campus.

4.0 Policy

It is the policy of SUNY Plattsburgh that intimate partner violence will not be tolerated.

Further, it is the policy of the college to support and assist victims in attaining the services they may need and/or to report the assault to appropriate College offices and/or police agencies. It is the policy of the College to hold perpetrators
accountable for their actions, through campus judicial or personnel procedures if appropriate, and by working with community agencies and law enforcement as appropriate.

This policy will be reviewed annually by the Executive Director of Human Resource Services, the Affirmative Action Officer, and the Chief of University Police.

5.0 Definitions

Stalking and intimate partner violence are related phenomena and can often occur in the same relationship. (Also see the College’s Policy on Sexual Assault.)

**Intimate Partner Violence** (also called domestic violence, dating violence, relationship violence, wife abuse, or battering) is a pattern of abusive behavior – physical (e.g., striking, shoving, kicking, punching, strangling, restraining); sexual (rape, sexual assault); emotional (e.g., isolation from friends and family, verbal abuse); and psychological (e.g., threats of harm to victim or self, a third party, pets, or property, humiliation and degradation, harassment) – that is used by one person to gain power and control over a current or former spouse or intimate partner, or current or former dating partner. This definition includes heterosexual couples and gay couples.

**Stalking** is a pattern of conduct involving repeated or continuing harassment that is intended to cause or does cause a reasonable person (or others important to that person) to fear or suffer: death; assault; bodily injury; sexual assault; involuntary restrain; damage to property; confinement; or threats of harassment via electronic devices. The individual knows or should know that such conduct is likely to cause reasonable fear of material harm to physical health, safety, or personal property of such person, a member of such person’s family, or a third party with whom the person is acquainted. Stalking can involve a range of behaviors including, but not limited to, following someone on foot or in a car; showing up at a victim’s place of work; repeatedly calling; sending flowers and gifts; contact through e-mails or letters; breaking into the victim’s home or car; homicide.

Many, but not all, of the behaviors involved in IPV or stalking break New York State law. (This policy is not intended to substitute for or supplant those laws.)
6.0 Procedures and Responsibilities

All College Employees:

- Are encouraged to be familiar with campus and community resources available to victims and survivors, and offer support and assistance as appropriate. (See “Resources” below.
- Should assist the victim/survivor – with her/his consent – to seek services (hospital, medical, crisis intervention) and report the incident to authorities (University Police) Judicial Affairs, Human Resource Services).
- Should, when learning of an incident of stalking or IPV, complete a confidential report form with Judicial Affairs, 564-3282. This is especially important when students are involved.
- Will maintain confidentiality to the extent possible – See Appendix A.

In addition, various offices have these further responsibilities:

Judicial Affairs will:

- Collect confidential report forms in cases involving students and summarize to College officials and the University Police (UP).
- Respond to allegations of student misconduct consistent with the Student Conduct Manual. Such allegations can be made by victims or witnesses. This procedure is independent of any criminal procedure.
- Hold student perpetrators accountable.
- Organize training for members of the Judicial Board concerning the dynamics of stalking and intimate partner violence.
- Organize educational sessions regarding IPV and stalking prevention during New Student Orientation.

Human Resource Services will:

- Respond to allegations of employee misconduct consistent with College policy. (See Appendix D.) Such allegations can be made by victims or witnesses. This procedure is independent of any criminal procedure.
- Endeavor to keep victims safe in the workplace. (See Appendix B and C.)
- Organize periodic training sessions for staff on this policy and on the dynamics of stalking and IPV assault. Such training will be strongly encouraged for supervisors and administrators.
● Disseminate information to College employees concerning this policy. Convey copies of the policy to new employees.
● Report cases confidentially to the Office of Judicial Affairs (which keeps the statistics).

**University Police** will:

● Investigate reports and/or refer perpetrator for prosecution, personnel action, or judicial sanction as appropriate.

**Employee Assistance Program** will:

● Refer employees to appropriate services.

**Center for Student Health and Psychological Services** will:

● Provide appropriate medical services, including counseling, for students.
● Report incidents involving students to Judicial Affairs (which keeps the statistics).

**Offices of Housing/Residence Life** will:

● Report all incidents to the Director of Residential Life at 564-3824, who will refer as appropriate.
● Place this policy in the manual for RAs and RDs.
● Report incidents involving students to Judicial Affairs (which keeps the statistics).
● Work with community agencies on safety planning with victims.

### 7.0 Resources

**On Campus**

● 564-2022 University Police
● 564-3282 Judicial Affairs
● 564-5062 Human Resource Services
● 564-3824 Housing and Residence Life
● 564-2187 Center for Student Health and Psychological Services
Off Campus: NOTE that these agencies may change; the listings are current for 2008.

- 563-6904 STOP Domestic Violence/Behavioral Health Services North
- 563-3411 Plattsburgh City Police
- 563-3761 NY State Police

APPENDIX A: CONFIDENTIALITY

Information related to an employee being a victim of domestic violence shall be kept confidential, to the extent permitted by law and campus policy, and shall not be divulged without the consent of the victimized employee, unless the campus determines that maintaining said confidentiality puts the victim or other employees at risk of physical harm is required by law, or is deemed necessary to enforce an order of protection. In such circumstances where a determination has been made that maintaining confidentiality puts the victim or other employees at risk of physical harm, only those individuals deemed necessary by the campus to protect the safety of the victim and/or other employees or to enforce an order of protection shall be given such information. SUNY Plattsburgh shall disclose on the minimum amount of information necessary to protect the safety of the victim and/or other employees or enforce an order of protection. Where possible, SUNY Plattsburgh will provide to the victim of domestic violence notice of the intent to provide information to other employees and/or safety personnel. Nothing herein shall prevent SUNY Plattsburgh from investigating an act or acts of domestic violence occurring in the workplace. Some examples of situations where confidentiality cannot be maintained include the following:

1. Supervisors/managers may be informed about a domestic violence incident that happens in the workplace, or a report of domestic violence, if it is necessary to protect the safety of the employee’s co-workers.
2. First aid and safety personnel may be informed about a domestic violence incident that happens in the workplace or a report of domestic violence, if it is necessary to protect the safety of the employee or the employee’s co-workers.
3. Government officials investigating a domestic violence incident that occurs in the workplace, or a report of domestic violence, shall be provided relevant information upon request and in accordance with legal requirements.

APPENDIX B: SPECIFIC PERSONNEL POLICIES

Non-Discriminatory and Responsive Personnel Policies for Victimized Employees

SUNY Plattsburgh shall ensure that personnel policies and procedures do not discriminate against victims of domestic violence and are responsive to the needs of victims of domestic violence.
1. New York State law makes it a crime for employers to penalize an employee who, as a victim or witness of a criminal offense, is appearing as a witness, consulting with a district attorney, or exercising his/her rights as provided in the Criminal Procedure Law, the Family Court Act, and the Executive Law. This law requires employers, with prior day notification, to allow time off for victims or subpoenaed witnesses to exercise his/her rights as provided in the Criminal Procedure Law, the Family Court Act, and the Executive Law [Penal Law §215.14]. If there are any questions or concerns regarding the leave that must be granted to victims or subpoenaed witnesses, contact the Executive Director of Human Resource Services or the Attendance and Leave Unit at the Department of Civil Service.

2. SUNY Plattsburgh, upon request, will assist the employee in determining the best use of his/her attendance and leave benefits when an employee needs to be absent as a result of being a victim of domestic violence. If an employee requests time off to care for and/or assist a family member who has been a victim of domestic violence, SUNY Plattsburgh will evaluate the employee’s request for leave for eligibility under existing law and collective bargaining agreements applicable to the employee and the attendance rules.

3. SUNY Plattsburgh understands that victims of domestic violence may lack the required documentation or have difficulty obtaining the required documentation to justify absences without compromising their safety. Therefore, the Executive Director of Human Resource Services will consult with the employee to identify what documentation she/he might have, or be able to obtain, that will not compromise his/her safety-related needs and will satisfactorily meet the documentation requirement of the employer. Because there are confidentiality issues associated with the submission of documentation in these instances, SUNY Plattsburgh may choose to consult with the Attendance and Leave Unit at the Department of Civil Service when questions arise.

4. Employees who are victims of domestic violence and who separate from a spouse (or terminate a relationship with a domestic partner, if covered), shall be allowed to make reasonable changes in benefits at any time during the calendar year where possible, in accordance with statute, regulation, contract and policy.

5. SUNY Plattsburgh will not make inquiries about a job applicant’s current or past domestic violence victimization, and employment decisions will not be based on any assumptions about or knowledge of such exposure.
6. In cases in which it is identified that an employee’s work performance difficulties are a result of being a victim of domestic violence, said employee shall be afforded all of the proactive measures outlined in this policy, and shall be provided clear information about performance expectations, priorities, and performance evaluation. If a disciplinary process is initiated, special care will be taken to consider all aspects of the victimized employee’s situation. SUNY Plattsburgh shall utilize all reasonable available options to resolve work-related performance problems, and may make a referral to the Employee Assistance Program, consistent with existing collective bargaining unit agreements, statute, regulations and agency policy.

7. If reasonable measures have been taken to resolve domestic violence-related work performance problems of victimized employees, but the performance problems persist and the employee is terminated or voluntarily separates from employment due to these domestic violence related issues, and the employee conveys to SUNY Plattsburgh that the separation is due to these domestic violence issues, SUNY Plattsburgh shall inform the employee of his or her potential eligibility for unemployment insurance and respond quickly to any requests for information that may be needed in the claims process. New York State law provides that a victim of domestic violence who voluntarily separates from employment may, under certain circumstances, be eligible for unemployment insurance benefits. [§593 of NYS Labor Law.]

**SUNY Plattsburgh Responsibility**

1. SUNY Plattsburgh believes that domestic violence is behavior that cannot be tolerated and, to that end will, actively provide information and support to employees who are victims of such abuse.
2. SUNY Plattsburgh will disseminate copies of this *Domestic Violence and the Workplace Policy* to all employees upon implementation and to all new employees upon hiring or appointment.
3. SUNY Plattsburgh encourages all employees to review and follow this policy and the procedures set forth herein.
4. SUNY Plattsburgh will, consistent with applicable law and campus policy, document all incidents of domestic violence that happen in the workplace. Such documents should be provided to the designated liaison to System Administration as soon as practicable. Such documents shall be kept confidential to the extent permitted by law and campus policy and the provisions of section g detailed below.
5. All SUNY Plattsburgh employees providing domestic violence information and support services shall document, consistent with applicable law and agency policy, the number of employees who report domestic violence, the number of
employees that request information/services, and the number of referrals made to domestic violence service providers. All information about employees who seek assistance shall be kept confidential to the extent permitted by law and campus policy and the provisions of section g detailed below, and documentation should not include any personal information. The number of employees seeking assistance as outlined above shall be reported to the designated liaison to System Administration.

6. The designated liaison to System Administration shall, consistent with applicable law and SUNY Plattsburgh policy, provide information about the number and general nature of domestic violence incidents that happen in the workplace, the number of employees who report domestic violence, the number of employees that request information/services, and the number of referrals made to domestic violence service providers, with no personally identifying information, to OPDV at the time and in a manner determined by OPDV.

7. While reported information is kept private to the greatest extent possible by Federal law, State law, and campus policy, New York State law includes clear limitations on legal confidentiality. Information reported to anyone not in a position listed below may have to be disclosed pursuant to a subpoena, where otherwise required by law or in accordance with Section VII, paragraph g above. Such confidentiality exists in certain (but not all) instances for certain medical personnel and counselors, social workers, clergy, attorneys, and rape crisis counselors and may in fact be required to be turned over in these cases through a subpoena or court order. Please note that where medical information is received from an employee who is the victim of domestic violence, such medical information shall be kept confidential to the extent required by and permitted by New York State and Federal laws including, but not limited to, the Americans with Disabilities Act and the Family and Medical Leave Act, if they apply to the employee’s situation.

Information to be Included in Campus Postings Regarding Domestic Violence and the Workplace

At a minimum, the following information shall be provided to current employees and new employees and included in posters posted in areas where employment information is ordinarily posted:

1. Information regarding domestic violence and available resources in the work site. Such information shall include available sources of assistance such as Employee Assistance Program, local domestic violence service providers, the NYS Domestic Violence and Sexual Assault hotline, and/or human resources personnel
who are trained and available to serve as confidential sources of information, support, and referral. Additionally, the posters may include information regarding domestic violence programs located on the OPDV website http://www.opdv.state.ny.us/about_dv/fss/resource.html.

2. A statement informing employees that New York State law prohibits insurance companies and health maintenance organizations from discriminating against domestic violence victims or designation of domestic violence as a pre-existing condition [§2612 of the Insurance Law].

Additionally, SUNY Plattsburgh shall integrate information on domestic violence and this domestic violence and the workplace policy into existing materials and literature, policies, protocols, and procedures, including the Public Employer Workplace Violence Prevention Programs1 as appropriate.

APPENDIX C: SAFETY OF EMPLOYEES

Workplace Safety Plans

By means of a domestic violence workplace safety response plan, SUNY Plattsburgh shall make employees aware of their options and available resources and help employees safeguard each other and report domestic violence to designated officials.

a. The designated liaison between SUNY Plattsburgh and SUNY System Administration is the Executive Director of Human Resource Services. This liaison will ensure campus wide implementation of this policy, and serve as the primary liaison with System Administration regarding this policy. The System Administration designated liaison will communicate with the Office for the Prevention of Domestic Violence (OPDV) on behalf of campuses as it relates to reporting.

b. Additionally, the following individuals/offices are designated as available to support those in need of assistance concerning domestic violence:
   a. University Police at campus extension 564-2022 or 911
   b. The Office of Human Resource Services at campus extension 5062

c. SUNY Plattsburgh complies with enforcement of all known valid court orders of protection that are brought to the attention of SUNY Plattsburgh. SUNY Plattsburgh shall comply with Federal and State Law when information is requested by domestic violence victims or law enforcement regarding an alleged violation of an order of protection.
d. SUNY Plattsburgh will discuss with a known victim of domestic violence the limitations on confidentiality under New York State Law (See Section VII [h]; NYS Agencies Responsibility d-g).

e. SUNY Plattsburgh shall take actions to assist in mitigating reoccurrence of domestic violence in an effort to protect all employees including the victim. These actions may include, but are not limited to, advising co-workers and, upon request, the employee’s bargaining representative, of the situation; setting up procedures for alerting University Police; temporary relocation of the victim to a secure area; options for voluntary transfer or permanent relocation to a new work site; change of work schedule, reassignment of parking space; escort for entry to and exit from the building; responding to telephone, fax, e-mail or mail harassment; and keeping a photograph of the abuser and/or a copy of any existing court orders of protection in a confidential on-site location and providing copies to University Police. SUNY Plattsburgh will address any additional concerns raised by a situation in which both the victim and offender are employed by SUNY Plattsburgh.

f. This policy shall be reviewed annually by the Executive Director of Human Resource Services, the Affirmative Action Officer, and the Chief of University Police. Any substantive policy revisions and updates shall be forwarded to OPDV.

APPENDIX D: ACCOUNTABILITY

Accountability for Employees Who Are Offenders

SUNY Plattsburgh will hold employees accountable for engaging in the following behavior: (1) using state resources to commit an act of domestic violence; (2) committing an act of domestic violence from or at the workplace or from any other location while on official state business; or (3) using their job-related authority and/or state resources in order to negatively affect victims and/or assist perpetrators in locating a victim and/or in perpetrating an act of domestic violence.

a. In cases in which SUNY Plattsburgh has found that an employee has threatened, harassed, or abused an intimate partner at the workplace using state resources such as work time, workplace telephones, FAX machines, mail, e-mail or other means, said employee may be subject to corrective or disciplinary action in accordance with existing collective bargaining unit agreements, statutes and regulations.

b. In cases in which SUNY Plattsburgh has verification that an employee is responsible for a domestic violence-related offense, or is the subject of any order of protection, including temporary, final or out-of-state order, as the result of
domestic violence, and said employee has job functions that include the authority
to take actions that directly impact victims of domestic violence and/or actions
that may protect abusers from appropriate consequences for their behavior, SUNY
Plattsburgh shall determine if corrective action is warranted, in accordance with
existing collective bargaining unit agreements, statutes and regulations.
c. In cases in which any employee intentionally uses his/her job-related authority
and/or intentionally uses state resources in order to negatively impact a victim of
domestic violence, assist an abuser in locating a victim, assist an abuser in
perpetrating acts of domestic violence, or protect an abuser from appropriate
consequences for his behavior, said employee may be subject to corrective or
disciplinary action, in accordance with existing collective bargaining unit
agreements, statutes and regulations.

Firearms

Pursuant to New York State and federal law, a person convicted of a domestic violence-
related crime or subject to an order of protection, under certain circumstances, forfeits the
right to legally possess a firearm or long gun. Additionally, federal law contains
prohibitions relating to shopping, transportation, or receiving firearms or ammunition.

a. In addition to complying with the law, employees who are authorized to
carry a firearm as part of the job responsibilities are required to notify the
campus if they are arrested on a domestic violence-related offense and/or
served with an order of protection. Under certain circumstances, such
employees are responsible for surrendering their firearms to the firearm-
issuing agency or to the appropriate police agency.

b. Should an employee fail to comply with the requirements set forth in V.a.;
said employee may be subject to corrective or disciplinary action, in
accordance with existing collective bargaining unit agreements, statute or
regulations. In addition, the appropriate law enforcement agency shall be
notified for possible criminal action.

JURY DUTY:

Please consult Employees’ Guide to Leave Benefits. This booklet can be obtained
through Human Resource Services.
KEY POLICY:

When requesting keys you must first have a key request form approved by the appropriate Supervisor.

Keys can be picked up at the Key Room in Macomb 003 from 7 a.m. to 4:30 p.m. the day the keys are cut, or after 4:30 p.m. from the Front Desk at University Police (usually within 48 hours) after the Key Room has received your approved key request. Walk in requests should be brought to Macomb 003. If keys are not picked up within seven days, a reminder call will be made by the Key Room and a person will have a seven day extension to pick up their keys. If keys have not been picked up within this two week period, a new approved key request form will need to be resubmitted. If you no longer need an assigned key, the key must be turned in to the Key Room. Reassignment of keys can only be made by the Locksmith.

For further information on the key policy, please refer to the Campus Handbook.

LABELED CONTAINERS:

Many of the cleaning products used on campus can be dangerous if not used properly. We require that all cleaning products be placed in labeled containers such as gallon bottles and spray bottles. Unlabeled bottles create health hazards.

LADDERS:

Ladders assigned to buildings should be labeled with the building name and stored in the combination room of that building. When needed, it should be brought to the project site and returned to the combination room after project completion. A combination bicycle chain will be provided for each of the ladders. When you leave the ladder unattended, it must be chained to something to prevent it from being taken. Also, chain the ladder to something when in the combination room. The supervisor will assign the three digit combination on the bicycle chains.

LIGHTS:

All academic and dorm exit lights should be inspected daily as janitors work. Should an exit light be out, the bulb should be replaced. If it is an LED exit light, a work order should be submitted.
LIGHTS AND WINDOWS - UNOCCUPIED BUILDINGS/DURING RECESS BREAK:

All academic buildings are locked at 5:00 pm during recess. At the time we secure the building we make sure all lights are off, windows are shut, and doors are locked.

LOCKING AND UNLOCKING DOORS/INTERIOR AND EXTERIOR:

Doors to private offices, labs, storerooms, etc. in any college building, may only be opened for faculty or staff members identified to enter the room. Requests by all others should be referred to University Police for action.

Employees are not permitted to unlock doors to admit others into an office area to use the telephone. Please direct individuals to an occupied office or the public telephone if no one is available.

MATERIAL LEFT IN DORMS WHEN STUDENTS LEAVE FOR SUMMER:

1. No items are to be removed from the dormitories.
2. Trash is to be deposited in assigned dumpsters and is not to be removed from that dumpster.
3. All other items, not considered trash, will be brought to the designated storage area in each of the dorms.

Appropriate notice will be given to all employees when these items are made available for sale.

During the year no cans or bottles are to be removed from any dormitory without written approval of the appropriate dorm director. Such approval must be obtained on a semester basis.

MEDICAL CERTIFICATION REQUEST

In addition to any specific departmental requirements regarding the sue and approval of sick leave, the following rules apply:

Employees are required to provide medical documentation when using three or more days of absence due to personal illness or injury. Under certain circumstances, medical documentation may be required for shorter periods of disability. Failure to provide
acceptable medical certification in a timely manner may result in loss of pay and/or reduced benefits and the use of sick leave credits may be denied. Employees are responsible for keeping medical documentation current and notifying their supervisors of their work status.

Acceptable medical certificates provided to Human Resource Services must be on physician’s official letterhead and include the following:

- Patient’s name
- Inclusive dates of disability
- Statement that employee is unable to perform job duties
- Anticipated or actual return to work date
- Physician’s original signature

Medical certification may be faxed by the medical practitioner to Human Resource Services at (518) 564-5060.

A release to return to work is also required and should state that the employee can return to full duty. Modified duty assignments are not guaranteed and must be pre-approved by the employee’s supervisor and Human Resource Services. Consideration for modified duty will be based on the completion of the Physical Capabilities form, the employee’s job duties, and negotiated agreement. Human Resources may require an employee to be examined by Employee Health Services prior to return to work dependent upon the nature of the illness/injury, the length of disability, and the nature of the position.

For additional information, refer to the Guide to Administering Leave Benefits, Department of Civil Service Attendance and Leave Manual, and/or appropriate negotiated agreement.

**MOVING REQUEST PROCEDURES:**

Any building occupant who is requesting a janitorial employee to move or remove an item from the building should be notified to fill out a moving request form and send it to the service building via fax or campus mail.
NO SMOKING POLICY:

Smoking is prohibited within 25 feet of all buildings as well as in all buildings and enclosed spaces on the campus of SUNY Plattsburgh which include the main campus and Field House complex.

Smoking is prohibited in all vehicles owned and operated by SUNY Plattsburgh for the State.

This policy applies to all groups and organizations using and/or leasing facilities located on the SUNY Plattsburgh campus.

ORDERING OF JANITORIAL SUPPLIES:

Request for supplies will be given to the Warehouse no later than Friday of each week.

Supplies will be put-up by the Wednesday of each week.

Deliveries will be made on Thursdays and no later than Friday of each week (Warehouse will notify Chief Janitor of any problems in this area).

The Janitorial Department will furnish a van to be at the Warehouse no later than 3:00 pm on those days indicated so that Warehouse can load the van with the Night Shift supplies.

Academic building supply requests will be submitted one week and residence hall buildings on alternate week.

Warehouse will alert the Head Janitor when items are low or out so arrangements can be made to procure said items.

OUT-OF-STATE TRAVEL:

Only the campus president or designated vice president may approve the use of a State-owned vehicle outside New York. Direct travel through New Jersey en-route between upstate and downstate is not considered out-of-state travel. For more information on this policy please see the SUNY Procedures Manual.

OVERTIME ASSIGNMENTS:

When school is in session, Sunday coverage for the dorms is essential. This is a mandatory coverage. Please see your supervisor for complete details.
PARKING VEHICLES ON SIDEWALKS:

Please refrain from driving and parking vehicles over lawn areas as well as over sidewalks. Never block an exit door with your vehicle.

PAYCHECK POLICY:

Paychecks are distributed on a biweekly basis. Employees working the night shift are to receive their check after 11:00 pm on the night preceding the date of the check. Checks are not to be cashed until the date of the check. Direct deposit is available to all employees.

PERSONAL SAFETY/PROTECTIVE EQUIPMENT:

All employees will be provided the necessary personal safety/protective equipment.

PERSONAL PHONE MESSAGES:

Personal telephone messages for M&O employees at the Main Office of the Service Building will be handled in the following manner:

1) Emergencies of a family nature - immediate contact will be made with the employee by dispatching another employee to make contact and give the employee the message verbally.
2) Routine calls from family or health related providers - messages will be inserted in the employees mail box (if at the Service Building) or given to the employee’s supervisor if outside the Service Building.
3) Other calls from friends, vendors, etc. will be accepted and placed in employees box in the Service Building or the supervisor’s box in the Service Building.

PETS/ANIMALS IN WORKPLACE:

It is the policy of the State University of New York, College at Plattsburgh, to prohibit employees from bringing personal pets or other animals into the workplace. This applies to all campus buildings and all State vehicles at all times.

POLICING OUTSIDE OF BUILDING:

The Janitorial Department is responsible for policing outside of the buildings up to 20 feet (picking up trash, sweeping, etc.).
PROMOTION AND PROBATION PERIOD:

Please consult your contract book and/or Human Resource Services.

REMOVAL OF POSTED MATERIALS IN BUILDINGS:

The Janitorial Department is responsible for removing anything that is not posted on bulletin boards. Items posted on walls, entrance doors, or windows will be removed.

REPORTING FOR WORK DURING WINTER MONTHS:

In the past, we have had many occasions when persons have called in to report that they would not be at work because of bad road conditions or because their car would not start.

If you are unable to report for work at your scheduled time, call and report this to your supervisor. However, when the roads are plowed and/or sanded, or your car starts or you have arranged for other transportation, you should report to work.

For the policy on severe or extreme weather conditions, please see Absences for Extraordinary Weather Conditions on pages 40-42.

SEAT BELTS/STATE VEHICLES:

All employees riding in state vehicles must observe this policy:

“New York State Vehicle and Traffic Law”

Section 1229C (paragraph 3)
“No person shall operate a motor vehicle unless such person is restrained by a safety belt approved by the commissioner. No person sixteen years of age or over shall be a passenger in the front seat of a motor vehicle unless such person is restrained by a safety belt approved by the commissioner.”

(paragraph 3a)
“Except as otherwise provided for passengers under the age of four, it shall be a violation of this section if a person is seated in a seating position equipped with both a lap safety belt and a shoulder harness belt and such person is not restrained by both such lap safety belt and shoulder belt.”

Note: Though it is not law for passengers in the “back” of a van to wear a seatbelt, it is college policy that every passenger in the van wears a seatbelt.
SEPARATING MATERIAL FOR DUMPSTER:

We have joined in the recycling effort by having designated recycling areas throughout the campus. We cannot recycle any material that has been contaminated by having been in the trash cans.

SEXUAL HARASSMENT:

Sexual harassment will not be tolerated. Please consult the Campus Handbook or your supervisor for further information.

SNOW REMOVAL:

This is a critical safety concern. Clearing stairways and entrances is a **FIRST PRIORITY** following inclement weather.

SUMMER:

In addition to our routine preparation of the residence halls and academic buildings for the fall semester, we need to make several residence halls ready for the housing requirements associated with the many summer activities scheduled to take place on campus. Therefore, a sufficient amount of personnel must be available until this preparation of the residence halls is completed. Supervising Janitors will process and schedule all leave requests in accordance with the department’s operating needs from May 17 through July 2.

Vacation requests for a duration of up to two weeks will be accepted. Requests for vacation in excess of two weeks will require special consideration by this office before approval can be given.

From August 23 through August 28 all leave requests will again be scheduled in accordance with our department’s operating needs; in this case to make final preparations in the residence halls and academic buildings for the fall semester.

SUMMER DRESS CODE:

Due to the nature of the work we do, appropriate dress is necessary. No open-toe shoes are to be worn. Shorts and shirts should be of the appropriate length and design for safety reasons. Equipment and chemicals are being used for longer durations during summer clean-up. Safety is always a priority when working with equipment and chemicals. Please dress accordingly.
SUMMER VACATION:

Summer is the time when our major clean-up is in progress. Vacations are scheduled according to availability of the workforce. Please contact your supervisor for further information regarding summer vacation scheduling.

TIME AND ATTENDANCE:

This policy pertains to your time and attendance on the job. It includes such areas as the basic workweek, the normal day, record of attendance, sick leave, vacation, workers’ compensation, holiday leave and accumulation, personal leave, other types of leave, improper leave usage, tardiness, and unauthorized absences. A complete description of this policy can be obtained through your supervisor or through Human Resource Services.

TIME SHEETS:

Time sheets are to be filled out each day that you work. Signing in and out is to be done at the times of arrival and leaving the campus. Lunch breaks are to be signed in and out at the time of your half/hour break.

N.Y.S. Civil Service Law Attendance Rules requires every employee to maintain an accurate and detailed record of his/her attendance. Time records shall include an indication of actual hours worked, leave credits used and absences not charged to leave credits. Records must show the times of arrival for duty at the beginning of the workday; the times of arrival and departure for lunch; and the times of departure at the end of the workday.

Employees who are required to maintain a hand written time sheet should record their attendance on a daily basis, in ink or typed. At the completion of the Payroll Period, each employee must indicate the total hours worked, and any charges to leave, including the type of leave charged. This information must be completed in ink or typed. Time sheets must also be verified and signed by the employee’s Supervisor.

It is a serious violation of the Attendance Rules to falsify an employee’s attendance or time record. This includes the punching of another employee’s time card. Falsification of attendance records and/or punching another employee’s time card may serve as the basis for disciplinary action.
Release Time is defined as time off from normal work hours, not required to be charged to leave credits, for attendance at a College event/function for which such time has been authorized by the College President or designee.

Once Release Time is authorized for an event, announcements should so state.

A colleague’s use of Release Time is not automatic. Permission must be sought from a supervisor to attend the event/function if that attendance is intended to be during work hours. Permission to attend during work hours may be denied by a supervisor if such attendance were to significantly disrupt the operations of that person’s department or office.

While permission to grant use of Release Time to a colleague may not be automatically granted, neither should it be routinely denied. Every effort should be made by the supervisor to make adjustments within a department or office to accommodate attendance at an authorized event/function.

Colleagues are asked to be reasonable in the use of Release Time. If the event is of a short duration, attendance of everyone in a work area may not be possible. Perhaps only a few will attend and pass information along to others. If the event is of a continuing nature, staggered schedules or attendance outside normal work hours may be necessary.

Supervisors are asked to be reasonable in consideration of requests to use Release Time. Although any absence of colleagues from the workplace can be disruptive, it should be remembered that Release Time is authorized for events because it is intended for colleagues to attend. Every effort should be made to accommodate attendance as long as a sufficient level of service is maintained.

Permission should be sought and granted/denied as early as possible before the event so that accommodations can be made. Problems should be referred to Human Resource Services.

If you need further information, please contact the Human Resource Services Office.

**TIME OFF SLIPS/REQUEST FOR TIME:**

When requesting vacation leave, personal leave, or holiday leave, you must fill out a slip requesting time off. This slip must be filled out prior to the day(s) you are requesting leave for. This enables your supervisor to ensure coverage in your area. The supervisor has the discretion to approve or disapprove the request if there is not enough workforce to
cover your absence. With a less than 24 hour notice, an employee is more apt to be refused time because most employees are asking more than 24 hours in advance and supervisors have planned their workload with the remaining work force.

**TVS, RADIOS, STEREOS AND TELEPHONES:**

Radios are only permitted when they are not disturbing others and kept at a reasonable volume. TVs are not permitted in break rooms. Cell phones may be carried, but are to be used only in an emergency.

**UNUSED AND BROKEN FURNITURE IN BUILDING:**

We are responsible for removing broken furniture to a designated area in the building. A work order should be submitted for broken furniture. For excess unused furniture, contact facilities at 5016.

**USING PERSONAL VEHICLES FOR STATE BUSINESS:**

In a situation where an employee decides to use his/her personal vehicle for College business, the employee must be aware of the following:

If an employee, using a personal vehicle for College business, is involved in an accident, the liability of the damage to the vehicle is the employee’s. The College is unable to accept any liability for the accident or damage, and this includes any deductible on your vehicle’s insurance policy. The Office of the State Comptroller will not allow reimbursement at any level for damage to a non-state or non-rental vehicle. There are no exceptions.

It is not appropriate for any Supervisor to require an employee to use a personal vehicle for College business as the College cannot accept any liability for damage incurred as a result of this task. The College provides the tools and services we need to accomplish our jobs including mail service, pick-up Federal Express service, supply ordering through the Purchasing Dept. and Warehouse, as well as rental vehicles for travel.

It is important that employees be informed of all liability factors when they make decisions to complete their job responsibilities. The College wants to ensure that supervisors and employees are not making decisions on the use of personal vehicles without knowing the possible consequences of those decisions.
USE OF PORTABLE ELECTRIC HEATERS:

Under State guidelines, the use of portable electric heaters on the SUNY Plattsburgh campus is not permitted except under the following conditions:

It has been determined by the Central Heating Plant that the temperature of the area in question cannot be regulated or maintained in accordance with State Energy Department guidelines.

The portable heater meets the specifications of safety established by the State Office of Fire Prevention. Heaters must be inspected by the University Police Department prior to use.

VEHICLE ASSIGNMENTS:

Certain vehicles have been assigned for use by the Janitorial Department. Use of these vehicles by the cleaning staff will be determined by the Supervising Janitors. These vehicles are to be used for the transportation of equipment and supplies. The Supervising Janitors are each assigned a vehicle. For more information on the use of vehicles please see your Supervising Janitor.

All employees must be in compliance with the campus Drivers’ Safety Records Review and Authorization Policy using the License Event Notification System (LENS) Protocols and the campus Fleet Management policy prior for approval to drive a state owned/leased/rented or College Auxiliary Services (CAS) vehicle on state business. Employees must supply University Police with a copy of their driver’s license (applicants may cover their picture and the physical characteristic description on their license when copying prior to forwarding to University Police) and a copy of the LENS release, which they are to have read and signed. This should be completed at least three weeks prior to the travel date so as to give sufficient processing time. A copy of the applicant’s license must be on file with University Police prior to driving.

WAREHOUSE POLICY:

Supply Request Forms will be required to be completely and accurately filled out when requesting anything from the Warehouse. All areas should have up-to-date catalogs with the necessary information for their area.

It is necessary that all employees remain in front of the counter at all times unless invited by a staff member working in the Warehouse to come around the counter.
WASHERS AND DRYERS - POLICY FOR PERSONAL USE:

Washers and dryers are only used to wash cleaning rags. They are not to be used for personal use. They are for state use only.

WORK LOCATION POLICY:

The following are the principles upon which this Labor/Management Agreement are based:

FLEXIBILITY - With the ever-increasing budget constraints we are forced to endure, it is vital to maintain a level of flexibility concerning assignments. Janitorial management must constantly examine and analyze staffing patterns. There will be situations in which Cleaners or Janitors may have to be moved to put the person-power where management determines the need is greatest. Other objectives, such as combining of part-time positions to create full-time jobs, will require flexibility to accomplish.

OPPORTUNITY - The concept of a work location seems to instill a sense of pride for the person working in that area. But for those that wish, we feel it is necessary to provide an individual the chance to change their surroundings. Although many people are quite content to remain on one location for an entire career, others may feel “deadened,” losing motivation and becoming complacent.

SIMPLICITY - The work location posting process that has been in place at Plattsburgh State in the past is complicated and cumbersome, sometimes taking months to complete. Colleagues can, and often do, change their mind in mid-process, deciding the location now up for bid is better than the one they originally bid on. Any system of work assignment bidding we use should be easily understood and able to be accomplished in a reasonable time frame.

FAIRNESS AND CONSISTENCY - We recognize that in years past, there may have been occurrences and/or perceptions of favorites being played or individuals being treated unfairly by supervisors. We recognize the need to deal with these sensitive issues in a fair and consistent manner.

When A Work Location (Building/Shift) Vacancy Exists:

Each work location vacancy among Janitorial staff (the titles of Building Service Aide, Cleaner and Janitor) will be posted on campus for 5 work days for other staff of the same title (Building Service Aide and Cleaner considered as the same title for this process) to bid upon for the purpose of moving work site and/or shift assignment. Thus, a part-time Cleaner or BSA can bid on part-time work locations and full-time Cleaners can bid on full-time work locations.
After one posting period, assuming at least one person of the same title bids on the work location vacancy and accepted the offer to move, the work location vacancy that results from the posting will be filled from a work location wish list. After all work location vacancies resulting from the posting and wish list appointments are accomplished, the remaining work location vacancy will be filled with the newly appointed Janitorial colleague.

Promotional postings will be accomplished in accordance with Article 45 of the CSEA-OSU Agreement, if the original position was a Janitor’s position.

When No Work Location (Building/Shift) Vacancy Exists or
When A Work Location Vacancy Exists After Posting or
When No Bid Is Received For Work Location Posting:

Please contact your supervisor for more information on the above three items listed in bold letters.

WORK LOCATION POSTING:

Each vacancy among janitorial staff (the titles of Cleaner and Janitor) will be posted on campus for 5 calendar days for other staff of the same title to bid upon for the purpose of moving work site and/or shift assignment.

Upon completion of one posting period, assuming at least one person of the same title bids on the first assignment/shift and accepted the offer to move, a second posting would be made for 5 calendar days to fill the work assignment/shift opening created by the first move.

No more work assignment/shift postings would be made for that one opening.

A promotion posting in accordance with Article 45 of the Agreement, would be made at this time if the original position was a Janitor’s position.

Any Cleaner work assignment openings created through the promotion posting in the paragraph above would be posted through two moves as provided in paragraphs 1-3 above.

To meet the campus’ operating needs, janitorial management will be required, on occasion, to temporarily move personnel to other work site assignments. The combining of part-time work assignments will be necessary occasionally. This bidding system
agreement only covers vacancy situations and does not alter the rights or responsibilities of the College Administration or the Union under the current contract.

For a full explanation of this policy, please contact your supervisor.

**WORK ORDER REQUESTS:**

If a repair is needed (building repair, machinery, etc.), a work order request must be filled out and submitted to your supervisor.

**WORKPLACE VIOLENCE PREVENTION POLICY:**

**Policy**

The State University of New York College at (SUNY) Plattsburgh is an educational community bound by common standards of conduct and a commitment to ensuring a safe and supportive learning, living and working environment for all faculty, staff, students and visitors.

SUNY Plattsburgh is committed to providing a safe work environment for all employees. The College will respond promptly to threats, acts of violence, and acts of aggression by employees or against employees by coworkers, members of the public or others.

The term “workplace violence” is defined as any physical assault, threatening behavior or verbal abuse occurring in the work setting. SUNY Plattsburgh prohibits workplace violence and will not tolerate violence, threats of violence, or intimidating conduct in the workplace. Complaints of workplace violence will be given serious attention. Security and safety in the workplace requires the cooperation of every employee.

This policy sets forth standards for employee conduct and guidelines for reasonable precautions. The accompanying procedures outline response to threats or violence should they occur in the workplace whether in a College facility or at an off-campus College-owned workplace.

The term “workplace” is defined as any location away from an employee’s domicile, permanent or temporary, where an employee performs any work-related duty in the course of his or her employment.

The term “employee” is defined as a public employee working for an employer.
All disciplinary measures taken against students shall be taken in accordance with the procedures of the campus judicial system. This policy does not alter any codes of student conduct or procedures of the campus judicial system. The College’s response may also include removal of third party vendors/contractors from campus or termination of contracts with such vendors/contractors.

**Prohibited Conduct**

A. SUNY Plattsburgh will not tolerate any act or threat of violence made in the workplace, on College property, or while in work status.

B. No person may engage in violent conduct or make threats of violence, implied or direct, on College property or in connection with College business. This includes but is not limited to:

1. The use of force with the intent to cause harm, e.g. physical attacks, any unwanted contact such as hitting, fighting, pushing or throwing objects;
2. Acts or threats which are intended to intimidate, threaten, coerce, or cause fear of harm whether directly or indirectly;
3. Acts or threats made directly or indirectly by oral or written words, gestures or symbols that communicate a direct or indirect threat of physical or mental harm.

C. No person, without legal authority, may carry, possess or use any dangerous weapon on College property or in College buildings or facilities.

**President**

The President of the College shall be responsible for the implementation of this policy. The responsibility includes distribution of this policy to members of the college community, ensuring appropriate investigation and follow-up of reported incidents of workplace violence, appointing a Workplace Violence Advisory Team, and ensuring that administrators, managers and supervisors are aware of their responsibilities under this policy through internal communications and training.

**Workplace Advisory Team**

A. The President will establish a Workplace Violence Advisory Team. This team, working with the President’s Personal Safety Committee, will assist/advise the President to:
1. perform a risk evaluation of the workplace to determine the presence of factors or situations that might place employees at risk of workplace violence;
2. assess the campus’ readiness for dealing with workplace violence;
3. facilitate appropriate responses to reported incidents of workplace violence;
4. assess the potential problems of workplace violence and recommend policy, training issues, or security procedures that should be implemented to maintain a safe working and learning environment;
5. evaluate incidents to prevent future occurrences;
6. utilize prevention, intervention, and interviewing techniques in responding to workplace violence;
7. develop workplace violence prevention tools (such as pamphlets, guidelines and handbooks) to assist in recognizing and preventing workplace violence on campus; and
8. arrange regularly scheduled workplace violence prevention training sessions for employees.

B. It is recommended that this team include representatives from University Police, Human Resource Services, Environmental Health and Safety, the unions and others, including faculty, staff and students, as deemed appropriate by the President.

C. In lieu of establishing the Workplace Violence Advisory Team, the President may opt to expand the President’s Personal Safety Committee with representatives from the areas previously recommended to address workplace violence issues at the campus and perform the functions outlined above.

**Workplace Violence Prevention Program**

A. SUNY Plattsburgh shall develop and implement a written Workplace Violence Prevention Program for its workplaces that includes the following:
   1. a definition of workplace violence
   2. commitment to zero tolerance of workplace violence
   3. techniques on how to recognize and avoid workplace violence situations;
   4. identification of the high risk occupations;
   5. the importance of reporting all workplace violence incidents and the procedure to do so;
   6. investigations of incidents by the employer; and
   7. employee assistance
Information and Training for Employees

A. SUNY Plattsburgh shall make the written workplace violence prevention program available, upon request, to its employees and their designated representatives.

B. At the time of employees’ initial assignment and annually thereafter, the College shall provide its employees with the following information and training on the risks of violence in their workplace(s):
   1. be informed of the requirements of NYS Labor Law 27-b;
   2. the risk factors in their workplace(s);
   3. the location and availability of the written workplace violence prevention program; and
   4. training sessions that outline:
      a. the measures employees can take to protect themselves from such risks, including specific procedures the College has implemented to protect employees and
      b. the details of the written workplace violence prevention program developed by the College.

Retaliation

Retaliatory action against anyone acting in good faith who has made a complaint of workplace violence, who has reported witnessing workplace violence, or who has been involved in reporting, investigating, or responding to workplace violence is a violation of this policy. Those found responsible for retaliatory action will be subject to discipline up to and including termination.

1. For what constitutes Workplace Violence see the National Institute for Occupational Safety and Health’s (NIOSH) definition in NYS Department of Labor Division of Safety and Health’s, Workplace Violence Prevention
2. Requirements for NYS Public Employers at http://www.labor.state.ny.us/workerprotection/safetyhealth/doc/Workplace%20Violence%20FlyerNov3.doc
3. For a description of a risk evaluation see the NYS Department of Labor Division of Safety and Health’s, Workplace Violence Prevention Requirements for NYS Public Employers at http://www.labor.state.ny.us/workerprotection/safetyhealth/doc/Workplace%20FlyerNov3.doc
4. Form the New York State Department of Labor Division of Safety and Health’s, Workplace Violence Prevention Requirements for New York State Public Employers at http://www.labor.state.ny.us/workerprotection/safetyhealth/doc/Workplace%20Violence%20FlyerNov3.doc

WORKPLACE VIOLENCE PREVENTION PROCEDURES

Process

Incidents of workplace violence, threats of workplace violence, or observations of workplace violence are not to be ignored by any member of the State University of New York College at (SUNY) Plattsburgh community. Workplace violence should promptly be reported to the appropriate College official (see below). Additionally, all members of the campus community are encouraged to report behavior they reasonably believe poses a potential for workplace violence in order to maintain a safe working and learning environment.

Definitions

For the purposes of this section:

A. “Employer” means: (1) the state; (2) a political subdivision of the state, provided, however that this subdivision shall not mean any employer as defined in section twenty-eight hundred one-a of the education law; and (3) a public authority, a public benefit corporation, or any other governmental agency or instrumentality thereof.

B. “Employee” means a public employee working for an employer.

C. “Workplace” means any location away from an employee’s domicile, permanent or temporary, where an employee performs any work-related duty in the course of his or her employment by an employer.

D. “Supervisor” means any person within an employer’s organization who has the authority to direct and control the work performance of an employee, or who has the authority to take corrective action regarding the violation of a law, rule or regulation to which an employee submits written notice.

E. “Retaliatory action” means the discharge, suspension, demotion, penalization, or discrimination against any employee, or other adverse employment action taken against an employee in the terms and conditions of employment.
Reporting Procedures

A. Any person experiencing or witnessing imminent danger or personal injury or violence involving weapons or actual violence should call the University Police or 911 immediately.

B. Any person who is the subject of a suspected violation of the Workplace Violence Prevention Policy involving violence without weapons or personal injury, or is a witness to such suspected violation, should report the incident to his or her supervisor, or in lieu thereof, to University Police.

C. Employees are expected to report any threat or act of violence that they have witnessed, received, or been informed of, to University Police or a supervisor.

D. Employees who commit a violent act or threaten to commit a violent act may be subject to disciplinary action, criminal prosecution and/or civil prosecution as appropriate.

E. Any individual who makes a substantial threat, exhibits threatening behavior or engages in violent acts on College property shall be subject to removal from the premises as quickly as safety permits, pending the outcome of an investigation.

Employees

A. All employees are responsible for helping to maintain a safe work and educational environment and are urged to take reasonable precautions to prevent violence and other unsafe conditions in the workplace and report indicators of increased risk of violent behavior including but not limited to the following examples:

Precautions

- In response to telephone inquiries, do not release information about coworkers’ schedules, home telephone numbers, or other personal information.
- In the event of suspicious conduct, request the credentials of any stranger who enters your office to do repair or other service work. If necessary, verify the work request with the building manager.
- Never leave money, credit card, travel documents or any thing else of value in an unlocked desk or cabinet.
- If something is stolen, report it immediately to University Police.
Indicators

- Direct or veiled threats of harm;
- Intimidating, belligerent, harassing, bullying, or other inappropriate and aggressive behavior;
- Numerous conflicts with supervisors and other employees;
- Bringing a weapon to the workplace, brandishing a weapon in the workplace, making inappropriate references to guns, or fascination with weapons;
- Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides;
- Statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide;
- Drug/alcohol abuse; and
- Extreme changes in behavior.

B. Orders of Protection: Employees are expected to notify University Police whenever a protective restraining order is granted which mentions College property, or involves a College employee, or a person working at or attending the College, and provide a copy of the order. Appropriate efforts will be made to protect the privacy and sensitivity of the information provided. Employees should also notify their supervisor.

C. Domestic Violence: Victims of domestic violence who believe the violence may extend into the workplace, or employees who believe that domestic or other personal matters may result in their being subject to violence extending into the workplace, are encouraged to notify their supervisor, or the University Police. Confidentiality will be maintained to the extent possible.

D. All employees have an obligation to report any incidents of violence and/or inappropriate conduct or behavior to their supervisor or University Police immediately.

E. Any employee or representative of employees who believes that a serious violation of a workplace violence prevention programs exists or that an imminent danger exists shall bring such matter to the attention of a supervisor in the form of a written notice. If following written notice, the matter has not been resolved and the employee or representative believes that the violation still exists or that an imminent danger still exists, the employee or representative should contact the Office of Human Resource Services.

F. Individuals found to be in violation of this policy may be removed from the College’s property. Employees may be subject to disciplinary action up to and including dismissal, pursuant to applicable Personnel Policies or Collective Bargaining Agreements. Further, all individuals who violate criminal law may be subject to criminal prosecution.
G. No employee shall be subjected to criticism, reprisal, retaliation or disciplinary action from the college for good faith reporting pursuant to this policy. Employees who engage in violent conduct should be reported to University Police at 564-2022 or 911.

H. Individuals who make false and malicious complaints of workplace violence, as opposed to complaints which, even if erroneous, are made in good faith, may be subject to disciplinary action and/or referral to appropriate authorities for criminal and/or civil action as appropriate.

**Supervisors**

A. Each dean, director, department chairperson, executive officer, administrator, or other person with supervisory responsibility (hereinafter “supervisor”) is responsible within his/her area of jurisdiction for the implementation of this policy.

B. Supervisors are required to contact the University Police immediately in the event of imminent or actual violence involving weapons or potential physical injuries.

C. Supervisors must report to the University Police any complaint of workplace violence made to him/her and any other incidents of workplace violence of which he/she becomes aware or reasonably believes to exist. Supervisors are expected to inform their immediate supervisor promptly about any complaints, acts, or threats of violence even if the situation has been addressed and resolved. After having reported such complaint or incident to the University Police and immediate supervisor, the supervisor should keep it confidential and disclose it only as necessary during the investigation process and/or subsequent proceedings.

D. Every supervisor is obligated to report any knowledge of such conduct to the Office of Human Resource Services immediately. Failure of a supervisor to investigate and initiate appropriate action may result in administrative action including possible discipline.

**University Police**

A. University Police is responsible for:
   - Responding to;
   - Intervening; and
   - Documenting all incidents of workplace violence in the workplace reported to it.

B. University Police will immediately log all incidents of workplace violence reported to it and will notify the respective supervisor and the Office of Human Resource Services of an incident with the employee, or notify the appropriate College official of an incident with a student.
C. University Police officers will be trained in workplace violence awareness and prevention, non-violent crises intervention, conflict management, and dispute resolution.
D. When informed, University Police will maintain a record of any Orders of Protection.
E. University Police will provide escort service to members of the college community within its geographical confines, when sufficient personnel are available. Such escort services may be extended at the discretion of the Chief of Police or designee.
F. University Police may prohibit individuals from entry upon or remaining on College property in accordance with the University’s Rules for Maintenance of Public Order (8NYCRR Part 535).

Office of Human Resource Services

A. The Office of Human Resource Services (HRS) is responsible for:
   - Assisting the University Police and supervisors in responding to workplace violence;
   - Facilitating appropriate responses to reported incidents of workplace violence;
   - Notifying the University Police of workplace violence incidents reported to HRS as appropriate; and,
   - Consulting with the Employee Assistance Program to offer professional intervention.
B. The Office of Human Resource Services will maintain an internal tracking system of all threats and incidents of violence reported. Annual reports will be submitted to the President and the Workplace Violence Advisory Team detailing the number and description of workplace violence incidents and the disposition of the incidents.
C. The Office of Human Resource Services is responsible for providing new employees or employees transferred to the College with a copy of the Workplace Violence Policy and Procedure and insuring that employees receive appropriate training pursuant to NYS Labor Law 27b.
D. The Office of Human Resource Services will also be responsible for annually disseminating this policy to all employees, as well as posting the policy throughout the campus and on the College’s Website, as appropriate.

Employee Assistance Program

The facilitator of the Employee Assistance Program is responsible for ensuring that subjects of workplace violence have access to counseling services, should they request it. They are also responsible for assisting and speaking with employee victims.
1. For what constitutes Workplace Violence see the National Institute for Occupational Safety and Health’s (NIOSH) definition in NYS Department of Labor Division of Safety and Health’s, Workplace Violence Prevention Requirements for NYS Public Employers at http://www.labor.state.ny.us/workerprotection/safetyhealth/doc/Workplace%20Violence%20FlyerNov3.doc


3. For recordkeeping requirements see NYS Labor Law 27-a. Safety and health standards for public employees.
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Thank you to all who helped to compile and proofread this Handbook.

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