Facilities Staff Handbook
Message from Our Associate VP, Facilities

Dear Colleagues,

Whether a new member of our Facilities team or a long-standing contributor to our departmental success, this handbook is written for you as a resource. You will learn, or be reminded, who we are, what we do, and how we do it.

The Facilities department supports the University’s commitment to higher education. Everything we do is focused on supporting the students, faculty, staff, and the greater University community in furthering our academic mission. Your part in this effort is crucial to our success and it is important for you to understand how.

The information in this handbook is specific to our department. It is not our intention to duplicate employment policies that are common to all University employees. That information is found on the Human Resources’ website. Links to the website have been provided where appropriate. Throughout the Human Resources website reference to “see departmental guidelines” is made and this handbook provides those guidelines.

While this handbook is specific to our department, I encourage you to read other important information on various University websites such as:

The **President’s Office** site where you can read great information about the University and our overall strategic initiatives. [https://president.richmond.edu](https://president.richmond.edu)

The **Human Resources** site where you can learn about our outstanding benefits and learning opportunities; along with, compensation, performance management, and general University polices. Go to: [https://hr.richmond.edu](https://hr.richmond.edu)

The **Information Services** site where you can learn about “getting connected” through technology on campus. Much of what we do requires know-how in the use of computers, something many of our staff have not been required to do in the past. Go to: [https://is.richmond.edu](https://is.richmond.edu)

I hope you will find this handbook helpful. Your work is critical to the success of our department and the University of Richmond. Thank you for your contributions!

Best regards,

Andrew S. McBride, FAUA, AIA, LEED AP BD+C
Associate Vice President for Facilities and University Architect
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Zero Tolerance Policy

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Who We Are and What We Do

About Facilities - Facilities is the largest department within the University with over 200 employees. We are responsible for building and maintaining campus assets and have six distinct areas of operation which ensure that the campus infrastructure is maintained in the most efficient and conscientious manner.

The University operates within two distinct divisions: Academic Affairs and Business Affairs. Our department falls under the Business Affairs division led by the Executive Vice President and Chief Operating Officer.

We are expected to manage ourselves as professional team members working toward the common goal of quality customer service. We expect the same from ourselves as we do from others and we strive to treat others how we expect to be treated. Commitment to our Mission and Core Values is a vital part of everything we do, and is directly tied to the annual performance process.

Our Mission: “Our mission is to create and maintain an outstanding learning environment through constant attention to our community’s needs and thoughtful care of our beautiful campus.”

Our Core Values:

- **COMMUNICATION** - We create an atmosphere in which timely and high-quality information flows smoothly up and down, inside and outside of Facilities; and, encourage open expression of ideas and opinions that impact each other's work.

- **COOPERATION** - We readily cooperate with our co-workers in achieving our shared goals and display a respectful attitude with one another.

- **PRODUCTIVITY** - We focus our actions at work on accomplishing University goals and objectives. We demonstrate a sense of urgency; everything we do is important to the customer and will be addressed with great efficiency. We also demonstrate initiative; meaning we work to meet or exceed expectations without being told to do so.

- **PROFESSIONALISM** - Our work attire and personal conduct are appropriate for our work environment. We act responsibly with University resources. Our job knowledge is up to date and we demonstrate excellent judgment in all decision-making. In addition, we understand the importance of safety and that we will comply with safety standards and demonstrate safe work habits.
• **QUALITY** - Our workmanship should be of high quality; such that we walk away with pride in what we accomplished knowing that our customers are satisfied with our work.

• **RELIABILITY** - Demonstrates a high level of dependability in all aspects of the job, including attendance. It is extremely important that University staff be at work when scheduled and minimize unplanned absences.

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**Hours of Operation** While we consider ourselves a 24/7 operation, our main office is only staffed Monday through Friday from 7:30am to 5:00pm.

For evening and weekend coverage, our Boiler Plant staff, known as REACT, respond to emergency situations as they arise. An emergency is defined as work required to eliminate hazards to life or health (safety) or to prevent disruption of a scheduled activity on campus. They also address minor issues called in by students or staff or submit the work requests for issues to be handled on the next business day.

We also have evening and overnight custodial shifts who are on campus for routine custodial and floor work but available if the need for their services arises.

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**Departments within Facilities** As previously mentioned, Facilities is focused in two areas: Projects and Operations. Operations consists of six sub-departments:

• Business Operations
• Custodial Services
• Landscape Services (includes Auto Shop)
• Maintenance Services
• Mechanical Services (includes HVAC & Plumbing Shop)
• Utilities (Electrical Shop & Steam Plant)

Further information can be found on our University Facilities website at: https://facilities.richmond.edu/

[Click here for Facilities Organization Chart](https://facilities.richmond.edu/)

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Communications

Plant Involvement Team (PIT) This is group of elected staff representatives from each operation sub-department that meets with Facilities leadership to:

- Share information that effects our operation and to resolve problems or issues which affect our service to the community.
- Generate new ideas in an effort to improve our service to the campus community.
- Ensure the best possible quality of work life for Facilities staff.

Radio Assignment If you have been assigned a radio, you need to keep it on and with you during work hours. When charging your radio make sure it is in the “OFF” position. Never leave the radio turned on in the charger as this will shorten the life of the battery.

Radio Etiquette:

- When preparing to call someone on the radio, please listen for 5-10 seconds to be sure the radio is clear, this will prevent “walking on” someone else’s conversation.
- Know what you want to say before you key the radio.
- Keep it short and simple.
- Pause your transmission every now and then.
- **REMEMBER:** The whole world is listening, be careful what you say!
- Please be mindful of the radio volume when inside an occupied building.
- Speak clearly, don’t shout.
- Do not use any foul language!

Common Expressions:

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<td>Pass your message</td>
</tr>
<tr>
<td>Say Again</td>
<td>Retransmit message</td>
</tr>
<tr>
<td>Copy</td>
<td>Message received and understood</td>
</tr>
<tr>
<td>Do You Copy</td>
<td>Do you understand, please acknowledge</td>
</tr>
<tr>
<td>Standby</td>
<td>Please wait</td>
</tr>
<tr>
<td>10-4</td>
<td>Yes</td>
</tr>
<tr>
<td>Negative</td>
<td>No</td>
</tr>
<tr>
<td>Clear</td>
<td>Transmission Finished</td>
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<td>I will not be reachable by radio</td>
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**CHEERS Award** Coworkers Honoring Excellent Employees with Rewards

**Guidelines:**

- Has gone over and above their normal job duties
- Gets along well with co-workers and customers
- Performs high quality and thorough work
- Possesses a positive attitude
- Displays safe work habits

Awards for the CHEERS recipient include: a $200 gift card, a plaque, a parking space and their name plate on the CHEERS wall. Members of PIT make up the CHEERS committee. Committee members are responsible for encouraging departments to submit nominations and review them to decide on the award recipients. The award is given quarterly.

**PRIDE Award** Personal Recognition for Individuals Dedicated to Excellence

Any Facility employee can present a fellow employee with a PRIDE Award. This is a resource to thank members of our department who deserve recognition and there is no limit on the number of awards presented each quarter. The PRIDE Award recipient receives a certificate along with a free dining hall lunch pass for two.

**Supervisor of the Year Award**

**Guidelines:**

- Has gone over and above their normal job duties
- Is held in high esteem by subordinates
- Performs high quality and thorough work
- Possesses a positive attitude
- Displays safe work habits

The Awards for the recipient include: a plaque, their name plate for the Hall of Fame and a $200.00 gift card.
Other Awards, Recognition Opportunities

- Outstanding Performance among Business Affairs staff
- University Service Awards

Other Employee Appreciation Events

- Busch Gardens Day
- Fishing Tournament
- Facilities Cookout
- Winter Celebration
- SpringFest
- Employee Days for UR Athletics
- Night at the Diamond

Policies, Procedures & General Info Documents

Attendance Policy Please refer to the Human Resources website for information. Click here for attendance policy. Coming Soon!

Purpose Every employee of the Facilities department is expected to report to work as scheduled, on time and appropriately attired. The department understands that unscheduled absences from work will occur from time to time; however, unscheduled absenteeism is disruptive to our work schedules and causes hardships on our co-workers and our customers.

- Employees are expected to report to their work areas, prepared to perform their job duties, by their designated starting times.
- Changing clothes at the beginning or end of the shift is to be done off-the-clock.
- Our department allows one full hour mid-day that includes lunch AND breaks and when this lunch period begins and ends.

Documentation Requirements All instances related to absenteeism will be recorded in the notes section of the payroll system.

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Call-in Policy  Call-ins are times one is called into work during unscheduled hours to solve emergency problems. Compensation for call-ins is as follows:

- First Call-in: Compensation is based on time clocked in and out. Less than 1 hour up to 4 hours of actual time will be compensated for 4 hours. More than 4 hours up to 8 hours of actual time will be compensated for 8 hours and so on (4 hour increments based on actual time worked).
- Second (and subsequent) Call-ins:
  - If the call is received within 8 hours from the time arriving for the initial call-in and the actual time worked is less than 4 hours, the total compensation for the call-in remains at 4 hours. If your actual time for the call-in exceeds 4 hours but is less than 8, the total compensation for the call-in is at least 8 hours.
  - If the call is received after 8 hours from the time arriving for the initial call-in, the process is reset.
  - In both cases, if the actual time worked exceeds 8 hours but is less than 12 hours, the total compensation for the call-in is at least 12 hours and so on (4 hour increments based on actual time worked).

Inclement Weather Policy  The University of Richmond is a residential institution committed to a year-round operating schedule. The Facilities Department is responsible for keeping the campus operational and safe. Although all Facilities staff are considered essential personnel, we should always exercise our best judgment with regard to road conditions and other safety concerns. Supervisors of employees providing essential services should clearly communicate the work attendance requirements during severe weather or other unusual conditions, regardless of media announcements of University closings, cancellations or delays. Staff should direct any questions about attendance and performance expectations during a closing or delay to his or her supervisor.

Closings, Cancellations and Delays  Please refer to the Human Resources website for definitions. Click here.

Communication of University Status Changes  Official announcements of delayed openings or cancellations due to inclement weather will be communicated as early as possible via official University communications channels. Since we are essential personnel, scheduling and reporting instructions will be available on the Facilities Hotline: (804) 484-1540.

Essential Personnel Pay  Please refer to the Human Resources website for more information. Click here.

Parking Policy for Facilities Vehicles

- Absolutely no parking allowed in handicap spaces or fire lanes.
- Parking in no parking areas close to buildings is permitted ONLY IF:
• It is an emergency call.
• Tools and material are being delivered.
• There are no legal spaces within the immediate area
• Parking/driving on grass should be kept to a minimum and only in the event of extreme necessity.
• Since parking spaces near the Dining Hall are limited, no Facilities vehicles (includes carts) are to be driven to the Dining Hall for lunch.
• If a parking violation has been issued, take the ticket to your department head and explain the situation. If justified, he/she will call Campus Police to appeal. Note: Campus Police will send a copy of all tickets to the Facilities office. Continued offenses will result in disciplinary action.

Performance Management Process Please refer to the Human Resources website for more information. Click here

Pest Control Procedures Please refer to the Facilities website for more information. Click here

Progressive Disciplinary Process Please refer to the Human Resources website for more information. Click here

Protocol for Entering Occupied Spaces on Campus Due to the nature of our work, it is often necessary that we enter occupied spaces which are rooms that are lockable, contain personal or University property, and/or are physically occupied by people.

Planning Work in an Occupied Space
• If possible, send a notification in advance through email to affected parties. Include expected time and duration of the work and how many people will likely be in the occupied space.
• If the work is not completed within the estimated time and you or others are planning to return at a later date, notify affected parties of the new expected time and duration and any other details which may have changed.

When Entering a Bedroom or Office:
• Wear Facilities identification and/or display personal identification.
• Knock loudly, wait for several seconds to allow someone to answer or come to the door. If no answer, knock loudly again, announcing, “Facilities”, unlock the door opening it slowly while knocking again, and continue announcing, “Facilities”. Turn the room light on and off as an additional signal in case an occupant is unable to hear your knocks or calls.
• If no response, slowly enter room. Assume the room is occupied. Announce yourself again if you are still unable to tell if the room is empty or if there is another space within (perhaps a bathroom) with a closed door.
• If you encounter someone asleep or otherwise incapacitated, in an indecent condition, or in another space within the room (for example, the bathroom), leave the room immediately.
• If you encounter someone who appears to be hurt or in immediate trouble or danger, call the police immediately.
• If someone responds, introduce yourself and explain the reason you are there, how long it will take you to complete your task and ask if this is a good time to do the work.
  o If permission is not given, arrange a better time to return.
  o If permission is given, do your work as quickly and quietly as possible while maintaining high quality.
    ▪ Do not touch or move anything within the room unless it is necessary to move it to perform your work or to protect the item.
    ▪ Do not remove anything which belongs to the occupant.
• After you complete your task, clean any mess made and return the room to the condition it was when you arrived (move furniture back, etc.)
• If no one was present, leave a tag explaining why / when you were in the room and what work was performed. If you need to return for additional work or observation, indicate that as well. (Alternately, for large blocks of rooms or spaces, you may send a blanket notification of completion through email).

When Entering a Classroom:
• Wear Facilities identification and/or display personal identification.
• Wait until class has ended unless it is absolutely necessary to enter at that time. If entry cannot wait, announce yourself and explain why class is being disrupted.
• Do not touch or move anything within the room unless it is necessary to perform your work.
• After you complete your task, clean any mess made and return the room to the condition it was when you arrived (move furniture back, etc.)

After Hours Entry into Buildings:
• Notify the UR Police.
• Wear Facilities identification and/or display personal identification.

Access for Outside Contractors into Occupied Buildings or Spaces:
• Notify occupants of the work to be done and the times and durations in which outside contractors will be on site.
• In sensitive areas or areas where all occupants may not have received notifications, it may be appropriate to provide temporary signage in the building to notify occupants of the work to be done and the times and durations in which outside contractors will be on site.
• Provide contractor with Protocol for Entering Occupied Spaces on Campus - Contractors / Vendors.
• Provide contractor with ID tags (if practical)
• Escort contractor through occupied space or provide another UR employee to serve as an escort. UR escorts can unlock multiple doors in an area and then remain on site nearby – they do not need to accompany contractors into each occupied space.
• Follow other applicable protocols included in this document.

**Removal of Property from Campus** Employees may be given permission to remove property from campus if a Property Removal Form is filled out by the employee’s supervisor and signed by the department head. The supervisor should run a copy for our office file and give the original to the employee. Failure to follow this policy when removing property from campus will be viewed as theft, which is grounds for immediate termination.

**Respecting University Issued Property** Staff are expected to take care of University issued items such as tools, equipment, radios, vehicles, etc.

**Security: ID Cards, Keys and Buildings** Individuals issued university keys are responsible for their physical security. The loss of a key(s) must be immediately reported to Facilities. If the said key(s) is lost or stolen off campus, a report must be filled with the police in the jurisdiction where the loss or theft occurred as well as filing a report with the URPD when they return to campus. The loss of cards must be reported to One Card Services and Facilities. Loaning a key/card to another individual is strictly prohibited. **Master keys are prohibited from being removed from campus.**

**Smoking Policy** Please refer to the Human Resources website for more information. Click [here](#).

**Uniform Policy**

**Purpose** Uniforms promote professionalism; provide our campus community a “visual indicator” that you belong in their offices, classrooms and dorms; and, is a financial benefit for our non-exempt employees.

- Uniforms are to be worn anytime an employee is working for the University.
- Shirttails are expected to be tucked in and belts are to be worn. (Women may wear their shirts untucked if they have selected a Ladies’ hemmed shirt option).
- It is the staff’s responsibility to replace garments that are ripped/torn or do not fit properly through your annual allowance. Supervisors are to identify those worn out garments if the employee does not.
• Employees who disregard uniform policies are subject to disciplinary action as related to professionalism.
• Non uniformed staff should wear their provided name tags when out on campus.
• Hats are not required but may be worn at the discretion of the employee. (Insignia must be in good taste)
• Non-exempt staff is expected to wear the uniform coat provided or a University jacket earned through years of service. Exceptions:
  o If temperature is below freezing or staff is working in the snow.
  o If raining.
• Employees are expected to provide their own work boots/shoes which must be safe, sturdy, in good taste and job appropriate. (Ex: Slip resistant, steel toed, etc.)

Uniforms Provided

• Eleven garments are issued upon initial employment. (These should be ordered as soon as possible upon employment) five shirts, five pants, and one coat (coats are expected to last approximately 5 years).
• Employees are provided a yearly allowance of $170 to replace garments as needed. (Coats are not included)
  o Orders are due to the warehouse by Supervisors by the 15th of each month and are approved by Department Heads.
  o The allowance period is July 1st – June 30th and does not carry over to the next year.
  o Employees can purchase approved uniform items at their own expense at any time as an Employee Sale.
• Pant Options:
  o Navy blue 5.11 brand work pants and shorts
    ▪ Both are available in men’s and women’s sizes.
    ▪ 100% cotton is available for designated staff as a safety measure for electricians, some HVAC Technicians, steam plant and roofers due to the nature of their jobs.
    ▪ Employees may purchase similar pants if approved by their Department Head.
    ▪ Shorts may be worn year round. Custodial exception: Only custodians in residential areas can wear shorts.
• Shirt options for non-custodial staff:
  o Blue-gray checked poly/cotton blend button-up shirt. 100% cotton is ordered for a select group of tradesmen due to safety requirements.
  o Gray 100% cotton polo shirt. Employees are permitted to wear long sleeve shirts underneath a short-sleeve work shirt. Undershirts must be navy blue, red, gray, or white.
  o Gray 100% cotton T-shirt which can be worn year-round are available in long or short sleeves.
  o Painters are offered uniform options in white and may also wear gray t-shirts.
• Shirt options for custodial staff:
  o RED 65/35 blend polo shirt and button up work shirt.
  o Gray T-shirts are offered to custodians assigned to the shutdown team and those working outside.
• Coveralls:
  o Non-insulated coveralls are available in 100% cotton.
  o Insulated coveralls are available in a 65/35 % blend.

University Assigned Training Requirements University assigned training will be completed during normal work hours. Specific training requirements may be found on each employee's Talent Web account.

Vacation Benefit Please refer to the Human Resources website for more information. Click here

Work Order System Our work order system is administered by SchoolDude. On the receiving side, work orders are sent to us from faculty, staff and students via our website, emails and phone calls. On the assignment side, our system is virtually wireless and paperless. Our work order control staff receives the information, reviews it and then assigns it to the proper shop Supervisor who in turn assigns it to one of their staff members. All trade shop personnel have iPads assigned to them which is how they receive and complete their work orders daily. In depth training will be administered if and when the position requires iPad usage.

Workplace Safety Please refer to the Human Resources website for more information. Click here

Zero Tolerance Policy Please refer to the Human Resources website for more information. Click here