

AFSCME

Custodial Services

Policy & Procedures

2024



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SECTION 1 - WELCOME

LETTER FROM AVP OF FACILITIES MANAGEMENT



**Office of the Associate Vice President
Facilities Management Department**

Dear New Facility Management Employee:

Welcome to Western Michigan University and the Facilities Management Department! We are excited to have you join a great team of facility professionals. We look forward to your contribution to support our level of professionalism and customer service. You will be invited to attend a University orientation program. Please take advantage of the many benefits offered the WMU. Furthermore, I hope you understand the mission and vision of our great institution.

Mission: Western Michigan University is a learner-centered, research university, building intellectual inquiry and discovery into undergraduate, graduate, and professional programs in a way that fosters knowledge and innovation, and transforms wisdom into action. As a public university, WMU provides leadership in teaching, research, learning, and service, and is committed to enhancing the future of our global citizenry

Vision: Nationally and internationally recognized, the University aspires to distinguish itself as learner centered, discovery driven, and globally engaged

Facilities Management plays an integral role and supports our institution's goals. We do this by focusing on our vision and principles:

Vision: Be an exemplary higher education facilities management organization.

Principles:

- Align with University strategic plan.
- Provide excellent service to the university community.
- Maintain excellence in stewardship of the campus environment.
- Professional and effective communication.
- High standards for professional and personal accountability.
- Practicing sustainable development and management of campus resources.

I hope you enjoy working at WMU and in our FM Department. Your contribution to a positive working culture and raising the bar for a positive facility experience for our students, faculty, staff, and guests is very important. I look forward to meeting you.

SECTION 2 – GENERAL JOB INFORMATION

JOB DESCRIPTION

M-2 CUSTODIAN

Functions and responsibilities:

- This position provides custodial services to all areas of the University. This position receives work
- direction from the supervisor, assistant manager, manager, associate director, and director of Custodial Services.
- The incumbent cleans, disinfects, and maintains structures, fixtures and furnishings in assigned
- University buildings including building interiors and exteriors. These can include associated structural
- features such as:
- Porches
- Stairways, stairwells and steps
- Walk ways
- Loading dock and surrounding areas
- Guest rooms
- Fireplaces
- Showers
- Restrooms
- Locker rooms and changing areas
- Classrooms
- Hallways
- Office areas
- Residence rooms
- Mail rooms, shipping and receiving areas
- Kitchenettes
- Breakrooms
- Conference rooms
- Athletic areas- gym floors, racquet ball courts, indoor tennis courts, indoor tracks, gymnastics
- areas, pool areas, hockey arenas, recreational sports areas, saunas, cardio rooms
- Performance arts areas- dance floors, practice rooms, stage areas, auditoriums
- Entryways, vestibules
- Lobby and reception areas

- Hangar floors
- Bleachers
- Tiered seating areas
- Windows and blinds
- Walls
- Patient areas for treatment and waiting
- Nurses stations
- Laboratories- research and medical
- Areas surrounding wind tunnel

Functions of this position include:

- Cleaning and maintaining of floors and floor coverings, including rugs and carpeting- sweeping, vacuuming, mopping, scrubbing, burnishing
- Application of sealers, floor finishes and protectants
- Waste and recycling collection and disposal
- Dusting and wiping of horizontal and vertical surfaces
- Changing light bulbs- fluorescent, LED, incandescent
- Washing windows- interior and exterior
- Shower curtain replacement
- Filling of dispensers- paper products (toilet paper, paper towel) and hand care products (soap, shampoo, body wash, hand sanitizer)
- Daily maid service of guest areas and rooms
- Arrangement of furniture and equipment- tables, chairs, white boards and other items required for conferences, meetings and other events (not including banquet style events) in accordance to printed or hand drawn diagrams and oral and written instructions.
- Maintains proper level of supplies
- Maintains closets and equipment in a neat, clean and orderly manner and condition
- Reports all incidents and accidents
- Submits supply requests
- Submits work orders and service requests
- Movement of supplies and equipment
- High dusting with extension poles and wands from floor level

Equipment and materials used and operated:

- Floor machines- user assisted and automatic, walk-behind, chariot-style, low-speed and high-speed scrubbers/swing machines, burnishers
- Baseboard scrubbers
- Vacuums- dry, wet, upright, hip-vac, backpack, battery-backpack, walk-behind, chariot-style, canister

- Sweepers
- Electric pressure washers- high and low pressure (Kaivac-like machines)
- Mobile finish applicators
- Squeegees and window scrubbers
- Various carts and tilt-carts
- Cleaning cloths, micro-fiber, mops
- Brooms
- Scrapers- handheld and attached to a pole
- Toilet brushes
- Scrubbing pads and brushes- standalone and as equipment attachments

This position performs activities and uses equipment in accordance with established safety practices, departmentally accepted procedures and with instructions/training from supervisory personnel. The incumbent must wear substantial shoes at all times; must wear safety glasses when pouring cleaning compounds, liquids and other chemicals; must wear safety glasses when changing lights, hanging fixtures, cleaning light diffusers or performing cleaning tasks overhead, such as dusting. The incumbent must comply with all OSHA/MIOSHA rules and regulations governing the use, transport and storage of cleaning compounds, chemicals and other custodial supplies and electrical equipment. The incumbent will be required to wear and use safety equipment as directed by supervisory personnel. The incumbent may provide work direction for student employees. The incumbent may be required to work individually or as a member of a crew. This position performs additional duties as requested by supervisory personnel.

Qualifications:

In order to perform the essential functions of the job, the incumbent must be able to:

- Read, comprehend and comply with oral/written instructions and safety regulations governing
- the performance of job duties
- Have writing ability sufficient enough to prepare and submit supply and work orders and service requests
- Properly use radios and phones to communicate
- Raise 50 lbs. dead weight to a height of four (4) feet up to 5 times in a row
- Must be able to transport supplies and equipment weighting up to 50 lbs. up and down stairs
- Move mechanical devices carrying loads up to 1,000 lbs. a distance of .5 miles in order to transport custodial equipment and supplies
- Descent and ascend from floor level to a standing position up to 150 times a per day
- Ascend ladders to a height of twenty (20) feet and to change lights, clean diffusers and wash walls and windows while positioned on a ladder at heights up to twenty (20) feet

- Move forward and backward while operating mechanical devices and self-propelled powered equipment and utilizing mops, brooms and other cleaning tools
- Traverse a minimum distance of five (5) miles per day
- Tolerate exposure to the full range of weather conditions- heat, cold, rain, snow, wind
- Tolerate exposure to fumes from cleaning chemicals, finishes, sealers and other compounds as well as dust, dirt, and mildew
- Tolerate and be comfortable with cleaning up of biohazards
- Be comfortable in a team environment relying on others to complete their assignment while the incumbent completes their own, including proper communication related to serving the needs of the customer and distribution of work among the team
- Use technology and software designated by the department- for accessing and utilizing email and other electronic communication, and including but not limited to, performing cleaning audits, closet inspections and accessing task sheets and work routes, generating and closing out work orders; accessing the University's online portal related to HR and employee self-service; performing online training as directed by the department and University

TIME CLOCK PROCEDURES

GENERAL RULES

- Bronco ID Cards are used for “swiping” in and out at the time clock at the beginning and end of your shift.
 - The bronco cards are also used for access to rooms and buildings with key card access.
 - You are responsible for your own bronco card.
-

‘12 MINUTE RULE’

- Employees shall not swipe in more than 12 minutes prior to shift, and no more than 12 minutes past the end of your shift, unless pre-approved overtime.
-

CARD REPLACEMENT POLICY

- One free card per fiscal year (start July 1st).
 - If the card is damaged, contact your supervisor and make arrangements to go get new one.
 - The Bronco ID Card office is located in the Parking Services Building.
 - New cards are available at Parking Services – Monday - Thursday 8:30 AM – 5:00 PM, Friday 7:30 AM – 4:00 PM.
-

RULES OF CONDUCT FOR USING BRONCO CARD ID (PERMANENT EMPLOYEES)

- Please refer to Rules of Conduct Section 2(b) and Section 2(c).
 - It is a violation to swipe another employee’s card and/or to have someone else swipes your Bronco card or the paper time card.
-

NEW TIME CLOCK LOCATIONS

- Zone A: SRC
 - Zone D: Sangren Hall
 - Zone F: Floyd
 - Zone G: Physical Plant
 - Zone I: College of Health & Human Services (CHHS)
 - Zone J: Moore Hall
 - Zone K: Dalton Center
 - Late First Shift (Zone A, D, F, I, J, K): Physical Plant
-

RADIO POLICY

- Each radio is assigned a number which can be found on the radio.
 - Custodial Services channel is number 1.
 - For emergencies requiring contact with DPS switch to channel 6. Afterwards switch back Custodial Services because DPS will be able to reach you on the radio channel.
- Radios are to be used for direct, short, and to-the-point communications related to work and safety only. Do not interrupt a transmission already in progress.
- Messages that can be relayed and made by personal contact or phone should be communicated in that fashion.
- When finished with your transmission, be sure to say "clear" which clears the channel for someone else to use.
- Radio transmissions are monitored by Public Safety. Transmissions should be limited to convey custodial information, important information and/or emergency messages that may involve life and safety.

RADIO COMMUNICATION EXAMPLE

- Originator: "416 to 422"
- Receiver: "422"
- Originator: "I need help to unload a truck at Sangren loading dock, can you help?"
- Receiver: "Yes, I'll be over in less than five minutes."
- Originator: "Thank you, 416 clear."

BREAKS

LATE BREAKS

- If task completion delays start of the break, i.e. in the middle of cleaning the restroom, call your supervisor via radio and inform them about the situation and that you will be taking a late break.
- Upon starting a late break, call your supervisor via radio to inform them about the actual start time.

BREAK ROOM RULES

- No custodial supplies will be kept in any lunch or break area.
- Keep the break room clean and remove all garbage and trash daily.
- Sanitize your personal space in the breakroom.
- Personal belongings may not be left in campus buildings overnight.

SCHEDULED BREAK PERIODS

- Early First Shift: 5:00am to 1:30pm
 - First break from 8:00am to 8:15am
 - Lunch break from 11:00am to 11:45am
- Late First Shift: 12:30 pm to 9:00pm
 - First break from 3:30pm to 3:45pm
 - Lunch break from 6:00pm to 6:45pm
- Appliance Repair 7:00am to 3:30pm
 - First break from 9:00am to 9:15am
 - Lunch Break from 11:30am to 12:15pm
- Project Crew Only: 6:00am to 2:30pm
 - First break: 9:00am to 9:30am
 - Lunch break: 12:00pm to 12:30pm

BREAK ROOMS

Employees are to use designated break rooms. Please see the list below for the room number.

Building	Room #
Administration Building	124
Bernhard Center	118
Bill Brown	2101
Brown Hall	1010
Chemistry Building	871
CHHS	90 in the basement
College of Engineering	C-144
Computer Center	1004
Dalton center	1008 if available. If not, use Richmond 1001
Dunbar	1251
Ellsworth Hall	1224
Everett Tower	2207
EWB	221 (2nd floor Kitchenette)
Faunce Student Services	1120
Friedmann	Dunbar 1251
Haenicke Hall	1020
Heritage Hall (East Hall)	0240
IF 1 Complex	1251
Kanley Chapel	1090
Knauss	Dunbar 1251
Kohrman Arts	Richmond 1001
Old Kohrman	Across from room 1223
Legacy	1125
Lawson Ice Arena	2030
Miller Auditorium	168
Moore Hall	3047
Public Safety	106
Read Arena	1040
Richmond Visual Arts	1001
Rood Hall	3350
Sangren Hall	1604
Schneider Hall	3010
Seelye Center	2213
Shaw/Gilmore	2013
Sindecuse Health Center	1230
Spindler	119
Sprau Tower	Basement, 1 st floor and/or 10 th floor
SRC	1081
Trimpe	1311
Waldo Library	CU - 301
Walwood	21-5W
Wood Hall	2901

CONTACTING SUPERVISORS

HOW TO CONTACT YOUR SUPERVISOR

- In the event of questions, emergencies, found property, etc., all employees of this division should contact their supervisor via radio.
- In the event an employee is unable to communicate via radio, all employees of this division should contact their supervisor directly via cell phone (Please refer to list of supervisors' and managers' cell phone numbers below).

Note: If your supervisor is absent you should contact the supervisor or manager covering for that person on their cell phone.

- In the event an employee can't contact their Supervisor, 7:00 AM – 5:00 PM employees may call the Service Center at 387-8514.

For emergencies call 911

For non-emergencies employees should call their supervisor and let them decide the best course of action.

CELL PHONE NUMBERS

Trever McCormack	(269) 207-9731
Robin McPherson	(269) 484-4976
Arnita Williams	(269) 484-4979
Val Armstrong	(269) 217-3736
Louis Arnett	(269) 365-7058
Karisa Miller	(269) 267-6768
Juanita Snell	(269) 929-7981
Laura Cornish	(269) 808-7601
Gloria Johnson	(269) 559-3353
Nick Schmidt	(713) 579-4330

MILEAGE REIMBURSEMENT

MILEAGE REIMBURSEMENT PROCEDURE

- An employee mileage log must be submitted monthly with one month per log. Each log needs to be filled out completely in ink, needs to be legible before it will be accepted, and must be signed.
- If there are other trips for any reason like (DAC, investigatory, input meeting, uniform fitting, training) this must be noted in the margin or on the bottom of the back page in the comments area.
- Many of you go to multiple buildings in a given workday, please include the buildings visited (in order of visit) to show the reason for increased mileage.

It's understandable you may have to drive around before finding an open parking space from time to time.

- After you sign the expense voucher, it is forwarded to Accounts Payable for payment.

If the voucher gets to AP by the last Tuesday of the pay period, it should be processed in time to be included on the next check.

- Your attendance is verified via Kronos showing you worked the day for which you are claiming mileage. If you submit mileage for days not worked, you will be warned twice. The third time within 12 months will begin the discipline process.

SAMPLE MILEAGE SHEET

EMPLOYEE MILEAGE LOG MONTH OF _____

Print Name _____	Employee ID _____		Zone _____
Date	Destination		Total
	From	To	

I hereby certify this information to be correct: _____

NOTES: _____

MAIL DISTRIBUTION

- Supervisors will deliver all mail to employees, this is to include campus mail
- Supervisors will deliver DAC notices, Notification of Delay notices, Article 9 letters, First Step Grievance Responses, and Overtime Award Letters, processed annual leave slips
- Employees will sign a mail distribution form confirming receipt of mail

Employee Mail Distribution	
To:	
From:	
Date:	
<input type="checkbox"/> DAC Notice	<input type="checkbox"/> Grievance
<input type="checkbox"/> Article 9	<input type="checkbox"/> Notification of Delay
<input type="checkbox"/> Mileage Discrepancy Form	<input type="checkbox"/> Overtime Award Letter
<input type="checkbox"/> Other	
Signature:	

GENERAL PROCEDURES

- Custodians will report directly to their assigned work areas after punching in, unless having other specific instructions from their supervisor.
- Custodians will pick up supplies for the work day at the START of their shift from the main supply room.
- Custodians are not to congregate or loiter during working hours and will remain in assigned work areas except during designated breaks and lunch period.
- No meeting will be held during working hours other than those authorized by the custodial shift supervisor.
- Meetings with the steward must be arranged with the supervisor and a date and time setup by the supervisor.
- Please see Article 3.4.

COMPUTER ACCESS POLICY

- Employees are allowed computer access in the buildings listed below that are either in their zone and/or close proximity of their zone, in addition to the Custodial Learning Center Computer Lab.
- Employees may use computers on the Friday or Monday before pay day at 1:00 PM, prior arrangements must be made with your supervisor.
- Union representatives such as district or divisional stewards may use computers the last hour of your shift for checking email, union business such as grievances, meetings and/or information with prior arrangements made with your supervisor.
- If an employee is found to abuse this privilege computer access could be revoked.
- No internet surfing or social media is to be conducted during this time.

Zone A

Any Computer Room/Lab listed below.

Zone D

Sangren Library - Room #2800

Zone F

Floyd Hall 2nd Computer Lab - Room #C222

Zone G

Any Computer Room/Lab

Zone I

CHHS Computer Lab - Room #1432 inside Room #1400

Zone J

Waldo Library – 1st Floor area
Computer Center – Room #2040

Zone K

Kohrman Central - Room #2308

CAMPUS WIDE – All Zones

Physical Plant - Custodial Learning Center Computer Lab – Room #120-122

EMPLOYEE AND SUPERVISOR COMMUNICATION

GENERAL COMMUNICATION GUIDELINES

- During the course of daily operations, there is an expectation for both supervisors and employees to communicate with each other on a regular basis. Those occasions vary from day to day and from need to need. This memo is to focus on a few of them.

BREAK TIMES

- Break times are scheduled throughout your assigned shift. While you do not need to notify your supervisor if you are leaving for your scheduled break, it is expected that you notify your supervisor prior to the scheduled break time, if you will need to take a late break. State the reason for the late break such as completing the task of cleaning a restroom. Then call your supervisor over the radio when the actual break begins.

END OF SHIFT

- An adequate amount of time should be planned for at the end of shift in order to clean up your work area, closet, equipment, and materials. If you will be running late for clocking out, please notify the supervisor that you will be late and state the reason. Please keep in mind that there may be times when your supervisor may ask you to stay late in order to complete a task or assist with a project. When you work past your shift the supervisor will contact the time keeper. The supervisor should notify you prior to end of shift about the need to continue working.

SECTION 3 – JOB RELATED POLICIES

CALL-IN PROCEDURE

- You need to report your absence prior to start of your shift by calling United Answer Message Center at 384-7629.
- The person who answers will ask you for the following information:
 - Your name
 - Phone Number
 - Shift
 - Supervisor Name
 - Reason for absence
 - Sick Leave
 - *Annual Leave*
 - Keep in mind that your supervisor has the right deny your call-in annual leave request.
 - You must remain available at the phone number you provided for the first hour of your shift to receive a possible supervisor call back.
 - *Family Medical Leave Act (FMLA)*
 - Please contact Human Resources for further information regarding FMLA.
 - *Other situation (funeral, weather related)*
 - Proof of jury duty or funeral etc. needs to be provided upon return.
 - Return date
- You will be given a verification number which will be a computer-generated number for you to keep in your records in case there is a problem with getting the message to us.
- Jury duty or court requests should be turned into your supervisor in advance.
- Before leaving early inform your supervisor and call the call-in line.

UNIFORM POLICY

UNIFORM POLICY FOR WMU EMPLOYEES REPRESENTED BY AFSCME

- Employees are required to wear the University-issued uniform during “working hours”. You will need to be in uniform to punch in and out.
 - From the start of your scheduled regular work period (shift) until the end of that work period (shift). This would include any unscheduled overtime or scheduled overtime.
 - From “clock-in/swipe-in” at the start of any unscheduled overtime (call-in) work period until “clock out/swipe-out” at the end of that work period.
- If you come to work in unacceptable uniform, you will not be allowed to work and will be asked to punch out and sent home to change into acceptable uniform. If you are sent home for this reason, you will be required to return to work as soon as possible. Upon return you will punch back in.
- Departmentally required safety apparel, ID badges, and Bronco ID Card are considered part of the employee uniform.
 - Wear your ID badge visibly at all times!
- Employees who choose to disregard the policy governing uniforms maybe subject to disciplinary action.

UNIFORM STARTER PACK & REPLACEMENT

- The uniform starter pack contains
 - 5 Pairs of slacks/pants
 - 5 Shirts/Polos (short or long)
 - 4 T-shirts
 - 1 Jacket/Coat
- Your starter pack will be ordered after the probation period. You may be asked to go to Continental Linen to place your uniform order.
- Custodial Services will try to provide you with a few additional t-shirts upon starting your employment. These will not count as part of your uniform starter pack.
- Employees may purchase additional uniforms directly from the vendor at the same cost as paid by the University.
- Employees will be required to return their uniforms when they leave the University’s employment.
- Uniform replacement occurs yearly.
- Minimally accepted clothing includes
 - Wear official uniform!
 - Full shirts that cover the entire back and shoulder.
 - Shirts must have sleeves, either long or short.
 - No tank tops, tube tops, “shorts shirts”, backless shirts.
 - Trouser must cover the ankles.

- Pants must be in good repair without holes in knees or other areas that will expose undergarments or flesh.
- Knee-length skirts or dresses are permissible.
- Knee-length socks (non-nylon) must be worn with dresses or skirts.
- Socks (non-nylon) above ankle-length must be worn with pants.
- Clothing worn during working hours will be as clean as the work allows.
- Employees will not report for work dirty.
- Cargo pants are acceptable.
- Authorized uniforms are those approved uniforms selected by the employee and purchased by the University or the employee for their use while at work. Specific garments on the authorized uniform list may be excluded from approval by a division.

CARE OF UNIFORM

- Care of the uniform is the responsibility of the employee. Keeping the uniform in serviceable condition includes not altering the outward appearance; for example, cutting off sleeves and/or collars.
- Employees will be responsible for the laundry, care, and maintenance of their uniforms.
- Employees whose uniforms become unserviceable due to the performance of their duties may be required to purchase additional uniforms at the same cost as paid by the University.

SHORTS POLICY

- Shorts may be worn year-round.
- Any AFSCME employee who chooses to wear shorts must purchase them at their own expense and maintain them as they do their University uniforms.
- All shorts will adhere to the following specifications:
 - 9 1/2" inseam
 - 100% Cotton
 - Carhart™ or Dickies™ style.
 - Blue Jean, Khaki, or Brown in color.
 - Sport-Style athletic shorts are not acceptable.
 - Cargo shorts are acceptable.
 - Shorts may not be worn while operation any equipment that propels objects.

PANTS POLICY

- All shorts will adhere to the following specifications:
 - Blue Jean, Khaki, or Brown in color.

SHOE POLICY

- Shoes must be leather and enclosed no open toes or heels.
- No canvas or mesh tennis shoes.
- The University agrees to pay AFSCME employees an annual shoe allowance in the amount of one hundred twenty dollars (\$120). This payment will go to all AFSCME employees in January of each year.

ITEMS FOUND BY EMPLOYEES

- ANY and ALL items found by employees of this division are to be immediately contact their supervisor and turn found items into their supervisor and/or the supervisor on duty. The supervisor receiving found items will immediately take them to the Western Michigan University Department of Public Safety and turn the item(s) in to "lost and found".
- Supervisors may be contacted at any time by calling via the radio and/or their cell phone.
- Call Western Michigan University Department of Public Safety any time after 5:00 PM and on weekends at 269-488-8911 if no supervisor and/or the front office staff is not available.
- All supervisors carry department-issued cell phones on which employees may call their supervisor directly.
- Please see the attached list of supervisor's and manager's cell phone numbers. Note: If your supervisor is absent you should contact the supervisor or manager covering for that person on their cell phone.
- No employee of this division is allowed to put any found item in their personal vehicle and transport to the supervisor and/or custodial office.
- Employees of this division ARE NOT ALLOWED to collect pop cans from trash receptacles, recycle bins, classrooms or any university property. No employee of this division will store pop cans in any room, dock or other area on this campus.
- No employees of this division are allowed to salvage or rummage through any trash container or dumpster on university property.

UNAUTHORIZED USE OF EQUIPMENT

- Employees are not allowed to use equipment belonging to other departments, such as office machines, computers, etc. This is a practice that cannot be condoned without the express consent of the department head responsible for the equipment.
- Individuals found to be involved with the use of equipment from other departments may be subject to discipline.
- Employees may use public machines, such as vending machines in public areas during break times only.

EMPLOYEE KEY SECURITY

- With decentralization, all employees are expected to pick up and drop off their key set(s) at their designated, assigned key box location.
- Each custodian has 24/7 access to all key boxes located around campus.
- All new employees will be scheduled a date and time to meet Public Safety at a time clock location with a supervisor to register them for key box use. They will need to select a four (4) digit pin number.
- If you lose your swipe card and have to get a new one. The supervisor will contact DPS to coordinate registering the new card.
- All custodial, projects, and other staff are to pick up and drop off key set(s) at their assigned time clock location. Each custodian can remove two (2) key sets at a time. Each key set is to be placed in the exact same slot from which it was removed.
- If a **KEY FOB BREAKS OR A KEY IS LOST**, it must be reported to a supervisor, manager, director of Custodial Services, or office staff, and Department of Public Safety immediately. The supervisor must immediately take the broken ring to Public Safety and have another ring put on the set.
- If a **LOST KEY IS FOUND**, it must be reported to a supervisor, manager, director of Custodial Services, or office staff immediately. The supervisor and/or manager will return the key to Public Safety.
- Overtime award letters will state the key box location for keys needed to work the overtime. At the end of an overtime period, employees will return the key set(s) to the designated assigned key box location.
- If an employee has an emergency and supervisory personnel are not available, keys are to be returned to the assigned key box location and the employee must call the supervisor on-call and report their leaving work per the call-in procedure.
- All employees reporting for work after the scheduled punch-in time are required to call their supervisor and report their arrival and to get their assignment.
- In the absence of their assigned supervisor, the employee should pick up keys at their zonal time clock location. They must call another supervisor and/or a manager to inform them of their arrival.

ANNUAL LEAVE

- All annual leave requests are to be submitted to the employee's supervisor via email
- Employee's supervisor will approve or deny annual leave request.
- Employee's supervisor submits request to front office for processing.
- All annual leave requests will be evaluated and approved/denied by the employee's supervisor based on departmental needs.
- Probationary employees are allowed to use annual leave during their probation period however using annual leave during probation extends the probation period for each hour used.

Format your AL request as follows:

Send Attach Sensitivity Discard

To: **RM** Robin L McPherson X TO: **YOUR ZONAL SUPERVISOR**

Cc

AL Request - Emily Smith SUBJECT: AL Request - **YOUR NAME**

Hello Robin,

Here is my AL Request:

Emily Smith
Custodial Services
4/14/2020 - 4/14/2020
1 Day, Returning 4/15/2020

Thanks,
Emily Smith

EMPLOYEE NAME: **Your name**
DEPARTMENT: **Custodial Services**
DATES REQUESTED **__/__/__ - __/__/__**
TOTAL NUMBER OF WORK DAYS: **_ Day,**
RETURN DATE: **Returning __/__/__**

Send Discard

SICK LEAVE

- Sick leave is accrued in increments of 4 hours based on 80 hours worked per pay period for a total of 104 sick leave hours per year.
- Probationary employees are allowed to use sick leave during their probation period however using sick leave during probation extends the probation period for each hour used.

Please Note:

- It is expected that each employee will manage their sick and annual leave accrual bank, because Western Michigan University DOES NOT have a no pay status.
- You must be on a paid status whenever you are not at work except for your regularly scheduled days off.
- Should you exhaust your sick and annual leave bank and become AWOL (absent from work without approved leave) while on probation you will be discharged.
- Please note: if you become AWOL after you are off probation you may be disciplined.

UNION MEETINGS

This is for late first shift employees only.

- Union meetings are the late first, Thursday of each month.
- You must make your request known to your immediate supervisor to attend a union meeting at the beginning of the shift.
- You will receive permission from your immediate supervisor and it shall be granted as per union contract.
- You must leave all keys and radio with your immediate supervisor prior to punching out and leaving campus.
- You are required to punch out prior to leaving and punch back in upon your return.
- You must notify your immediate supervisor upon your return to work.
- If the employee is a union representative they can choose to use annual leave or no pay.
- If you are not a union representative you will have to use annual leave.

SECTION 4 – CUSTODIAL SERVICES RULES

RULES OF CONDUCT & COLLECTIVE BARGAINING AGREEMENT FOR NEW EMPLOYEES

- All employees are expected to abide by the University Rules of Conduct.
- Violation of any of the rules as a probationary employee could lead to termination of your employment.
- Please review the rules of conduct very carefully!
- These rules are in addition to any other custodial services divisional operating rules.
- Probationary employees will receive the union contract at the completion of probation from their union representative.
- Probationary employees do NOT have union representation.

RULES OF CONDUCT FOR WMU EMPLOYEES

- You may retrieve the rules from Human Resources at
 - <http://wmich.edu/hr/assets/pdf/rules-of-conduct-afscme.pdf>
- Click on Employee Groups
- Click on Dining Services, Facilities Management and Other (AFSCME)
- Click on Rules of Conduct

SMOKING & DRUG POLICIES

SMOKING POLICY

- Effective September 1, 2014, the use of tobacco products is only permitted in enclosed personal vehicles. The use of tobacco products is not permitted indoors or outdoors on any University property.
- There is NO SMOKING of tobacco products on any University property indoors or outdoors
- Tobacco products are defined to include the following: cigarettes, electronic-cigarettes, cigars, bidis, snuff, snus, water pipes, pipes, hookahs, chew and any other non-combustible tobacco products.

DRUG POLICY

- The University prohibits the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in the workplace. All employees must abide by the terms of this Drug-Free Workplace policy. Employees violating such prohibitions will be subject to disciplinary action, up to and including discharge.
- The term "controlled substance" refers to all illegal drugs and to legal drugs used without a physician's order. It does not prohibit taking prescription medication under the direction of a physician.
- WMU prohibits the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in the workplace. Rules for various employee groups provide penalties for violation including discharge for employees and dismissal for students.
- Unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in the workplace can result in arrests, misdemeanor, or felony convictions, and long prison terms.
- WMU will enforce sanctions for drug use misconduct.
- Drug referral, counseling/treatment and rehabilitation programs are available on a sliding scale or based on insurance through Sindecuse.
- Employees may also call HELPNET, 269-387-3264 or 1-800-523-0591.

CELL PHONES & OTHER ELECTRONIC COMMUNICATION DEVICES

- The use of personal cell phones and other electronic communication devices (laptops, tablets, iPads, etc.) during working hours are prohibited. Please remember, with the exception of calling your supervisor and/or the custodial office does not take personal phone calls for employees. We will take messages for emergencies only. Emergencies are defined as fire, death or mortal injury.
- PLEASE NOTE: Doctor's offices and schools will be told to call the employee at home. The use of such devices should be confined to non-work times, specifically before or after your shift, and during breaks and lunch periods. Using these devices during your working time for non-work issues may result in disciplinary action under the University Rules of Conduct.

FOOD/BEVERAGES IN WORK AREA

OSHA REQUIREMENT

- Custodial Services prohibit food and beverages in work areas.
- No food or beverages are allowed in custodial closets where chemicals are stored.
- No food or beverage containers are allowed on maid carts and/or brute barrel.
- OSHA prohibits the consumption of food and drink in areas in which work involving exposure or potential exposure to other potentially infectious material or chemicals, where the potential for contamination of work surfaces exists.
- The prohibition against eating and drinking in such a work area is consistent with other OSHA standards and is good industrial hygiene practice.
- Food and beverage containers may become contaminated, resulting in unsuspected contamination of the hands.
- Food and/or drink may be contaminated by such processes as the leakage or performance of activities that could generate splashes, sprays, or droplets of blood or other potentially infectious materials or chemicals.
- Chemicals are strictly prohibited in food containers.

NO BEVERAGES ALLOWED IN WORK AREA

- No beverages or drinks will be allowed on the custodial cart or near work area. OSHA requires that no employee be allowed to have food or beverages in an area where they could be contaminated with toxic or infectious materials.

PARKING AT LOADING DOCKS

PARKING AT LOADING DOCKS, ON STREETS, OR OTHER NON-AUTHORIZED PARKING AREAS

- Only University vehicles are allowed to park at loading docks. This includes supervisor-driven vehicles with proper WMU parking permits. Parking in non-designated parking areas is prohibited by WMU Public Safety, and violators could be ticketed.
- Custodial Services non-supervisory employees parking in or around loading docks or on streets will be verbally warned not to do so.
- Employees who continue to park at docks or other non-designated parking areas that obstruct, block, or present a potential hazard to those entering or exiting the area by foot could be subject to discipline.
- Please be aware that if you park illegally, your actions are a violation of the WMU parking rules, and that you can and will be ticketed for these actions.
- Employees who continue to park illegally and cause potential hazards in the manner that they park could be subject to discipline.

SEXUAL MISCONDUCT AND SAFETY

- Western Michigan University is committed to an environment which encourages fair, humane, and beneficial treatment of all faculty, staff and students. In accordance with that fundamental objective, the University has a continuing commitment to assure equal opportunity and to oppose discrimination because of race, color, sex, sexual orientation, age, religion, national origin, handicap, height, weight, or marital status.
- Therefore, in that same perspective, neither sexual harassment nor sexism will be tolerated behavior at Western Michigan University. It is expected that each member of the University community will consider he/she responsible for the proper observances of this policy.
- Sexual harassment is defined as unwelcome sexual conduct, which is related to any condition of employment or evaluation of student performances. This definition is intended to include more than overt advances toward actual sexual relations. It applies as well to repeated or unwarranted sex-related statements, unwelcome touching, sexually explicit comments, and/or graphics.
- All persons should be sensitive to situations that may affect, cause the recipient discomfort, or humiliation or may display a condescending sex based attitude towards a person. Sexual harassment is illegal under both state and federal laws. In some cases, it may be subject also to prosecution under the criminal sexual conduct law.
- Depending upon the seriousness of the misconduct you may be subject to discipline.
- Conduct will be defined as sexual harassment when any or all three of the following conditions exist:
 - Sex-related situations are unwelcome by the recipient;
 - Specific or implied connection with employment or student status is involved;
 - Sexual harassment continues after the recipients had made it clear that the conduct is unwelcome.

COMPLAINT PROCEDURE

- Sexual harassment constitutes acts of misconduct. Therefore, whenever such acts are reported and confirmed, prompt disciplinary action will be taken, up to and including discharge. However, to enable the University to act through these formal procedures, employees and students are encouraged to report such incidents.
- Employees and students should report such conduct to the Office of Institutional Equity (OIE).
- The Office of Institutional Equity shall investigate thoroughly any complaints of alleged sexual harassment, and then report the results of such investigations to the President of the University.
- In cases of overt physical sexual contact, a blatant threat if sexual favors are not given, or promised reward in exchange for sexual favors, no notice that the conduct is unwelcome shall be necessary and a finding of sexual harassment may be based on a single occurrence.

RECOGNIZING SEXUAL HARASSMENT

- The behavior can be verbal and/or non-verbal and may take many different forms, including:
 - Derogatory jokes or comments based on sex;
 - Crude or offensive language;
 - The use of graphics or other materials that degrade persons based on sex, spreading rumors about a person's sexuality;
 - Engaging in hostile physical conduct;
 - Unwelcome touching or ogling;
 - Overt sexual advance;
 - Threats, with the promise of punishment;
 - Coercion with the promise of reward;
 - Stalking a person;
 - Threatened or actual sexual assault.
- Where to go for help on Sexual Harassment and Sexism:
 - Western Michigan University
 - Office of Institutional Equity
 - 1015 Trimpe Distributive Education
 - Kalamazoo, MI 49008
 - (269) 387-6316
- More information can be found at: <http://www.wmich.edu/equity/harrassment>

If you are worried
about your family,
personal life or work,
call HelpNet —
your free personal
Employee Assistance
Program.

*For more information or to
make an appointment, call*

(800) 969-6162

(800) 523-0591

Kalamazoo, Michigan area

HelpNetEAP.com

HelpNet

HelpNet



**Free personal
Employee Assistance
Program**

HelpNet is here for you and your family.

Your employer has contracted with HelpNet to provide personal counseling to you and your household members. Our counselors are all master's level professionals with extensive experience in dealing with:

- Marital and family issues
- Addictions
- Emotional problems
- Legal and financial concerns
- Careers
- Relationships
- Aging parents
- Stress, anxiety and depression
- Life enrichment techniques

There is no cost to you or your family at HelpNet and it's confidential.*

*HelpNet strictly adheres to all state and federal guidelines and regulations pertaining to patient confidentiality. If a contracting employer seeks information, we provide only statistics — no name or diagnoses are ever given without written permission from the patient. The only exception is by a court order if there is a possibility the patient may harm him or herself or be injured by another or when child abuse or neglect is suspected.

WE OFFER:

Assessment

Your counselor will talk to you about your concerns and together you will decide the primary issues that need to be resolved.

Counseling

If caught in the early stages, many problems can be handled right in the HelpNet office in just a few sessions. These 'brief counseling sessions' have been prepaid by your employer as a part of the overall Employee Assistance Program package. There is no cost to you.

A Community Referral

Some problems require more time or are outside of our scope of services. In the event this happens, we will guide you to an affordable community professional with a good reputation for helping other people in your situation. We'll explain your health benefits package provided by your employer and any co-pay or out-of-pocket expenses you may incur.

At HelpNet, we understand that problems don't always wait for regular 9 a.m. to 5 p.m. workday hours. We are on-call 24 hours a day, 7 days a week, 365 days a year.

When you contact us we will offer you an appointment within 72 business hours of your call. If you are in crisis or in an emergency situation, you may request to speak to a counselor right away.

CONTACT US

24 hours a day, 365 days a year

(800) 969-6162

(800) 523-0591

Kalamazoo, Michigan area

HelpNetEAP.com

SECTION 5 – GENERAL SAFETY INSTRUCTIONS

CONDITIONAL SERVICES

CONDITIONAL SERVICES AND SUPERVISORY COVERAGE CLARIFICATION

- Conditional services will be determined on an as needed basis and will be decided by the supervisor depending upon the event scheduled on campus for the day.
- In case there is a need for conditional services the supervisor of the building is responsible to be on campus. If the building supervisor is on AL the backup supervisor will cover.
- The following buildings may need services during any type of closure depending upon conditions and scheduled events at the time of closure i.e., an event is scheduled in the building, students need access, etc.
 - Sindecuse - 2 workers 4 hours beginning of first shift
 - Waldo library - 2 workers 4 hours second half of first shift
 - SRC - 2 workers 8 hours first shift
 - Lawson - 1 worker 8 hours first shift
 - Bernhard Center - 2 workers first shift if building remains open and it is deemed conditional services are needed.
- Other buildings that may apply to conditional services are: Read, Shaw Gilmore, and Miller; the supervisor will determine how many workers are needed to work and how many hours employees will work.
- Employees interested in shoveling for landscape may volunteer. A supervisor would need to contact director of Landscape Services and find out if any volunteers are needed and let him know who is interested in working. The hours worked will be worked out with the director of Landscape Services and the employee.

ESSENTIAL SERVICES CLARIFICATION

- DPS and the Power Plant are the only essential service buildings.

HEAT STRESS

- Retrieved from Environmental Health and Safety:
<http://www.wmich.edu/sites/default/files/attachments/u218/2015/heat-stress-policy.pdf>

PURPOSE

- The purpose of this Heat Stress Policy is to protect employees from the adverse effects of heat while they are performing their job. This not only applies to employees who work outside in the sun but also to employees who work inside buildings where there is no air-conditioning and little air movement.

RESPONSIBILITIES

- The Division of Environmental Health and Safety will monitor heat stress levels both inside and outside at approximately 10:00 AM and 12:00 PM on days likely to cause heat stress.
- The Physical Plant, Public Safety, Auxiliary Enterprises, Residence Life, and the Athletic Equipment room will be alerted to the level of heat stress following those measurements by the Department of Public Safety. Each of the above will have departments they are responsible for contacting. It is the responsibility of each department then to inform their supervisors who in turn inform each of their employees of the occurrence of heat stress conditions and the recommended break schedule. If a heat stress level is measured at 12:00 PM it will continue at that level until dusk.
- Heat stress levels will be assessed by measuring the Wet Bulb Globe Temperature Index (WBGT) which takes into account environmental factors such as humidity, wind speed, temperature, and radiant heat. This environmental index correlates with deep body temperatures and other physiological responses to heat.
- The heat stress level and corresponding recommended break schedule are listed in the following table. This break schedule is based on the 1999 American Conference of Governmental Industrial Hygienists threshold limit values.
- It is the responsibility of each employee to dress properly for the heat. Natural-fiber clothing which is lightweight and loose fitting is recommended for hot days. If the work will take place outside in the sun, the clothing should be light-colored.

GUIDELINES

- On days likely to cause heat stress, activities which cause a high metabolic workload or require working in an enclosed area should be scheduled and performed in the early part of the day. On heat stress days (WBGT reaches 82.5° F) an employee should not be working at a high metabolic rate such as occurs with pick and shovel work. All employees should adjust their work rate to a moderate level. Walking about with moderate lifting and pushing is an example of a moderate level of activity.
- Drink water as often as needed. Approximately eight (8) oz. of fresh water every twenty (20) minutes is recommended.
- It has been demonstrated that poorly ventilated areas such as stairwells can be at a higher heat stress level than outdoor areas. Air movement provided by fans can significantly lower the level of heat stress.

RECOMMENDED BREAK SCHEDULE FOR MEASURED WBGT AND WORKLOAD

Heat Stress Level	Break Schedule	Light Workload ¹ WBGT (°F)	Moderate Workload ² WBGT (°F)
	Continuous Work	86	80
Level I	15 Minute Break Every Hour	87	82.5
Level II	30 Minute Break Every Hour	88.5	85
Level III	45 Minute Break Every Hour	90	88

1. A light workload would be performing light hand or arm work.
2. A moderate workload would be walking about with moderate lifting and pushing.

FIRE SAFETY

- Retrieved from <http://www.obf.wmich.edu/safety/emergency/fire.html>

BEFORE A FIRE

- Environmental Health & Safety provides fire extinguisher maintenance.
- Know the location of
 - All fire alarm pull stations
 - The nearest exit and at least one alternate exit in your area
 - The evacuation re-assembly area for your building (please refer to emergency information signs near building exits)
- Know the location of the fire extinguishers in your area. Fire extinguishers are used to extinguish small fires (trashcans, cloth, small appliances, etc.). Only if the fire is small and you have received fire safety training should you try to extinguish it.
- Call 911 if you need special assistance during an evacuation.
- Know at least two evacuation routes.
 - Nearest exit and one alternative!
- Locate fire alarm pulls/extinguishers.
- Be familiar with **RED!**
 - **R**eact
 - **E**valuate
 - **D**ecide

WHEN A FIRE HAPPENS

- Sound the Alarm. Pull the nearest fire alarm pull station. The fire alarm will sound throughout the building. It will not alert either the Fire Department or in many cases the WMU Department of Public Safety. Generally, pull stations are located near egress points: entrances to stairwells and exit doors.
- Evacuate. Follow the evacuation procedure described below under “When the Fire Alarm Sounds.”
- Call Public Safety. Dial 911 on any campus phone from a safe location to notify the WMU Department of Public Safety that there is a fire in your building. If using a cell phone, please dial 911.

****SUPJECT TO CHANGE DUE TO PUPLIC SAFETY CHANGES**

WHEN THE FIRE ALARM SOUNDS

- Automatically Assume There is a Fire. When the fire alarm rings, follow these evacuation procedures:
 - Close doors. If time permits, close doors as you exit. This helps confine the fire and protect your possessions from smoke damage.

- Leave the building. Evacuate the building quickly by using the nearest stairway and exit. WALK DO NOT RUN out of the building.
- DO NOT USE ELEVATORS- if you need assistance, dial 911 and tell public safety your location. They will notify the Fire Department that you need assistance.
- Go to your re-assembly area. Let your professor, supervisor, or the emergency/building coordinator know you are there.
- Do not go back into the building until the Fire Department or Public Safety says it is safe to do so.
- Specific Responsibilities for Classroom or Laboratory Instructor:
 - Each instructor should select on or two students to lead the class safely out of the building and to the re-assembly area. The instructor should bring up the rear of the class. Evacuate the building quickly by using the nearest stairway and exit.
 - If it is safe to do so, check any adjoining areas such as restrooms on the way out of the building to be certain that everyone in the area is aware of the alarm.
 - At the re-assembly area, take attendance.
- Specific Responsibilities for the Emergency/Building Coordinator's Office:
 - Once you have evacuated, dial 911 from a safe location on a campus phone to notify the WMU Department of Public Safety that the fire alarm is ringing in your building. If using a cell phone, please dial 911.
- IF YOU ARE UNABLE TO LEAVE
 - Feel Doors Before Opening.
 - Before opening any door, feel the metal doorknob or the back of the door. If it is hot, do not open the door. If it is cool, open the door slightly; if heat or heavy smoke is present, close the door and stay in the room. Seal the cracks around the door with towels or other materials. If a telephone is available, dial 911 and let public safety know your location and that you are unable to exit. Open the windows and keep the doors closed. Hang an object (like a jacket or shirt) out the window to attract the Fire Department's attention.

FIRE FIGHTING EQUIPMENT

- Keep Fire Doors Closed. Stairway and hallway fire doors confine smoke if they are closed and help protect you until you can get outside. Fire doors are never to be blocked open.
- Report Damaged or Missing Fire Equipment. To maintain all fire equipment in operating condition, immediately report any damaged or missing fire equipment to Environmental Health and Safety at 387-5590.

FIRE FACTS

- A fire can double in size every 30 seconds
- It can reach temperatures over 1,000 degrees in 90 seconds
- One breath of superheated 150-degree air can sear one's lungs
- Using the wrong type of fire extinguisher can make matters worse
- Approximately 85% of the time, it's the smoke inhalation that kills

TORNADO SAFETY

WESTERN MICHIGAN UNIVERSITY TORNADO SAFETY RULES

- TORNADO WATCH means tornadoes are possible in and near the watch area.
 - TORNADO WARNING means a tornado has been sighted or is indicated by weather radar
TAKE SHELTER NOW!
-
- A TORNADO WATCH is announced over local radio and television stations, through NOAA alert radios, and by phone to key campus locations. Be prepared to take shelter.
 - A TORNADO WARNING – TAKE SHELTER NOW condition is announced over local radio and television stations and NOAA alert radios, through the sounding of Kalamazoo's outdoor sirens and the main campus outdoor notification speakers, and by phone calls and/or text messages to those that registered for WMU Alert. An email is also sent to those with a WMU email address.
 - Go to the designated tornado shelter when possible. Or take shelter in the basement or interior corridors, stairways, or rooms on the lowest possible floor of the building. STAY AWAY FROM WINDOWS.
 - Do not take shelter in large rooms with wide, free-span roofs such as gymnasiums or auditoriums.
 - Tune in your local radio or TV station for weather updates. Do not call the Department of Public Safety for information during a watch or a warning. Incoming phone calls tie up emergency lines that may be critically needed if severe weather strikes our campus.
 - Have a tornado emergency action plan that includes monitoring local radio and TV stations. At home, keep your family together and be ready to move to shelter. Have blankets, a working flashlight, necessary medicines, a battery-operated radio, and a first aid kit to take to the shelter.
 - The City of Kalamazoo sirens are tested at 1:00 p.m. on the first Saturday of each month.
 - Retrieved from: <http://www.wmich.edu/sites/default/files/attachments/u75/2014/tornado-rules-02-2014.pdf>

CAMPUS SAFETY

WORKPLACE THREATS, VIOLENCE AND WEAPONS

- The University is committed to the safety and security of all persons.
- To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace threats, violence and weapons policy.
- All employees will receive shooter awareness training.

THREATS AND VIOLENCE

- The University will not tolerate any threats, threatening behavior, or acts of violence committed by or against employees or on University property.
- Violations of this policy will lead to disciplinary action up to and including dismissal, as well as arrest and prosecution for any criminal acts.

WEAPONS ON CAMPUS

- No person shall possess on University property any firearms or other dangerous weapons with the exception of police officers, transfer agents licensed to carry weapons and persons using any such weapons for class instruction when authorized by the dean of the appropriate college.
- Any student, faculty member or other university employee violating this rule shall be subject to suspension or dismissal. Any person violating this rule will be subject to criminal prosecution.

REPORTING


- University employees are responsible to notify the Department of Public Safety 269-488-8911
 - Reports can be made anonymously and all reported incidents will be investigated.
 - Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis.
 - Employees who have obtained restraining orders or personal protection orders, which include the University campus as a protected area, should immediately provide a copy of the order to Public Safety.

RISK ASSESSMENT

- The University has established a risk assessment team consisting of representatives from Human Resources, Public Safety, the Employee Assistance Program, Office of Institutional Equity and other departments as required.
- Supervisors and managers who need assistance in assessing risk may contact Human Resources, who will then schedule a meeting of the risk assessment team.

SHOOTER AWARENESS

- Retrieved From: https://www.dhs.gov/xlibrary/assets/active_shooter_pocket_card.pdf

<h2>COPING</h2> <h3>WITH AN ACTIVE SHOOTER SITUATION</h3> <ul style="list-style-type: none"> • Be aware of your environment and any possible dangers • Take note of the two nearest exits in any facility you visit • If you are in an office, stay there and secure the door • Attempt to take the active shooter down as a last resort <p><i>Contact your building management or human resources department for more information and training on active shooter response in your workplace.</i></p>	<h2>PROFILE</h2> <h3>OF AN ACTIVE SHOOTER</h3> <p>An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.</p> <h2>CHARACTERISTICS</h2> <h3>OF AN ACTIVE SHOOTER SITUATION</h3> <ul style="list-style-type: none"> • Victims are selected at random • The event is unpredictable and evolves quickly • Law enforcement is usually required to end an active shooter situation 
<h2>CALL 911 WHEN IT IS SAFE TO DO SO</h2>	
<h2>HOW TO RESPOND</h2> <h3>WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY</h3> <h3>1. EVACUATE</h3> <ul style="list-style-type: none"> • Have an escape route and plan in mind • Leave your belongings behind • Keep your hands visible <h3>2. HIDE OUT</h3> <ul style="list-style-type: none"> • Hide in an area out of the shooter's view • Block entry to your hiding place and lock the doors • Silence your cell phone and/or pager <h3>3. TAKE ACTION</h3> <ul style="list-style-type: none"> • As a last resort and only when your life is in imminent danger • Attempt to incapacitate the shooter • Act with physical aggression and throw items at the active shooter 	<h2>HOW TO RESPOND</h2> <h3>WHEN LAW ENFORCEMENT ARRIVES</h3> <ul style="list-style-type: none"> • Remain calm and follow instructions • Put down any items in your hands (i.e., bags, jackets) • Raise hands and spread fingers • Keep hands visible at all times • Avoid quick movements toward officers such as holding on to them for safety • Avoid pointing, screaming or yelling • Do not stop to ask officers for help or direction when evacuating
<h2>INFORMATION</h2> <h3>YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR</h3> <ul style="list-style-type: none"> • Location of the active shooter • Number of shooters • Physical description of shooters • Number and type of weapons held by shooters • Number of potential victims at the location 	

SECTION 6 - MISCELLANEOUS

PERKS & ADDITIONAL INFO

ADDING DINING DOLLARS TO WMU ID

- Follow this link: https://www.sais.wmich.edu/DS_Dollar/
 - Login with your Bronco NetID and password.
 - Create an account and add the dollar value desired.
- Your purchase balance can be paid through either of the following options:
 - Your WMU bill balance (viewable/payable through “Payment and Account Information on the WMU portal)
 - Your credit card

* Please review your payment options carefully to avoid service fees.