

WESTERN MICHIGAN UNIVERSITY

FACILITIES MANAGEMENT



**NON-BARGAINING
EMPLOYEE HANDBOOK**

**FACILITIES MANAGEMENT
NON-BARGAINING EMPLOYEE HANDBOOK**

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INTRODUCTION

The Facilities Management Department provides this policy handbook to its entire non-bargaining staff.

This handbook should be used in conjunction with the Employee Handbook provided by the WMU Department of Human Resources, which can be found on-line at <http://www.wmich.edu/hr/handbook/index.html>

Please review this handbook thoroughly. It is suggested that a thorough review of the Employee Handbook provided by Human Resources also be made.

Questions should be directed toward your supervisor and your Human Resources representative.

The Facilities Management Department endeavors to provide the best possible services for all members of the University community. This cannot be accomplished without a dedicated, collective effort from the professional staff. Your meaningful contributions ensure success for us all.

Peter J. Strazdas, Associate Vice President Facilities Management Department

YOUR ROLE AS A WMU AMBASSADOR

University employees can be the best public relations officers on campus. Often prospective students and visitors have their first contact with WMU through employees. Efficient, knowledgeable staff members with pleasant smiles and friendly greetings can do a great deal for Western. We encourage you to acquaint yourself with the campus and various departments so you can assist students and visitors.

The primary mission of the University is to provide a quality education for its students. Our employees help fulfill this mission. Students are our most crucial asset, they are the primary paying customers of the University. As a WMU employee, you are expected to do your best to be helpful, courteous, and respectful of students' needs and legitimate purposes. Friendliness and helpfulness go a long way in maintaining a successful relationship between your particular work and the overall mission of providing students with a quality education in a positive environment.

-You are an ambassador for Western Michigan University-

AMERICANS WITH DISABILITIES ACT

WMU supports and complies with the Americans with Disabilities Act (ADA). WMU prohibits discrimination against individuals with disabilities in hiring, promotion, and other terms of employment provided that individual is otherwise qualified for the position and able to perform the essential functions of the position, with or without reasonable accommodation for that disability.

The Office of Institutional Equity (<http://www.wmich.edu/oie/>) administers the Americans with Disabilities Act (ADA).

For the full Western Michigan University ADA policy, please visit the Office of Institutional Equity's Disability Web page (<http://www.wmich.edu/oie/disability.html>).

Please contact the Office of Institutional Equity (www.wmich.edu/oie/) should you have a concern related to the Americans with Disabilities Act.

BUILDING FIRE ALARM RESPONSE

First Shift Procedure:

1. Kalamazoo Public Safety responds to all fire alarms and will be the first response.
2. DPS will request Maintenance Services and the fire department as needed.
3. The MS zone supervisor or the supervisor on duty will go immediately to the following buildings only: Chemistry; COEAS (College of Engineering and Applied Sciences); Haenicke Hall; Power Plant; Rood Hall

Maintenance Services personnel will NOT go immediately to any other building unless DPS or Maintenance Supervisor / Service Center requests assistance. At that time, the zone supervisor will arrive with one mechanic and one electrician to assist the fire department **IF** there is a need to shut down utilities in the building.

AT NO TIME WILL ANY MAINTENANCE PERSONNEL ADJUST, RESET, OR REPAIR FIRE ALARM SYSTEMS.

All Fire Alarm Service & Maintenance Calls

1. If the supervisor needs system devices disabled in building to do work(ex. flow switches, smoke & heat detectors, duct detectors, beam detectors, door holders) NEED FOLLOWING INFORMATION: Building, Location, Device Type, Nature of work, Expected Timeline
2. If the building goes into general fire alarm and rolling fire doors close, contact Overhead Door to reset (269) 381-9570
Buildings with Rolling Doors: **Health and Human Services; Chemistry; Brown Hall; Shaw/Gilmore; CEAS – Plastics Lab, Dyno; Kohrman Hall; RCVA**
3. WON Doors at CEAS and Chemistry Contact Won-Door Corporation at 800-890-2187 doors for repairs and batteries being changed out.

Second and Third Shift Procedure:

Same as above, except DPS will call the on-call Supervisor if the system will not come back to normal after resetting the panel.

BENEFITS

Western Michigan University offers many benefits to its employees. Human Resources administers your employee benefits, including all group insurance plans (health, life, and long-term disability), leave programs (including FMLA), and other benefits.

All staff compensation employees may find more information about benefits on- line at:

<http://www.wmich.edu/hr/staff-scs.html>

BREAK/LUNCH PERIODS

The work schedule for the University is complex. No set pattern applies to all employees, but most operations are scheduled for five days, forty hours per week. Regular business hours for most offices are 8 a.m. to 5 p.m., Monday through Friday. Generally, offices remain open and fully operational during the one-hour lunch period provided by University policy.

Specific University units, including ¹¹essential services¹¹ units, have individual schedules established by the President's Office due to the nature of their services to students and the University community. These units may also have other schedule provisions that affect emergency/weather closings and winter closure (see ¹¹Winter Closure¹¹ and "Emergency or Weather Shutdown"¹¹. Your supervisor will let you know if your unit has special hours and is considered an essential service.¹¹

Under University policy, non-exempt (hourly paid) employees are entitled to take breaks as outlined below and as scheduled by their supervisor. Breaks are not cumulative-employees may not "bank" unused breaks to take later or in combination with other breaks, lunch periods, or paid time off.

- One 15-minute break for every four hours worked.
- Two 15-minute breaks in a day when working six or more hours, with one break during the first half of the workday and one during the second half of the workday.
- One lunch period during regular University hours. Lunch schedules may vary by department and can be adjusted to meet departmental needs. A lunch period of 30 minutes or more is a non-paid time.
- Exempt (salaried) staff should take breaks as needed, when appropriate, in a similar fashion to non-exempt employees.

Exempt employees may take a lunch break up to one hour in length, as long as this does not interfere with the essential functions or responsibilities of their job, and does not place an undue burden upon other staff members.

CELLPHONES

General Policies and procedures:

1. Cellular phones and related devices are provided to improve customer service and to enhance business efficiencies. University-owned cell phones should only be provided to employees who have substantial business needs. Possessing a university-owned cell phone is a privilege, and all employees are expected to use it responsibly. Misuse of your university-owned cell phone will result in its revocation and possible disciplinary action, up to and including discharge and criminal charges.
2. A cell phone allowance may be authorized for employees who use their cellphone for University business. The recommended allowance is \$30, \$40, or \$50 per month based on individual job requirements. The allowance is paid via an incidental pay entry into the workflow system each month by the respective department. Allowances in excess of \$50 will automatically be routed for approval by the appropriate vice president.
3. The employee's supervisor must approve all requests for a University-owned cell phone or an allowance for the business use of a personally owned cell phone. No employee may authorize his/her cell service allowance/benefit.
4. Each department may add additional stipulations regarding their department's use of cell phones, plan limitations, allowance determinations, equipment, etc., at their discretion, with the approval of the appropriate vice president. No conditions specified herein may be set aside.
5. Employees who do not have a University-owned cell phone and do not receive an allowance may be reimbursed only for specific business calls made on their cellphone. The calls must be detailed and documented with the related invoice to be reimbursed.

Taxation of allowance/benefit

University-owned cell plans - The fair market value of the provided service and equipment will not be added to the employee's compensation as a taxable benefit provided 1) there is a substantial business need to have a University cell phone and 2) provision of a University cell phone is not compensatory in nature (i.e., the cell phone is not provided in lieu of additional salary or wages).

COMPUTING DEVICES USAGE

(This is the Facilities Management Department's Computing Devices Usage Policy.)

1. Download of Program Applications - World Wide Web (WWW) Usage Policy:

Respect for the health of the computer network is vital to all of Facilities Management users. A virus may invade a network station or a stand-alone station through the simple process of downloading a program, application, or document to a computer or opening a suspicious e-mail. The vast array of information and software programs external to our computing environment offers a great temptation that could create a habit of downloading programs and games to individual workstations. This provision of the operating policy prohibits any downloading of programs to the Facilities Management Network or any individual employee work station.

It is a standing policy of the Facilities Management division that users of the Facilities Management Local Area Network (LAN) and individual work station users may not download or install any external programs without prior approval of Facilities Management IT staff. Violation of this provision of the Facilities Management policy is unacceptable.

2. Games on the Facilities Management network computing devices or employees' University-owned stand-alone workstations:

The efficient use of computer time and computer resources is necessary while working toward the achievement of the overall goals of the Facilities Management division of Western Michigan University.

It is a standing policy of the Facilities Management division that its employees may not use University computers or resources to play games. This includes using University resources to access games on other computer systems. Violation of this policy is unacceptable and is considered grounds for disciplinary action.

As an employee or student, you also are subject to and must comply with Western Michigan University's "WMUnet Acceptable Use Policy

WMUnet Acceptable Use Policy

Scope

This policy applies to everyone using network services of Western Michigan University, whether on campus, at regional sites, or through dial-up services.

Policy Statement(s)

- Network services and wiring may not be modified or extended beyond the area of their intended use. This applies to all network wiring, hardware, and jacks.
- The network may not be used to provide Internet access to anyone outside of the University community for any purpose. WMU-specific or commercially obtained network resources may not be retransmitted outside of the University community.
- The network is a shared resource. Thus, network use or applications which inhibit or interfere with the use of the network by others are not permitted. (For example, using an IP address not registered to you, or applications which use an unusually high portion of the bandwidth for extended periods of time, thus inhibiting the use of the network by others, are not permitted). The use of the network must comply with all University policies.
- Forgery or other misrepresentation of one's identity via electronic or any other form of communication is a violation. Prosecution under State and Federal laws may also apply.
- Only those computer accounts for which the resident has authorization may be used.

You are NOT allowed to use your connection to:

- Run a business or organization for profit or non-profit purposes.
- Monitor data on the network by means of any monitoring or "sniffing" software.
- Provide a pass-through site to other campus hosts, provide remote login (e.g. telnet access) on your computer for others than yourself.
- Set up a router to provide wireless connections.
- Connect hubs, switches, routers or wireless access points on the network.
- Provide information to others on the Network such as newsfeeds, Anonymous FTP sites, BBS, UUCP sites, web hosting, etc.
- Harass, libel, or slander anyone or fraudulent representations. Copy or transmit copyrighted material.
- Post or send obscene, pornographic, sexually explicit, or offensive material.
- Post or send material that tends to disrupt the educational environment of the University, interfere with the rights of others or their ability to use University information technology resources or access University programs or violates applicable state or federal law

Justification

The Office of Information Technology at Western Michigan University provides wired and wireless connection services in support of the educational mission of the University. It is the responsibility of each person utilizing these services to use them appropriately and in compliance with all University, City, County, State, and Federal laws and regulations.

Enforcement

The Office of Information Technology reserves the right to terminate any network connection without notice should it be determined that network traffic generated from said connection drastically inhibits or interferes with the use of the network by others.

Failure to comply with the above policy may result in termination of network services and loss of computing resource privileges. Also, any person found to violate this policy will be subject to appropriate disciplinary action as defined by current University policy.

Reference

Rules of Use of Computing Resources at Western Michigan University,
<https://wmich.edu/policies/computing-resources-acceptable-use>

DRIVER'S LICENSE

It is understood that Michigan Law requires individuals to possess a valid driver's license to operate a motor vehicle. There are many jobs in each FM Division that require employees (including temporary and student employees) to use a motor vehicle to perform their job functions. It is the responsibility of all FM employees to report to their supervisor if they lose their right to drive a motor vehicle. The notification will be in writing and submitted to the supervisor on the employee's first working day following the change in the validity of the license.

If there is a change in the status of an employee's ability to operate a University vehicle due to physical limitations safely, this must be reported in writing to the supervisor on the first working day following a change. Any such limitations will be reviewed concerning the impact on the essential functions of the job.

Reasonable accommodations will be made when possible.

DRUG-FREE WORKPLACE

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 prohibition 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.

<https://wmich.edu/hr/handbook-conduct>

FACILITY AND EQUIPMENT USAGE

To secure and protect buildings, personnel, and property of Western Michigan University, Facilities Management employees are not to be in or use any University facilities except at approved times and during the employee's assigned working hours. Those present at other times must have that presence authorized by the appropriate supervisor or manager.

Facilities Management employees may not use University tools, equipment, facilities, or time to accomplish personal projects.

HEALTH AND WELLNESS

The University is proud of the fact that it has been one of the leaders in establishing employee wellness programs, activities, and benefits to promote better health for all employees. Running tracks, swimming pools, exercise equipment, and aerobic exercise classes are just a few of the health and wellness opportunities offered to employees through the Zest for Life Program, West Hills Athletic Club, Student Recreation Center (SAC), and the Office of Health Promotion and Education (Sindecuse Health Center).

Spouse and guest policies and fees vary for all programs and facilities; contact the appropriate service/facility for more information.

Counseling services

[Counseling Services](#) offers short-term individual, couples, and group counseling for a diverse student population.

Counselors help students identify challenges and make changes to manage the emotional and social difficulties that might complicate college life:

- Adjusting to college life
- Body image or eating disorders
- Feeling down or depressed
- Grief or loss
- Relationship or family conflicts
- Sexual identity questions
- Social and peer pressure
- Stress and anxiety
- Trauma and post-traumatic stress

Office of Health Promotion and education

The [Office of Health Promotion and Education](#) creates a culture of wellbeing and social justice to enhance the success of all members of the campus community. A team of health professionals and nationally-certified peer educators lead prevention and early intervention strategies that include:

- Peer education
- Alcohol and other drugs risk reduction
- Sexual health education
- Sexual assault prevention and support
- Bystander intervention
- Wellness workshops
- Stress management and light box therapy

SINDECUSE HEALTH CENTER

The [Sindecuse Health Center](#) is dedicated to providing a variety of high-quality professional health services to the Western Michigan University community. Acting as a resource for health promotion and education services, the professional and compassionate health care staff offer a full range of services that include:

- Clinic and nursing services
- Full-service pharmacy
- Lab and radiology
- Sports medicine and physical therapy

STUDENT RECREATION CENTER

The [Student Recreation Center](#) offers quality facilities and fitness programs for students and staff. The University Recreation office promotes healthy lifestyle choices, team building, leadership skills, and opportunities for positive social interaction. Options include:

- [Club Sports](#)
- [Fitness programs](#)
- [Intramural sports](#)
- [Open recreation](#)

HEALTH CENTER VISITS

1. Any **work-related injury** is reported through the A/I 311 and WC 210 forms. These can be found on the WMU webpage: <https://wmich.edu/ehs>. From there, Sindecuse and the timekeepers/management staff may be responsible for monitoring any injury and time needed off of work due to the injury.
2. Before going to Sindecuse Health Center, you and your supervisor must discuss and complete BOTH of these forms if you wish to be seen at Sindecuse for a work-related injury. **The WC 210 must be taken with you to Sindecuse at the time you are seen**, and the A/I 311 form must be filled out online by your supervisor.
3. If there is a severe injury of an emergency nature, you should contact your supervisor by radio so that s/he can meet you at Sindecuse and complete these forms there.
4. If you have been injured while working but **do not** wish to be seen at the Health Center, you and your supervisor still must fill out the A/I 311 form so they can document the injury.
5. If you wish to be seen as a private patient at Sindecuse Health Center for a **non-work-related** issue, you are welcome to do so **on your own time**. **It is not appropriate to stop by Sindecuse Health Center to make appointments, pick up prescriptions, etc., for non-work-related treatment during work hours.**

HOLIDAYS/WINTER CLOSURE

The University pays employees for eight (8) days away from work for holiday observance. The actual dates are specified and published by Human Resources each year and distributed to all departments for posting. The holiday schedule can also be found on the HR Web site. Holiday pay is received for:

- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- One (1) day at Christmas
- One (1) day at the New Year
- Martin Luther King, Jr. Day
- Memorial Day

Employees may use annual leave to celebrate religious holidays on days the University operates under regular business hours (see "Annual Leave").

Winter Closure

The period between Christmas and New Year's is designated as Winter Closure. Employees receive regular pay for designated closure days should their department be closed, and they not be required to work.

Some University departments, including those designated "essential services," must remain open during Winter Closure due to the nature of their services. Employees in these departments who are required to work on closure days will receive regular pay and will be provided paid time off at a later date, as arranged by their supervisor. Your supervisor can tell you if your department remains open or is closed during Winter Closure.

HUMAN RESOURCES

Human Resources mission and guiding principles

We contribute to the University community's success by building partnerships to maximize the development and allocation of both human and fiscal resources.

As Human Resources we provide:

- exemplary HR services, processes, and outcomes
- expert advice and counsel
- accurate information for decision-making
- proactive leadership on University initiatives

We endeavor to be inclusive, equitable, and responsive.

Human Resources services include the following:

- Benefits
- Compensation
- Employee Relations
- Employment
- HR Information Processing
- HR Information Systems
- Labor Relations
- Performance Management
- Retirement

How to contact Human Resources

By phone

(269) 387-3620

By fax

(269) 387-3441

In-person

Our office is located in the Seibert Administration Building, Room 1300. We are open from 8 a.m. to 5 p.m., Monday through Friday.

By mail:

Western Michigan University Human
Resources
1903 West Michigan Avenue
Kalamazoo, MI 49008-5217

INJURIES (WORK-RELATED)

Work injuries must be addressed with the appropriate documentation and procedures. As instructed by your supervisor, immediately report to the Sindecuse Health Center for evaluation. If the injury or accident occurs when the Sindecuse Health Center is closed, you may seek medical attention at another health care facility. You and your supervisor will complete both the "Accident/Injury Report Form (Form 311)" and the "Medical Treatment for On- The-Job Injury Form (Form WC-21O)". The WC-21O must be taken with you at the time you are seen, and the 311 will be sent to Environmental Safety and Emergency Management by your supervisor.

You can locate all forms at: <https://wmich.edu/ehs>

If there is a severe injury of an emergency nature, call 911.

If you have been injured while working but do not wish to be seen at Sindecuse Health Center, you and your supervisor still must fill out the 311 form and forward it to Environmental Safety and Emergency Management so they can document the injury.

*If you want to be seen as a private patient at Sindecuse for a non-work-related issue, you are welcome to do so on your own time. It is not appropriate to make appointments, pick up prescriptions, etc. for non-work-related treatment while you are on the time clock.

KEYS

Key Requests

FM employees can be issued keys as follows:

1. When a key is issued to an individual, the key will be signed for by the employee, and the record will be kept on file. Supervisors should maintain and update regularly a shop key inventory.
2. When an employee is assigned to a specific shop, appropriate keys for the classification will be issued to the employee. This would include specialty keys, along with the shop, vehicle, and other keys as required.
3. If an employee has a need for any key other than those typically issued to that classification, they must request it from their immediate supervisor. The supervisor will then determine if the need is warranted.

Key Security

All employees issued University keys are expected to maintain reasonable possession of them. **Under no circumstances shall an employee loan any assigned keys.**

Loss of Keys

The loss of any University key shall be documented as follows:

1. Immediately notify your immediate supervisor. If he/she is unavailable, contact a manager.
2. Report the loss of keys to the WMU Department of Public Safety at 269-488-8911.
3. Make a diligent search of your work area to locate the keys.
4. Failure to return keys by the end of the shift or lost keys may result in disciplinary action.

LOST AND FOUND

Any item(s) found by employees will be immediately reported to and turned in to the supervisor on duty. The supervisor will immediately take them to the Western Michigan University Department of Public Safety and turn the item(s) in to "lost and found."

If your supervisor is absent, you should contact the supervisor/manager covering for that person.

WMU Department of Public Safety: 269-488-8911

NON-DISCRIMINATION

Western Michigan University prohibits discrimination or harassment which violates the law or which constitutes an inappropriate or unprofessional limitation of employment opportunity, University facility access, or participation in University activities, on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, protected disability, veteran status, height, weight, or marital status.

PERFORMANCE MANAGEMENT

Your annual performance management plan will include target objectives and competencies for the assessment period. These target objectives and competencies serve as criteria for your annual performance appraisal and also help you develop a plan for your on-going success, growth, and development. You and your supervisor will meet to discuss your performance and make written appraisals on the form at mid-year and year-end.

Each fiscal year, Staff Compensation System employees work with their supervisors to determine personal job objectives and targeted competencies. This interactive process continues throughout the year and includes periodic feedback sessions and a written year-end review.

Timeline for Performance Management Process	
June - August	Determine objectives and competencies; complete form.
Throughout Year	Supervisor provides employee with informal feedback and direction.
May 1 -15	Supervisor conducts year-end review with employee. Employee notes comments and supervisor notes comments and ratings on form.

PROFESSIONAL DRESS

Facilities Management staff members are expected to wear clothing that reflects a positive, professional business attire. This policy defines what is considered acceptable for professional dress.

Staff members are expected to abide by this policy during the business hours associated with the particular shift they work. Additionally, those who participate in after-hour activities that have a direct or indirect connection to the University are expected to dress in a manner that promotes a positive image of WMU.

To develop a professional image, please know the following examples are considered unacceptable. Some exceptions would be specific to particular positions. All questions relating to exemptions should be referred to your manager or director.

- Examples of unacceptable attire:
 - Pants: Blue jeans, sweatpants, shorts, exercise pants, overalls, spandex or other form-fitting items
 - Skirts and Dresses: Short and tight skirts/dresses, skorts, strapless dresses
 - Shirts and Tops: Tank/midriff/halter tops, bare shoulders or open-back tops, t-shirts
 - Footwear: flip-flops

The University recognizes the importance of individually held religious beliefs to persons within its workforce. Western Michigan University will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of safety issues for staff members. Those requesting a workplace attire accommodation based on religious beliefs should be referred to the human resources department.

The University has designated the first Friday of each month as *Spirit Day*. On *Spirit Day*, employees are allowed to wear a top that promotes WMU but does not fall into the categories deemed unacceptable. Non-Western apparel is prohibited. This includes political, sports, and any other clothing that could be interpreted as inappropriate.

Directors/supervisors are responsible for ensuring the professional dress policy is followed.

PROFESSIONAL DEVELOPMENT

As a Facilities Management staff member, you are expected to be active in on-going professional development. Professional development is a broad category. Each staff member should focus on their area of expertise, but should not discount other areas which may have an indirect relation to specific job responsibilities. For example, you may not have a direct connection to collective bargaining issues, but you are expected to stay abreast of current and updated information to understand how it affects your daily work.

Additionally, all staff members are encouraged to participate in a meaningful way in any practical development opportunity, whether it be networking, attending conferences, reading current industry literature, or subscribing to e-mail discussion groups. All questions as to the viability of a specific development opportunity should be referred to your immediate supervisor.

Finally, the WMU Department of Human Resources also offers many different professional development opportunities, including free online computer training. Please refer to the HR site for more information:

<https://wmich.edu/hr/resources>

PURCHASING/PROCUREMENT CARD USE

1. If you have been assigned a University purchasing (procurement) card, you are responsible for knowing and observing the University policies and procedures, which can be accessed at:

<https://wmich.edu/payroll/accounts-payable/procard>

(Please note prohibited purchases.)

2. To maintain controls and protect against inappropriate usage of purchases with the procurement card, please observe the following procedures for documenting all purchases:
 - a. Enter the purchase on a Purchasing Log and sign any supporting documentation at the time of the purchase.
 - b. In the Comment section of the Purchasing Log, please provide the available identifying information:
 - i. work order number
 - ii. project number
 - iii. fund and cost center to be billed
 - iv. AD number
 - c. Give your supervisor the Purchasing Log with any supporting documentation, either daily or weekly, as designated by the supervisor.
 - d. Your shop supervisor must approve and sign (or initial) all supporting documentation and the Purchasing Log and forward it to the Facilities Management Business Office.

Stockroom Purchases

When purchasing items from Maintenance Stores (the stockroom), only a work order number or AD number can be used to make the purchases. As of March 1, 2011, Maintenance Stores no longer accepts Fund/Cost Center numbers.

RADIO (TWO-WAY) USAGE

The following procedures will be followed when using the radios:

1. Radios are the property of Western Michigan University and treated as a provided work tool. Employees are expected to care for them and are responsible for loss or damage.
2. All FM employees assigned radios are expected to have their assigned radio with them at all times while on duty and answer the radio when called. Radios need to be turned "on" and the appropriate channel selected.
3. Radios are to be used for direct, short, and to-the-point communications related to work and safety only. Messages that can be delayed and made by personal contact or phone should be communicated in that fashion.
4. Review in your mind what message you are going to transmit before keying your radio. Be as brief and direct as possible in your message.
5. Listen a few moments before keying your radio to make sure that you are not interrupting some other transmission already in progress.
6. When finished with your transmission, be sure to "clear" the channel for someone else to use. Only the originator of the transmission needs to "clear" the channel.

A typical scenario would be:

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: "416 clear, Thank You."

7. Talk Group Channels
Each Division has a separate talk group channel.
Any Division can contact the other Divisions by selection the appropriate channel
8. When leaving campus to go to a vendor, contact Base 2 on Maintenance Channel 1. Provide your destination before you leave and contact Base 2 on Maintenance Channel 1 when you return.
9. When switching from one talk group to another, report as if you are leaving the campus. The appropriate central dispatch will be called and notified on the home channel of the department where you work. Likewise, you will report back on the home channel when finished using alternate talk groups (channels).

10. When an employee needs to talk to any employee in another talk group, the radio communication shall be coordinated through each of the appropriate supervisors, unless prior arrangements are made.
11. The main theme of radio usage is to be businesslike, brief, and concise in your transmissions. Be thoughtful of others; be sure to "clear" the channel when you have terminated your transmission.
12. Unnecessary "chit-chat", catcalls, animal noises, and similar unauthorized transmissions cause frustrations to ALL radio users and will not be tolerated. Transmissions should be limited to convey important information or emergency messages that may involve life and safety.

*Maintenance Services, Landscape Services and the Projects and Construction Division employees are expected to have radios at all times while on duty

**BCSS radio communication should be communicated through each appropriate supervisor

RECYCLING/ SURPLUS COMMODITIES



The full WMU Recycling policy can be found at:

<https://wmich.edu/facilities/custodial/recycling>

Following County-wide changes, Western Michigan University has moved to Single Stream Recycling! Collection in buildings will remain the same for the time being, although campus dumpsters will be streamlined. Please read the signs at the recycle bins to ensure recycling and trash end up in the correct bins.

WMU accepts recycling generated on campus. Off-campus recycling, even if generated by current WMU students and employees, should be managed by the [City of Kalamazoo](#) or the area that you live in.

All recyclable materials must be disposed of on campus.

Employees who obtain recyclable materials by the direct result of a task associated with their trade and in conjunction with an assigned task are reminded that there is a central recycling dumpster located at the Campus Services Building. If there are questions as to whether or not surplus materials

should go in this dumpster, the employees will consult with their immediate supervisor before proceeding, as defined above.

In no case are employees allowed to leave campus with recyclable materials.

Employees who regularly have small items to be recycled from their jobs (for example, valves from plumbing jobs) may carry a five-gallon bucket in their work vehicle to hold these small items throughout the day. When the buckets are full, employees should put them in the recycling dumpster at the Campus Services building.

Violation of this policy may result in disciplinary action.

SAFEGUARDING UNIVERSITY INFORMATION AND PROPERTY

In the course of their work, staff members have access to information about WMU operations. Western Michigan University is a public university and, as such, welcomes public accountability. However, some information is legally, medically, or personally privileged and confidential. Discretion and the maintenance of confidentiality are expected of all employees.

Western employees are asked to be careful to turn out lights and lock doors and windows. Equipment breakdowns should be reported to your supervisor. Employees are not to remove equipment, office supplies, or other University property from campus without proper authorization. All lost, stolen, or missing items should be reported to the Department of Public Safety.

SCAVENGING/SALVAGING

As part of the Sustainability Program, Facilities Management is implementing a new policy that will benefit the entire campus community. All returnable bottles and cans will be deposited in one central location in the parking area of the Office for Sustainability. The area will be expanded at a future date as the need arises. It is accessible 24/7, 365 days for deposits. All returnable bottles and cans found on campus are the property of WMU. All previous policies pertaining to bottles and cans are null and void. We anticipate cooperation from all employees with this new important practice. Each Division may have a specific procedure regarding collection. Each Director will distribute this information to all employees.

Western Michigan University does not allow employees to rummage through trash, salvage items from dumpsters, or put aside/save discarded objects, whether on or off the clock. This does not present a positive image for University employees.

Violation of this policy may result in disciplinary action.

SOCIAL SECURITY NUMBERS

Introduction to Social Security Number Privacy Act

The Michigan Social Security Number Privacy Act (MCL §445.81 et seq.) requires that universities institute a policy that protects the privacy of Social Security numbers. Western Michigan University recognizes the importance and sensitivity of an individual's private and personal information, including an individual's Social Security number. The University, in its capacity as an employer and an educational institution, collects a variety of personal and private information, including Social Security numbers. The University strives to ensure the proper handling of all private, personal information, including compliance with all legal requirements regarding such information.

Western Michigan University policy

It is the policy of Western Michigan University to ensure to the greatest extent practicable the confidentiality of Social Security numbers. Social Security numbers are private, personal information that should be utilized only in accordance with University policy on Social Security numbers.

This policy does not alter existing policies regarding the use of Social Security numbers that are more restrictive than this policy. The internal use of Social Security numbers for legitimate university business is not prohibited by this policy. Such internal use must be in compliance with other university policies.

Documents that are no longer needed that contain Social Security numbers must be shredded. Under no circumstances should any document with all or any portion of a Social Security number be disposed of without first being shredded.

Please review the full social security number policy at: <https://wmich.edu/hr/manual-socialsecurity>

SMOKING

Western Michigan University's Tobacco-Free Policy

<https://wmich.edu/tobaccofree>

Recognizing the health, safety, and comfort benefits of smoke-free air and tobacco-free spaces, WMU will be a tobacco-free campus on **September 1, 2014**.

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. 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.

Tobacco cessation

Tobacco cessation programs for faculty, staff, and students are being made available by the University. Please contact the Sindecuse Health Center, Unified Clinics or Human Resources for information regarding tobacco cessation programs sponsored by the University.

Respect and responsibility

The success of this policy relies on the thoughtfulness, consideration, and cooperation of each individual. All members of the university community share the responsibility of adhering to and enforcing the policy and have the responsibility for bringing it to the attention of visitors. Any complaints should be brought to the attention of the appropriate university authority. Violation of this policy will be addressed through existing employee and student disciplinary processes. If conflicts or problems should arise, environmental, safety, and health considerations will prevail.

(Approved by the WMU Board of Trustees Dec. 5, 2013)

SUB-CONTRACTING

Per article 19.§1 of the Collective Bargaining Agreement, The Employer shall have the right to subcontract the work which, in its judgment, it does not have the manpower, proper equipment, capacity, or ability to perform or cannot perform on a proven economical basis.

The full language can be found at: <https://wmich.edu/hr/policies/staffcollectivebargaining>

Subcontract Notification instructions

In TMA, enter a new work order with all of the normal details. If you already have a work order on this issue, it is a good idea to copy it to begin the new work order.

Under the UDF tab fill out these fields:

1. Subcontract type of work (choose one of these):
 - a. Carpenter
 - b. Carpet tile
 - c. Electrician
 - d. Pipefitter
 - e. Mechanic
 - f. Plumber
 - g. Environmental Controls
 - h. Painter/Glazer
 - i. Other
2. Subcontractor: type in the name of the subcontractor
3. Scope of work: type a narrative on what needs to be done. Be very descriptive, but do not use names. It is ok to say "The shop 6 plumber...."
4. Subcontract rational (choose one of these):
 - a. Labor unavailable (call in situation) (not used anymore, since we mandate now)
 - b. Proper equipment
 - c. Capacity (volume of work)
 - d. Nature of work (the type of job, not trained on)

Then change the status to subcontractor. This is on the first tab "identity."

Click the "Save" button.

You must wait for Ron Robyn's ok to proceed. There is a three day wait, for AFSME response.

Emergency situations:

1. Fill out the notification, as outlined above.
2. Email Ron Robyn indicating it is an emergency.
3. The three day wait period is waived.

TIME CARDS/SWIPE CARDS

The WMU Bronco Card® is your photo identification card at Western Michigan University as well as used:

- [As your Library Card](#)
- [For Dining Services](#) access
- As a declining debit card for:
 - [Dining Dollars](#)
 - [LaundryBUCKs](#)
- For access to the [Student Recreation Center](#)
- At the Computer Centers
- As a security access card to some on-campus buildings
- For sports event entry (select events/students only)
- To ride [Metro](#) around the Kalamazoo area for free by showing your Bronco ID to the driver when boarding. For more information, call (269) 337-8222 or visit kmetro.com. This includes the [Bronco Transit bus system](#).
- WMU Bronco Cards will be used on the Kronos Time Clocks around campus to punch in and out for your shift.

The Bronco Card® has the size, look, and feel of a credit card. The front of your card is your picture; on the back of the card is your student number and a magnetic strip that links to various University systems, depending on what you have signed up for or need to access.

[Click here to view the full Bronco Card® ID policy.](#)

TIMESHEETS/OVERTIME

Non-exempt (hourly paid) employees record their work hours either on a time report or by using a time clock. Your supervisor will tell you which method is used in your department. If a paper time report is used:

- All hours worked, including those in excess of forty (40) in one week, must be reported.
- The time report should be completed daily.
- Every absence must be explained.
- The report is to be signed by the employee and turned in for the supervisor's signature; your department will tell you when they are due.

Time reports are part of each department's records and must match the biweekly time reported in Kronos. Detailed instructions for filling out the time report are on the reverse side of the report form. Non-exempt employees are eligible for overtime pay (see "Overtime Pay").

A downloadable time report can be found here:

<https://wmich.edu/sites/default/files/attachments/u1169/2020/WMU%20Time%20Report%20-%20Revised%2002252020.pdf>

Exempt (salaried) employees must record and certify their hours worked. Your department will instruct you on its policy for reporting time. All absences and use of leave must be logged in this report. Detailed instructions for filling out this report are available from the Payroll Department. Overtime pay is not paid to salaried employees.

Overtime pay is required whenever a **non-exempt (hourly paid)** employee works more than forty (40) hours in one week. Overtime pay is paid at one-and- one-half (1-1/2) times the employee's regular hourly rate for the amount of time worked over forty hours in one week.

Exempt (salaried) employees are not eligible for overtime pay.

TUITION DISCOUNT

Western Michigan University encourages you and members of your family to pursue a formal education. Western offers a discount program for benefits-eligible employees and a remission program for the spouse and dependent children of employees with full-time benefits eligibility. Tuition remission is also available to individuals designated by the employee under the Designated Eligible Individual program. The discount and remission programs are outlined below. Contact [Human Resources](#) for more information.

Discount for non-bargaining employees

- Discount is 100 percent of tuition and required fees (records initiation fee, enrollment fee, student assessment fee and EUP technology fee) for courses offered and taken for academic credit at WMU.
- Discount is available to full- and part-time benefits-eligible employees (see [Employment, Employee Handbook Section 3](#)).
- Discount applies to undergraduate and graduate courses.
- To receive discount, employees must be on **active** or **paid leave of absence** employment status by the final day of registration.
- Discount is automatically reflected on the employee's student billing.
- Discount does not apply to courses taken as an "audit," nor miscellaneous fees.
- Any WMU or external award that is limited to paying tuition and required fees will be applied to the employee's account prior to use of discount funds. Following application of other awards, discount will cover only up to the remaining tuition and required fees, if any.
- Discount for **non-job-related graduate courses** may create tax liability for the employee.
- Discount applies to credit hours according to the following schedule (credit hours eligible for 100 percent discount):
 - Full-time staff
 - Fall semester - 8 credit hours
 - Spring semester - 8 credit hours
 - Summer I session - 4 credit hours
 - Summer II session - 4 credit hours
 - Part-time staff
 - Fall semester - 4 credit hours
 - Spring semester - 4 credit hours
 - Summer I session - 2 credit hours
 - Summer II session - 2 credit hours

Note: For benefits eligibility purposes, an FTE of .69 or greater is considered full-time. An FTE of at least .50, but less than .69, is considered part-time benefits eligible. Remission for spouses, dependent children and designated eligible individuals

Remission for spouses, dependent children and designated eligible individuals

- Remission is 75 percent of tuition and required fees (records initiation fee, enrollment fee, student assessment fee, and EUP technology fee) for courses offered and taken for academic credit at WMU.
- Remission is available to the current spouse and dependent children of employees with **full-time** benefits eligibility. It is also available to individuals designated by an employee under the Designated Eligible Individual program. Note: For benefits eligibility purposes, an FTE of .69 or greater is considered full time (see [Employment, Employee Handbook Section 3](#)).
- A dependent is a person who qualifies as a dependent for federal income tax purposes and is so reported for the period for which tuition remission is granted.
- The student must meet all University admission requirements and maintain satisfactory academic progress. Eligibility will not exceed 183 credit hours. View [Undergraduate Eligibility](#) or contact [Financial Aid](#) at (269) 387-6000, for more information.
- Employees must establish eligibility annually by submitting an application for remission to Human Resources. An employee must also complete the Designated Eligible Individual enrollment form, if applicable. These forms are available at [Forms: Benefit Enrollment and Changes](#).
- Remission appears on the student's billing.
- Remission does not apply to tuition for graduate or audited courses, nor to miscellaneous fees.
- Any WMU or external award that is limited to paying tuition and required fees will be applied to the student's account prior to use of remission funds. Following application of other awards, remission will cover only up to the remaining tuition and required fees subject to the benefit, if any.

Please note:

- Employees eligible for both tuition discount and tuition remission (e.g., by virtue of a spouse who is also employed by the University) may elect one or the other but may not receive both discount and remission in the same semester or session.
- See [Reduction in Force: Benefits, Policies and Procedures Manual Section 11](#) for tuition discount and remission provisions for employees who receive a layoff notice.

UNIVERSITY CLOSURE

PURPOSE: To maintain minimal, but essential, services to our customers within the Campus community during closure periods not related to inclement weather (i.e., tornado, flood, etc.). Attention will be focused on residence halls, campus apartments, dining services, and buildings open for essential services.

The following process will occur when the University announces the University will be closed due to inclement weather:

1. The appropriate University office contacts the Director
2. The Director will notify Maintenance Management and Staff via Microsoft Teams of the Closure.
3. The current On-Call Supervisor will staff the Service Center and contact all trades that are needed to report during the closure.
4. Service Center staff will attempt to report to work if possible.

The manager will be responsible for:

Determine the needs of the University and call in each of the following trades for first shift duties as needed, based on the trade classification seniority. The list below is an example of the trades that could be called in. It is the discretion of the Supervisor on the number and types of trades needed.

Carpenter
Electrician
Plumber
Pipefitter (for heat calls)
Maintenance Mechanic
Environmental Controls Person

The on-call supervisor will supervise the tradespersons during first shift hours.

All 2nd shift employees will be requested to report for normal shift hours. For 3rd shift, only 1 Carpenter and 1 Painter will report.

Reduction, Suspension, or Closure of University Operations

University operations may be reduced, suspended or closed due to weather conditions, facility damage or other emergency conditions that prevent normal operations.

The decision to reduce, suspend, or close all or part of the University for reasons of weather, building conditions, disruptive actions or health risks will be made by the president or his/her designee. The Office of the Vice President for Business and Finance and Human Resources will handle details and questions regarding this policy.

In cases of complete or near complete closure or shutdown, the University's website—www.wmich.edu—and local news media will be used under normal circumstances for notification purposes. The first notice will be posted on the WMU home page, and the University will make every reasonable attempt to notify local news media by 6 a.m. in such instances. The emergency and information number for the University is (269) 387-1001. Employees may call that number to find out the status of the university. If only selective operations are involved, or if the situation develops after the beginning of the 8 a.m. workday, each affected department will be notified. The lack of specific notification to the contrary should be interpreted to mean that normal operations are to be maintained.

It is recognized that certain conditions may cause problems for some employees in arriving to or leaving the University. In such circumstances, this policy should be observed as outlined. Specific cases and varying conditions or circumstances may require special action or decisions. However, some basic policy statements regarding suspension, reduction, or closure decisions are presented herein. This policy will be instituted in the following manner:

Employee and operational designation definitions

1. **Essential services:** Those offices/departments which must maintain staff on duty regardless of the conditions.
 - Public safety—as designated by the director of public safety.
 - Power Plant
2. **Conditional essential services:** Those offices/departments which may be required to maintain staff during certain conditions. These authorizations are at the direction of the president, provost or vice president for the designated area(s).
 - Maintenance Services—as designated by the Facilities Management director
 - Building Custodial—as designated by type of emergency/condition as listed by buildings on a roster maintained by the Facilities Management director.
 - Landscape Services—as designated by the emergency/condition per the instructions from the Landscape Services director or supervisor, or as authorized by the Facilities Management director.
 - Dining Services—as designated by the emergency/condition per list of Dining Service units maintained by and designated by the Dining Services director or managers as authorized by the director of Dining Services.

- Office of Information Technology—as designated by the chief information officer.
 - Any other department or unit designated via the president or his/her designee.
3. **Critical services:** Those services that must be maintained during a prolonged closure for an emergency situation such as a pandemic, terrorist attack or massive tornado damage to the University. These critical services are required to preserve either human or animal lives, maintain the physical infrastructure, or continue essential business services until the emergency has been mitigated. They will be determined by vice presidential approval of a department's completed business continuity survey.
 4. **Non-essential services (during emergency type conditions):** All classes and other University operations and events unless designated and announced via the president or his/her designee.
 5. **General closure:** All classes, activities and events canceled and all offices closed. Conditional essential services staff report as designated.
 6. **Specific closure:** Specific classes, activities and events canceled and offices closed as announced. Conditional essential services staff report as designated.

Notification of type of closure and duration

1. **Closure:** Begins at the time of the president's (or her/his designee's) announcement and ends when announced or at the start of the next day. All employee work schedules within the period of the closure, would qualify for the holiday period pay designation. Closure will be announced via local news media, the University website, University access telephone and vice presidential "phone trees" down through the departmental level.
2. Classes, operations and events will be canceled and offices closed at the time of the official notification.
3. Students, faculty, staff and visitors will be advised as to any needed precautions prior to being dismissed or sent home.

Staff needed for closure

1. Essential and conditional essential staff should report on their scheduled shifts/work schedules.
2. All employees deemed as essential services will be required to remain at work. All employees deemed as conditional essential services will be informed of the need for their services as required by the type of emergency condition.

Pay status for reduced/suspended operation of the University

1. Employees required to work per "Staff need for closure" above, will be placed on a "holiday pay" status from the time of the declared emergency until the end of their shift/workday or until such time as the emergency period ends, then such pay status is curtailed.
2. Prior to official closure/reduction/suspension of operations, employees unable to report for work may utilize annual leave for any period prior to the official time of the announced closure/reduction/suspension of operations.

3. Employees forced to remain off work due to the prolonged closure of the University will be informed of their pay status and or options as soon as the closure situation is evaluated.
4. Any employee who, prior to the announcement of closure, who has reported in as "sick," was scheduled to be on annual leave, or who decides to leave work early or to not come to work due to weather or other emergency related reasons will be paid as though there were no closure and thus will be charged for sick leave, annual leave, or leave without pay for the period not worked.

VEHICLE ACCIDENTS

If an employee is involved in an accident or damage to a University vehicle, the following procedure must be adhered to

- Report all accidents or damages immediately to 911
- Notify supervisor immediately by radio or phone call. Stay on the accident site and do not move vehicles or modify the scene until DPS, police, or emergency responders arrives, assesses the situation, and releases the individuals involved. If the accident occurs on private property, such as a parking lot, and the police decline to take a report, obtain the following information from any individuals involved:
 - Name and address of vehicle owner
 - Vehicle year/make/model/license plate number and state
 - Extent of damages to the other vehicle
 - Name and address of insurance company
 - Name and address of driver (if different from vehicle owner)
 - Driver's operator license number and state where issued (if applicable)
- Provide insurance and vehicle information as requested, but do not make any statements regarding your or the University's responsibility or liability.
- Respond to any personal injury concerns.
- Be prepared to assist staff in accident clean-up or equipment removal as directed by supervisor.
- Report the accident to the Transportation Services office as soon as possible. Transportation Services acts as the agent for the insurance company providing coverage for the University. A prompt report will aid the University liability exposure. Either come into the office or call 387-8510 to report.

An accident investigatory meeting may be scheduled to gather facts concerning the incident regardless of the severity or circumstances of the accident.

VEHICLE USAGE/MILEAGE/PARKING

Employees may obtain a WMU permit to park in faculty/staff parking lots, which are designated as "R" lots. Employees may select either a window sticker permit or a hanging tag permit. Employees also may obtain a permit for a second vehicle.

Bring your WMU Bronco ID, driver's license, and a current vehicle registration certificate to Parking Services to obtain your first permit.

Permits are renewed each year and may be renewed in person, by mail, or online. You will receive a notice and instructions when it is time to renew your permit.

1. Facilities Management vehicles may **NOT** drive on grass or sidewalks **at any time unless authorized.**
2. Employees are responsible for parking violations issued by DPS.
3. Facilities Management vehicles **CAN** park in the following locations:
 - Parking spots designated with signs for Facilities Management use
 - Meters
 - Lots designated as R, **W, A**, B, C, D, E, F, G, K, L
4. Facilities Management vehicles **CANNOT** park in the following locations:
 - Archer Drive (in front of the Bernhard Center)
 - Lawn or grass anywhere on campus
 - Sidewalks
 - Handicap parking
 - Trustees parking
 - Spots designated for University administrators (vice presidents, deans, directors, etc.)
 - Any location designated Tow-Away Zone
 - Designated Goldsworth Apartment parking spaces
 - Lot 30 (parking lot adjacent to the Seibert Administration Building)
 - Lot 66 (parking lot between Siedschlag and Siebert Administration Building)
 - In front of, adjacent to, loading docks and loading bays, unless there to specifically load/offload material and supplies where the use of the dock/bay is essential to loading/offloading.
5. Facilities Management vehicles must observe all posted speed limits and traffic laws.
6. Do not leave the Facilities Management vehicle running for extended periods of

time when not driving (for example, do not leave the vehicle running during breaks and lunch. Do not leave running on cold mornings to warm the interior, etc.)

7. At the end of each shift, all Facilities Management vehicles must be parked in the designated area for each shop.

As a Facilities Management staff member, if you use your personal vehicle for business purposes, you may receive a mileage reimbursement - please see your immediate supervisor for details.

Handbook Acknowledgement

I _____ have received a copy of the FM Employee Handbook dated _____, 20___. I am responsible for understanding and complying with the policies and procedures contained in the Handbook.

Employee Signature

Supervisor Signature

Date

Date