

Employee HANDBOOK

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN





CONTENTS

Welcome to Facilities & Services.....2

Introduction to Facilities & Services—

 Mission, Vision, and Values.....3

 Strategic Goals 3-4

Employee Relations Information 5-6

Safety—General Safety Rules..... 6-9

Workplace Behavior—Employee Conduct..... 9-11

Electronic Communication Devices..... 11-12

Pay Periods & Leave 12-13

Dress Guidelines.....13

Exit Interviews.....13

Resources..... 14-16



WELCOME

As you begin your employment with Facilities & Services, I would like to welcome you to our organization and invite you to read and become familiar with the contents of this employee handbook. You will be faced with choices, options, alternatives, and judgment calls as you provide valuable services to our customers. The purpose of this handbook is to help you focus on our mission and vision as you make these important decisions every day.

While this handbook should give you answers to most of the general questions you might have about the guidelines and procedures of Facilities & Services, it cannot cover every situation that might arise. If you have questions about these guidelines or need further information about any subject, please consult your supervisor or the Employee Relations & Human Resources group.



John G. Dempsey
Executive Director, Facilities and Services





*I*ntroduction to Facilities and Services

Mission

Provide facilities and services to support the preeminent academic enterprise at Illinois

Vision

Responsive, reliable, easy to work with

Values

Respect: Demonstrating the highest degree of commitment to act with dignity and regard for individual worth

Integrity: Exhibiting honesty with others and with oneself, and doing what is right at all times in all circumstances

Safety: Minimizing risk of injury or loss to employees and the campus community

Trust: An intentional choice to believe the best of others

Teamwork: Working together to achieve common goals

Strategic Goals 2006 – 2011

Goal 1: Repair, Reprogram, and Maintain Campus Facilities at a Level Consistent with a World-class Academic Enterprise

Initiative 1: Execute Jumpstart Borrowing Projects

Initiative 2: Restore Building and Grounds Operating Funding

Initiative 3: Programmatic Renewal and Renovation

Initiative 4: Execute Capital Projects Funded Through UA Reserves

Initiative 5: Execute Capital Projects Funded Through the State Capital Budget

Initiative 6: Reduce Deferred Maintenance Backlog

Goal 2: Enhance the Campus Environment

Initiative 1: Provide Incentives for Energy Conservation

Initiative 2: Operational and Physical Safety Improvements

Initiative 3: Construction/renovation of facilities at a LEED certified level

Initiative 4: Expand Childcare Options

Initiative 5: Transform the Campus Built Environment (Create Sustainable Campus)

Goal 3: Increase Diversity

Initiative 1: Increase the diversity of F&S workforce to 20% through expanded recruitment and pre-apprenticeship preparation program

Initiative 2: Increase number of qualified MAFBE Contractors through training, mentoring, business support and partnering with the local community

Initiative 3: Partner with local schools to create relationships that provide early exposure to career and life options for underrepresented groups



Goal 4: Transform Service Delivery

Initiative 1: Refine F&S Governance

Initiative 2: Develop Service Cost Model

Initiative 3: Design Performance Metrics

Initiative 4: Benchmark Services

Initiative 5: Implement Service Level Agreements

Initiative 6: Institutionalize Continuous Improvement (Change the Culture)

Initiative 7: Implement a Program Management and Communications Office

Goal 5: Improve Use of Capital Resources

Initiative 1: Improve Campus Space Use and Efficiency

Initiative 2: Establish a Space Inventory Web Site

Initiative 3: Improve Classroom Utilization

Initiative 4: Develop Long Range Facilities Plans for Colleges

Initiative 5: Develop Individual Building Master Plans

Goal 6: Economic Development

Initiative 1: Research Park



Employee Relations Information

Employee Recognition Program

Facilities & Services employs many hard-working, dedicated, and often extraordinary people who exemplify the Strategic Values. Some employees distinguish themselves by providing excellent service, by making an improvement in a process, by performing at an outstanding level on a consistent basis, by enhancing their output so that their team and the campus benefit, or by performing a Good Samaritan or humanitarian act at work. Employees with these qualities should be recognized for their efforts!

All Facilities & Services Civil Service & Academic employees are eligible for recognition through the Employee Recognition Program, Most Valued Person (MVP). The Employee Recognition Committee will select one MVP each month. The Committee will also select one MVP of the Year each academic year. Each selected employee will receive an award certificate or plaque and a monetary gift.

Any Facilities & Services employee can nominate another employee for consideration. Self-nominations are not accepted. Nominations from customers outside Facilities & Services will also be considered.

Performance Evaluations

Performance evaluations are an ongoing, continuing activity between employees and their supervisors. Regular evaluations encourage communication regarding job expectations, performance standards and employee feedback.

- Probationary employees will be formally evaluated three times within their probationary period, which is generally six to twelve months.
- Apprentices will be formally evaluated on a semi-annual basis throughout the duration of their apprenticeship.
- Learners/Trainees will be formally evaluated according to a schedule provided by the Personnel Services Office.
- All employees will receive a written formal evaluation at least once per year, based on University of Illinois requirements.

Employee Education

Civil Service and Academic employees are eligible for University of Illinois tuition waivers. Civil Service employees are also eligible for tuition waivers at other State of Illinois schools that are part of the State Universities Civil Service System.

To be eligible, employees must be employed in status appointments or appointments de-signed to qualify for status in an established class, such as trainee or intern appointments.



Faculty/Staff Assistance Program

The Faculty/Staff Assistance Program (FSAP) provides confidential assessment and referral to professional services for employees, their dependents and significant members of the household when personal problems may impair the employee's work performance. The FSAP is based upon concern for the well-being of employees and recognizes that a variety of problems can disrupt personal and work lives. These problems may include marital/family problems, drug or alcohol dependency, financial problems, and/or emotional distress.

The Faculty/Staff Assistance Program is available to help clarify issues, identify re-sources, and offer follow-up assistance as needed. All contact with the FSAP is confidential and no information will be released without the permission of the individual seeking assistance. For more information about the program, call the FSAP office at 217-244-5312.

Physical and Medical Examinations

For designated positions, F&S employees are subject to on-going physical examinations and drug and alcohol testing. Failure to satisfactorily complete a required physical examination or required test is grounds for discipline.

General Safety Rules

The University places a high priority on the safety and well being of all employees, students, and visitors. It is the responsibility of all employees to provide for safety in the environment and operations under their control. Employees who become aware of unsafe conditions within their work environment have the responsibility to report such conditions to their immediate supervisor or other officials responsible for the safety of the University community.

Safety at Facilities & Services

Safety is everyone's responsibility. F&S is committed to providing a healthy and safe workplace for all its employees by implementing site-specific health and safety programs that promote safe behaviors while encouraging the use of systems and practices that protect the environment and foster community relationships. The objective of this focus on safety is to reduce or eliminate occupational injuries and illnesses; and to achieve compliance with all applicable federal and state requirements. Together, we can ensure a healthy and safe workplace.

General Safety Rules

Recognizing the importance of employee occupational health and safety as a University priority, F&S is committed to ensuring that employees know and follow all health and safety requirements of their specific job assignments. In order to perform any job, you must know how to perform your job safely. Your supervisor will provide training on the safety requirements of the area, equipment, and/or chemicals that you will be working around. You are responsible for attending the training and once trained, you are responsible for knowing and understanding these safety requirements prior to performing your job. While every precaution is taken to provide for your safety, you may discover a condition that you consider dangerous. It is your responsibility to



immediately discuss this condition with your supervisor. Failure to comply with the occupational health and safety requirements will not be tolerated and may be grounds for disciplinary action, up to and including termination.

Specific examples of conduct that may be considered unsafe under this policy include, but are not limited to the following:

- Horseplay or disorderly conduct that endangers or injures employees, or risks or causes damage to University property;
- Possession of any firearms on University property;
- Bypassing or operating equipment without proper safety devices;
- Failure to comply with the F&S Smoking Policy; and
- Failure to utilize appropriate protective equipment for a task.

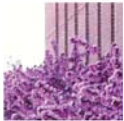
The following **General Safety Rules** have been established for the benefit of all Facilities & Services employees. Please review and observe all of these rules, as well as any specific job safety rules provided by your supervisor. Working safely, most accidents can be avoided. If you notice something that appears unsafe, inform your supervisor immediately. Ask questions if you do not understand how to perform a job safely or how to operate tools or equipment safely.

Pedestrians & Traffic

- Enter and leave work areas by regular, established roadways and walkways; do not take shortcuts.
- Do not assume that the surface you are walking on is secure and/or free from slip, trip and fall hazards. Walk carefully and watch out for any potential hazards (such as slippery floors or walkways). Running on the job, except in emergencies, is prohibited.
- Observe and obey all danger and warning signs and devices. Make sure they are properly selected and placed at your job site.
- Be observant of your surroundings. Watch out for protruding objects, steps, offsets, recessed areas, or slick spots.
- Obtain permission prior to entering any restricted areas.

Machinery & Tools

- Do not operate or ride on moving equipment unless it is part of your job and you have received proper instructions and training.
- Use only those machines and tools on which you have been trained and authorized.
- Make sure all safety guards are in place before any machine is operated.
- Never operate a machine, switch or valve that has a safety tag on it.
- Never attempt to repair electrical equipment unless you have been authorized and trained to do so. Report any malfunctions or damaged electrical cords to your supervisor.
- Compressed air should be used on designated jobs only. Do not use an air hose to blow dirt or debris off your clothing unless it is equipped with a safety outlet. Never blow compressed air at or on a fellow employee.



- Keep all hand tools and portable power tools in good repair. Use the proper tool for the job and use it correctly. Be aware of loose attachments (chuck keys, drill bits, etc.). Keep attachments in a safe location.
- Do not disturb or distract someone who is operating tools or equipment.
- Do not wear torn, ragged or loose clothing while operating equipment with moving parts.
- Restrain hair when there is a danger of the hair becoming entangled in moving parts of equipment or machinery.
- Always wear appropriate gloves when handling any material that may cause hand or skin injuries.
- Always wear appropriate clothing on the job.
- Where there is the potential for exposure injuries to skin surfaces, appropriate clothing will be worn as determined by the supervisor or foreman.
- The wearing of rings, wristwatches, neck chains and other jewelry is a safety hazard when working with or around equipment and will be monitored.
- All ladders and scaffolding must be used properly and stored properly when not in use. They should never be placed directly on the ground.

Housekeeping


- Good housekeeping means having a place for everything and having everything in its place. Do not store materials, tools or other objects on stairways, in aisles or passageways.
- Always maintain a clean and orderly workspace, which is necessary for safety.
- Remove or bend down all nails and staples in used lumber, boxes and containers.
- Keep all fuels, solvents, cleaners, etc. in clearly marked safety containers and stored in their proper places.
- Smoke only in designated smoking areas for your safety and the safety of others.

Employee Personal Safety

- Only clothes, footwear and gloves in good repair should be worn on the job.
- Do not attempt to lift an object that is too heavy. Test the load first. If it is too heavy, get assistance or divide the load into smaller, lighter loads.

Protective Equipment

- Safety glasses, goggles or face shields must be worn where eye hazards are present. Specific job safety rules, established for your work group, identify the type of jobs on which eye protection is mandatory. The University will pay the cost of safety prescription eyeglasses, if approved by your supervisor.
- Where foot and toe hazards are present, safety shoes should be worn. Specific job safety rules indicate certain jobs where safety shoes shall be worn. The University will pay a portion of the cost of safety shoes. Ask your supervisor for more details.
- In high noise areas, hearing protection must be worn and will be provided by your supervisor.
- Appropriate protective breathing masks, particulate masks, supplied air hoods, or self-



contained breathing apparatus may be required where dust, mist or vapors are present. See your supervisor for proper equipment and instructions.

- Other types of personal protective equipment (such as hard hats, special suits, gloves, etc.) will be designated by specific job safety rules for use on certain types of work.

In case of Injury or Work-Related Illness

Carle Clinic Occupational Medicine: 383-3077, 7:00 am – 5:00 pm, M-F

Christie Clinic Occupational Health: 366-1309, 8:00 am – 5:00 pm, M-F

After hours, on weekends and holidays, employees will be seen in the respective emergency rooms.

- If you experience a job-related injury, notify your supervisor immediately.
- In cases of extreme illness or injury (such as excessive bleeding, unconsciousness or severe pain), call 9-911.
- Never attempt to transport a severely injured person. Call 9-911. Severely injured persons should be taken directly to a hospital.
- Never attempt to remove anything from your own or a co-worker's eye. Notify your supervisor immediately.
- After an injury, an Employee Injury Report must be completed by the injured employee and given to the foreman or supervisor as soon as reasonably possible.
- Before returning to work after treatment for an on-the-job injury, a physician's report must be provided to your foreman or supervisor.

Workplace Behavior—Employee Conduct

It is Facilities & Services policy that employees maintain a working environment that encourages mutual respect and is free from all forms of harassment and violence. Employees will comply with the University's nondiscrimination policy that forbids harassment of or discrimination against any individual in the full and equal use of the facilities and services of the University. This Handbook does not attempt to list every possible act or failure to act that may result in discipline for an employee. Instead, this section is an outline of the general approach to employee disciplinary matters.

Workplace Violence

The safety and security of F&S employees is of vital importance. The costs of workplace violence are great, both in human and financial terms. Acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affect F&S, or which occur on F&S property, will not be tolerated. This prohibition against threats and acts of violence applies to all persons involved in the operation of F&S; including, but not limited to, F&S personnel, contract and temporary workers, and anyone else on F&S property. Violations of this policy, by any individual, will lead to disciplinary and/or legal action as appropriate. Workplace violence is any intentional conduct which is sufficiently severe, offensive or intimidating to cause an individual



to reasonably fear for his or her personal safety or the safety of his or her family, friends, and/or property; such that employment conditions are altered or a hostile, abusive or intimidating work environment is created for one or several F&S employees.

Examples of workplace violence include, but are not limited to, the following:

Physical attacks, bullying, direct or subtle threats, intimidation, physical aggression, disrespectful words and actions, shouting at or ignoring co-workers/supervisor, mean tricks, throwing things, tough talk, horseplay, scuffling, email tirades, reckless operation of equipment, destruction of property. Also included are stalking of others, sabotaging other's work, making malicious, false and/or harmful statements about others and publicly disclosing another's private information.

Sexual Harassment

Sexual harassment is defined by law and includes requests for sexual favors, sexual advances or other sexual conduct when

- (a) Submission is either explicitly or implicitly a condition affecting academic or employment decisions; or
- (b) The behavior is sufficiently severe or pervasive as to create an intimidating, hostile or repugnant environment; or
- (c) The behavior persists despite objection by the person to whom the conduct is directed. The University considers such behavior, whether physical or verbal, to be a breach of its standards of conduct. It will seek to prevent such incidents and will investigate and take corrective actions for violations of this policy. Further, retaliation against those who seek remedies under this policy is prohibited.

Examples of sexual harassment include, but are not limited to, the following:

Verbal or physical conduct of a sexual nature; unwanted jokes, remarks or questions which explicitly or implicitly include sexual material; unwanted letters, calls, visits, pressure for meetings or dates where a personal/romantic relationship is implied; unwanted touching, hugging, kissing and/or fondling.

Drugs & Alcohol

While Facilities and Services has no intention of intruding into the private lives of its employees, there is an expectation that employees are to report for work in a condition to satisfactorily perform their duties. Employees are subject to disciplinary action, including dismissal, for unauthorized consumption of intoxicating liquors on institutional time or property, inability to perform satisfactorily assigned duties as a result of drinking alcoholic beverages, illegal or excessive use of drugs, narcotics, or intoxicants or the unauthorized sale or distribution of drugs, narcotics, or intoxicants.

The University encourages employees who have a problem with the use of controlled substances or alcohol to seek professional advice and treatment. A list of sources for counseling, rehabilitation and assistance programs may be obtained confidentially by calling the Faculty/Staff Assistance Program (244-5312). Individuals may request this information themselves, or be directed to do so by a supervisor.

Employees who are engaged in work under a federal contract may be required to submit to tests for illegal use of controlled substances as provided by the law or regulations of the contracting agency.



Attendance

Good attendance – defined as being at work, on time, every day that you are scheduled to work, and remaining at work for the full shift – is an important responsibility of each employee. Un-scheduled absences, frequent or unexplained absences, late arrivals, and early departures are disruptive and put added burdens on other employees. Additionally, these types of attendance issues seriously impair the value of the employee's services to the organization. All employees are expected to arrive on time for each workday. If an employee is unable to arrive on time or must be absent for a workday, the employee must contact the immediate supervisor prior to the start of the workday to report the absence or tardiness. The employee must speak with the supervisor directly, unless an emergency prevents the employee from calling the supervisor. Poor attendance is considered unsatisfactory job performance and is grounds for discipline.

Use of Vehicles

Facilities & Services vehicles are for official use only. Employees who use F&S vehicles shall comply with all applicable requirements concerning University resources. Violations of this policy shall be cause for disciplinary action.

Policy Enforcement

Any employee who engages in inappropriate conduct on F&S property may be removed from the premises as quickly as safety permits and may be required, at F&S's discretion, to remain off F&S premises pending the outcome of an investigation into the incident. When threats are made or an F&S employee commits acts of harassment or violence, a judgment will be made by F&S as to what actions are appropriate, including possible disciplinary action including termination. Once a threat has been substantiated, it is F&S's policy to put the threat maker on notice that s/he will be held accountable for his/her actions and then follow through with the implementation of a decisive response.

Electronic Communication Devices

Usage

The personal use of university and individually owned cellular phones, pagers, Blackberry's and other electronic devices should be limited and handled with discretion. The use of any electronic device while operating a university vehicle or equipment is prohibited; the use of a university issued electronic device is prohibited while operating a personal motor vehicle.

Excessive personal calls during the workday, regardless of the phone used, can interfere with employee productivity and can be distracting to others. Employees are encouraged to keep personal cell phones on vibrate. Employees are therefore asked to make personal calls on non-work time and to ensure that friends and family members are aware of the F&S policy. Flexibility will be provided in circumstances demanding immediate attention.

Responsibilities

Employees in possession of university equipment such as cellular phones, pagers, Blackberry's etc., are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection. Employees unable to present the phone in good working



condition within the time period requested (for example, 24 hours) may be expected to bear the cost of a replacement.

Employees who separate from employment with outstanding expenses, may have those expenses deducted from their final pay.

Safety Issues

We recognize that other distractions occur while driving, however, eliminating the use of electronic devices while driving is one way to minimize the risk of accidents.

Employees whose job responsibilities include regular or occasional driving are expected to refrain from using any electronic device while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. Employees should not use university issued equipment while operating their personal vehicles.

The use of personal hands-free equipment is not permissible. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area. Under no circumstances are employees allowed to place themselves at risk to fulfill business needs.

Policy Enforcement

Employees who are charged with traffic violations resulting from the use of electronic devices while driving will be solely responsible for all liabilities that result from such actions.

Employees who violate this policy may be subject to disciplinary actions, up to and including discharge.

As with any policy, management employees are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with the Electronic Communications Devices policy.

Pay Periods & Leave

Pay Periods

Nonacademic employees are paid on a bi-weekly basis on Wednesdays. Exempt employees are paid on a monthly basis with paychecks issued on the sixteenth day of each month. All new employees may receive one “live” paper-check, but thereafter must establish direct deposit.

Authorized Leave

University of Illinois Civil Service employees and Academic employees with a 12-month appointment accrue paid vacation leave. Civil Service employees and Academic employees who are eligible to participate in the State Universities Retirement System, have at least a 50 percent appointment, and are appointed for at least nine months accrue paid sick leave. There are some instances where an employee may be granted leave without pay. Use of these benefits is subject to supervisory review and approval.

Sick leave can be requested when an employee is absent due to illness, injury or the need to



seek medical attention for him/herself or a member of the immediate household. The supervisor should be informed before the start of the employee's shift that the employee is requesting sick leave. Vacation and personal leave can be requested by an employee for extended periods of absence for rest and renewal and for shorter periods of absence to attend to personal business. Vacation and personal leave must be requested in advance and is subject to supervisory approval based on operating needs, work requirements, availability of accrued leave and the employee's relevant record of absences. Prior to requesting leave, employees are responsible for validating availability of accrued leave.

Dress Guidelines

Employees contribute to the reputation of Facilities and Services; it is very important that staff project a professional image with our internal and external customers. A professional appearance is essential to a favorable impression with customers. Part of this professional image includes an appropriate, well-groomed appearance. Because of varied work assignments and working conditions, it is not practical to establish specific and absolute criteria as to what is or is not appropriate dress. However, the following are examples of unacceptable attire.

- Loose clothing when operating equipment
- Torn, patched/faded clothing
- Shirts with slogans or large-letter advertising
- Shorts/mini skirts/dresses shorter than mid-thigh
- Muscle shirts
- Tank tops
- Tube tops
- Halter tops
- Strapless sundresses

F&S employees are asked to dress in a professional manner appropriate to their position. Different departments may have different expectations depending on the type of work performed and the level of interaction with the general public. Questions about appropriate dress should be discussed with department supervisors.

Additionally, F&S requires staff members to wear visible identification badges when working in areas outside the Physical Plant Services Building. Employees should review their collective bargaining agreements and department rules for additional information on dress guidelines.

Exit Interviews

Employees leaving F&S may be asked to complete a questionnaire and attend an exit interview with an ER/HR representative. Employees are assured that their responses, observations, and comments in no way affect their future job references or prospects for employment.

The purpose of the questionnaire and interview is to get a departing employee's honest opinion about working at F&S; what we do well and what needs improvement. All employees are encouraged to be honest, candid, and forthright in completing the survey and providing feedback.



*R*esources

Working Together

Facilities & Services (F&S) recognizes that employees will have suggestions for improving the workplace, as well as occasional complaints. The most satisfactory solution to a job-related problem or concern is usually reached through a prompt discussion with your supervisor. Please feel free to contact your supervisor with any suggestions and/or complaints. If you do not feel comfortable contacting your supervisor or you do not feel resolution has been achieved, please contact Employee Relations & Human Resources.

For general concerns, please utilize the suggestion boxes located at the clock stations and the back hallway of PPSB. F&S believes that open communication is essential to a successful work environment and all employees should feel free to raise issues of concern without fear of reprisal.

Policies at a Glance

General University Employee Information:

<https://nessie.uihr.uillinois.edu>

UIUC Civil Service Personnel:

<http://www.pso.uiuc.edu/>

UIUC Academic Human Resources:

<http://www.ahr.uiuc.edu/>

Policy and Rules for Civil Service Employees:

<https://hrnet.uihr.uillinois.edu/panda-cf/policies/index.cfm?Item id=390>

Civil Service Statute and Rules:

<http://www.uihr.uillinois.edu/panda-cf/policies/index.cfm?Item id=388>

University General Rules:

<http://www.uillinois.edu/trustees/rules.html>

UIUC Campus Policies and Procedures Manual:

http://www.uiuc.edu/admin_manuals.html

Academic Staff Handbook:

<http://www.ahr.uiuc.edu/ahrhandbook/default.htm>

Facilities and Services Employee Handbook

F&S Employee Relations & Human Resources is pleased to provide this Employee Handbook. As changes occur, we will incorporate them into this online version of the handbook. This handbook is for informational purposes only and does not necessarily have the full effect of law and/or University policy. This handbook is neither a contract of employment nor a legal document and nothing in the handbook creates an express or implied contract of employment. This handbook or its contents may be changed at any time.



The University of Illinois Facilities & Services Employee Handbook was revised in February 2008.

Where to Find More Information

Visit F&S's web site, <http://www.fs.uiuc.edu>, for more information about F & S and its campus activities.

Your Opinion Counts!

We hope that you will find the Facilities & Services Handbook Web Site to be an informative reference source regarding general policies and procedures. Because your opinion is important to us, we would like you to complete this survey and return it with any additional comments you wish to make to Employee Relations & Human Resources.



Feedback Form

I found the information about Facilities & Services policies and procedures provided in this handbook to be:

- very useful
- somewhat useful
- not useful at all

The format and style the information is presented in is:

- easy to use and understandable
- somewhat confusing
- too informal
- not specific enough

I was able to easily locate the information I was looking for:

- Yes
- No

Comments:

