

Messiah College
Campus Events Snow Removal
Policy and Procedure

Policy: Our department is considered **essential**. It is the responsibility of this department to assist with snow removal from around the buildings. This policy is to clarify expectations for times when we do not have staff scheduled, (i.e.: weekends and breaks) and when the college is closed. This policy is meant to work in conjunction with the College's Essential Personnel Policy found in the College's Employee Manual and the Facility Services Snow Policy.

As an employee providing essential services, you are required to report to work as scheduled by your supervisor in the event of an emergency closing or delay. If you are unable to report to work when required during an emergency, you must first use available personal time and then vacation hours as defined in the Messiah College Policy and Procedure Manual referenced below.

The entire College policy for emergency closures can be viewed online at <http://www2.messiah.edu/manual/index.asp?section=procedures>.

Further information and illustrations regarding reporting time for payroll purposes are available at http://www.messiah.edu/offices/business/payroll/faqs/record_hours.html.

Objectives: Since Messiah is a residential campus, we need to ensure that access to buildings is clear and safe.

Equipment: Snow shovels, ice melt and snow blowers

Responsibility: Campus Events staff is responsible for assisting with snow removal immediately surrounding the college buildings. We have agreed to clear the area within at least 15 feet of the entrances of the buildings. On occasions we may be asked to clear snow outside of our designated areas.

Attachments:

- A. Essential Employees – Frequently Asked Questions
- B. Situation Illustration

Procedure:

Step Action

1. In the event of a significant snowfall, the Grounds Manager should contact the Campus Events Manager directly or via the Dispatch Office to bring in Campus Events personnel as per this policy.

2. **Snow Alert:**
 - Since we are generally aware of when snow is to occur, the College will attempt to forewarn you that you **may** need to come to work.
 - This message will be communicated to staff by e-mail the day before the snow event is to happen.

3. **Regularly scheduled work week snow call-in or request to stay late:**
 - The call for early arrival to work will be made for the following shifts
 - a. First shift – by 8:00 p.m. the night before
 - b. Second Shift – by 10:15 a.m. the day of their work
 - c. Third Shift – by 4:00p.m. the day of their work
 - The call for a shift to stay late will be made before two (2) hours are left in a shift.

4. **Snow on weekends:**
 - Campus Events is responsible to assist with snow emergencies as needed from Friday Third Shift to Sunday Second Shift. If the snow and conditions are too bad during the time of your regular shift, the workers from your entire shift will be called in.
 - After the snow event and clean up, Campus Events management will assess work requirements and determine when each shift will be released.

5. We cannot require you to sleep here; however, if you wish to do so, a space will be provided. If the Governor closes roads, they are impassable, or you are not sure that you can get to work the following day, you may choose to stay on campus. Accommodations will be coordinated by your supervisor.

6. The distance you live from the college does not impact whether you need to report or not. You are expected to report to work.

7. Issues such as childcare will need to be worked out at the time when we believe there might be a need for you to come in to work. You may be asked to work at a time other than your normal shift.

8. The College will not call employees in to work after the roads have been closed by the county or Governor. If a travel advisory is in effect and you are stopped on the way to work, a representative from Human Resources will

accompany you to traffic court to contest any fines levied and points awarded. Messiah will cover the cost of any resulting associated fine.

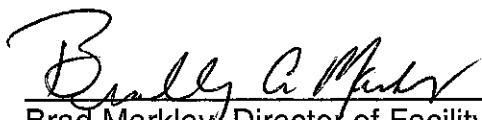
9. During a snow event, no one is to leave work without permission from the Director, Manager or a designate that will be responsible to verify all areas are cleared. The Director, Manager or a designate will be in contact with the Grounds Snow Crew Leader and will make the call for the Campus Events crew to leave.
10. **Meals During Snow Events:** When First shift starts 2 hours early, they will receive breakfast. Lunch and/or dinner will be at the discretion of the CE Manager. When Second shift starts 2 hours early, they will receive dinner. When Third shift stays 2 hours after the end of their shift, they may eat breakfast or leave for the day.
11. All staff are required to participate in snow removal activities. This includes part time staff as well as full time staff. Specific assignments can be arranged to accommodate those with physical limitations. A physician's note is required for any physical disability that would limit an employee's abilities to perform job specific duties. Those with approved physician notes that limit duties will be assigned to other areas of Campus Events or to other departments to assist with necessary assignments as required. Physician notes must include specific time frames and provide details of when limitations start and end for each winter season (usually November to April). Note: Please submit physician's note to Su Deitch, Benefits Manager, when obtained. For those with chronic or on-going physical limitations, the note should be obtained and submitted well in advance of the winter season.

"Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards".

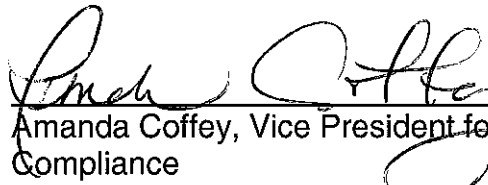
X Approved __ Reviewed __ Revised



Kathrynne Shafer, Director of Facility Services



Brad Markley, Director of Facility Services

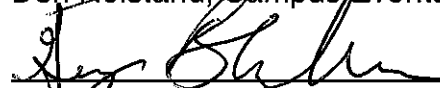

Amanda Coffey, Vice President for Human Resources and Compliance

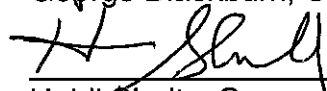

Cindy Burger, Director of Safety and Dispatch Services



Pete Ramsey, Grounds Manager


Chuck Pulis, Campus Events Nighttime Administrator

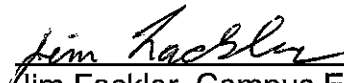

Don Heistand, Campus Events Crew Leader - Second Shift


George Blackburn, Campus Events Daylight Administrator


Heidi Shultz, Campus Events Crew Leader – North Res Halls


Open Position, Campus Events Crew Leader – South Res Halls
Greg Stallsmith


Theresa Day, Campus Events Crew Leader – Third Shift


Jim Fackler, Campus Events Crew Leader – First Shift


Bob Brubaker, Special Duties/Inventory Control Coordinator


Denise Blackley, Administrative Coordinator, Facility Services


Scott Zeigler, Campus Events Manager

Attachment A

ESSENTIAL EMPLOYEES – FAQs

Last Updated on 8 November 2011

Work Shifts & Shift Coverage

Q: If the opening of the College is delayed, are essential employees required to report to work as scheduled? Or is the start of the shift delayed as well?

A: All essential employees are required to report to work as scheduled in the event of a delay. It is through the hard work of our essential employees that we are able to prepare the campus to open after a weather event.

Q: If I am not scheduled for the following day and there is the possibility of a weather event, how will I know if I will be called in?

A: Supervisors will generally schedule essential employee coverage in advance to avoid calling employees early in the morning. If an employee is unclear as to whether he/she is scheduled for the following day, he/she should check with the supervisor prior to the close of business.

It will not always be possible to predict weather or coverage needs. Departments/supervisors scheduling employees to provide essential services will make every attempt to schedule necessary coverage in advance or early in an employee's scheduled shift, but weather-related and other emergencies may not always allow the scheduling/contact to occur prior to or by the beginning of each employee's shift. Employees have been invited – and are welcome – to provide alternate contact information (such as a cell phone number) so that employees are not tied to being near a land line during a weather emergency.

Q: What is the procedure for determining who is called in first?

A: In a snow event, the first people who are called are those that run the larger snow removal equipment.

Q: In the event of an emergency closure, what is the maximum number of hours in a shift that the College will ask me to work?

A: When and where possible, essential employees will be scheduled in advance for shifts of no more than twelve hours. However, attaching language limiting the number of hours that an essential employee will be asked to work in an emergency closure situation is difficult due to the unpredictable nature of such closures. During a storm, the situation will be assessed throughout the day and decisions regarding dismissal based on factors including the forecast and travel conditions for replacement crews. As such, employees need to be prepared for the fact that shifts could be longer.

Q: What if I come in as requested, but I need to leave before the end of the shift?

A: Every effort will be made to provide employees with opportunities for rest and refreshment when needed. Employees who report to work, but need to leave before the end of shift need to speak with the supervisor before leaving. Employees may use personal time to cover the remaining hours. If you have worked 12 hours and need to leave, you won't be charged additional personal hours. The section entitled 'Payroll-Related Items' provides information detailing what happens if you have insufficient personal leave time remaining.

Attachment A (continued)
ESSENTIAL EMPLOYEES – FAQs

Q: How much time will be given for rest before an employee will be asked to return for another shift?

A: Our first priority in scheduling is to avoid bringing employees to campus or sending them home when conditions are at their worst. Due to the unpredictable nature of emergency closures we are not able to guarantee a certain amount of time between shifts. When and where possible, employees will be given at least six hours between shifts, but this may not always be possible or prudent depending on the nature of the situation. During a significant event, accommodations will be made available on campus for those that will be asked to return for a subsequent shift. While we will not require that you remain on campus, it could greatly increase the time you have for rest depending on travel conditions.

Q: If I have a physical limitation that prevents me from participating in snow removal, will I be called in to work?

A: Specific assignments can be arranged to accommodate those with physical limitations. A physician note is required for any physical disability that would limit an employee's ability to perform job specific duties. Those with approved physician notes with limited duties will be assigned to other duties within the department, or to other departments, to assist with other necessary assignments as required. Physician notes must include specific time frames and provide details of when limitations start and end.

Note: Please submit physician's note to Su Deitch, Benefits Manager, when obtained. For those with chronic or on-going physical limitations, the note should be obtained and submitted well in advance of the winter season.

Q: Can I arrange for a substitute if I am called in?

A: Employees cannot make personal arrangements for a substitute.

Q: Could the College utilize student workers for emergency coverage?

A: Attempts have been made in the past to organize student shoveling crews and, unfortunately, these attempts have not been successful. We will continue to consider this option but don't anticipate student crews being a significant component in our emergency work force.

Q: Will an employee be docked for not working all or part of an emergency shift when out on an emergency service call (e.g., working for a local fire company)?

A: Messiah will not penalize an employee for missing a shift when participating in an emergency service call. If you are at an emergency response situation you need to contact your supervisor at the earliest opportunity. If you are already on campus when called for emergency response, you should not expect to be permitted to leave. Normally you can only leave with permission and it is not guaranteed.

Attachment A (continued)
ESSENTIAL EMPLOYEES – FAQs

Part-Time Employees

- Q:** As a part-time employee with no personal leave or vacation benefits, am I required to report to work for my regularly-scheduled shift in an emergency closure? What are the consequences if I don't come to work?
- A:** All employees, full-time and part-time, that are identified as essential personnel are required to report to work as scheduled in the event of an emergency closure or delay. If a part-time employee (less than 1040 hours) does not report to work for their regularly-scheduled shift it will be noted on the annual performance evaluation. They will also not receive the closed pay for that shift.
- Q:** Will part-time employees be called in to work outside of regularly-scheduled hours? What are the consequences if I am unable to come in when called?
- A:** Part-time employees who have been identified as essential personnel can be called in to work outside of their regularly-scheduled shift. If a part-time employee does not come to work when called in for an emergency shift it will be noted on their performance evaluation.

Administrative Employees

- Q:** What are the expectations for administrative employees who are designated as essential personnel? How am I compensated for work during a closure or delay? What are the consequences if I do not report to work as scheduled?
- A:** All essential employees, administrative and staff are required to report to work as scheduled in the event of an emergency closure or delay. Administrative employees do not receive additional compensation for hours worked as an essential employee. Personal and vacation use policies for unworked time are applicable to administrative employees.

Payroll-Related Items

- Q:** If I am scheduled to work during an emergency closure but am unable to come in, how is my pay impacted?
- A:** Essential Personnel who do not come in to work as scheduled must use personal leave hours to cover their shift. If they do not have sufficient personal leave hours, the remainder of the time must be covered with vacation hours as follows. Vacation hours can be used to complete up to employee's regularly-scheduled weekly hours, not to exceed a total of 40 hours in a work week.
- Q:** If I do not report to work when called in for an additional shift, what is the impact on my pay?
- A:** Essential Personnel who do not come in to work when called must use personal leave hours to cover their shift. If they do not have sufficient personal leave hours, the remainder of the time must be covered with vacation hours as follows. Vacation hours can be used to complete up to employee's regularly-scheduled weekly hours, not to exceed a total of 40 hrs in a work week. To avoid paying overtime on missed work time, any time beyond 40 hrs in a work week that cannot be covered by vacation time will require adjustment of your work schedule. Your supervisor will define an adjusted work schedule requiring you to take vacation time in the following two weeks equivalent to the unworked hours not covered by personal leave time. Failure to report to work when called in results in a reduction of your personal leave and vacation bank.

Attachment A (continued)
ESSENTIAL EMPLOYEES – FAQs

Q: If I arrive 2 hours later than scheduled to work, but work a full shift, how are the two hours treated? If I am called in to work an additional shift, but arrive 2 hours later than asked to arrive how are the two hours treated?

A: In the event of a College closure, if an employee is regularly-scheduled to work and arrives 2 hours late, they would record 2 hours of personal time, 6 hours of closed time and 8 hours of emergency pay. If the College is not closed, and an employee arrives two hours late for a regularly-scheduled shift, they would record 2 hours of personal time and record all hours actually worked as regular hours.

If an employee is not scheduled to work, but we can anticipate a need to call him/her in, every effort will be made to provide adequate notice. This employee should report to work as requested.

In the event of a College closure, if an employee is called in to work with adequate notice and arrives 2 hours late, they would record 2 hours of personal time and 8 hours of emergency pay. If an employee is not scheduled to work, and is called with little to no notice, he/she should report to work as quickly as is safely possible. The employee should report hours worked as emergency hours. Personal time penalties apply if the employee does not report to work within a reasonable window of time. This stipulation on personal time penalties also applies if the College is not closed and an employee is called in to work.

Q: If I do not report to work as regularly-scheduled during a closure, and I have no personal or vacation time remaining, how do I report my time?

A: This time is unpaid.

Q: Can I take time without pay instead of using my personal or vacation time?

A: No.

Q: What is the maximum number of hours I will be penalized if I do not report to work for a scheduled shift? When I am called in for an additional shift? If I request to leave prior to the end of the work shift?

A: The maximum number of hours, in any of these instances, you will be asked to cover with personal leave or vacation time is 12 hours.

Q: I am sick when called to work during my regularly-scheduled shift and unable to come to work. How do I record this time?

A: The unworked hours should be recorded as sick time.

Q: I am sick when called in for an additional 10 hour shift and am unable to come to work. How do I record this time?

A: The 10 hours should be recorded as sick time.

Attachment A (continued)
ESSENTIAL EMPLOYEES – FAQs

- Q:** I work my normal shift and then stay on campus for a break (e.g., sleep here overnight if working second shift). I begin additional essential employee work prior to my next regularly-scheduled shift. How is my time compensated?
- A:** If the College is closed or on delay, the additional hours worked prior to your regularly-scheduled shift would be paid at the emergency pay rate of 1.5X. Your regularly-scheduled shift would be paid at 2.5X (closed pay plus emergency pay).
- Q:** How are employees paid on weekends when the College typically doesn't close for inclement weather?
- A:** Since the College generally doesn't close on weekends, those employees who are regularly-scheduled on the weekends will generally not have the opportunity to earn 2.5x rate, since it will be viewed as the regular work shift.
- Q:** How is compensation handled for employees that are called in when the College is not closed? Or when called in because a possible closing is anticipated?
- A:** Compensation for additional hours worked, under normal circumstances, is subject to normal overtime provisions. In the case of a snow event or other weather emergency, employees may need to provide essential services outside of an official closing or delay (e.g, snow removal prior to regularly-scheduled work shift for a day with no delay). In these situations, and with supervisor approval, hours worked outside of the employee's standard work shift should be considered "Emergency" hours to be paid at time-and-one-half.
- Q:** If the College is not closed, but there is a 1- or 2-hour delay, how are the delay hours to be reported? Should I report 2 hours of closed pay?
- A:** Employees that report to work as expected during a delay should report the delay hours worked as closed time.
- Q:** How is compensation handled if we close on a holiday?
- A:** Employees scheduled to work on an established College holiday will receive straight holiday pay plus 1.5X pay for emergency pay for a total of 2.5Xpay.

Scheduled Time Off

- Q:** If I have scheduled time off during a snow event will I be expected to work?
- A:** If you have scheduled time off in advance with your supervisor, you will not be called in.
- Q:** If I am scheduled to be off on Friday and Monday, will I be called in over the weekend?
- A:** If you have scheduled this time off in advance with your supervisor, you will not be called in over the weekend.
- Q:** If I have planned to be out of town or have a significant commitment on a weekend, will I be called in to work?
- A:** If you communicate this information to your supervisor in advance and request not to be called in on a particular weekend, your request will be honored. We expect that you would request this accommodation on a limited basis.

Attachment A (continued)
ESSENTIAL EMPLOYEES – FAQs

Travel-Related Items

- Q:** Will the College pick up employees who cannot make it into work in their own vehicles?
- A:** The College will not pick up employees who cannot make it to work in their own vehicles. All personnel and vehicles will be dedicated to addressing the situation on campus.
- Q:** What will the College do if I receive a ticket for travelling to work when the roads are closed?
- A:** The College will not call employees in to work after the roads have been closed by the county or Governor. If a travel advisory is in effect and you are stopped on the way to work, a representative from Human Resources will accompany you to traffic court to contest any fines levied and points awarded. Messiah will cover the cost of any resulting associated fine.
- Q:** If I am involved in a traffic accident on the way to work during an emergency closure will I be penalized?
- A:** If you are involved in a traffic accident on the way to work, call Dispatch so that they may notify your supervisor. This will also create a record that you called in. You will not be penalized.
- Q:** I live a great distance from the College. Am I expected to travel to work in a weather emergency?
- A:** As an essential employee you are required to report to work as scheduled in a weather emergency regardless of the distance you live from the College. If a weather emergency is anticipated, accommodations on campus may be made available to you.

Performance Evaluation

- Q:** Will my attendance during an emergency closure be noted on my performance evaluation?
- A:** Attendance during emergency closures and delays will be noted on the performance evaluation for all essential personnel.
- Q:** If I don't report to work when called in what impact will that have on my performance evaluation?
- A:** Attendance of essential personnel during emergency closures and delays is considered a job requirement. In extreme situations, employees may be terminated for not meeting this requirement.

Attachment B

ESSENTIAL EMPLOYEES/EMERGENCY CLOSURE

The College's policy regarding work reporting requirements during an emergency delay or closure is described in the Procedures section of the *Messiah College Online Policy and Procedure Manual* at <http://www2.messiah.edu/manual/>.

Key:

Closed Pay = 1.0X regular wage rate

Emergency Pay = 1.5X regular rate

Straight rate = Regular wage rate

Scenarios:

1. Employee A is scheduled to work an 8 hour shift
The College is closed
Employee A arrives at work 2 hours late
 - Employee A must use personal time for those two late hours at his straight rate
 - The remaining 6 hours worked are compensated at 2.5X his regular rate (Closed Pay + Emergency Pay)

2. Employee B is scheduled to work an 8 hour shift
The College is closed
Employee B is asked to remain an additional 4 hours
 - Her regularly scheduled 8 hours are paid at 2.5X her regular rate (Closed Pay + Emergency Pay)
 - The additional 4 hours are paid at 1.5X her regular rate (Emergency Pay)

3. Employee C was not scheduled to work
The College is closed
Employee C is called in for 8 hour shift but did not come in
 - He has 5 hours of personal time left and must use that first for the shift missed (straight rate)
 - He has to use 3 hours of unworked vacation time within the next 2 weeks at straight rate
 - Supervisor will schedule based on when least impactive to the department

4. Employee D was not scheduled to work
The College is closed
Employee D is called in for 12 hour shift and works 8 of those hours
 - The 8 hours worked are paid at 1.5X her regular rate (Emergency Pay)
 - The remaining 4 hours need to be covered by available personal time and then unworked vacation within the next two weeks (both at straight rate)
 - Unworked vacation time will be scheduled by supervisor

5. Employee E has a vacation day scheduled
The College is closed
 - Employee E may retain his vacation day and will not be called to work regardless of whether actual vacation plans are affected
 - OR
 - Employee E may notify supervisor of desire to reschedule his vacation and then must report to work as scheduled

Attachment B (continued)
ESSENTIAL EMPLOYEES/EMERGENCY CLOSURE

Introduction:

- We wanted to review the revised policy with you prior to any College closures and give you an opportunity to ask questions.
- We understand that weather emergencies can be stressful times, particularly for those with children or others dependent on them.
- In providing this information now, we hope to help you identify any preparations you need to make to meet your work obligations. Prior planning can significantly reduce the stress during weather emergencies.
 - Perhaps you need to make arrangements with a neighbor to provide child care
 - Maybe you need to prioritize preparing your car for travel in snow
 - If you live a distance from the College you may want to pack a bag in the event that you need to stay overnight

Understanding your work obligation can help you decide what preparations are necessary.

1. Each of you should have received a memo inviting you to this meeting as well as a copy of the portion of the Employee Manual that pertains to emergency closures.
 - Additional copies are available if you'd like to take one on your way out
 - Also available online
2. You received the memo because your position at the College has been identified as essential. As an employee providing essential services, you are required to report to work as scheduled by your supervisor in the event of an emergency closing or delay.
 - consequences of not meeting this obligation include:
 - loss of personal and vacation time
 - indication in your performance review that you did not meet attendance requirement
 - in extreme cases, possible termination due to not meeting the requirements of the job
3. As indicated in the memo, delay and closure information is available through a number of sources:
 - recorded announcement on the College's Emergency Information Hotline (691-6084)
 - College's home web page
 - text message alert
4. Guidelines have been established within operational areas, regarding how/when essential employees will be notified of their work obligations for any pending closure. The procedures are being updated to align with our revised policy and will be shared with you shortly.
5. I'm going to review with you your obligation once called to work and the accompanying compensation. We will also cover the consequences if you do not fulfill your obligation. The best way to do this is through examples (PASS THEM OUT).