



**Comprehensive
Campus Events
Employee Manual**

2009

This handbook includes policy and information for use as it relates to the Campus Events and/or Operations area of Messiah College and does not preclude the employee expectations as indicated in the college-wide Policy and Procedure Manual.

Table of Contents

	Page
1. Introduction to Campus Events Department from the Director of Facilities	4
The Campus Events Manager Welcome	5
2. Time Off and Scheduling Policy for Campus Events Staff	6
4. Staff Time Sheets and Payment	9
5. Supervising Work Study	10
1. Assignment of Students	11
2. Disciplining of Students.....	11
3. Recording Student Hours	12
4. Student Performance Evaluations	12
5. Student Absences	12
6. How to Prevent Injuries and Stay Healthy and Safe	14
7. Confidentiality	16
8. Professional Expectations for Cleaning Offices	16
10. Personal Audio Equipment Policy	21
12. Computer Usage Policy	24

Welcome Campus Events Employee,

I would like to take a minute and welcome you to the Campus Events Department, a significant department that operates within the Facilities Department structure. I am excited to have you on our team and part of the Messiah College community. I hope that you will soon feel a part of this community and enjoy the benefits that it has to offer.

Our campus and facilities are serviced by dedicated employees working as a team to operate, maintain, repair, renovate, and clean over 1.3 million square feet of space encompassed by 36+ structures located on 450 acres. We offer a myriad of services that include: repair, maintenance and renovation of facilities and the infrastructure; custodial services; grounds and landscape maintenance; refuse disposal; Environmental Health and Safety; vehicle fleet maintenance; event support; Laundry Services; warehouse management; and, administrative services.

We are committed to taking care of our campus through a collaborative team effort. Our goals are to provide responsive, quality service, to provide safe, well-maintained, and attractive facilities that are conducive to learning and working, to effectively communicate with our Customers so that we understand their needs and expectations, and to address the needs of professional and personal development of our employees.

We are here to serve and support Messiah College Students, Faculty, Staff, and our visitors. We expect all of our Facilities Department employees to embrace our Mission and Values;

Mission;

“The Facility Services Departments, consisting of Campus Events, Facility Maintenance, Grounds Services, and Environmental Health and Safety, supports the mission of Messiah College by maintaining and enhancing buildings, grounds and infrastructure in a cost-effective, safe and environmentally responsible manner. We exist to provide and improve facilities and related services for our customers - the students, faculty, staff and visitors- in support of the College's mission and strategic Plan”.

Values;

Stewardship
Compassion
Hospitable
Integrity
Communication
Committed

I wish you the best in your employment here. If you want to chat sometime about the department, college or your role, please call me at extension 3500.

Sincerely,

Bradley A. Markley
Director of Facility Services

Welcome to the Campus Events department! The most important thing to remember as you work within the department is that we are a service department. There are three basic ways to identify what we are all about; our function in Campus Events is threefold.

1. We provide support services for all setups and tear downs of every event on campus.
2. We have the responsibility of cleaning all buildings on campus.
3. We show our support for the College's mission of service by supervising and working with work-study students.

The other departments on campus we support:

- Conference Services; for setup and tear down of all events on campus throughout the year.
- Grounds; for assistance with leaf blowing and snow removal.
- Facilities; for miscellaneous odd jobs; we help out by being their eyes and ears for problems and help out by repairing minor problems on equipment.
- Public Safety; for fire alarm support, vandalism.
- Dining Services; for setup of all their ED's, cleanup afterwards as well as keeping their facilities clean.
- Residence Education; we provide support and assistance in communications with students as well as large events such as Commencement and senior check out.
- Athletics; for setting up athletic events as well as providing assistance with their equipment.
- Campus wide; for emergency response to flooding, power outages, etc.

On behalf of my supervisory team, and myself, I am happy you are a part of the Campus Events Department. My hope is that you find your work with us a rewarding experience and you learn more about the "behind-the-scenes" work that we do.

Scott Zeigler
Campus Events Manager

Time Off and Scheduling Policy **for Campus Events Staff**

All positions in Campus Events require consistent and reliable attendance as an essential function of each position. In order to allow the College to effectively schedule employees to cover duties while their colleagues need time away from their work, we have implemented the following procedures for everyone in Campus Events. The following guidelines have been set to insure fairness and consistency in the approval of vacation time.

Vacation time

Vacation time should be used for vacation time off of varying lengths. Vacation time must be planned in advance. For shorter time off requests (1-2 days), we expect staff to submit a Time Off Request (TOR) by Wednesday of the week prior to when they need the time. This allows time for the supervisor to put the vacation on the schedule.

If an employee wishes to request a longer period of time off (3-5 days), they need to submit a TOR as early as possible, but no less than 2 weeks in advance. Requests for a week or more should be made at least 2 weeks in advance, but we prefer to receive them as far in advance as possible up to 12 months. If several employees ask for the same day or week off, requests will be managed on a first come – first served basis and later request(s) may be denied. PLEASE NOTE: It is prudent to wait to make any vacation related purchases (tickets, deposits, etc.) until the TOR is approved.

Restricted Vacation Time Periods

The Campus Events Department also has a “no time off” without manager approval policy during peak periods at the college. Those times include the week prior to Commencement, ten days before classes begin through the first week of classes, and other times deemed necessary to serve the mission of the college.

Personal time

Personal time is to be used for non-health related emergencies (car problems, house problems, weather emergencies, travel delays and so on) that require an employee to be away from work on short notice. It is understood that personal time is related to emergency or sudden onset situations and therefore, employees are not required to give advance notice to take personal time. Nonetheless, employees are expected to inform their supervisor about the need to take personal time as soon as possible. Personal days may be taken on an hourly basis.

Sick time

Sick time may be used if an employee is sick or if an immediate family is sick and requires the employee’s attention. Sick time may also be used to attend health related appointments for an

employee or to accompany a dependent family member to an appointment. We prefer that appointments are scheduled in advance when possible. Sick time for appointments should be of reasonable length. In most cases a single appointment should be for less than 4 hours. Your supervisor has the right to ask about longer amounts of sick time taken for appointments

If an employee is off sick for three days or more, Campus Events requires a doctor's note when the employee returns to work. If an employee uses his/her entire allotment of sick time, Campus Events will require the employee to turn in a doctor's note for each day thereafter that the employee is off due to illness.

Arriving to work late:

We understand that once in a while someone may be late for work. We ask that staff contact Chuck and Theresa before the start of their shift. If when late, an employee notifies his/her supervisor prior to the start of the shift, he/she will be permitted to use flex time when possible. However, flex time may not always be possible. If an employee does not notify his/her supervisor prior to the start of the shift or if an employee is habitually late, he/she will be required to use personal time to cover time missed from work.

General information:

If an employee has exhausted his/her personal time and must be late to or absent from work due to an emergency situation, he/she will be required to use unscheduled (but noted) vacation time. If an employee has exhausted both personal and vacation time, then he/she will be required to work an adjusted schedule in order to make up the time. Allocating time off as unpaid time (because all paid time off has been exhausted) is a last measure solution. It must be approved by the Team Leader or the Shift administrator. Consistent and reliable attendance is an essential function of the positions in Campus Events.

Scheduling

It is the responsibility of the Administrators and or the Crew Leaders to discuss scheduling details with each employee no later than Wednesday noon of the week prior to the one being scheduled.

The employee is responsible for previewing his/her personal activities for the upcoming week prior to the contact made by the Administrators and or the Crew Leaders so that any adjustments can be considered during the scheduling discussion.

Adjustments to the Schedule

Once the schedule is published, the employee is expected to adhere to the scheduled hours.

Adjustments to the published schedule will be made in emergencies. An employee has personal time available to them to use if an emergency arises. In such cases, when the employee is out of personal time, they will be expected to explain the nature of the emergency and take vacation time. The granting of these rare exceptions is at the discretion of the Supervisor. Employees are not required to give advanced notice for use of personal time, but are encouraged to notify their supervisor as far in advance as possible. If a situation arises where an employee needs to leave

before the scheduled end of the shift, an employee must notify the Campus Events Administrator or Crew Leader. The time must be taken as sick or personal time.

Overtime

At times, an employee's regular workweek may be adjusted to meet the demands of the work place. Therefore, schedules may need to be changed accordingly. When the Manager approves overtime, scheduling will be done on a non-mandatory basis. Overtime will only occur if and when it is required to accomplish the demands of the work place. Only on very rare occasions when volunteers are not available and the needs of the college are urgent, the manager may assign mandatory overtime. If you have Sick, Personal and Funeral time that occurs in the same week as overtime hours, your overtime hours will be lost.

Due to the nature of an academic institution, employees will be required to work overtime at several times during the year. The Manager must approve exceptions during this period. If an employee sees indications that they will not be able to complete their work by the end of a scheduled shift, they must notify their shift Administrator or Crew Leader who will decide whether overtime is needed. Employees are not permitted to work past the end of their shift without permission.

Calling off:

If an emergency or illness prevents an employee from reporting to work on short notice, the employee needs to call off as early as possible before their shift starts so that supervisory staff can make alternative arrangements for completing their work. We will accept calls right up to the beginning of the shift. **When calling in please be sure to include the reason for calling off (example: sick, personal, car trouble etc.).**

If you must call off for your shift, call as soon as they know they will not be in to work and no later than the starting time of their shift.

See your shift call matrix

1. First Shift Central Campus
 - a. Daylight Administrator at (717) 766-2511, ext. 7322 and
 - b. Crew Leader at (717) 766-2511, ext.7121 or
 - c. Campus Events Manager at (717) 691-6011, ext. 2940

2. First Shift Res Halls
 - a. Daylight Administrator at (717) 766-2511, ext. 7322 and either Crew Leader
 - b. Crew Leader at (717) 766-2511 ext 7202
 - c. Crew Leader at (717) 766-2511 ext 3917

3. Second Shift
 - a. You must call and leave a message on the phone mail of the Crew Leader at (717) 691-6020, ext. 7132 and
 - b. You must also call the Campus Events Manager (717) 691-6011, ext. 2940.

4. Third shift

- a. You must call and leave a message on the phone mail of the Night time Administrator at (717) 766-2511, ext. 7132
- b. Also, call the Crew Leader at 2191.
- c. If calling in sick on a Sunday night, you must leave a message for Third Shift Supervisor (717) 766-2511, extension 7383 before 6:00pm.

5. Weekends-

If you are scheduled to work and are unable to do so over a weekend, contact your supervisor at home or via their Cell Phone. Phone lists are available from the Campus Events and Conference Services main office.

August 14, 2009

Staff Time Sheets and Payment

You will receive your time sheet through campus email. All time that is worked must be recorded in the boxes at the top on the **actual** day worked. If you have used either a vacation, sick, personal, funeral or snow day, place the first letter of that word in the box and record the number of hours taken in the appropriate space. See the sample in back of this manual.

At the end of a pay period, the time sheet must be in the Campus Events office by the 12:00 p.m. on the following Tuesday. Each employee is responsible for the accuracy of his or her own time sheet and for turning it in on time. If your time sheet is not turned into the Campus Events office Tuesday by noon, you may not be paid on time. Your immediate Supervisor may collect your time sheet and deliver it to the Campus Events office, where they are checked by the Facility Services Administrative Coordinator. They are then sent to Payroll for payment.

Reporting Time Off

All reports of time off work must be reported on a **Vacation/Sick Time Off Approval Form**. This form is used to report time off from work for vacation, sick, personal, funeral and doctor appointments. If an employee is out of sick time, the determination of using either personal or vacation time is at the discretion of the immediate Supervisor.

Supervising Students

Assignment of Students

During the academic year, students are assigned during the month of August. You will receive an assignment sheet, a manual and a time sheet for each student. You will also receive a roster listing all of the jobs and students assigned to those jobs for your particular area or building. You have the option of reassigning students in your area as you see necessary. If you reassign a student, you must notify the Facility Services Secretary as soon as possible so the rosters can be corrected.

The assignment sheet will have the date and time listed for your initial meeting with your students. This is when you will go over the student manual and the actual job expectations for each student.

The time sheets are to be kept in a black notebook in your area where the students have accessibility to place their hours on their time sheets when their work is complete.

In the event that a student does not show for work, you must first attempt to contact the student by phone. If this fails, you should put a note in campus mail or send the student an e-mail. Any student who is quitting must fill out a termination form, which must be sent to the Campus Events office. If you have a student who is terminating, make sure they **sign their time sheet** before they leave the job even if they have only worked fifteen minutes.

Students who have not completed an I-9 form will not be able to work until the form is completed.

Disciplining of Students

The Campus Events department uses a four-step method for disciplining students.

Step One: In some cases a situation with a student worker will be handled with a conversation.

Step Two: The student worker is given a **First Warning** by his or her supervisor if the situation continues unresolved. The problem is to be discussed and ways to improve will be specified at that time. Have the student sign the form.

Step Three: If the problem still exists after the specified time period elapses, the supervisor conducts a disciplinary interview with the student worker and issues a **Second Warning**. Have the student sign the form.

Step Four: If a student remains uncooperative after the **Second Warning**, (a third and

Final Warning may be given) or the student's work assignment may be terminated (see your Financial Aid Student Employment Handbook for more info).

Note: If a situation arises in a different warning category, a student will receive the next warning (i.e. if they received a First Warning, they will receive a Second Warning Step Five: Written termination - discuss this with your Team Leader and Administrator before doing this. Explain to the student that they are being dismissed and that the form will be sent to the Financial Aid office and kept on record. Have the student sign the form.

Send all original forms to the Campus Events office. Supervisors should keep a copy to refer to for the end of the semester evaluation and for rehiring purposes.

Recording of Student Hours

All student hours worked must be recorded by the student on their student time sheet. They must be recorded to the nearest quarter hour and placed in the box for the respective day they worked. Immediate Supervisors should review the time sheets at the end of each week. At the end of a pay period (listed at the top of the time sheet), the time sheet **must be signed by the student** and then reviewed and totaled by the immediate Supervisor and returned to the Campus Events office. Shift Supervisors should review the time sheets and may initial them. A sample time sheet is located in the back of this manual.

Student Performance Evaluations

All students will receive a performance evaluation at the end of each semester. These must be completed and returned to the Campus Events office before the end of each semester. An example is in the back of this manual. Forms must be completed on students who work for at least four weeks and quit. This provides the office with information concerning rehiring.

Student Absences

All students assigned to the Campus Events Department are expected to work as scheduled by their immediate Supervisor. Each student will have a Supervisor. After schedules are finalized, you will receive a list of students that you will work with and their phone numbers. Student workers **may be excused** from work for the following reasons:

1. Illness. The immediate Supervisor will require verification of illness by the Health Center Staff. The Student must have an excuse slip from the nurse for each day that they are off for an illness.
2. Field trips.
3. Collegiate sports player; scheduled events and practices only.

4. Officially scheduled academic activities by a professor.
5. Choir, orchestra, theater members; scheduled performances and practices only.
6. Family emergencies.

In each case, the Supervisor must be notified as soon as possible that the student will be unable to report to work. The student will be responsible to find a sub, and if they cannot, they will need to make arrangements with their Supervisor to cover the work. Sub forms will be available through their Supervisor.

Students **may not be excused** from work for the following reasons:

1. Paper or project is due.
2. Study for an exam or to study with someone else.
3. Recreational activities.
4. Committee meetings.

An immediate Supervisor may use his or her discretion regarding the following:

1. Attendance at concerts or sports events on campus.
2. Senate and other student government meetings.
3. Floor/dorm meetings that are not mandatory.
4. Early departure for the weekend.
5. Going to see a professor or advisor.

The student workers must always try to find a sub first. If a sub is not available they must notify their Supervisor at least seventy-two hours in advance.

How to Prevent Injury and Stay Healthy and Safe

Injury Prevention

Basic Safety Tips:

1. Try to plan a route that is free from tripping and slipping hazards.
2. Examine the object - determine its weight and look for sharp edges.
3. Get a good grip - use palms and fingers to make carrying easier and to protect hands and feet.
4. Wear safety shoes - reinforced toes and non-slip soles may help to prevent injuries due to dropped objects or slippery surfaces. No open toe shoes are permitted.
5. Get help or ask for help (or use a mechanical aid) if you have any doubt about moving the object by yourself.
6. Lift with your legs.
7. Keep hands in the "clear".
8. Pushing gives you twice the power - whenever possible push, do not pull.

Moving and Lifting Things Safely

1. Stand as close to the load as possible, feet spread apart. (Slide the load close to you if it is on a shelf)
2. Bend at the knees, keeping your back straight and stomach tucked in. (You will reduce the risk of pinching a disc.)
3. Grasp the load firmly.
4. Lift smoothly with your legs.
5. Hold the load close to the center of your body.

Wear a back support belt; this is available to employees. If you need a different size other than what is in your building, contact your Supervisor to order one.

Carrying

1. Keep the load close to your body.
2. Do not change your grip on the load.
3. Avoid twisting your body.
4. Don't block your vision.
5. Face the spot the load will rest on by turning your feet and your whole body in that direction.

Unloading

1. Bend your knees to lower the load.
2. Be careful to keep your fingers out of the way.
3. Slide the load into tight spaces; it is much easier and safer than trying to lift it.
4. Place the load on a bench or table by resting it on the edge and pushing it forward with your arms and body.

Prevention of back pain

1. Diet.
2. Obesity - weak abdominal muscles puts unnecessary strain on the back.
3. Exercise helps with strength, flexibility and tension. Be sure to check with your doctor before starting any exercise program.
4. Get professional help with early back pain.

Hazard Communication Program

Training will be provided for all employees who work with and around hazardous chemicals in the workplace on an annual basis.

Bloodborne Pathogens: Training will be provided for all employees on an annual basis.

Confidentiality

As a member of the Messiah College Department of Campus Events Department, you may have access to personal and/or medical information relative to Messiah College employees or students. Information about Messiah College, its employees or students may not be divulged to anyone other than persons who have a right to know or are authorized to receive such information. When in doubt as to whether certain information is or is not confidential, prudence dictates that no disclosure be provided without first clearly establishing that such disclosure has been authorized by appropriate supervisory or administrative personnel. This basic policy of caution and discretion in handling confidential information extends to both external and internal disclosure. Please keep in mind that saying "I cannot discuss that" is an acceptable response when asked to discuss such confidential information when there is no legitimate need to do so.

As a member of our department you have special responsibilities. You must be fully trustworthy and viewed as such by all employees and students with the personal and confidential information that comes to your attention. Mishandling of personal and confidential information is a serious breach of the responsibility of the Campus Events Department and may result in the immediate termination of employment. Each year during your annual appraisal you will be asked to review this policy and sign that you have done so.

August 14, 2009

Professional Expectations for Cleaning Offices

General Expectations

All offices and office areas should be serviced two days per week as directed by your supervisor with trash removal, vacuuming and light dusting. This service should include cleaning the waste can, as necessary, moving chairs for vacuuming and glass cleaning. Detailed cleaning can be done on the when offices are not scheduled to be cleaned.

Basic Accomplishments

All offices and office areas should be cleaned in depth weekly if at all possible. Furniture and chair surfaces should be cleaned, carpet edges and corners detailed and light furniture moved. This detailing should include cleaning telephone receivers, cleaning doors around handles, checking for spider webs, being sure window sills are clean and numerous other details that relate to the specifics of each individual office.

An office is a very personal place

Decorative items in offices are of special personal significance to the individual. Others are specifically related to the person's job functions. Information in books, records or on paper is not for public or personal distribution until communicated by the person who has authority to do so.

The professional will:

1. Avoid sitting at office desks. Avoid sitting on side chairs or at meeting tables. Do not take breaks in offices.
2. Never look at, sort through or read papers, documents, notebooks, books, or other information which may have been left on tables, desks, cabinets, shelves, trash cans or in recycling boxes.
3. Never open drawers, cabinets, etc. unless specifically told to do so by your Supervisor.
4. Never use computers copiers or other equipment unless given clearance by an authorized person to do so.
5. Use of office phones is prohibited.
6. Keep any inadvertently noticed information to yourself.
7. Never search through materials in trashcans or recycling boxes.
8. Plant care is the responsibility of Grounds. Personal plants are cared for by the owner.
9. Always leave items on desks, shelves, etc. exactly as they were found. Chairs, waste cans, etc. should be positioned neatly in their correct places.
10. Secure the office after servicing. Close windows and turn lights out.
11. Report any unusual circumstances found in any office to a Supervisor.
12. When answering your personal phone extension please identify yourself by name and department.
13. Do not watch TV during work unless approved by the supervisor during emergency situations.

Computer Usage Policy

Computers are provided to staff to assist them in completing their work for the College. All computer usage is subject to the policies as described in the Messiah College Employee Manual under **Section 4.03 Messiah College Computing Access Policy**.

While personal use of office computers is permitted during breaks, lunches and briefly before or after a shift, computers should not be used for personal use (surfing the web, class work, etc.) while working.

Personal use of office computers is not permitted when an employee is off the clock. For example, a first shift employee should not be working on an office computer at 8:00 pm or over weekends. We encourage employees to use one of the many computer labs on campus for these instances.

Employees must refrain from viewing e-mail and websites of a questionable nature at all times while using any college computer.

If multiple employees share a computer and take breaks or lunches at different times, work related computer work takes priority.

Computers located in the offices where we clean have confidential information on them. Employees are to only use the computer assigned to them.

Student workers are not allowed to use office computers for personal use during and after business hours. Student workers may use office computers only for job related business if they are directed to do so by their immediate supervisor

Personal Audio Equipment Policy

**HEADPHONES ARE NOT ALLOWED AT ANY TIME
FOR STAFF AND STUDENT WORKERS!**

Academic Buildings

The use of Personal Audio Equipment is allowed during the hours between midnight and 5:30am. Their use is prohibited at all other times. The use of personal audio equipment should not impede the work progress. Volume and type of music must be such that it does not offend other workers or contradict the ethos expectations of Messiah College. The Campus Events Administrators and Crew Leaders have authority over the use and may regulate or disallow at his/her discretion.

Academic Building (Summer: Frey, FAC, Hostetter Chapel, Kline and Jordan)

The use of personal audio equipment is allowed after 8:00pm, when no events or classes are scheduled. No personal audio equipment can be used in ECC while the building is open.

Residence Buildings (Academic Year)

The use of personal audio equipment is allowed in residential buildings.

Residence Building (Summer)

The use of personal audio equipment is allowed in a residential building when it is completely unoccupied.

Additional Campus Policies

Each of the following policies must be reviewed annually by each employee and confirmed by signing a sheet to be kept on file with the campus Events Manager.

- Key Distribution and Control Policy
- Hazardous Waste Disposal Policy
- Blood and Body Fluid Cleanup
- Mold Remediation
- Ceiling Tile Replacement
- Light Bulb Replacement
- Radio Etiquette and Usage
- Snow Policy for Campus Events
- Uniform Policy

The **Campus Events Expectation of Clean Policy** is signed each year at your annual appraisal