

Building Services Employee Handbook





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Welcome to the Building Services Department

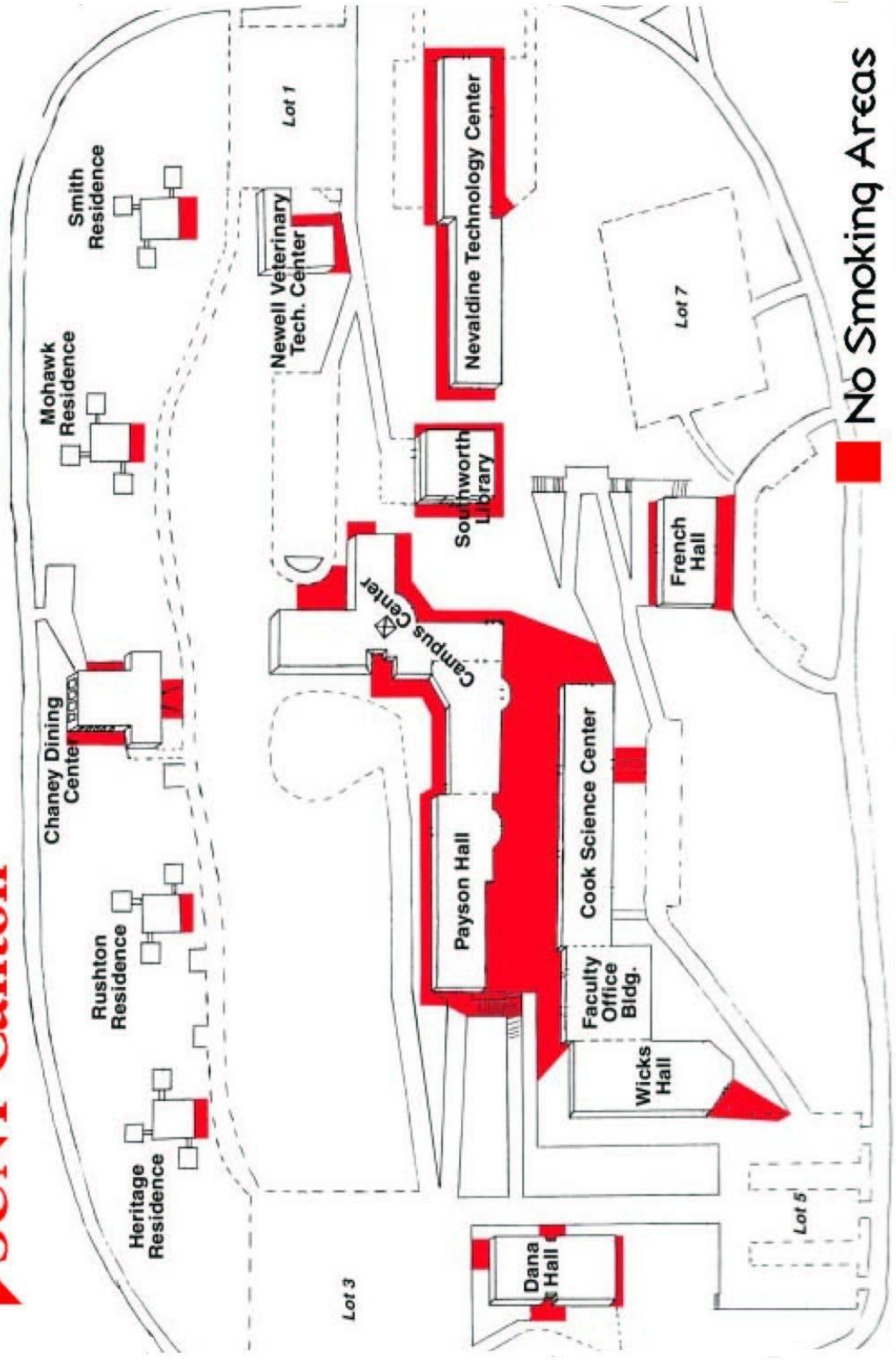
This handbook has been designed to help orient you to SUNY Canton's Building Services Department. Please keep it in a readily available place for your reference.

Our goal is to provide clean, safe, and healthy campus facilities. Accomplishing that goal results from the efforts of our employees. Your success, therefore, is very important to us.

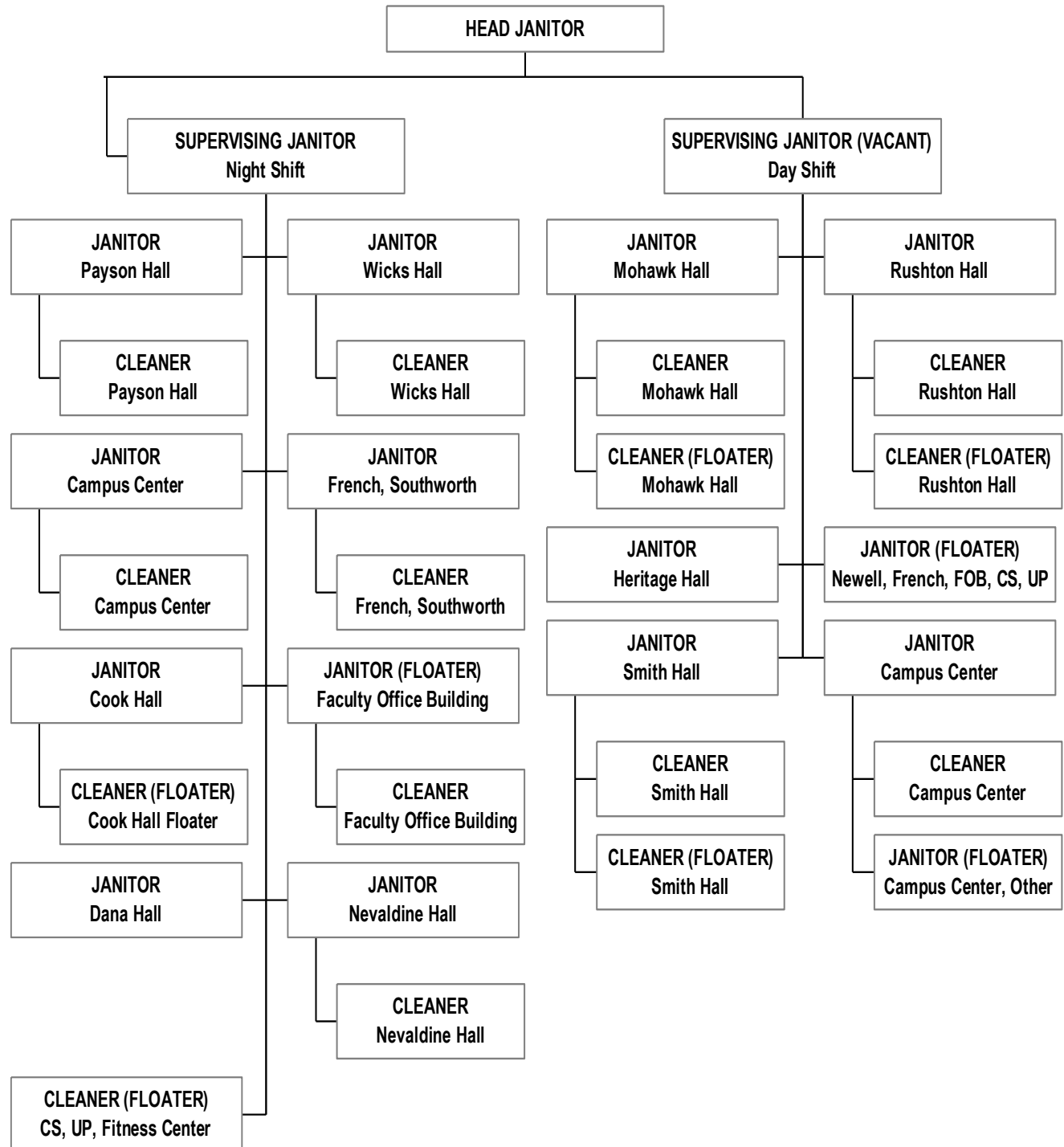
Please keep in mind the importance of our work to the well being of SUNY Canton. Clean residence halls, classrooms, public areas, and offices are vital to a healthy living, learning, and working campus environment.

We take our work seriously and expect the same from you. We appreciate your desire to be part of our team and look forward to a cordial and productive working relationship.

SUNY Canton



**SUNY Canton
Physical Plant
Building Services Department**



Please note: not all positions will be filled at all times depending on the availability of personnel funding.



SUNY Canton Physical Plant Building Services Job Descriptions

Position Title: Cleaner (SG-5)

Nature of Work

A Cleaner performs a variety of routine manual tasks requiring light, medium, and heavy physical effort to clean and care for assigned areas in public buildings, adjacent grounds, and adjacent sidewalks.

Typical Activities, Tasks, and Assignments

Perform routine manual work under supervision, including but not limited to:

- Pick up and remove trash or other articles from floors or furniture and place in designated receptacles or other appropriate places
- Move furniture
- Wash floors, corridors, stairs and stairwells, walls, windows from the inside of buildings, etc.
- Strip, vacuum, and wax floors
- Shampoo carpets
- Scrub, clean, and sanitize all areas of lavatories (sinks, urinals, toilets, etc.)
- Dust assigned areas
- Replace light bulbs
- Polish wood and metal fixtures and equipment
- Strip wax from furniture; clean and polish furniture
- Remove snow; clean sidewalks, yards, and drives
- Routinely report the status of assigned work to the Building Janitor
- Routinely report damaged or improperly functioning mechanical or plumbing devices, including burned-out lights, to the Building Janitor
- Set-up and take-down furniture and equipment in assigned areas (gymnasiums, meeting rooms, etc.)



Nature of Supervision

The work of the Cleaner is subject to close supervision in progress and upon completion. Some routine repetitive duties may progressively be performed with greater independence.

Job Requirements

- Ability to understand and follow verbal and written instructions
- Ability to safely perform medium to heavy manual labor
- Ability to safely and effectively use various cleaning equipment and products, ladders and scaffolds
- Ability and desire to get along with others in a team environment

Other employee activities depend on the availability of this person. Reliable attendance is required.



SUNY Canton Physical Plant Building Services Job Descriptions

Position Title: Janitor (SG-7)

Nature of Work

A Janitor performs a variety of routine manual tasks requiring light, medium, and heavy physical effort to clean and care for assigned areas in public buildings, adjacent grounds, and adjacent sidewalks. A Janitor performs small repair jobs, and usually supervises lower level cleaning personnel.

Typical Activities, Tasks, and Assignments

- Perform the same routine manual work assigned to Cleaners, SG-5
- Using hand tools, make simple carpentry repairs (fix or replace broken shelving, hinges, locks, sash cords, screens, other)
- Using a plumber's snake or other hand tools and preparations, unplug toilets, traps, and sinks
- Replace faucet washers and fuses
- When a higher level of repair capability is needed, report damage on the Physical Plant's Work Order System
- Requisition and dispense custodial supplies (paper towels, soaps, other)
- Supervise lower level custodial personnel
 - Assign specific tasks and give verbal and/or written instructions
 - Monitor work while in progress and when completed
 - Provide assistance to resolve work problems
- Routinely report the status of assigned work to the Supervising or Head Janitor
- As necessary, communicate verbally or in writing with building users concerning custodial projects and/or unusual conditions that will affect their living or working conditions



Nature of Supervision

The work of the Janitor is supervised, usually by a Supervising Janitor, who assigns, observes, and monitors his/her work on a frequent basis.

Job Requirements

- Working knowledge of the properties of various cleaning substances
- Ability to safely and effectively use cleaning equipment and products, ladders, and scaffolds
- Ability to understand and follow verbal and written instructions
- Ability to safely perform medium to heavy manual labor using all designated equipment
- Ability to effectively communicate, verbally and in writing, for the purpose of exchanging information
- Ability to safely make routine repairs requiring handyman ability
- Ability to effectively supervise a small staff of cleaners or occasionally assigned students
- Ability and desire to get along with others in a team environment

Other employee activities depend on the availability of this person. Reliable attendance is required.



Service Expectations in Academic Buildings

Janitors and cleaners are assigned to maintain each **Academic Building**. Unless otherwise specified by the Head Janitor or Supervising Janitor, the following services and frequencies are what will be expected of you if you are assigned to an academic building.

Classrooms/Lecture Halls/Laboratories: These areas receive priority attention.

Daily

- a) Clean blackboards and chalk trays
- b) Empty pencil sharpeners
- c) Empty and clean waste receptacles; replace bag liners as necessary; spot clean wall surfaces adjacent to trash container as necessary
- d) Dust mop hard surfaced floors
- e) Wet mop hard surfaced floors as weather and usage conditions dictate
- f) Vacuum carpeted floors
- g) Arrange furniture to its original position unless a note indicates to leave as is
- h) Clean glass in classroom entrance doors
- i) Change any burned out light fixtures as needed
- j) Report any damage or vandalism to your janitor or supervisor

Weekly

- a) Check for and remove cobwebs from ceilings, walls, windows, and light fixtures
- b) Remove graffiti if possible from desk tops
- c) Time permitting, clean interior surfaces of windows
- d) Time permitting, dust exposed horizontal surfaces such as window sills, empty shelves, door casings, and furniture legs (**NOTE:** In scientific laboratories, bench tops and hoods are not to be cleaned unless completely clear of breakable materials and equipment.)

Offices:

Please note: Academic materials (papers, books, folders, other) and personal belongings of office occupants are not to be handled or re-located by Building Services employees. If you question whether or not various materials should be thrown away, you should call your Supervisor and/or attach a note to the box asking if the contents are trash and should be thrown away.



Daily

- a) Empty and clean waste receptacles; replace bag liners as necessary; spot clean wall surfaces adjacent to trash container if necessary
- b) Remove any overflow or spills from trash receptacles on surrounding floor areas
- c) Vacuum carpeted floors thoroughly
- d) Dry and wet mop hard surface floors
- e) Clean glass in doorways

Weekly

- a) Check for and remove cobwebs from ceilings, walls, windows, and light fixtures
- b) Time permitting, clean interior surfaces of windows
- c) Time permitting, dust exposed horizontal surfaces such as window sills, empty shelves, door casings, and furniture legs

Lounges/Meeting Rooms:

Daily

- a) Empty and clean trash receptacles; replace bag liners as necessary; spot clean wall surfaces adjacent to trash container if necessary
- b) Remove any overflow or spills from trash receptacles on surrounding floor areas
- c) Vacuum carpeted floors thoroughly
- d) Dry and wet mop hard surface floors
- e) Clean horizontal surfaces such as table tops, counter tops, desks, etc.
- f) Replace furniture to original position
- g) Clean glass to entrance doors

Weekly

- a) Check for and remove cobwebs from ceilings, walls, windows, and light fixtures
- b) Time permitting, clean interior surfaces of windows
- c) Time permitting, dust exposed horizontal surfaces such as window sills, empty shelves, door casings, and furniture legs



Restrooms (highest priority):

Daily

- a) Empty trash receptacles, clean as needed, and replace bag liners; spot clean wall surfaces adjacent to trash container if necessary
- b) Check and replace all paper products such as tissue and hand towels
- c) Check and fill soap dispensers as necessary
- d) Clean and disinfect sinks; toilet seats and bowls; entrance and side panels of stall partitions
- e) Thoroughly clean and disinfect floors, including corners
- f) Clean mirrors

Weekly

- a) Dust air vents and tops of light fixtures
- b) Check for and remove cobwebs from ceilings, walls, and light fixtures

Please note: Athletic building showers and/locker rooms need to be cleaned thoroughly daily.

Hallways:

Daily

- a) Dust mop floors
- b) Autoscrub floors during winter months

Weekly

- a) Dust mop floors
- b) Autoscrub floors during winter months

Main Entrances:

Daily

- a) Clean all glass
- b) Sweep and clean entrance mats/rugs
- c) Clear snow and ice in winter months
- d) Wet mop floor area



Service Expectations in Residence Buildings

Janitors and cleaners are assigned to maintain each **Residence Hall**. Unless otherwise specified by the Head Janitor and/or the Supervising Janitor, the following services and frequencies are what you will be expected to provide if your are assigned to a Residence Hall.

Bathrooms:

Daily

- a) Empty all trash receptacles
- b) Check all dispensers; fill when necessary
- c) Clean and disinfect sinks, toilet seats and stall panels and doors
- d) Clean mirrors and spot wash wall areas
- e) Sweep, mop, and sanitize floors, including corners

Twice Weekly

- a) Clean shower stalls (curtains are removed and machine-washed during each semester break. They are replaced when torn, brittle, or not easily cleaned between machine washings).
- b) Sanitize toilet bowls

Weekly

- a) Check for and remove cobwebs from ceilings, walls, and light fixtures
- b) Dust air vents and tops of light fixtures

Hallways:

Daily

- a) Remove trash and litter
- b) Sweep, dust mop, or wet mop depending on conditions
- c) Other as assigned



Weekly

- a) Check and remove cobwebs from ceilings, walls, windows, and light fixtures
- b) Other as assigned

Public Areas:

Entrance Lobbies
Recreation Rooms
Lounge Areas

Daily

- a) Empty trash cans, replace liners if necessary
- b) Dust mop, sweep, or wet mop hard floors and stairways depending on conditions
- c) Straighten furniture
- d) Wash tabletops

Weekly

- a) Vacuum carpets
- b) Spot wash window interiors
- c) Check and remove cobwebs from ceilings, walls, windows, and light fixtures

Please note:

When heating or cooking food in the residence hall microwave rooms, students are responsible to clean up their own food spills when they occur.

We do not maintain the washers and dryers in laundry areas, though we are responsible for the general cleaning of the laundry rooms. Please report inoperable clothes washers and dryers to your Resident Director.



Building Entrances & Adjacent Outside Areas:

Daily

- a) Clean door glass to remove fingerprints and maintain a good first impression
- b) Sweep and/or wet mop as conditions dictate
- c) Remove snow and spread ice melt as conditions dictate.
- d) Clean outside entrance areas of cigarette butts and other debris as conditions dictate

Stairwells:

Daily

- a) Sweep, dust mop, or wet mop depending on conditions
- b) Wash handrails
- c) Spot wash walls as necessary

Weekly

- a) Check for and remove cobwebs from ceilings, walls, windows, and light fixtures
- b) Stairwell walls spot washed if necessary



What a supervisor is looking for:

A supervisor is verifying that the Building Services Department is fully meeting its responsibility to provide clean, safe, and healthy campus facilities, whether academic buildings or student residence halls. An absence of the deficiencies listed below would indicate that we are doing our jobs well.

Offices, lounges, hallways, classrooms, and residence hall rooms:

1. Corners that have dirt built up in them
2. Dust on furniture- legs of desks, chairs, etc., backs of chairs, tops and sides of file cabinets, sides of desks, the top or bottom edges of bulletin boards
3. Dirty window sills (i.e. dust and water marks)
4. Built up black marks on floors
5. Dusty venetian blinds
6. Messy, dirty wastebaskets (i.e. food spills on swinging tops, trash leakage through plastic bags that has dried into the waste basket containers)
7. Cobwebs in corners of walls and at ceilings
8. Dirty walls, chalkboards, and chalk trays
9. Dirty doors, especially push/pull plates and door knob areas
10. Dust around door casings
11. Dirt and dust build up on edges of carpeting

Restrooms and shower facilities:

1. Dust on top of stall dividers, louvres in doors, hinges of doors, on top edge of mirrors, and on light fixtures
2. Buildup around the faucet fixtures on sinks and the underside of the sink itself and flush fixtures on toilets
3. Dirty mirrors
4. Dirt buildup in floor grout, in the corners, and around the edge of floors
5. Dirty stall dividers and walls behind toilets and urinals
6. Dirty toilet bowls and urinals, inside and outside of both
7. Dirt buildup under and around toilets
8. Dirty pipes and tile under sinks
9. Dirty walls (i.e. handprints, make-up splashes, soap and toothpaste buildup)
10. Messy push/pull plates on doors
11. Dirty waste receptacles
12. Soap scum buildup on shower and tub walls



Dress Code:

Clothing that is acceptable for the work place includes:

- Short sleeve, long sleeve T-shirts (with **NO** offensive writing or pictures)
- Button-style work shirts, smocks, blouses, or sweaters
- Slacks, denim jeans, walking length shorts or cut-offs, coveralls, jumpsuits
- Enclosed shoes such as gym shoes, leather oxfords, loafers, work boots (steel-toe is optional)

All articles should be clean, intact, and non-offensive to others who share the workplace. Have safety in mind! (Example: Slacks or jeans should not be so long that you are tripping on them as you walk.) Most of our duties include walking, climbing stairs, and moving equipment such as floor scrubbers, furniture, etc. It is extremely important we do not wear clothing that is a tripping hazard or has loose material that could get caught in machinery.

Please **DO NOT** wear the following:

- Tube tops
- Shirts with offensive slogans or pictures
- Short shorts
- Long, full skirts
- Sandals

Protective clothing such as rubber gloves must be worn when cleaning bathrooms and when handling loose trash. These will be provided. Latex gloves **MUST BE** worn if cleaning large body fluid spills such as blood, urine, or vomit.



Two-Way Radios:

- Two– way radios are provided for each building, to give a more direct and efficient form of communication between supervisors, the facilities management office, and building custodial staffs. These radios also serve as an additional form of safety for evening shift personnel. They are able to be in direct contact with one another, heating plant personnel, and University Police. Please keep these radios on your person at all times during your scheduled shift.
- Promptly report any malfunction to your immediate supervisor.
- Turn these radios off and place in designated charger located in the custodial reporting office at the end of your shift, unless otherwise directed by your supervisor.
- There is at least one radio per building, per shift. The janitor or an appointed lead cleaner will be responsible for carrying this radio and passing any necessary information on to the other members of the staff as necessary.
- Only messages that are of an **emergency or urgent** nature will be passed on to personnel over the radio. All other messages will be written, and placed in your time card slot.
- Please remember other people can and do hear your radio transmissions. Please use common sense and common courtesy when using this valuable piece of equipment.



DO's and DON'Ts on the Job:

- 1) **DO NOT** MIX CHEMICALS! **DO** use the correct chemical for the surface you are cleaning.
- 2) **DO NOT** BRING CHEMICALS FROM HOME TO WORK! OSHA regulations state all chemicals used in the work place must have an MSDS sheet.
- 3) **DO NOT** consume alcoholic beverages or use any illegal drug while at work. The use of illegal drugs and/or alcohol on duty will result in disciplinary action.
- 4) **DO NOT** utilize office equipment for your private use.
- 5) **DO NOT** clean or touch objects of art or personal belongings in offices.
- 6) **DO NOT** speak impolitely to students, faculty, staff, or coworkers. **DO** treat others as you would like to be treated.
- 7) **DO NOT** leave equipment or supply carts unattended in public areas. **DO** keep carts clean, organized, and in proper closet when not in use.
- 8) **DO NOT** leave your assigned work keys or radios laying on your cart. **DO** keep them with you at all times during your shift.
- 9) **DO NOT** take work keys off the premises unless authorized to do so. **DO** return keys to your mail box at the end of the day or any other time you leave the campus.
- 10) **DO NOT** change furniture locations unless except for cleaning purposes. **DO** return it to its original location when you are finished cleaning.
- 11) **DO NOT** move or clean computers or other electrical equipment located in offices.
- 12) **DO NOT** leave your assigned work area without permission. **DO** contact supervising janitor for this permission when necessary.
- 13) **DO NOT** smoke while working. Smoking is allowed only during your lunch and break times, and must be done outside of buildings.



Shift Times (subject to change depending on campus needs):

1. Fall and Spring Semesters

- Day Shift: Monday - Friday, 6:30AM - 3:00PM
- Evening Shift: Monday – Thursday: 5:30PM - 2:00AM
Friday: 4:00PM - 12:30AM

2. Summer: shift hours are announced prior to the end of each spring semester.

3. All employees are required to clock in and out at the beginning and end of their shifts. Please plan your arrival no more than five minutes before your shift ends unless you need to speak with a supervisor.

Lunch and Dinner Periods (subject to change):

1. You are not required to clock in and out for your designated lunch/dinner time if you remain on campus. If you are leaving campus for the half-hour lunch period, you are required to clock out when you leave and clock in when you return.

2. Anyone leaving campus at lunch or dinner should not take keys or radios with them. This is to ensure we would have them if for some reason you were unable to return to work after lunch.

3. Lunch and dinner periods are observed as follows:

- Day Shift Personnel – 12noon – 12:30PM
- Evening Shift Personnel – 7:30PM – 8:00PM

Shift Breaks (subject to change):

1. Break times for day shift personnel are:

- morning breaks 9am – 9:15am
- afternoon breaks 2pm – 2:15pm



2. Break times for evening shift personnel are:

- break 1 – 11:30pm – 11:45pm
- break 2 – 4:15am – 4:30am

NOTE: Breaks may be taken at a campus location determined by the employee. However, any travel time to and from the work site is included in the break, so employees are encouraged to take breaks in their own buildings.

Time Cards:

- To maintain an accurate record of employee attendance, it is crucial for those employees using a time card to remember to clock in and out upon the beginning and ending of each workday. It is not necessary to clock in and out for lunch break, unless the employee chooses to leave the campus.
- Each employee is responsible for signing his/her own time card or time sheet before it is forwarded to the Office of Human Resources.
- Except in emergencies, employees must have submitted a leave request and received approval prior to clocking out earlier than their designated clock-out time.
- Employees may not clock in or out on anyone's time card but their own.

Call-In Procedures:

- In the event of a non-emergency call-in, call your supervisor at least 15 minutes prior to your scheduled shift, but no later than 15 minutes past the start of your scheduled shift. If your supervisor is not available during that time, you may then leave a message on his/her answering machine. Only in extreme emergencies may there be exceptions to the above policy. Should the call-in be an emergency, an employee has two (2) hours after the start of their shift to contact the supervisor.
- If you cannot reach your supervisor and need to leave a message on the answering machine, please be sure to include the following information:
 - a brief description of your sickness or emergency
 - an expected time or date of return to work
- These call-in procedures may not be used to request vacation leave or personal leave, both of which must be scheduled and approved in advance.



Requests for Leave:

- Requests to use vacation, personal and compensatory leave time:
 - Leave requests are to be submitted in writing to the immediate supervisor at least 24 hours before the requested leave would begin.
 - Must be pre-approved and signed by the appropriate supervisor before leave may begin.
 - Employees must not assume approval and they must be certain that approval has been granted before taking leave.

- Medical Appointments:
 - Proximity to the medical service provider's facility, time of the actual appointment and the amount of wait time would all be factored in to each person's request. If possible, employees are expected to return to work after a medical appointment. It is recommended that an employee discuss with their supervisor the amount of time they expect to be off for that day before the appointment takes place.

Use of State Property:

Any supplies or equipment removed from college property for personal use without proper authorization is considered theft of state property. This could result in termination of employment.

Probationary Period / Performance Evaluations:

When a temporary employee receives a permanent appointment to the position of Cleaner, she/he is required to serve a one-year probation period, during which she/he will be evaluated at intervals of 12 to 16 weeks, 26 to 39 weeks, and a 52 week (final) evaluation. The evaluations relate to work attitude and aptitude, time and attendance, work quality and quantity, and initiative. For each evaluation, the supervisor must recommend whether to continue probation or terminate the employee. During the probationary period, the new employee should make every effort to put his/her best effort forward and show a supervisor what he/she is capable of. This is also the time to ask questions and clarify with your supervisor or head janitor any rules, regulations, procedures, etc. that you do not completely understand. Ultimately, it is the employee who has the responsibility to satisfactorily meet the requirements of the job. Any subsequent promotions to a different title and salary grade will again require a mandated probationary period for six months to one year.



Once the probationary period is passed and the employee has been permanently appointed, a written performance evaluation is required yearly. This evaluation is entered into the employee's personnel file and the employee retains a copy. A list of tasks that the employee will be evaluated on for the coming year is also given at this time. Evaluations are an important tool for both the supervisor and the employee. If used properly, they establish a groundwork for open communication and a basis for mutual understanding between both the employee and the supervisor. They are not merely a yearly presentation to be dreaded but should be an ongoing process throughout the year.

SUNY Identification Cards:

All employees are issued a SUNY identification card upon employment. In addition to being a form of photo identification, these cards are programmed to provide employee access to buildings as designated by management. While on campus, employees are expected to carry their I.D. card at all times, and are encouraged to wear it so students, faculty, staff, and parents know that they are employees of the College. Employees are responsible to safeguard I.D. cards from loss, damage, or theft. I.D. cards that are lost, damaged, or stolen must be reported immediately to the employee's supervisor or the Head Janitor.

Campus Key Policy:

- Keys issued are the property of the State University of New York and must be returned to the Director of Maintenance & Services or his designee upon request or upon termination of employment.
- After receipt of keys, employees are responsible at all times to safeguard them from loss, damage, or theft. University keys that are lost, damaged, or stolen must be reported immediately to the employee's supervisor or the Head Janitor.
- Employees are not permitted to carry keys that provide access to University property other than those issued by Physical Plant management. Use or possession of keys other than those listed on Key Issue Records as being assigned to an individual employee could result in disciplinary action.
- Loaning of University keys to other persons, such as non-employees, is prohibited.
- No University keys may be duplicated without authorization by Physical Plant management.
- All keys must be secured in a locked cabinet at the end of your shift.



Campus Parking:

All employees who use campus parking facilities are required each year to purchase, for a nominal fee, a parking pass from the Student Service Center located in French Hall. Upon purchase you will receive a booklet that is your guide to all campus parking rules and regulations. Please refer to this for detailed information.

There are no reserved employee lots. There are, however, lots that are designated for overnight/off-hours parking. If your shift includes hours between 12:00 midnight and 7:00am, you will need to supply the Head Janitor with the following: vehicle license plate #; vehicle make, year, and color; and the location of the lot you are parking in. This information will be forwarded to University Police. Any changes to the original must be promptly reported to the Head Janitor. Ticketing may result if information is not updated in a timely manner.

Paycheck Information:

The College offers direct deposit of your check with most local banks. We encourage employees to use this convenience. Direct deposit can be extremely helpful to employees when pay periods fall during holidays, when printed checks are delayed due to circumstances beyond our control, and when employees are on vacation or extended leave. Deposit stubs will be distributed to you bi-weekly each Wednesday.

Useful Telephone Numbers:

University Police	386-7777
Human Resources	386-7325
Physical Plant Office	386-7222
Head Janitor Office	386-7222
Supervising Janitor Office	386-7222

NOTE: when calling from an on-campus telephone, do not enter the 3-digit prefix (386-)