

MAINTENANCE & CUSTODIAL SERVICES HANDBOOK

Revised 8/2020

These Directives are for Maintenance & Custodial Services employees that include the following Departments: Grounds, HVAC, Custodial, Electrical, Plumbing, Playground & Pest Control, and Carpentry.

This handbook is to be used for guidelines to clarify policy and job expectations in order to fit the needs of the departments. This handbook is not to be considered all-inclusive. Each employee is responsible for adhering to all district policies, directives and procedures.

Received by:

Date

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Maintenance and Facilities Services Mission

Our goal is to provide all students, staff and visitors with a clean, safe and comfortable environment, conducive to the educational process. We will succeed in achieving this goal through the sound management of resources, efficient work practices, open communications and the dedication of our employees.

Employment at Will:

1. The Maintenance and Facilities Services employee may voluntarily quit his/her job or be terminated by the District at any time for any reason not prohibited by law, or for no reason, as determined by the needs of the District.
2. Maintenance and Facilities personnel will be employed on an hourly basis. Employees are hired to work for the School District wherever needed and not for one specific school. Thus, assignments may be changed anytime the department manager deems advisable and approved by the Associate Superintendent of Facilities and Bond Programs.
3. If a new employee has had equivalent work experience, letters of reference certifying this experience should be presented. An increase in base salary may result.
4. Off-duty personnel are not permitted to be on premise for any reason unless given prior approval from the Maintenance Manager, Custodial Manager, or Associate Superintendent of Facilities and Bond Programs.
5. A person must be employed a minimum of 90 working days (18 weeks) to receive credit for a year of service.

Employee Assignments:

Any employee may be assigned to any school in MISD whether the employee requests such an assignment or not. Refusal to accept such an assignment to a designated school will be considered insubordination and may result in termination of employment.

The employee's department manager, supervisor, and/or head custodian assign all daily job responsibilities.

Hours of Employment

Hours of employment are determined by the needs of each individual campus or department and **can be changed at any time if necessary**. All changes will be determined and implemented by the department manager or the Associate Superintendent of Facilities and Bond Programs.

Work Schedules

At the beginning of each school year the department supervisor will review work schedules for the year. Assigned work schedules cannot be altered or changed for any reason without the WRITTEN approval of the department manager. The work schedule should include the following:

- Each employee's weekly work hour schedule

- Established lunch, break schedule
- Areas of responsibility

Each full-time employee (6 hours or more a day or 30 hours or more a week) must have a 30 minute break for lunch during a designated time set forth by the department supervisor. Working through lunch and leaving early is not permitted.

It is recommended, not required, that all Maintenance and Facilities employees have two scheduled rest breaks during the course of the day. The rest break shall not exceed 15 minutes and is up to the discretion of the department supervisor on a daily basis.

All Maintenance and Facilities employees must report ready to work and dressed appropriately at their scheduled work time.

Employees upon accepting a job assignment in the MISD Maintenance and Facilities Department are committed to work every day and are not allowed to leave early or come in late for any reason without following the appropriate procedures.

Unless approved by the Associate Superintendent of Facilities and Bond Programs, no vacation will be granted during the month of August.

See Directive 2-1 for additional hour and work schedule information.

Directive 1-1

Compliance of Departmental Directives:

These directives are departmental guidelines and are not intended to replace but to supplement any Mansfield Independent School District Policies for the day-to-day management of the maintenance and custodial departments. Any employee who does not comply with these directives is subject to disciplinary action.

Directive 1-2

Failure to Report Policy Violation:

All departmental personnel are to report violations of departmental directives and District Policies to their immediate supervisor or other available department supervisors.

An employee who is arrested for any felony or any offense involving moral turpitude must report the arrest to the principal or immediate supervisor within three calendar days of the arrest. An employee who is convicted of or receives deferred adjudication for such an offense must also report that event to the principal or immediate supervisor within three days of the event. Moral turpitude includes, but is not limited to, the following:

- Dishonesty
- Fraud
- Deceit
- Theft
- Misrepresentation

- Deliberate violence
- Base, vile, or depraved acts that are intended to arouse or gratify the sexual desire of the actor
- Drug- or alcohol-related offenses
- Acts constituting abuse under the Texas Family Code

Employees may be terminated if arrested for one of the above-mentioned offenses.

Directive 1-3

Personal Business on District Time:

All departmental personnel are to adhere to the following guidelines concerning personal business during working hours:

1. Departmental personnel are not to conduct personal business during working hours.
2. No employee may use a District vehicle to conduct personal business.

Directive 1-4

Use of District Property:

Employees are not to take District property home.

Directive 1-5

Use of District Vehicles:

All employees must clock in before driving a District vehicle and may not drive a District vehicle to their workstation before they clock in or after they clock out.

Employees may not take District vehicles home after work without authorization from the Superintendent.

Directive 1-6

Falsifying Reports:

Employees who knowingly falsify a report, including work performed at any location, hours worked (time cards), or any other District report is in violation of District Policy. Any supervisor that knowingly countersigns such falsified reports is also in violation of policy.

Directive 1-7

Prohibitive Items:

All items listed below are prohibited by District Policy

1. Carrying firearms.
2. Consumption or possession of alcoholic beverages (beer, wine, liquors, etc.) on the job. This also includes reporting to work while under the influence of alcohol.
3. Use of narcotics (pills, marijuana, etc.) and/or using, possessing, or transmitting drugs or substances (controlled or uncontrolled) is prohibited on District property.

Employees are advised that the above mentioned items are not to be contained on or in their personal property (vehicles, lunch boxes, lockers, etc.) while the person and/or the personal property is on District property, regardless of the time of day.

Directive 1-8

Use of Privately-Owned Radios:

Departmental personnel may use privately-owned radios during working hours as long as the use of such radios is approved and does not interfere with productivity. Employees may not use earphones with privately-owned radios at any time during working hours or while on District property. **Employees may not use personal radios at any time when school is in session and the faculty and/or students can hear the use.** Appropriate usage and volume shall be subject to the supervisor's discretion.

Directive 1-9

Traffic Citations:

Each employee is personally liable for any traffic citations received while operating and/or in charge of a District-owned vehicle. This includes all moving violations as well as parking violations. Drivers are directed to:

1. Obey all speed limits, traffic signals, and other traffic control signs including areas marked "Trucks Prohibited", fire lanes, and school zones.
2. Insure that the vehicle he/she is operating has a current safety inspection sticker and is in proper repair so as not to violate any ordinance that may result in issuance of any traffic citation.
3. Insure that vehicle he/she is operating is in such repair that the driver or anyone else is not placed in a dangerous position.
4. Notify his/her supervisor of any traffic citation received while operating any MISD vehicle.

EXCEPTION:

The only exception to the above-stated directive would be that if a traffic violation occurs as a result of a vehicle malfunctioning. Such cases will be reviewed on an individual basis to determine the District's liability.

Directive 1-10

Identification Badges:

All hourly employees are required to wear identification badges supplied by the District while on District property. These badges must be worn in a visible location during working hours. Replacement badges are secured through the Police Department by appointment.

Supervisors are responsible for ensuring employees wear their badges and for collecting the ID badge of any employee who is placed on administrative leave, resigns or is terminated.

Directive 1-11

Employment Practices:

Grounds for termination:

1. Any act of conduct while at school, in or out of a classroom, that is indecent, obscene, illegal, cruel, abusive, or otherwise contrary to and inconsistent with the ordinary standards set by the performance and conduct of the other District employees.
2. Physical or verbal abuse of students, parents, co-workers, or other persons.
3. Malicious mischief defined as the abuse, misuse, or deliberate destruction or damage to property, tools or equipment of other employees, students or the District (see Directive 1-13).
4. The making or publishing of false, vicious or malicious statements concerning any employee of the District.
5. Disruptive behavior on the worksite that jeopardizes the safety of others including staff, students, and visitors.

Directive 1-12

Uniforms:

The District will furnish uniform shirts for each hourly maintenance and custodial employee. As long as funding is available, each employee will also receive replacement uniforms each year.

Persons who are issued uniform shirts will be required to wear the uniform when working. Employees will be responsible for seeing that their uniforms are kept clean and in good repair. Shorts are not considered appropriate attire and may not be worn to work while school is in session. Shorts may be worn during the summer session provided that the shorts do not present a safety concern. Pants are to be worn with a belt or suspenders. Pants are to be worn waist high. District issued uniforms are not to be worn while performing non-district work. Employees are expected to take reasonable care to prevent unnecessary damage to their uniforms when carrying out District duties.

Directive 1-13

Damaging of District Property:

Any malicious mischief defined as the abuse, misuse or deliberate destruction or damage to property, tools, or equipment will be cause for appropriate disciplinary action up to and including a recommendation for termination.

Directive 2-1

Hourly Employee Attendance Guidelines:

1. Working Hours
 - a. Employees are expected to remain on the job a full day. Doctor and dental appointments are to be scheduled for non-working hours when possible.
 - b. Employees will arrive on the job and begin work at the assigned starting time.

- c. When employees use partial benefit days, such as a doctor appointment, the supervisor will furnish transportation from the worksite to the division office when there are two or more people are assigned to a truck.

2. Time Cards

- a. Employees who are required to log into True Time must account for his/her own time each workday. Under no circumstances is an employee to log in time for another employee. Logging in or out for another employee will be grounds for termination.
- b. If any employee is unable to log in to True time, the time must be written in by the employee and approved by the department supervisor.
- c. Weekly Hours must total the equivalent of a full scheduled work week (i.e. 40 hours); including hours worked, personal time off used, or a combination thereof which can be assigned by the employee's supervisor.

3. Flex Time.

- a. All employees are subject to working a flex schedule. Changes in normal work schedule must be approved by the department manager and the Assistant Superintendent of Administrative Support.
- b. In some job assignments, overtime work may be required on occasion because of emergency situations or the need to complete specific work by a certain date. Employees shall be **required** to perform such work if they are given notice of at least 72 hours, except in emergency situations. Supervisors shall give employees as much advance notice as possible of required overtime work. Any employee who refuses such assignments shall be subject to disciplinary action.

5. Vacation

All employees are to comply with the policies outlined in the MISD Board Policies regarding vacation eligibility for twelve-month employees. These policies may be reviewed on line or a copy maybe requested through the department supervisor.

6. Tardiness

- a. Employees are expected to report to work on time for each shift. If extenuating circumstances will prevent an employee from reporting on time, the employee must notify his/her supervisor.

Directive 2-2

Responsibilities Relative to Reporting Absences and the Use of Accrued Days:

1. When an employee is absent from work for six (6) consecutive day for illness, regardless of the number of accrued sick days, the name of that employee must be submitted by the appropriate supervisor to the department manager. The Benefits Office must be notified by the department manager.
2. When an employee has used all accrued benefit time, additional time missed may be considered excessive. Any employee who has exhausted all leave and has any four (4) separate occurrences of absence (no pay) within a current school year will be considered excessive.

Directive 2-3

Reporting of Absenteeism:

All departmental personnel are responsible for reporting personal absences. When advance notice of an absence can be given, the employee will notify the appropriate supervisor. No other notice is needed. If the supervisor has not been advised of absence in advance, the following procedure must be followed:

All personnel must notify their supervisor 1 hour before the normal start of work time.

Personnel must utilize phone contact information given by supervisor.

Directive 2-4

Emergency Definition and Response:

Definition: An emergency may be defined as an unforeseen combination of circumstances that calls for immediate action, such as life-threatening situations, major vandalism, extreme weather conditions, failure of fire or security alarm and other items that may affect school being open the next day.

Response: All employees, if notified, will respond to the emergency regardless of the time of day or the day of the week. As the need arises, the department head has the authority to order mandatory overtime to accomplish the correction of the emergency, or other items, to insure that the school may be opened the next day. Failure to respond to the emergency or other scheduled work times by the employee may lead to disciplinary action and possible recommendation for termination. Each employee is responsible for keeping his/her home telephone number current with his/her immediate supervisor and their immediate supervisor is responsible for keeping all telephone numbers current in a master file. The immediate supervisor and/or department manager will be notified of the emergency as soon as possible.

Directive 2-5

Emergency Overtime:

It is the responsibility of the person accepting the request for emergency overtime to maintain a record of the name and position of the person who telephoned in the emergency as well as the time the phone call was received. When possible, employees responding to an emergency should have access to a District vehicle, which will be driven to the site (equipped with proper tools and supplies) to complete the repairs. This will help to eliminate unnecessary delays in correcting the problem.

It is the responsibility of the appropriate supervisor to review all emergency overtime worked to ensure the appropriateness of the action taken and the time utilized.

The person responding to the emergency after normal work hours will be authorized to receive a minimum of two hours of overtime pay if they have worked at least 40 hours during the week. If there is a holiday during the week, the holiday hours will count towards the 40-hour work week requirement, in order to be paid at the overtime rate. If the time exceeds two hours, then overtime pay will be earned for the time worked, if the employee has exceeded 40 hours during the week.

If the employee did not work 40 hours during the week, the employee will be paid two hours of straight time pay at their regular pay rate. No additional hours for another emergency can be charged for the same two hour period of time that has already been used for a previous emergency.

Directive 2-6

Rest Breaks:

Although not required, employees are authorized the following rest breaks during normal work hours:

Custodial employee breaks and lunches.

AM Shift

Morning break	8:00 AM – 8:15 AM (paid)
Lunch Break	10:00 AM – 10:30 AM (not paid)
Afternoon break	1:00 PM – 1:15 PM (paid)

PM Shift

Afternoon Break	5:00 PM – 5:15 PM (paid)
Lunch break	7:00 PM- 7:30 PM (not paid)
Evening break	9:00 PM – 9:15 PM (paid)

Maintenance employee breaks and lunch.

AM Shift

Morning break	9:00 AM – 9:15 AM (paid)
Lunch break	11:30 AM- 12:30 PM (not paid)
Afternoon break	2:00 PM- 2:15 PM (paid)

In the event of extenuating circumstances causing employees not to take the approved lunch or break times, the employee is to notify the main office. The division secretary is responsible for keeping a log of the variances. These deviations should be kept to a minimum.

Directive 2-7

Smoking:

Smoking and tobacco use on all District property, in District vehicles and indoor District sponsored events is prohibited.

Directive 2-8

Doctor's Work Release for "On the Job" Injury:

It shall be the responsibility of the employee to submit the **First Report of Injury Form** to the supervisor. Any time medical treatment is received as a result of an on-the-job injury, the injured person must obtain a doctor's release statement from the attending physician. A doctor's release will be required and presented to the Benefits Department before returning to work for any absence of more than five (5) consecutive days. This doctor's statement must state "Full Duty - No Restrictions" or list required restrictions. Mansfield ISD reserves the right to check with the individual's doctor on an employee's work status to determine if the employee can perform his/her assigned duties.

Directive 2-9

Appraisals for New Employee:

It is the responsibility of the department supervisor to furnish in writing to the department's manager an appraisal report on each new employee hired by the department. It is the responsibility of the supervisor to inform each new employee, at the time of employment, that an appraisal will be given.

Directive 2-10

Cell Phones

The district may provide a cell phone stipend to various supervisors to assist with general communications.

Directive 3-1

Unauthorized Purchase:

The District regulations regarding an unauthorized purchase are as follows:

1. Any commitment to acquire goods or services from budgeted funds prior to securing a purchase order is prohibited. Anyone creating or authorizing such a commitment prior to securing a purchase order may be personally liable for payment of such agreement and/or may be liable for prosecution under the Texas Penal code Chapter 39, Abuse of Office, Section 39.01.

Directive 3-2

Purchasing Supplies and Materials:

Only items that pertain to a specific job, which includes consumable items such as drill bits, saw blades, and other miscellaneous items must be on a specific work order. It is not permissible to add items to the work order purchase that are needed for other reasons such as tools, safety equipment, office supplies, batteries, etc. These types of items must be ordered on a general work order and must be picked up by a supervisor or designee. Sales receipts or invoices for purchased materials must be turned in to supervisor the same day as purchased.

Directive 4-1

Reporting of Vandalism or Theft:

Maintenance and custodial employees must report all acts of vandalism to their immediate supervisor as soon as the vandalism has been noticed. In turn, the chain of command should be followed regarding the notification of the vandalism until the manager has been notified. **This should occur on the same day of the incident.** A vandalism report must be completed by the supervisor along with notifying the police and acquiring a police service report number.

When requisitions are submitted to replace stolen items, a copy of the vandalism report and Inventory Delete Sheet must be submitted to departmental inventory control representative.

Employees shall not leave unsecured tools, equipment or other valuable items of any kind in vehicles overnight, during lunch, or any time a vehicle is left unattended. Employees shall secure all tools nightly or place in assigned locations.

Directive 4-2

Out of District Travel Guidelines/Procedures:

All employees must follow the District travel policy. The respective manager is responsible for explaining this policy prior to an employee taking a District-sponsored trip.

Directive 4-3

Motor Vehicle Accident Report:

The driver of a District vehicle involved in an accident, regardless of fault or amount of damage, is to complete the Motor Vehicle Accident Report Form. The form is to be filled out and forwarded to the division office within 24-hours after an accident has occurred.

Note: It is the responsibility of the assigned driver to insure that these forms are in the vehicle at all times.

Directive 4-4

Work Order Documentation:

All work that is performed on any campus must be done through a work order with proper documentation. All maintenance work must be identified through the work order Tracking System.

1. Emergencies that occurred at any campus must be followed up by a work order whether during or after normal working hours.
2. If work is being performed at a school and the school requests extra work and it can be accomplished in a reasonable time frame, an additional work order will be initiated.
3. We want to emphasize “Good Customer Service” to each campus by being courteous, friendly, helpful, neat, and efficient.
4. Work orders must be properly filled out, including but not limited to materials and labor, and turned in for approval by supervisor the day of completion.

Directive 4-5

Sign-in Procedures:

All Maintenance Services employees are directed to go to the office sign in and state the reason for their visit each time they visit a school campus. When leaving the building, employees are required to sign out and give the status of the work performed to the office staff.

Directive 4-6

Inventory Procedures:

The following procedures are to be followed by each division.

Tools and equipment costing \$100 or more:

1. All tools and equipment costing \$100 or more will be kept on the division’s inventory.
2. Inventory will be maintained on a database that is approved by the Manager of Maintenance Services.
3. The inventory results will include an Exception report and explanations of any exceptions.

Tools and equipment costing less than \$100:

1. Each supervisor will have each maintenance supervisor maintain an inventory and assignment record of all tools and equipment costing less than \$100. This includes hammers, screwdrivers, pliers, tape measures, etc.
2. Inventories and assignment lists will be kept updated and signed by each employee acknowledging what they have received.

3. Replacements, **excluding trades for worn out tools**, should not occur more than two times over a one-year period. Loss of any tools/equipment will be combined in totaling numbers. Loss of a tool, for the third time in one year, will cause the employee to be warned. A loss of four tools may be cause for probation. A loss of five tools may lead to additional disciplinary action up to and including a recommendation for termination.
4. The supervisor will periodically review the employee inventory records to assure they are up to date and in order.

Each division will complete a full and complete inventory check each January. A hard copy of the inventory results, signed by the supervisor, will be submitted to the Department Manager by the end of each January.

Directive 4-7

Equipment Check-Out and Security:

1. All assigned equipment must be checked out and signed for by each individual to whom it is assigned.