KELLER ISD	Key Strategic Priority: 3,4
ADMINISTRATIVE REGULATION	Business
Custodial Operations – On Campus Communications	DX(R2)

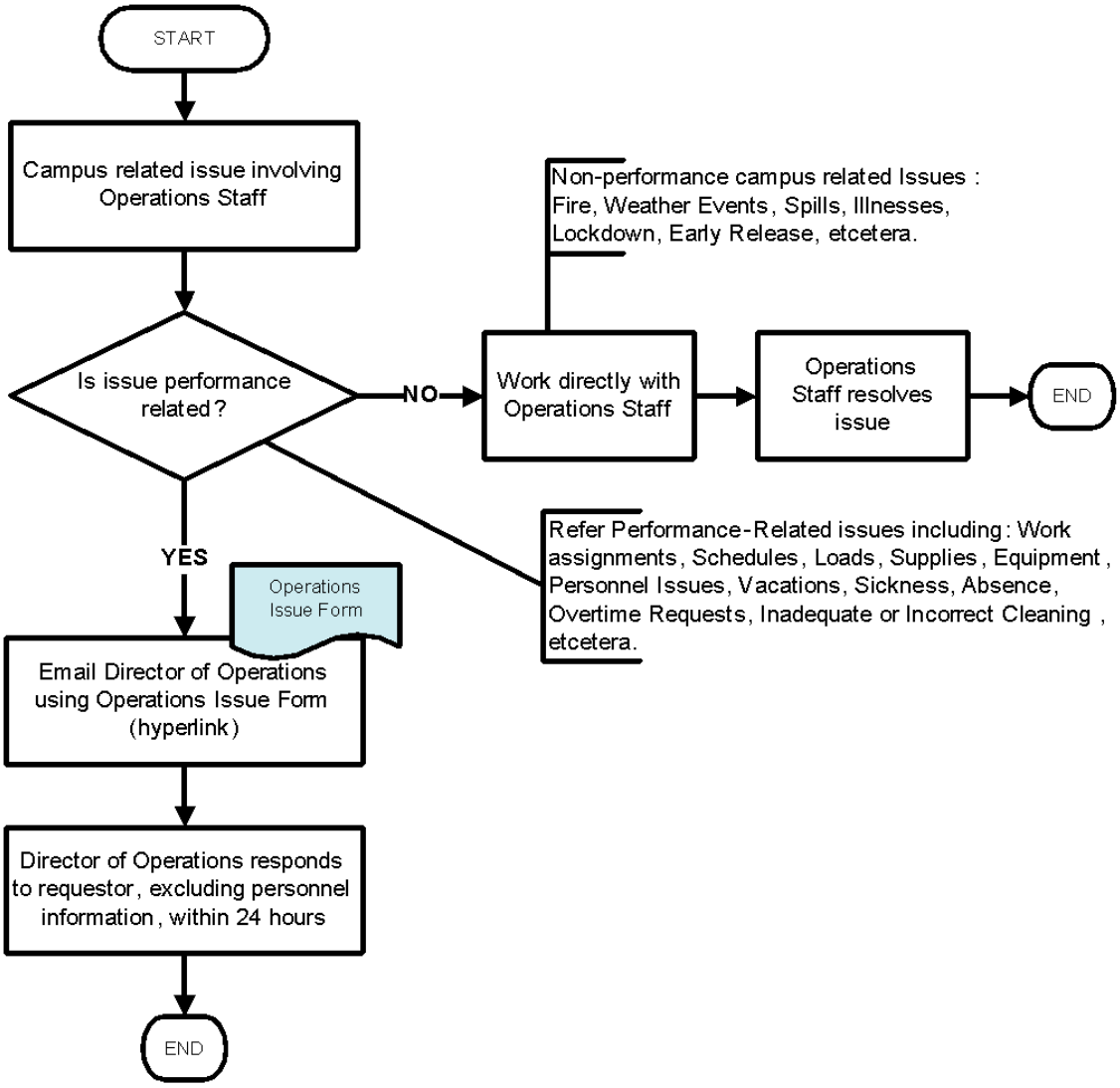
Operations Management is responsible for all performance related communication to operations (custodial) personnel and communications of that nature are to be directed to Operations Management.

- Examples of performance related communication: 1) Work assignments, schedules, equipment, supplies, etc. 2) Personnel issues involving corrective action(s) related to performance, absences, vacation, illness, etc.

Communicate issues of this nature should be reported directly to the Director of Operations via email using the Operations Issues Form. A timely and appropriate response will be returned to the sender within twenty-four hours. Sensitive personal information will be excluded from any response.

Campus related issues should be communicated directly to campus (custodian) Operations staff

- Examples of campus related communication: 1) Campus calendars and scheduling of events and activities affecting campus custodial staff. 2) Campus emergencies involving spills, lockdowns, weather events, fire, early release, etc.


START
Campus related issue involving Operations Staff
Is issue performance related?
NO
Non-performance campus related Issues : Fire, Weather Events, Spills, Illnesses, Lockdown, Early Release, etcetera.
Work directly with Operations Staff
Operations Staff resolves issue
END
Refer Performance-Related issues including: Work assignments, Schedules, Loads, Supplies, Equipment, Personnel Issues, Vacations, Sickness, Absence, Overtime Requests, Inadequate or Incorrect Cleaning, etcetera.
YES
Operations Issue Form
Email Director of Operations using Operations Issue Form (hyperlink)
Director of Operations responds to requestor, excluding personnel information, within 24 hours
END