



Custodial Department Employee Handbook

INTRODUCTION

ORGANIZATION

The Custodial Superiors has overall responsibility for the operation of the Custodial Department.

The best and most immediate source of information about your job and Anna ISD is your direct supervisor. Your supervisor is the person you should rely on in job related matters. Do not hesitate to ask questions or request assistance. Your supervisor has the answer, or can get it for you- that is part of their job. Another part of your supervisor's job is directing work activities and making sure that the job is performed efficiently and according to the highest standards set by Anna ISD. If you see a better way of performing a task, discuss it with your supervisor. Your viewpoint is important and your supervisor will appreciate your input. Honest and open communication is essential to developing a good working relationship with your supervisor.

LICENSED TRADE PERSONNEL

All trade personnel hired, who hold a specialized license required by their position with the District, will be responsible for keeping their license current. Anna ISD will pay the license fee for an employee if the license is required for the employee's position with the District. If a license lapses due to the employee's negligence, any penalty/fee incurred due to the failure to timely apply for the license will be at the employee's expense. Special trade employees are not exempt from other duties assigned by the Supervisor or Director outside the licensed trade areas.

UNIFORMS & PERSONAL APPEARANCE

In school business, personal hygiene and appearance are extremely important to maintain a professional appearance. A well-groomed employee in a clean uniform immediately creates a favorable impression of the services we perform. Our Board Members, staff, parents and students rightly expect us to maintain strict standards of cleanliness. All service employees shall wear clean uniforms and maintain a high degree of personal hygiene while on duty.

- 1.) In order to maintain a high degree of professionalism and uniformity, Anna ISD has established a required work uniform. All employees in the Maintenance Department are required to wear:
 - a. Pants
 - b. AISD shirts provided by the district. (Black, grey, purple polo shirts or shirts that represent Anna ISD.)
 - c. Closed-toe shoes at all times.

Uniforms are to be kept clean and pressed. Failure to maintain a professional appearance can result in the employee being sent home to change into appropriate attire. The employee will not be paid for this time off the clock. Repeated failure to meet uniform standards will result in disciplinary action.

- 2.) District ID badges must be visible at all times during work hours. Employees will not be allowed to clock in or report for work until they can provide a current badge.
- 3.) New employees are required to wear long pants and either a button up shirt or colored T-shirt.
- 4.) Hair length must be above the collar or kept in a manageable hair style that does not cause a safety concern (kept in a bun, pony tail or updo). Beards and mustaches must be neatly trimmed and properly groomed at all times with the remainder of the face clean-shaven.
- 5.) Head covering will be school logo hats only, coverings such as bandanas, towels, and scarves will not be allowed. Religious head coverings are acceptable.
- 6.) Piercings: See Safety Section”

GENERAL INFORMATION

COMMUNICATION

At Anna ISD, we believe that communication is a “two-way street” and we encourage supervisors and employees to communicate with each other. We want our employees to know and understand the reason why things are being done in a certain way and the reasons for various rules or changes in methods of operation. We are convinced that a well-informed employee is a better employee.

We would also like your ideas and suggestions as to how we can improve our operation. Many times the person doing the job is in the best position to recognize better ways of doing the job or a task. Finding better ways of operating will help provide better service for our customers, improve efficiency, and in the long run, make all of our jobs more satisfying and rewarding.

Each school has bulletin board for new procedures, memos, changes in work schedules, and other notices, which might affect your work. Keep yourself up-to-date on our operations, as they may affect you. If you encounter any problems or need additional information to carry out your responsibilities, please speak with your supervisor.

ORIENTATION/PROBATION PERIOD

We want you to become familiar with your job and work environment as soon as possible. An initial training/orientation/probationary period has been established to provide both of you and the District an opportunity to determine if the job is the right fit for you. To help you

get started, your supervisor will discuss your job responsibilities with you and familiarize you with your new job.

The training/orientation/probationary period is typically 90 days, but the Custodial Supervisor can extend it during your initial training. During your training/orientation period, your progress will be reviewed and any necessary adjustments, revisions, or employment action, including termination, will be made or taken. Be sure to take full advantage of this opportunity to ask questions and openly discuss any concerns you have with your supervisor. Any type of stipend or allowance will not go into effect until the probationary period is concluded.

TRAINING

Generally, your training will take place on the job, and will be ongoing as long as you are with Anna ISD. In addition to the instruction received from your supervisor, you will learn from fellow employees and from observation.

Other training sources might include films, manuals, and formal instruction. Anna ISD recognizes its obligation to provide the opportunity for greater development and achievement through training. We encourage employees to approach any training provided in a positive manner with a spirit of both enthusiasm and cooperation.

Training classes can be covered by the District's policies for 'Professional Days', and certain classes or sessions might be eligible to be paid workdays. In all cases, paperwork must be filled out and signed by the Assistant Superintendent of Operation prior to class enrollment. All changes incurred by the employee prior to written approval will not be eligible for reimbursement.

Certifications are not a guarantee of higher salary.

Use of District vehicles or resources to attend training may be allowed in certain circumstances, but prior written approval by the Assistant Superintendent of Operations will be required.

HEALTH, HYGIENE AND SANITATION

- 1.) Personal cleanliness and hygiene are important in the school environment and must be maintained while you are at work.
- 2.) Cover minor skin rashes, scrapes or cuts completely with an antiseptic preparation. Visit the school nurse if necessary.
- 3.) The District makes available, to all employees, various immunizations at different times of the year. Immunizations routinely available are Flu and Hepatitis B. You will be advised of scheduled times to receive these immunizations.

SAFETY

Anna ISD is dedicated to ensuring the safety of all employees because you are our most valuable asset. Each of us must be dedicated to the principle that "all accidents are preventable".

General Safety Rules have been established and will be strictly enforced to reduce the potential of injuries. It is every employee's responsibility to familiarize themselves with these rules:

- 1.) Report all unsafe conditions to your supervisor immediately.
- 2.) Immediately report all accidents to your supervisor. Your supervisor will assist you in filing out an accident report describing the accident. If your supervisor is not readily available, report injuries to the Office of Support Service. If you need medical treatment, you should immediately visit the nurse if available.
- 3.) Failure to report a work-related injury can result in a denial of claims or worker's compensation.
- 4.) Learn and understand the proper procedures for your job. If you are not sure you thoroughly understand the proper procedures for your job, ask your supervisor for further instructions.
- 5.) Never use any equipment until you are trained in its use.
- 6.) Practice safe lifting techniques:
 - Be sure you have good footing and remove greasy substances from your hands.
 - Lift with your legs in a smooth, even motion.
 - When making a lift from the floor, keep your arms and back as straight as possible, bend your knees, lift with the powerful muscles in your legs.
 - When lifting from an elevation, such as a table or shelf, bend your knees and bring the object as close to your body as possible, 'hug it' to you keeping your back straight and lift with your legs.
 - When the weight is too heavy or bulky for you to lift without straining, get help. Remember: "Using your head saves your back."
- 7.) When storing materials on shelves, always place the heavier, bulkier materials on the lower shelves. Use a stepladder or step stool for obtaining materials from storage or upper shelves. Never climb on boxes, storage racks, crates, tables or chairs.
- 8.) Materials dropped or spilled on the floor should be cleaned up immediately, using the appropriate method. Safety is everyone's responsibility.
- 9.) Do not attempt to repair or adjust equipment. Report any faulty equipment to your supervisor.
- 10.) Use a broom or brush and pan to sweep up pieces of glass. Never pick-up broken glass by hand and remember to dispose of it in a container suitable for broken glass.
- 11.) Unplug all electrical machinery before cleaning or adjusting. All equipment should be in the "off" position before being plugged into an outlet.

- 12.) Be careful when going through doorways and around corners.
- 13.) Keep hallways and aisles clear
- 14.) When using chemicals, make sure the containers are properly labeled and are closed after each use. Always return any chemicals to their proper storage area after each use. Be sure to read and follow labels for proper mixing and storage instructions. Do not leave carts containing chemicals unattended. You must wear safety glasses and gloves when you are working with chemicals.
- 15.) Be aware of all caution signs. A “caution wet floor” sign must be heeded. This means that the area is slippery and that you must use extreme caution when walking through the area.
- 16.) When using power tools, wear appropriate eye, ear, and body protection.
- 17.) Never back a vehicle without checking for clearance. Anyone operating a vehicle must have proper driver licenses and permission.
- 18.) Never leave your keys in a vehicle.
- 19.) Any type of piercing (ear, nose, etc.) is considered a safety problem. When working with tools, equipment, electricity or any type of moving parts, a piercing can potentially be a safety problem and are therefore not allowed. Ear rings are acceptable, but must be small stud type earrings.

Your supervisor will train you in safety procedures for your particular job. The best rule of thumb is to “use common sense.” If in doubt, stop immediately and ask or call your supervisor for assistance.

ATTENDANCE

The ability to provide our students, faculty, staff, and guests with the highest level of service is directly related to each individual employee’s success in performing their scheduled tasks. When individuals call to inform their supervisor that they will be tardy or absent from their scheduled shift, the tasks assigned to the missing individuals must now be completed by other employees. Therefore, it is important to advise your Supervisor as far in advance as possible of an impending absence. In addition to contacting your Supervisor, if possible, the employee should use the District’s online AESOP system to inform them of your absence. If this is not possible, or you do not have access to internet, you can contact either Julie Schwanke at 972-924-1022, or Nisa Stewart in Human Resources at 972-924-1042, to inform them of your absence. You will need to identify the reason for your absence, and if you plan to use a ‘sick’ day or a ‘personal’ day. No details are required. This allows management to make contingency plans in case of extended absences.

Requests for vacation days are required to be submitted to the Custodial Supervisors at least 10 working days prior to the requested date. Normal vacations are scheduled for one week in the summer months and about one week during Christmas Break or Spring Break. Only the Supervisors may make any exceptions to this rule.

State personal days and Comp days earned must be submitted in writing 48 hours prior to the requested day. Only the Supervisor may make any exceptions to this rule.

Sick days do not have to be approved in advance.

Please keep in mind that there may be times when vacation requests cannot be granted. As a general rule, no more than 10% of the workforce should be off on scheduled vacation at any one time. In addition, since we schedule special projects for times when school is not in session, scheduled projects may affect whether or not your vacation request will be approved.

Vacation/Comp days cannot be used in the last week before the start of the new school year. Vacation requests submitted during this time will not be allowed.

TIME CLOCK PROCEDURES

All employees are required to record their time on the job. Each employee will clock in and out using the time clock and their ID card. Once you are clocked in, you must report to work immediately. Any personal business must be taken care of before you clock in.

All employees are required to clock in promptly at the beginning of your shift, and clock out at the end of your shift. Employees should clock in at the time their shift begins, Early clock in must be authorized by the Custodial Supervisor.

TIME RECORDS

Accurate time records are important. When you start work, you will be shown the proper procedures for recording your time worked. As discussed above, the method of recording your hours shall require you to use a time clock. Employees are expected to work the hours that they are scheduled. Hours worked in excess of your regularly scheduled hours require prior approval (see "Overtime Compensation" section). AISD uses a paper system to note hours, if the electronic systems malfunctions. The paper system can also be used for overtime hours with the approval of the Custodial Supervisor.

Please observe the following procedures regarding your time records:

- 1.) Record your scheduled start time after you are in proper uniform and are ready to begin work.
- 2.) Record the ending time when your schedule is finished or you leave work.
- 3.) If you forget to record your time, your direct supervisor must approve your time.
- 4.) Time errors must be reported immediately to your direct supervisor.

- 5.) Custodial Supervisor must approve any corrections or changes to your recorded time.
- 6.) An employee is authorized to record only his or her time. Recording time for another employee or asking an employee to record time for you will subject both employees to disciplinary action or termination.

WORK HOURS

The normal shift hours for the Custodial Department are

Elementary- 6:30-3:00, 11:00-7:30, 2:30-11:00

Secondary- 7:00-3:30, 11:00-7:30, 3:00-11:30 , with a 30 minute lunch break.

Some Custodial employees will work modified shift hours as determined to be in the best interest of the District.

Shift hours for employees will be modified during the summer and holiday times.

Normal vacations shifts 7:00-4:30 and 2:25-11:55

Summer shifts will be assigned (Monday-Thursday, Tuesday-Friday, Wednesday-Saturday)

All employees are required to work a full 8 hours daily unless permission is given by an Custodial Supervisor. Leaving early for breaks or lunches is not permitted. Two 15-minute breaks and a 30 minute lunch are allowed by the District. The breaks are started when the employee leaves the campus or project, not when the employee arrives at their destination. Any personal business must be attended to during breaks.

TOBACCO

The use of tobacco products of all kinds, or electric cigarette devices on any District property or District vehicle, is a violation of Anna ISD Board policy and State Law. See District Board Policies DH (Legal) and DH (LOCAL); TEX.EDUC.CODE 38.006 Failure to comply with this law could result in adverse employment action including termination of employment or other disciplinary actions.

PAY

Your payroll direct deposit stubs and paycheck receipt will be delivered to you Anna ISD e-mail account for each pay period these record may also be access through TxEIS Staff Portal. If someone else will be receiving your payroll direct deposit stub, notify your supervisor and the business office.

Overtime pay is paid after the pay period has passed and processed (2-3 weeks).

OVERTIME COMPENSATION

The Fair Labor Standards Act ("FLSA") mandates that all nonexempt employees in the District must be compensated (overtime pay or compensatory time) at one and one-half times their regular rate for any time worked in excess of 40 hours in a workweek. By policy, the District may require an employee to be compensated by time off rather than pay. The

Act also requires the District to maintain records of time worked for these staff members. It is critical that employees accurately reflect total hours worked on a weekly basis.

It is the policy of Anna ISD to keep overtime work to a minimum. However, there will be times when overtime work is required. The District requires that employees obtain authorization to perform work beyond 40 hours, prior to that work being performed. Overtime work **must** have prior approval by the Custodial Supervisor. Any employee, who knows he will need to work overtime, should clock in and clock out through the Veritime system. There will also be instances when overtime is not planned, such as emergencies or on-call situations, in which case, prior authorization will not be required. In accordance with FLSA, overtime wages will be paid at the rate of one and one-half (1-1/2) times your normal hourly wage for all hours worked in excess of forty (40) hours per week. Holiday, vacation, sick, and benefit hours do not count towards overtime, only hours actually worked.

Reprimands or directives will be issued to employees who violate the requirements to obtain prior authorization to perform work beyond 40 hours.

During overtime shifts, the standard 15 minute breaks and at least 30 minute lunch are required. It is not permissible to work straight through the day without taking breaks. This is due to FLSA regulations.

CORRECTING PAYROLL ERRORS

When you receive your direct deposit payroll stub, it is **your** responsibility to verify that all information is correct. If there is an error in your name, your social security number, or any incorrect deductions, etc., you should contact the Custodial Supervisor immediately. The Custodial Supervisor will report the issue to the Office of Support Services and resolve the issue with the Business Office. If necessary, a meeting will be scheduled with the Business Office to review the problem.

PERSONNEL RECORDS

It is important to both you and Anna ISD that your personnel records be correct and up-to-date. It is your responsibility to notify the Human Resources office of any changes in your name, address, telephone number, and number of dependents.

TERMINATION OF EMPLOYMENT

It is important to leave an employer in good standing. Two weeks notice must be given in writing when you are terminating your employment with Anna ISD. Your eligibility for rehire will be based on your performance and the length of termination notice that you provided to Anna ISD. Any person who leaves their employment with Anna ISD will be required to turn in any keys issued to them or in their possession (including vehicle keys), their badge, and their uniforms before that employee's final check will be released.

It should also be understood that vacation, state and sick days provided by the District are provided in advance, and terminating employment with the District may result in the loss of

pay in the final check. The cost of any unreturned items issued to the employee may also be recouped from the employee's final check. Anna ISD does not pay for accrued leave at the time an employee terminates his/her employment with the District.

You will be employed on an at-will basis in accordance with District Board Policies DCD (LEGAL) and DCD (LOCAL). At-will employees may be dismissed at any time for any reason not prohibited by law or for no reason, as determined by the needs of the District. At-will employees who are dismissed shall receive pay through the end of the last day worked.

VEHICLES AND EQUIPMENT

Any District employee, who operates a District vehicle, has certain responsibilities regarding care and maintenance of that vehicle. Any employee driving AISD vehicles must be properly licensed to operate the vehicle. Illegal operation of district vehicles is cause for termination.

MOWERS AND TRACTORS: Any employee who operates a mower, tractor or other piece of equipment has responsibility for care and maintenance of that equipment while they are using it. The operator should check the tires, belts and fluids before operating it. Care should be taken by all District employees to operate any vehicle or equipment in a safe and responsible manner. Employees who damage vehicles or equipment because of neglect or failure to observe proper care or operating practices will receive written reprimand for damaging equipment. Any damage or problem should be reported immediately for safety and to make proper repairs.

ACCIDENTS: Any accidents will go in the employee's District file, and may be referenced during reviews. Multiple accidents may result in the loss of driving privileges, or termination of your employment with the District. Accidents involving District property will result in drug testing of the employee in accordance with District policy.

District vehicles, equipment and tools are for the exclusive use of District employees in the performance of work for the District. The borrowing of District vehicles, equipment or tools for personal use is strictly prohibited. Vehicles cannot be taken outside of Anna city limits without approval from a supervisor.

Vehicles and equipment will be fueled using Anna ISD fuel distribution center. Fuel can be used for vehicles and equipment owned by Anna ISD only.

Use of District facilities for personal use is strictly prohibited.

SURPLUS AND SCRAP MATERIALS

Under no circumstances will it be allowable for employees to take attic stock, surplus or scrap materials for their personal use.

Any items left in lockers, classrooms, or other facilities will be given to the Administrator in charge of the area to determine, if the items are trash, auction items, or charitable donations.

WORK ORDERS

Anna ISD uses an internet-based work order processing system called KACE. On a daily basis, work orders are generated and assigned to departments. These work orders may include Custodial, Maintenance, and Technology. Custodial Work orders will be assigned by the Custodial Supervisor.

Any items or facilities that need to be fix, maintained, or repaired will be reported to the Lead Custodian. The Lead Custodian will give the work orders to the Custodial Supervisor. All work orders will be submitted to KACE for completion. Any emergency items should be called in directly to the Custodial Supervisor- (water leaks and plumbing, electric problems, broken glass, and other major damage etc...)

All staff is responsible to make sure facilities are safe and well maintained.

CONCLUSION

If you have any questions after reading through these Guidelines, be sure to see your direct supervisor or the Custodial Supervisor. They will try to help you in every way possible to make your job productive and mutually rewarding. These Guidelines are subject to change at the sole discretion of Anna ISD. From time to time, you may receive updated information concerning changes, and you are responsible for compliance with any and all changes to the Guidelines.