

Facilities Operations Handbook

The following policies and procedures are to be reviewed and adhered to by all employees as part of the Facilities Operations (FOC) internal control efforts. Memos regarding past practices and history of earlier memos will be attached to reference. All employees are encouraged to speak to your supervisor if you have any questions related to any FOC policies. Failure to follow the following procedures and policies could result in disciplinary action.

Access to facilities (shops) during non –working hours – Access to the facilities shops during non-working hours is prohibited. If you forgot a personal item and have to return for it while the shop is closed, please go to University Police in order to be escorted into the workspace.

Access to the FOC main office – It is the supervisors responsibility to pick up the department mail, pick up office supplies, speak to staff regarding work orders, and hand in purchase requisitions and receipts. Employees may be asked to perform these tasks by their supervisor. When FOC staff requests any employee to assist with a work related issue they are welcome to address the matter in person. Please bear in mind that regular visits to the FOC main office by staff during their break time may cause disruption to other staff that do not have the same break periods.

Assigned work areas - It is expected that employees remain in their assigned work areas during work hours. Employees shall not congregate in work areas that are not in their assigned spaces or are not specified or tied to a work order. Work related questions should be directed to your assigned supervisor, not other workers or supervisors.

Athletic equipment use – Use of the athletic equipment in the residence halls is strictly prohibited. Use of the athletic equipment in the Athletic Wellness Center is permitted during your lunch break and after work hours only if you are a member and have a valid membership card. Use of the weight room in the Elting Gym is permitted during your lunch break and after work hours.

Attendance and leave – All attendance and leave shall be subject to the CSEA Article 10 agreements. All employees are required to fill out their own timesheets. Supervisors are responsible for reviewing and approving all timesheets. Any errors or changes are to be addressed with the employee and corrected, then initialed by the employee. Per payroll, all signatures are to be in blue ink.

Blanket purchase orders – Only supervisors are permitted use of blanket orders when items are not in stock or cannot be ordered. They are to obtain an ordering slip from FOC and authorize the purchase. Once the item is brought back to the facility, it is the supervisor's responsibility to confirm that the item has been received and submit the receipt back to the FOC main office.

Cell phone use - Use of a personal cell phone during work hours shall be occasional, incidental or for emergencies. Use of a personal cell phone for work related calls and/or forwarding of work related information via text or picture to a supervisor or other staff member is allowable. Use of a personal cell phone during breaks and lunch is permissible. Cellular telephone use while driving is prohibited. By Executive Order; the Governor of New York State has issued a directive that all New York State employees are prohibited from utilizing a hand-held cellular telephone while operating a motor vehicle. Accordingly, all SUNY New Paltz employees are to comply with this directive.

Computer Use on Campus – Personal use of student computer labs located in residence halls and academic buildings is prohibited. Personal use of computers in public access areas is permitted during your breaks and lunch within the Computer Services acceptable uses and privacy policy.

Delivery and pick up of materials – Off site delivery and pick up of materials will be done by one employee. The supervisor will assign an employee who has prior approval to operate a state vehicle (verified through the LENS Program) to perform this task. Assignments may be made on a rotating basis.

Disposal of Personal Items – Personal use of campus refuse roll-offs, dumpsters and garbage cans to throw out personal belongings, refuse, furniture, etc., is not permitted.

Electric car (Gem car) use – Use of all electric cars on campus are subject to FOC memo dated 6/15/09 (attached). All operators must have a valid driver's license verified through the LENS Program and wear their seat belt at all times. The vehicles are limited use and when traveling on the campus, speed should not exceed 10 mph. Cars are to be signed in and out from the auto shop. All arrangements for usage and availability should be scheduled through the auto shop supervisor.

Fuel usage for fleet vehicles – All employees will utilize the Gasboy system to fuel their assigned work vehicle. A unique key will be assigned to each vehicle and is the only one that should be used to fuel that vehicle. Providing false information or "lending" out a key to fuel any other vehicle is prohibited. Contact the auto shop supervisor if your key is missing or not operating and he will be able to assist you. Use of the fuel pumps for personal vehicles or canisters is prohibited.

Grounds yard access – No FOC employee shall have access to the grounds yard unless they are directed there by a work order, are directed by a supervisor, are working during snow removal, or are throwing out items to the recycling roll offs. All individuals must check in via the radio with the grounds supervisor prior to entering the area. Departments other than FOC will need authorization from the grounds supervisor as well.

Laundry facility use – Use of the campus laundry services for personal reasons is prohibited.

Log book use (custodial staff only) – All supervising janitors and janitors are required to utilize a daily log book to account for each day's events. Please reference attached FOC memo dated 12/11/08 for details regarding proper usage. Supervising janitors are to sign in to the janitor's log book to record the date and time of a visit to a particular building.

Supervising janitors will keep their own logbooks. They are confidential and should not be shared with other staff.

Please do not use the log book to detail any disciplinary actions. If errors are made, please make the correction by striking out the text with a single line and making the correction next to it. Please do not erase or "white-out" any mistakes from the log book.

Meal break - New York State Labor Law requires that every employee must take at least thirty minutes for the noon day meal. Employees are not permitted to work through their lunch hour. The accumulation of overtime during the noon day meal is not permitted.

Overtime approval - All overtime with the exception of a dire emergency (as identified by the Director or Assistant Director of Facilities Operations) must have prior approval by the appropriate supervisors before 2 pm of the scheduled overtime. All overtime is subject to the CSEA agreement Article 27. It is the supervisor's responsibility to follow all requirements of the agreement. No employee can work more than 16 hours without an 8-hour break unless a dire emergency arises.

Any employee that works scheduled or emergency overtime is required to sign in and out at the Central Heating Plant (CHP). A supervisor can sign out his or her staff but they will be held responsible for all employees' accurate timesheets. This practice allows management to limit unnecessary call backs and to know who is on the campus at all times. The CHP log book will be used to manage the overtime list.

Any employee that works over six hours on overtime is mandated to take a lunch break. This directive can be found in the New York State Labor Law Section 162.

Recall Overtime (Call Backs) - All call backs are subject to the OSU agreement Article 7, Section 7.14 and OSC Budget Bulletin 560.

The following Steps must be followed:

1. The emergency call will come into the Central Heating Plant (CHP)
2. The Plant Utility Assistant (PUA) is tasked to initially look into the problem and make the necessary repairs.
3. If the problem cannot be resolved, the PUA will notify the CHP engineer to call the appropriate personnel in.
4. The employee on the call back is then responsible to sign into the CHP log book and make the necessary repairs. They are also expected to stay and fix any additional emergency problems that arise while they are on site or while they are en route to the campus. Upon completion of all of their work they will sign out in the CHP log book and exit the campus.
5. There will be no call back for work that is routine or non-emergency.

Personal use of shop tools – Personal use of any shop tools and/or equipment is prohibited. State property including tools and equipment cannot be borrowed, loaned or removed from campus. At no time can personal items and/or materials be brought to campus and repaired/created with state tools and/or equipment.

Repairs to personal vehicles and/or equipment – Use of the auto shop for repair to a personal vehicle and/or equipment is prohibited. In the event of an emergency which might impact the health and safety of an employee, prior approval by the Director/Assistant Director of Facilities Operations will be needed for an Auto Shop mechanic to be authorized to assess a potential hazard.

Recycling Area/Roll offs – Items that have been disposed of by the campus in the roll-offs cannot be removed from the recycling area/roll-offs and/or campus by any employee for any purpose.

Removal of material – Removal of any grounds material for personal use is prohibited. This includes any and all items and could include but may not be limited to pavers, stone, wood, cut trees, dirt, etc. There will be no exceptions to this policy.

SUNY owned vehicle use – Use of all work/fleet vehicles are to be used only during working hours. All drivers must have a valid license and all employees who drive a work/fleet vehicle must sign up for the Licenses Event Notification System (LENS) through the Vice President for Administration and Finance office. Access on campus walkways will need the approval of the Director of Operations. All vehicles are to be secured and locked when parked. Keys are to be left at the campus facility and locked in the employee's individual mailbox. Smoking is prohibited in all vehicles per NYS Law. Use of work/fleet vehicles for personal reasons is prohibited.

Two way radio uses – Radios should be used to respond to calls from FOC or for emergencies only. Employees should keep the lines clear whenever possible and try to avoid using the radios for routine or to simply page someone for a non-emergency. Abuse of the radios, ie: "keying" or "stepping" over someone, or inappropriate noise is prohibited and may

violate campus compliance with the Federal Communications Commission (FCC) regulations.

Uniform policy – Uniforms are mandatory for all employees hired after 4/7/04 per the agreement between SUNY New Paltz and CSEA Local 610 (copy provided upon request). Employees hired prior to that date have the option to use uniforms as well. Once an employee accepts the uniform, s/he is required to wear it at all times while at work. Uniforms will be provided to all employees at no cost.

Workplace/domestic violence – All employees must be trained in and abide by the Campus Workplace/Domestic Violence Policies. The office of Human Resources will provide the required training and each employee must sign off that they acknowledge and understand these policies.

Work order system – All employees are to utilize the department's work order system. Completed work orders are to be handed into your supervisor on a daily basis. The employee's code, hours, materials used, and any notations for other trades that assisted with the work order are to be recorded on the order. Supervisors are to review the work orders, sign off on the work orders, revise any target dates and hand in to FOC on a daily basis. Call in requests for generating work orders should be made for emergencies only.

Facilities Management

February 19th, 2015

To: Bob Moyer
Central Heating Plant Personnel
George Borello
Scott Lawton

From: Gary Buckman
Director – Maintenance and Operations

Subject: Protocol for Emergency Lock Changes – Residence Halls

In an effort to clarify our protocols for card access failures on the campus after our operational first shift ends (Monday – Friday 7:30am – 4pm, 6:30am – 3pm summer hours) Central Heating Plant and Structural personnel shall adhere to the following guidelines:

- 1) When a phone call is received from the campus to the Central Heating Plant regarding a problem with card access entry, Central Heating Plant personnel are to contact the structural general mechanic on shift to respond to the call (Monday – Friday, 3pm to 11pm after our operational first shift leaves).
- 2) It is the general mechanic's responsibility to assess the problem and attempt to make a repair. After 11pm, Monday – Friday, and on weekends it will be the Central Heating Plant personnel's responsibility to assess the problem and attempt to make a repair.
- 3) When it is determined that a temporary core change needs to be installed the appropriate employee will use the premade cores and control key, then install the core. Keys will be delivered to the RA office and a call will be made to the RD on call phone 845.532.6765 and our employee will notify the Residence Hall staff that the keys are delivered. **It is Residence Life's responsibility to deliver the keys to the students.**

- 4) The employee that made the core change will properly identify which buildings and rooms the cores were installed in with the envelopes provided in the kit and will keep the core box kit in an organized working order.
- 5) The Central Heating Plant Utilities Engineer II will monitor the kit, and inform the lock shop that new cores need to be cut. Central Heating Plant staff will bring the kit to the lock shop for restocking.
- 6) If there is an issue during the core installation which cannot be resolved (broken tail pin, etc.) then the Central Heating Plant personnel should follow our recall overtime procedures (in accordance with CSEA Articles 27 and 44). They will start with the lock shop personnel for each call back and if there is no response they will contact the structural shop personnel. If you have any questions as to who is currently on this list, then the Plant Utilities Engineer II should contact the Maintenance Supervisor II for clarification.

The reasoning behind this protocol is simple. It is to expedite our ability to provide a resolution to allow a student to gain access to their room and not be impacted or locked out of their living space during a temporary lock failure.

Facilities Management

November 6th, 2013

To: Central Heating Plant Personnel

From: Gary Buckman
Interim Director – Maintenance and Operations

Subject: Protocol Regarding Instances of Vomiting on Campus

I recently held a meeting with Residence Life and to its conclusion I am directing the Central Heating Plant to adhere to the following protocol regarding their role in a situation where an individual has gotten sick and vomited at the campus. This will be two parts primarily with the Residence Halls, but I will also speak to a rare condition that an incident happens off hours in Academic space.

Residence Hall Incident Off Hours

It is the responsibility of the RD/RA to assess any incident of vomiting off hours and contact the Central Heating Plant at x3327. Our Plant Utilities Engineer will take the call and write down the location of the incident. They will then go down the emergency call Custodial Services personnel list, in order, until they reach an employee available to perform the cleanup (They should not have to contact the Assistant Director of Custodial Services for any reason until they have run through the entire list with no one stating they will come in). They will ask the custodial employee their estimated arrival time, and then call the requestor back and let them know when we will tentatively be on site. The engineer will note accordingly where they left off on the emergency callback list with who said yes or no and who was coming in. When the custodial employee arrives on the campus they are required to check into the plant before going to the building. At this time the engineer will call back the RD/RA and inform them that the Custodial Services personnel is going to the building to clean up the vomit. The RD/RA is required to meet them there and be present with the cleanup. The Plant Utilities Assistant will bring the custodial employee to the site in question. At that point the Central Heating Plant's obligation to the incident is over unless the Custodial Services employee needs a ride back to the plant to sign out.

Academic Spaces Off Hours

This scenario should be quite rare but if a call comes in with a vomit incident off hours in Academic space the Engineer is to:

Take down the information from the requestor regarding the location of the incident. They will then call in our Plant Utilities Assistant and send them out to the location. The employee will apply any treatment to temporarily remedy the vomit, block off the area and return to the plant. The engineer will then call in Custodial Services who will arrive to the plant, sign in and clean up the vomit. They will gain access to any building with the help of the assistant. Upon conclusion the custodial employee will return to the plant and sign out.

Keep in mind, in this instance if the call comes in close to 6:30am you do not have to call in someone for a callback. We have custodial personnel that arrive every day at 6:30am and they will be able to clean up an incident as they start their shift and it should not impact normal business operations on the facility. If you need any guidance in this area speak with Bob Moyer and he can relay any concerns with me. As I have stated any call in Academic space should be very rare in nature.

Facilities Management

January 22nd, 2014

To: Kirk Timperio
Barry Lawless
Bob Moyer
CHP Personnel

From: Gary Buckman
Director – Maintenance and Operations

Subject: CHP Emergency Call In Procedure for Utilities

Effective immediately, all Central Heating Plant Personnel will utilize the following protocol when emergency situations arise within the utilities department related to campus infrastructure. This pertains to our call in procedure when additional staffing is needed to correct problems on the facility off hours. This practice will be in accordance to Articles 27 and 44 of the CSEA OSU agreement.

The Plant Utilities Engineer III is the main contact for all calls. They will direct the Central Heating Plant personnel as to which trade is needed, and will confirm with the plant that someone has been contacted and is coming in to address the problem. Upon the completion of the repair in question the heating plant personnel will contact the PUE III and inform them that the repairs have been made. All documentation will be in the plant's log book.

The Plant Utilities Engineer III is the sole person to make these decisions and is not to delegate the duties to other subordinates. If the PUEIII is scheduled off or on vacation, etc then they are to relay this information in advance to the Central Heating Plant and to the outside Plant Utilities Engineer II and the Central Heating Plant PUE II. Only during these circumstances is one of the PUEII's to be called to make decisions regarding who will be called in to respond to an emergency. The same methodology will apply for the PUEII regarding our procedures.

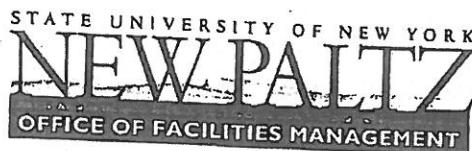
If the PUE III does not respond to emergency calls, note it in the log book and then call the PUE II's. If there is no response, again log it in the book. At this point the Assistant Director of Operations for Utilities and Structures should be called to provide directives to handle an emergency. If all of these employees fail to be reached, then contact the Director of Operations.

If there is a request for assistance from the Plant Utilities Assistant Grade 9 that could not resolve a problem on site that they encountered, **and** the emergency does not rise to the level of immediate harm to the facility, i.e. clogged toilet, no heat in one particular area, lock issue, fire alarm problem, then the plant PUE I should promptly work off of the emergency call back list (following Article 27) and call an employee in. Once they know someone is scheduled they can contact the PUE III and either speak to or leave a message regarding the situation. After the emergency is rectified, the PUE I can again provide a call to the PUE III informing them that the problem is resolved.

Let me be clear, this is not to contradict the first part of this memo regarding chain of command and the urgency of the PUE III's role in the directing of staffing for **critical** emergencies. They are to be the point person throughout any situation on campus. What I am stating is to be more efficient in our efforts to provide services to the campus, on emergencies that do not rise to epic levels (like the examples I stated above) a PUE I should be able to easily distinguish how to handle an emergency call.

As we always do, clearly log everything down for follow up and reference. We do a great job in this area already so I am simply pointing out the obvious. All levels of the Plant Utilities series are vital to our ability to maintain the facility and I expect certain accountability as it relates to all of our job duties.

One last reminder, be sure to have accurate and updated phone numbers of all employees. It is critical that the supervisors inform the Central Heating Plant of which phone numbers are to be called off hours.



To: Department Employees
From: John Shupe, Asst. V.P. Facilities Management
Date: March 16, 2005
Subject: Essential Employees

As you are aware, our department provides many services to the campus community that includes heat, water, electric, structural, utility and cleaning services. We provide these services on a daily basis around the clock in a superior and professional manner.

There are instances beyond our control that require us to perform in a way that sets us apart from others on campus. When an emergency arises the campus community continues to need our support we must step in and continue to provide essential services to the campus that depends so much on our efforts.

I want to be clear in stating that everyone in the department of facilities management is considered essential personnel. During times of emergencies department personnel are expected to report to work to help maintain the campus infrastructure in a safe and supportive way.

All emergencies do not require that all employees respond in the same way. Your supervisor will explain in more detail how he/she expects their area to handle emergencies on campus.

The following are a few examples of some emergencies and which areas are expected to respond.

- **Snow emergency** – Grounds is the primary responder, all of Maintenance and Custodial provide support.
- **HTHW Leak** – Utilities is the primary responder, Grounds provides support.
- **Electrical Outage** - Utilities is the primary responder, Grounds provides support.

Emergency situations are very fluid, the situation can change minute by minute. Storms and outages could last one day or one week and we will require many people from different trades to help us successfully handle any emergency that can occur.

Please remember that everyone in the department is considered essential and depending on the emergency, different trades will be expected to respond.

The Human Resources department has policies regarding reporting and compensation that will be made available to all employees for review.

In closing please realize that when an emergency occurs the campus community need our help, support and expertise more than ever and that their health and safety is in our hands.

Thanks again for your continued support and cooperation.

Facilities Management

July 24th, 2014

To: Structural and Utilities Supervisors

From: Gary Buckman
Director – Maintenance and Operations

Subject: Responsibilities for calling in excavation on campus

In order to clarify responsibilities when excavating for Facilities Operations projects, all supervisors will adhere to the following procedures effective immediately:

- If the grounds department is performing any dig on campus it is the responsibility of the Grounds Supervisor to contact DIGsafely (referenced throughout by DIG), in their absence the Maintenance Supervisor II will make the call. All correspondence and DIG numbers should be kept in a file for review. The grounds department or the structural supervisor **will not** be responsible for contacting DIG for any other project other than in house work by their staff.
- The Utilities Supervisors will be responsible for ensuring DIG is contacted for any work they are coordinating that entails hiring outside contractors to perform excavation and earth removals. The supervisors can call DIG directly in advance of the project or they can direct the appropriate contractor to make the call to DIG. All utilities supervisors will confirm that the contractor did in fact contact DIG **prior** to any work being performed on the campus. The utilities supervisors will also be responsible to keep a file with all correspondence and DIG numbers on file. The outside contractor will have to provide you copies of the DIG information if you choose to make them coordinate the DIG protocols.
- No Facilities Operations staffs are obligated to contact DIG for any Design and Construction supervised projects.

- For **ANY emergency break on the campus where excavating is needed**, a representative of the college (this can be Central Heating Plant Personnel, or any of the supervisors called in to address the emergency) must call 811 and press 1, then follow the protocol that it is an emergency situation. This will engage work crews to come out and perform emergency mark outs ASAP. Facilities Operations staff **will not** start to dig until the mark out crews arrive. We can isolate the emergency area and prepare our equipment for the pending work until the mark out crews or confirmations arrive.

Our area representative for the Hudson Valley area is John Yehl, his extension is 845.661.9514. He is not to be called on in emergencies but he can answer any questions regarding the DIGSafely procedures.

The website for DIGSafely can be found at:

<http://www.digsafelyny.com/>

Facilities Operations & Maintenance

Memorandum

To: All Supervisors
From: Gary Buckman *MB*
Date: May 28, 2009
Subject: Scheduled Regular Overtime

I have received written notice from Human Resources that according to Section 162 of the New York State Labor Law, a one half hour meal **IS REQUIRED** when working six (6) or more hours of overtime.

Effective immediately, any employee working over six hours of overtime must take their meal and deduct it off their total hours of overtime. Any emergency overtime such as a HTHW leak or a Nor'easter blizzard, etc. will be addressed as they occur.

Any individual that works more than six hours and doesn't deduct the time from their overtime hours will **NOT BE PAID** for it. Payroll will automatically deduct the time.

Please advise all your employees of this rule. Even though I have mentioned it to those individuals who have not taken the lunch break, the practice continues.

Thank you for your cooperation in this matter.

GB/smb

C: Human Resources Policy Folder

✓ FOC File

Nancy Higgins, Facilities Operations


Brian Pine, Director





Memorandum

To: All Supervisors and Their Employees

From: John Shupe 
Assistant V.P. for Facilities Management

Date: September 3, 2004

Effective immediately, the following procedures are to be put into place and practiced:

1. Only supervisors are allowed into FOC to obtain permission slips for using blanket orders;
2. Only supervisors are allowed into FOC to obtain keys for the warehouse;
3. All employees (exception being custodial cleaners who have pagers) are to carry two-way radios at all times;
4. Employees are not allowed to retrieve their own materials from the warehouse cage areas and those areas located behind the warehouse desk. Employees will wait in the warehouse office area while the stores clerk retrieves materials;
5. Employees must have a work order when picking up materials from the warehouse and,
6. All materials that are picked up from the warehouse must be written on the work order. This is for inventory control purposes and for spot-checking work orders for efficiency and use of materials.

Please notify your employees of the aforementioned and if you have any questions or need further clarification, please see me.

I trust I will have your full cooperation in this matter.

JS/amb
C: Office Staff
Policies & Procedures File



From: John Stupe
To: ALL
Date: 1/15/02 12:51PM
Subject: Vehicle Access on Walkways

In an effort to enhance the safety of students, faculty, staff and all others who use campus facilities, a decision was made recently to ban vehicles from all campus walkways.

As most of us are aware, many departments have remote controls that open the gates to allow access to the walkways in order to make deliveries or to complete maintenance or construction projects. Last month a meeting took place to inform the managers of the departments effected that the policy is being changed. We came up with ideas on how we can accomplish normal tasks without driving vehicles on the walkways. After a brainstorming session we agreed that most tasks could be completed without walkway access but may, in some instances take a little more time. It was also determined that some tasks would require access to walkways and in those RARE instances a procedure should be in place to accommodate the situation.

The following is the plan to implement the policy banning access of vehicles from campus walkways:

- 1) On January 18th all vehicle access gate operators will be reprogrammed so that the old remote controls will be deactivated.
- 2) We ask that employees from all departments return their old remote controls to the Department of Facilities Operations ASAP.
- 3) If a need arises that vehicle access is necessary, we will keep 4 remote controls in the FOC office to be issued to employees of the college on a daily basis. The employee will be required to sign out the remote and obtain permission and instructions from our office before being used. No outside vendors/contractors will be issued a remote control.
- 4) If an outside vendor/contractor is to access a walkway for any reason the contact person on campus must sign out the remote control and escort (on foot) the vendor while they are on the walkways. upon completion of the task they must escort (on foot) the vendor off the walkway and return the remote to FOC.
- 5) Any vehicle on any campus walkway must have its lights and emergency blinkers on and travel at a maximum speed of 5 MPH.
- 6) If a vehicle needs access to the walkways in the evening or on weekends, the same procedures are to take place except University Police will issue the remote control.

Again, this policy is in place to keep the members of our campus community safe and is not intended to cause an inconvenience to anyone.

Thank you for your cooperation.

John Stupe
Director, Facilities Operations

C. Fran
Tanny
Anne

FOC Policy



Facilities Operations Center

January 29th, 2004

To: Rick Dates
Gino Russo
James DePuy
Dale Sutton

From: Gary Buckman *GB*
Structural Supervisor

Subject: Purchasing/Work Order Issues

Since my new role as the structural supervisor has taken place I have verbally spoke with all of my supervisors in regard to what is expected in regard to purchasing and work orders. I hope this letter may clear up a few objectives that are a bit lax and could be handled by everyone in our department, myself included. It is important to get all receipts in on a daily basis and any blanket purchase order receipt must be received the same day or early in the morning the day after a pickup. There is no excuse for receipts constantly being lost or handed in late. Also no worker is authorized to pick up any item on a blanket PO without getting approval from their supervisor first, if you are not available then they are to see me. All balances in the blankets will be monitored by me so don't assume there is money in an account and just send your workers to get supplies, check with me first. Often times we are running a negative balance when materials are picked up and then change orders have to be written which causes unnecessary work for FOC and myself. If you have a new vendor you want to use it is up to you to provide the following information on the purchase order:

- 1) Does the vendor take a P.O.
- 2) Federal ID #
- 3) If vendor is in New York, do they need a tax exempt form faxed to them

In regard to overtime, we are still expected to sign in at the Central Heating Plant for any overtime, no exceptions. It is ok to have one supervisor sign all of their men in and out at the plant if you think that would be easier for large crews. Also make an effort to get all of the overtime sheets in to FOC accurately and in a timely manner. Make the appropriate changes from the estimated and actual hours as well.



Work orders are to be handed in by your workers every day, they are to be signed off by the supervisors and brought into FOC on a daily basis. Each worker is to put any notes for another trade to finish a job on their work order so jobs are not left unfinished. Hang tags are still to be used in any Residence Life building by all Facilities Operations staff. All staff should have their two way radios with them during all working hours. Per John Shupe, no one is to go in the back of the warehouse for materials. Donna will bring the items to the individuals in the front of the warehouse. Also, just remind your staff not to stay in the warehouse for any extended lengths of time. I will try and keep you notified of any FOC policies that may change and see me if you have any questions with any aspect of your role as it relates to me. Everyone has been very helpful to me and I do not see any problems dealing with any issues that may arise during the course of a day.

cc: John Shupe



Facilities Operations Center

June 23rd, 2000

To: All Supervisors
Facilities Operations

From: Gary Buckman *GB*
Facilities Supervisor

Subject: Motorola Radio Usage


By sitting in the FOC office next to the base station for our two way radios, I have noticed that our personnel tends to talk far to long on the radios describing situations that in my opinion are not emergencies. I would like to make it clear that the radios are first and foremost for emergency situations only. When messages need to be relayed to individuals that are not emergencies please keep the conversation as brief as possible. Simply have the individuals contact the appropriate office then convey the message over the phone whenever possible. Also realize that Facilities Operations should not be asked to page people as a general practice, we have other tasks that are more important during the day. I would like our staff to contact their own departments instead of FOC to relay messages. All departments have enough two ways to communicate with each other and if anyone feels they need more, contact me and we will purchase more. Please inform each department to make an effort to rectify this situation.

cc: John Shupe

Facilities Operations and Maintenance

Memorandum

To: All Custodial Staff

From: Kim Nelson 
Assistant Director, Facilities Operations

Date: September 26, 2011

Subject: Use of Laundry Facilities

It has been brought to my attention that some custodial employees have been using the laundry facilities in residence halls for their own personal use.

This issue has been addressed in the past and I must reiterate that the use of all laundry facilities in residence halls is off limits to custodial staff. The laundry rooms are for use by the students.

If shower curtains need to be washed, the custodial office has laundry facilities available to them.

I trust that all custodial staff will comply with the non-use of residence hall laundry facilities.

Thank you.

KN/smb

C: Supervising Janitors
File

To: All Custodial Staff

From: Kim Nelson *Kim Nelson*
Assistant Director, Facilities Operations

Date: January 6, 2009

Subject: Personal Use of Cell Phones, Athletic Equipment and Computers

I am writing this letter to all custodial employees to advise you of some issues that I do not want to see continuing. This letter will serve as both informational and a directive.

Cell Phone Use

The use of cell phones during working hours is not a recommended practice, with the exception of emergencies (i.e. family member sick, school calling about your child, someone breaks down/car trouble, etc). You may use your cell phone during your break times and during your lunch break but not during the hours you are to be at work.

Computer Use

Employees may not use the computers in student lounges and in the Student Union Building for your own personal use. These computers are the property of the State of New York and are intended for use by students. These computers may contain personal information. Please refrain from using the computers.

Athletic Equipment

The athletic equipment located in the Residential Halls is for use by the students, not the custodial staff. The equipment is maintained by student fees. If you want to work out and use athletic equipment, it is recommended that you join the Athletic Wellness Center at a reasonable cost of \$50 per semester or an annual cost of \$100. As a reminder, if you join the Athletic Wellness Center, use of equipment is to be on your own time or lunch break, not during working hours.

Elting Gym Weight Room

The weight room equipment is available for use by all faculty, staff and students. Utilization is to be on your OWN time and not during working hours. You may use the equipment during your lunch hour.

I have confidence that employees using the above practices will refrain from doing so. Thank you for your cooperation.

KN/smb

C: Policies and Procedures File



MEMORANDUM

From the Office of Facilities Operations

Date : December 11, 2008
To : Pat Dewitt
From: Kim Nelson-Assistant Director of Facilities Operations
Re : Log Books kept by Janitors

Now that we have handed some log books out to the Janitors, I need to give specific directions as to what is to be written in these logs.

Major events like: Roof leak, major flood from waterline break,...ect

Issues with a student

Very minor issues with cleaners (anything to do with discipline is NOT to be recorded in this book. These are always confidential)

Special training

Absent coworker

Special requests that causes a work order to be produced.

Supplies order day, include what the order is.

Any issues that relate to a cleaning product, like: it did not work, it caused a coworker to get sick, ...ect.

Re-occurring issues.

Anything that you will/may be asked to recall should be recorded.

Supervising Janitors are to sign, record the date and time in the log book anytime they come into the building. (At least once a day).

White-out is not allowed in these records, or pages torn out. If you need to cross off something, put one line through the word.

All Supervising Janitors will need to keep a Log book as well. These are confidential and will not be left out for viewing. These will not have any white-out allowed in them or torn out pages. Corrections will be a single line through words that are a mistake.

The Head Janitor needs to review and sign these as read once a week.

Anything that you will/may be asked to recall should be recorded.

Thank You for your attention

Kim Nelson

State University of New York at New Paltz

1240 Workplace Smoking Policy

In compliance with Article 13-E, §1399N et seq., of the Public Health Law of New York, SUNY New Paltz has adopted the following policy on the smoking of tobacco products in this workplace.

Smoking is prohibited in all campus buildings.

Smoking is prohibited in SUNY motor vehicles.

Smoking is prohibited out of doors in the following areas:

- a. within 50 feet of building entrances and open windows
- b. in all exterior stairwells
- c. any building roofs

We are relying on Campus Community-based enforcement for this policy. Please remind staff and students of this policy when necessary.

We anticipate that most instances of violations of this policy can be remedied through education and/or informal reminders. Where necessary, complaints against an employee may be filed with the Office of Human Resources. All complaints must be in writing and must be signed. Confidentiality will be preserved. As smoking violations are campus policy, serious or repeat violations may subject employees to disciplinary action as provided in the various negotiated union contracts.

Complaints regarding smoking by students in a given area should be referred to the Office of Student Affairs and will be handled through the Student Judicial process.

For help in quitting including education, free nicotine patches and gums, please visit www.nysmokefree.com.

Issue date: 03-90

Revised: 10-11

Facilities Management Department Policy Statement

Fueling Policies and Procedures

1. Purpose:

To establish procedures for using the Gas Boy fueling system. Vehicles and users must be registered prior to using the system.

2. Responsibility:

It is the responsibility of all campus staff, faculty and students to follow these procedures.

3. Procedures:

- a) **Background:** The fueling system uses a key that racks every vehicle on campus. The Gas Boy identifies the vehicle and relates the following information contained on the vehicle.

1. Vehicle Tag number
2. Department responsible for vehicle
3. Maximum quantity for each fill up
4. Current odometer reading or hour meter as applicable
5. Recommend maintenance cycle in miles or hours

A Key, a Vehicle ID and a User ID are needed to fuel at the pump.

- b) **Registration:** Only authorized vehicles and personnel may use the automated fueling system and must be registered through the Motor Fleet Management Auto Shop at Facilities Management.
- c) **Obtaining Registration Forms:** Forms may be reproduced from this policy statement or obtained on-line at the Facilities Management. Forms are also available from the Motor Fleet representative in the Facilities Management.
- d) **User Registration:** In order to be registered in the system, complete the **Fuel Form Authorization**, have your department head or supervisor sign it and return it to the Motor Fleet Manager. You will be issued a key. Once the keys are entered in the system, you will be able to fuel using the Gas Boy System.

- e) Safeguarding Registration Forms: All request forms will be locked up at all times to preserve the confidentiality of ID numbers. Forms will be destroyed (shredded) when the user is no longer authorized and has been removed from the system. Forgotten User ID or Customer ID numbers can be obtained in person at the Motor Fleet office.
- f) Unique Users: The Athletics Department, the Engineering Department and outside agencies (Fire, Ambulance and UCAT) are unique due to their ever-changing list of users and irregular accounting issues. Limited User ID's will be established for these departments. Follow procedures in this document. A gas report will be generated and sent to these agencies on a monthly basis for accounting purposes.
- g) Vehicle Registration: Existing vehicles have been pre-loaded into the system but will require activation by completion of an initial registration form. A supervisor must be present in person at the Motor Fleet Representative office to obtain a Vehicle Gas Boy Key Authorization.

4. Fueling at the pump:

- a) Insert the Gas Boy key assigned to vehicle.
- b) Enter your User ID, Plate number, Vehicle ID number and mileage.
- c) Enter the odometer reading or hour usage of the vehicle. Please be accurate and do not guess on the odometer or hour readings. The system knows the last entry for each vehicle and if the computer detects any error on your entry, it will tell you. Re-enter the correct reading. If problems persist, contact the Motor Fleet Representative.
- d) If accepted, proceed to gas up. Each vehicle has a daily limit that was implemented at the initial set up of the vehicle Gas Boy Key. If your vehicle needs an increase, please see the Motor Fleet Representative for approval.
- e) If not accepted, see the Motor Fleet Representative for assistance.
- f) Your Gas Boy Keys will not work on any vehicle that has not been assigned to that key, so make sure you have the correct vehicle Gas Boy Key when you plan to use the pump.

5. Loss of Vehicle Gas Boy Key:

- a) Obtain a new Gas Boy Key by filling out a **FUEL 4 Form – Lost Gas Boy Key Request** and submitting it to the Motor Fleet Representative.

Your department's monthly billing will reflect an increase of \$10.00 to defray the cost of the replacement.

- b) Lost Gas Boy Key requests may only be submitted by a Departmental Head or Supervisor. Call the Motor Fleet Representative to obtain the form.
- c) The request/form must be submitted in person by the person who has authorized the replacement key.

6. Safety at the pump:

- a) Turn off all vehicles before refueling.
- b) No smoking or open flame is allowed around the refueling area or during refueling.
- c) Static electricity and other potential igniters shall be eliminated prior to fueling. No cell phones in use.
- d) Emergency call 911, Campus Police x2222, and Motor Fleet Representative x3324
- e) Note location of fire extinguisher beside the pump.

7. Location of office and pumps:

- a) The Motor Fleet Office is located in the Facilities Management/Police Building at the south end corner of the building. Enter the building through the rear door. Once inside, office is on left.
- b) The gas pump is located behind the building and accessed by entering the rear of the Service Building on the west side closest to the Service Building/Central Heating Plant.

8. Pertinent phone numbers of interest:

- Motor Fleet Representative: On campus phone (x3324)
- Campus Police: On campus phone (x2222)
- Maintenance and Operations
Director On campus phone (x3322)
- Automotive Supervisor: On campus phone (x3324)

9. Fuel Recharges:

Every month, all totals of vehicle fuel usage will be compiled by the automotive shop, reviewed by their supervisor and FOC and then sent to Administrative Services for review.

All appropriate departments will be charged for their gasoline usage by either an account transfer or in the case of outside municipalities, a bill will be sent and monies transferred into the campus automotive account.

Attachments: Motor Fleet Forms, Fuel 1 to Fuel 4

5. On the campus of New Paltz College, the pedestrian has the right-of-way AT ALL TIMES. Operators of carts will permit this right-of-way. If the cart is being operated on a sidewalk, the operator will pull off of the sidewalk to pass the pedestrians or stop the unit when approaching pedestrians until they pass.
6. Carts may not be driven on or across Main Street at any time.
7. When traveling from one end of the campus to the other, use the back drive between Southside loop west and pathways to avoid pedestrian traffic on the main roads.
8. A cart should be operated on campus at a speed equivalent to a well-paced walk and *no faster than 10 mph*. This maximum speed may be subject to the terrain over which it is being driven, the weather conditions, and the total weight of the golf cart and passengers and any equipment being carried.
9. Carts are not to be operated with more passengers than seating is provided.
10. All occupants in the cart shall keep hands, arms, legs and feet within the confines of the cart at all times when the cart is in motion.
11. When using the cart to carry packages or merchandise, be sure to not overload the cart. It is recommended that loads not extend more than one foot from either side or front of the cart.
12. If workers must ride in the back of the cart when the seat is folded down to stabilize equipment, workers must be seated with backs against the cab/seat of the cart.
13. Never back up without making sure there is no person or obstruction behind the cart.
14. Never shift gears while the vehicle is in motion.
15. Avoid operating a cart on lawns.
16. Keep the cart on the pavement – avoid cutting corners. Our Grounds staff works hard to maintain these areas.
17. Reduce speed to compensate for inclines, pedestrians, and weather conditions.
18. Maintain adequate distance between vehicles and pedestrian.
19. Approach sharp or blind corners with caution and reduce speed.
20. Use extreme care at building entrances and upon entering/exiting enclosed areas.
21. Carts shall not block exits, entrances, stairs, sidewalks, fire hydrants, fire lanes, or handicap ramps.
22. Use of cell phones, pagers, and radios are prohibited while driving a cart. Operator must pull over and stop to make or receive calls or messages.

Additional guidelines may be implemented by individual departments.

Equipment and Safety Checklist: Before operating the cart, the operator will check the following items:

1. Proper tire condition and inflation.
2. Proper operation of brakes, lights, and horns.
3. Indication of battery fluid leaks such as wet spots under the unit.
4. If the cart is in need of repair or maintenance, it should not be driven. Contact your supervisor who will arrange for servicing.

Battery Recharge: When recharging the batteries, the following safety rules shall be observed:

1. Do not smoke near the recharge station.
2. Only an approved battery charger will be used to recharge the batteries (designed to shut off automatically when the batteries are fully charged).
3. Do not recharge near an open flame or source of ignition.
4. Pour baking soda on all spilled battery acid before cleaning up the spill. Wear safety goggles and gloves while cleaning up spills. You should wash skin thoroughly with cold water if it comes in contact with battery acid.
5. Disconnect all battery charger cords before using the cart.

Training: Methods of training may include any combination of hands-on training, email distribution of this policy, or a video. Training will be coordinated by the Supervisors of using departments. Environmental Health & Safety can be contacted for advice and council on training.

1. **Faculty and Staff** – the entire Faculty and Staff shall be provided a copy of the policy via email upon implementation of this policy and annually thereafter. Additional training maybe required for employees exhibiting disregard for this policy.

Ensure all users sign Electric and Gas Cart Acknowledgement Sheet in Appendix A

Appendix A

Electric and Gas Cart Acknowledgement Sheet

(Student / Staff Workers)

Dept _____

Supervisor _____ (print)

I have read and understand the SUNY New Paltz College Electric and Gas Golf and Utility Cart Policy. If I violate any of the above operational procedures, I will lose my privilege of using a cart on campus until further notice and retrained.

[illegible]

STATE UNIVERSITY OF NEW YORK
NEW PALTZ

June 16, 1997

To: Harry Boyd Jim Powers
 Micky Avery Al Asendorf
 Rafael Gonzales Dick Smith
 Rick Dates Gino Russo
 Chris Grassi Dale Sutton
 Jim Dixon Nancy Corrado
 John DeReggiero Pat Dewitt

From: Alan Ridnour 
 Deputy Director, Physical Plant

Subj: TWO-WAY RADIO USAGE

Please remind your staff of the appropriate uses for the departments two-way radios. With our staff working in all areas of the campus we must remember that every person carrying a two-way or pager is a walking loudspeaker, broadcasting every thing that goes out over the air. Be sure that those who have been given the responsibility of carrying two-way radios understand that transmissions should be official business only and brief. Those who can't refrain from making inappropriate noises, comments or conversations should be advised that their behavior is inappropriate.

Thanks .

M E M O R A N D U M



July 7, 1994

To: Physical Plant Staff

From: Alan L. Ridnour *ALR*
Deputy Director, Physical Plant

Subj: TWO-WAY RADIO PROCEDURES AND ETIQUETTE

It is important for everyone in the Physical Plant who uses a two-way radio to remember that the things they say and the manner in which they conduct themselves over the radio is a reflection of themselves, the department and the college. The following guidelines are set forth so that the image of the Physical Plant can consistently be presented in a professional light.

1. Use two-way radios only for operational purposes. The radios are not for passing administrative or personal messages. These issues should be conducted via telephone lines. If administrative conversation is required with someone, they may be initially contacted by radio and directed to call a telephone extension. The use of the two-way radios for any other purpose is not authorized.

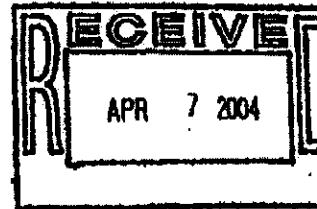
2. Communications should be clear and concise and contain only essential information. Spending too much time on the radio with unnecessary verbiage could prevent the use of the radio circuit for an emergency situation.

3. Personal opinions, personal observations and idle chatter should be avoided at all times. Prankish behaviors, such as mimicry or retransmission of commercial radio broadcasts are also unauthorized.

4. Communications should be professional and responsible, containing no profanity.

The bottom line is that all staff should restrict their use of two-way radios to operational use only and minimize the verbiage they use. All workers should also remember that what they say over the radio is heard not only by the person they are talking to and by anyone with a receiver set on our frequency, but also by anyone within listening distance of a receiver set on our frequency.

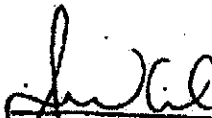
Agreement Between SUNY New Paltz
And
CSEA Local 610



Facility Operations Department Uniform policy

- Uniforms will be available to all current employees, which are fully funded by SUNY New Paltz (11 shirts, 11 pants, 2-jacket). These uniforms are not mandated for current employees, and are optional. However, once an employee accepts the uniform, he/she will be required to wear the uniform at all times while at work.
- All new employees of SUNY New Paltz will be required to wear the uniforms supplied through this agreement.
- All employees who choose not to participate in the uniform program are expected to report to work dressed in a neat, clean, and appropriate manner.
- All maintenance employees are required to wear appropriate work shoes (approved by their supervisor).
- All custodial employees are required to wear closed shoes (no sandals).
- This agreement is reviewable after one year, upon the request of either party.
- This agreement is subject to the grievance and disciplinary procedures.
- This agreement does not alter any existing contractual rights, benefits and privileges, including the clothing allowance.
- This agreement is without precedent.

The above parties agree to the terms and conditions of this agreement.


Johanna D'Aleo
Vice President for Administration
SUNY New Paltz


Leonard Beaulieu
President, CSEA Local 610

Facilities Management

February 1st, 2017

To: Bob Moyer, Central Heating Plant Personnel, George Borello, Scott Lawton, Charlie Bates, Brenda Rosenkranse, Marybeth Stewart, Jay Palen, Lora Palmeter, Ken Wantje, Corinna Caracci, Jen Slader

From: Gary Buckman
Director – Maintenance and Operations

Subject: Protocol for Emergency Lock Changes – Residence Halls

In an effort to clarify our protocols for card access failures on the campus after our operational first shift ends (Monday – Friday 7:30am – 4pm, 6:30am – 3pm summer hours) Central Heating Plant and Structural personnel shall adhere to the following guidelines:

- 1) When a phone call is received from the campus to the Central Heating Plant regarding a problem with card access entry, Central Heating Plant personnel are to contact the structural general mechanic on shift to respond to the call (Monday – Friday, 3pm to 11pm after our operational first shift leaves).
- 2) It is the general mechanic's responsibility to assess the problem and attempt to make a repair. After 11pm, Monday – Friday, and on weekends it will be the Central Heating Plant personnel's responsibility to assess the problem and attempt to make a repair.
- 3) When it is determined that a temporary core change needs to be installed the appropriate employee will obtain the control key from electronic key control box using their personal code number. Then the employee will use the premade cores and control key to install the core. Keys will be delivered to the RA office and a call will be made to the RD on call phone 845.532.6765 and our employee will notify the Residence Hall staff that the keys are delivered. It is Residence Life's responsibility to deliver the keys to the students.
- 4) The employee that made the core change shall:
 - a) Place the 625 core into the small brown envelop and fill out the information on the front of the small brown envelope which includes building name, room number, ent. core code, date and number of keys.
 - b) Place filled out small brown envelop with 625 core in core kit.
 - c) Fill out in the log book with the same information and clearly print their name.
 - d) Return the control key to electronic key control box using their personal code number.
 - e) Keep the core box kit in an organized working order.
 - f) Give completed CHP work order to FOC office.

- 5) The FOC Office shall email: telecom@newpaltz.edu "Access Control Support" the CHP work order and they will generate their own work order to evaluate and repair the card access door. Once the door is repaired, "Access Control Support" shall email FOC the completed work order stating core to be changed to 625. FOC office will create a work order for the lock shop to remove the core and install a 625 core and collect keys. FOC office will also email Res. Life with building and room number. Resident life will contact RD to inform them for the students to place their key in their own mail box.
- 6) Lock shop will collect and organize daily work orders that pertain to re-installing cores and every Friday the lock shop shall:
 - a) Replace core with 625 core in dorm.
 - b) Place completion tag on door handle.
 - c) Pick up keys from dorm room mailbox.
 - d) Hand in completed work order(s) to FOC office.
 - e) Pick up 625 cores from the core kit at the CHP and fill out log book date, # of keys returned, check 625 core is back in door and clearly print their name.
 - f) Restock core kit at the CHP.
 - g) Maintain the core kit.
- 7) CHP supervisor shall inspect "Card Access 625 Core Exchange Log Book" and core box kit on a monthly basis and train CHP employees who are not following protocol. All other delinquent findings in protocol shall be reported to the Lock Shop supervisor.
- 8) Lock shop supervisor shall inspect "Card Access 625 Core Exchange Log Book" and core box kit on a monthly basis and train Lock Shop employees who are not following protocol.
- 9) If there is an issue during the core installation which cannot be resolved (broken tail pin, etc.) then the Central Heating Plant personnel should follow our recall overtime procedures (In accordance with CSEA Articles 27 and 44). They will start with the lock shop personnel for each call back and if there is no response they will contact the structural shop personnel. If you have any questions as to who is currently on this list, then the Plant Utilities Engineer II should contact the Maintenance Supervisor II for clarification.

The reasoning behind this protocol is simple. It is to expedite our ability to provide a resolution to allow a student to gain access to their room and not be impacted or locked out of their living space during a temporary lock failure.