

CUSTODIAL HANDBOOK 2016-2017



Park Hill School District

Building Successful Futures • Each Student • Every Day

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INTRODUCTION

The purpose of this Handbook is to provide an easy reference for custodians in the Park Hill School District. This Handbook is not intended to create any employment rights or benefits and does not modify, amend or supersede state law, board policy or any agreement between any labor union representing custodial employees and the District.

EMPLOYMENT PROCESS

Applications for all job vacancies must be completed on-line at www.parkhill.k12.mo.us. Candidates who have applied in the district are considered for vacancies on the basis of:

1. Completed application which is screened by Human Resource Services.
2. Interview and reference checks of candidate by Custodial Supervisor or his/her designee.
3. Recommendation for hire forwarded to Human Resources for review, interview and approval.
4. Candidate submits to and passes background check, fingerprinting, and physical capacity test.

POSTING OF VACANCIES

Openings will be posted on the Park Hill website at <http://www.parkhill.k12.mo.us> . Request for transfer must be made online at this location. Employees requesting a transfer will be notified of the outcome.

PERSONNEL RECORDS

Many personnel records are now accessible electronically, using a district user name and password.

Recent records such as salary information and hiring documents are held electronically on Talent Ed Records, which is accessible to any employee using his/her district log-in information. Talent Ed Records is located at <https://parkhill.tedk12.com/records/login> .

Current or past performance evaluations can be found on Talent Ed Perform located at <https://parkhill.tedk12.com/perform/login.aspx> and is accessible to any employee using his/her district log in information.

Human Resource Services also maintains a paper file on all employees. An employee may review any hard copy information in his/her file by requesting an appointment with the Assistant Superintendent of Human Resource Services.

FINGERPRINTS—BACKGROUND CHECK

Employees hired by the Park Hill School District must pass a fingerprint-based criminal background check as required by state law. All employees 18 years of age or older, will also submit to a background check through the Child Abuse/Neglect registry.

The offer of employment is specifically and explicitly conditioned upon the receipt of satisfactory report(s) resulting from all criminal background checks and other inquiries of fitness for employment in the District.

The District reserves the right to require any employee to submit at any time, a criminal record background check and/or a random background check through the Child Abuse/Neglect Registry.

TRAINING

In addition to this Handbook, training and information may be shared periodically. Online training modules will also be required annually in order to comply with state and insurance requirements.

EMPLOYMENT TESTING

Prior to beginning duty, new employees will be required to complete and pass a physical capacity test to determine if the assigned job functions of lifting, twisting, bending and other physical requirements of the job can be met on a daily basis. Employment is conditional upon successfully passing the test. The district reserves the right to request additional physical capacity tests or other assessments as needed within its discretion.

REQUEST FOR TRANSFER

A request for transfer must be made on-line at the District website or Park Hill intranet. Each custodian requesting a transfer will be notified of the outcome. Appropriate supervisors will be advised of approved transfers.

PAY SCALE

Each employee's pay rate will reflect an assigned step/level on the district salary schedule. It will be effective as soon as an employee begins work in an assigned permanent position. Salary schedules are located on the district website at www.parkhill.k12.mo.us. Hourly-paid employees will be paid semi-monthly (15th and end of the month).

GENERAL RESPONSIBILITIES

ABSENCE REPORTING

Every custodian is required to call in before their shift if he/she is sick or there is an emergency. Second and third shift custodians must call in by 12:00 p.m. Calls go both to your head custodian and to the custodial supervisor at 816-359-5691. Inclement weather does not change your report responsibility.

CHECK-IN/OUT PROCEDURES

All custodial personnel are required to clock in on time prior to the start of their shift. Check with the head custodian for any special instructions.

Custodians are required to clock out and clock in for lunch. At no time will a custodian be absent from his/her building for longer than thirty (30) minutes without prior approval of custodian supervisor.

All custodial personnel will clock out upon completion of their shift unless overtime has been authorized by a supervisor.

PERFORMANCE, PRODUCTIVITY OR DISREGARD OF DUTIES

Failure or refusal to perform work up to the standards expected by the District or at a level acceptable to the District or engaging in any conduct which, in the opinion of the District, constitutes a disregard of duties or of the employment relationship and may result in disciplinary action. Examples include, but are not limited to: leaving the premises or assigned work area during working hours without permission, walking off the job, wasting time or loafing, sleeping on the job, intentional restriction of productivity, abuse of scheduled work time, working off the clock, working unauthorized overtime, working without proper authorization, interfering with any other employee's performance, working elsewhere while on approved leave of absence from the District, working on or off the job in violation of any medical restrictions imposed by a health care provider.

CUSTODIAN EXPECTATIONS

- Custodial personnel shall have the building cleaned and ready for the next day's school sessions.
- Custodial personnel shall be responsible for the security of the building and its premises. Under no circumstances shall keys or security codes be given to any unauthorized personnel.
- Custodial personnel shall not use the building or any equipment therein for personal reasons unless authorized by the Director of Operations.
- Custodial personnel will not leave the building or premises prior to the end of a work shift without authorization. In the event it should become necessary to leave, the custodian should notify the principal's office during the school day and at night, the Head Custodian or the Custodial Supervisor.

- Custodians will complete additional necessary assignments made by the Head Custodian, building administrators, or Custodial Supervisor.
- All breaks, including lunch break, will be scheduled with the Custodial Supervisor. A copy of scheduled breaks will be given to the Building Principal.
- Custodians will not have friends or relatives in their building during work hours.
- Personal telephone calls will be made during breaks or lunch period only, except in case of emergency. This includes cell phones. Cell phones should be placed on vibrate during the school day.
- Custodians need to be aware of building occupants and personal safety. Due to safety concerns, listening to music during the work shift is allowed as long as the volume and method allows for normal conversation to occur, only one earbud or earphone is used, and the music does not distract from personal awareness of occupants and activity occurring in the building.
- All custodians will clock out upon completion of their shift, unless supervisor has authorized overtime. Under no circumstances will a custodian clock in or out for a co-worker.
- Custodians may be required to work additional hours in excess of their regularly scheduled shift to meet district needs as determined by the Director of Operations or designee.
- Unauthorized or inappropriate use of District time, materials, product, facilities, computers, telephones, televisions, equipment, vehicles, records or other District property for purposes not related to District business (including, but not limited to, seeking other employment, job prospecting or having any contact with prospective employers on District time or premises or by using District property, etc.)
- All District employees are expected to regularly monitor their district email account to get pertinent information.

HEAD CUSTODIAN EXPECTATIONS

- The Head Custodian will communicate with other day and evening personnel to ensure they are performing their assigned duties properly. The Head Custodian will inform those custodians of the areas needing improvement in cleaning should the building not be cleaned to his/her satisfaction. If improvement is not shown, the Head Custodian will consult with the Custodial Supervisor and/or Director of Operations for assistance.
- The Head Custodian will report any damage in the building and any needed repairs to the Building Principal. In the absence of the Building Principal, communication will be made to the Custodial Supervisor.
- The Head Custodian will have input on the evaluation of custodians assigned to him/her. The Head Custodian's signature will appear on formal evaluations completed at the end of the school year.
- The Head Custodian is required to be on call for evening or weekend security checks when called.
- The Head custodian will make additional assignments to custodians in their building as necessary and appropriate.
- Head custodians may be required to work additional hours in excess of their regularly scheduled shift to meet district needs as determined by the Director of Operations or designee.
- Head custodians should make every effort to be in attendance at special events during approved work times (e.g. math nights, school plays, carnivals, all other school events)

- Head custodians are expected to regularly monitor their district email accounts in order to get pertinent and timely information from District personnel.

EMPLOYEE UNIFORM AND GROOMING

An initial issue of five (5) uniforms will be given to each new custodian at the completion of his/her probationary period. All custodial personnel will wear a complete uniform while performing their custodial duties. The uniform company representative will take measurements near the beginning of the fiscal year and deliver shortly after. The employee may purchase additional uniforms at school cost by contacting the Custodian Supervisor.

Custodians are required to wear non-slip shoes while on duty. An annual stipend of \$50.00 will be paid to all custodians in October of each year for the purchase of non-slip shoes.

The custodian plays an important role as a public relations agent for the District. Therefore, it is mandatory that he/she maintains a clean and neat personal appearance at all times. Uniforms will be clean when reporting for work and worn during the work shift along with the District identification badge. Employees that do not meet the standards are subject to disciplinary actions and at a minimum, may be asked to return home. Time spent returning home to change clothes is not compensated.

TOBACCO USAGE

In an effort to promote the health and safety of all students and employees, to promote the cleanliness of the Park Hill School District buildings and grounds, and to demonstrate support for a tobacco-free environment, the Park Hill School District prohibits the use of all tobacco products on the property surrounding the buildings of the Park Hill School District, including but not limited to outdoor smoking on the sidewalks, grass areas, and parking lots surrounding the buildings in the district.

VACATION REQUESTS

All requests for vacation leave should be submitted through Kronos at least 48 hours in advance. Vacation requests are approved if building and student needs can be covered.

BLOCK OUT DAYS

There will be no vacations approved for the five (5) days before school starts, five (5) days after the first day of school, or the last five (5) days of school. A request for exception must include written documentation of "extenuating circumstances" and be submitted to the Custodial Supervisor.

EVALUATIONS

Formative evaluations will take place throughout the year and include meetings and conferences as well as daily contact with supervisors. New employees shall receive an evaluation during their probationary period and continuing employees will receive an annual job evaluation by his/her supervisor. Employees may provide comments or written statements as an addendum to the evaluation. The general performance areas included in the annual evaluation are the following:

- Safety – ability to take every possible action to maintain the safety and security of the district.
- Adherence to Policy and Organizational Support – following procedures, protocols and guidelines.
- Communication Skills – effectively conveying information in a clear, professional, and courteous manner.
- Teamwork/Interpersonal Skills/Cooperation – ability to work cooperatively with others
- Attendance and Punctuality – attends work on a regular and punctual basis.
- Quality and Quantity of Work – Thoroughness, accuracy and completeness exhibited in routine assignments and special projects within assigned time.
- Dependability and Reliability – Assumes responsibilities and ensures tasks are completed without sacrificing accuracy or quality.
- Decision Making/Judgment/Problem Solving – identifying problems and drawing appropriate conclusions, communicating issues in an appropriate and timely manner.
- Job Knowledge –Depth of understanding of the content and procedures of the job.

Supervisors are evaluated on three additional performance areas:

- Leadership and Organization - Ability to convey instructions and organize tasks or people to carry them out.
- Development of Others – effectively coaching and motivating others.
- Resource Management – managing all assets effectively and efficiently.

EVALUATION TYPES

Formative evaluations will take place throughout the year and include custodial run checklists, meetings and conferences as well as daily contact with supervisors. Summative evaluations will consist of the Support Staff Performance Evaluation from a compilation of data from formative evaluations.

Probationary employees:

- Four custodial run checks will be completed by supervisor (one prior to end of probationary period).
- Two Support Staff Performance Evaluations will be completed by supervisor (one at 90 days and one near end of school year).

Non-probationary employees:

- A minimum of two formal custodial run checks per year will be completed by supervisor. One may be done with advance notice and with employee present.

- Additional run checks will be done as needed or requested.
- A Support Staff Performance Evaluation will be completed by the supervisor at the end of the school year.

EVALUATION PROCESS

The Head Custodian or designated Assistant Head Custodian is responsible for completion of the periodic run checklist of custodians in his/her building. After discussion of the checklist by the supervisor and custodian, both will sign the checklist with one copy being retained by the supervisor and one copy for the custodian.

The summative evaluation will be completed online by the Head Custodian, Custodial Trainer, or Custodial Supervisor for each custodian with input from the Building Principal, custodial run checklists and any memos or notes concerning merits or concerns. After discussion of the evaluation by the supervisor and custodian, it will be signed electronically.

If an employee wishes to respond in writing concerning their summative evaluation, he/she will have five working days after receiving the evaluation to submit written comments online, and the comments will become part of the official record.

Custodians working in more than one building will be evaluated by their supervisor in each building.

PAYROLL

NON-TEACHER RETIREMENT

All custodial personnel who are employed at least 20 hours per week on a regular basis are required by state law to be members of the Non-Teacher School Employee Retirement System (PEERS). Information can be obtained online at www.psr-peers.org. The employee contributes 6.86% of income and the school district matches the employee contributions. A total of 14.5% goes toward non-teacher retirement.

SOCIAL SECURITY/MEDICARE

Federal guidelines require employees to contribute 1.45% of income for Medicare coverage. This amount is matched by the District.

RECORDING TIME WORKED/PAY DATES

Time worked will be recorded on Kronos terminals. Time should be reviewed and approved by custodians and supervisors on the 15th and end of each month.

Custodians will be paid on the 15th and end of each month except when either date falls on a holiday or weekend. In that instance, custodians will be paid on the last workday prior to the holiday or weekend.

Vacation leave, sick leave and personal business leave will be used before any unpaid days are granted. Unpaid days must be requested in advance through the Custodial Supervisor and will be granted only if it can be determined the employee can continue to meet District standards for the efficient operation of the District.

OVERTIME ROTATION

The Custodial Supervisor may exempt an employee from the overtime rotation at his/her discretion. For example, a third shift custodian may need an eight-hour break from work before starting another shift.

AT DIFFERENT BUILDING

An employee may work overtime in a different building by following the procedures below.

- Sign up for "Overtime Rotation" will occur during the first week of August and the first week of December for the following semester.
- Overtime will not interfere with primary assigned work shift.
- Overtime will not require additional keys and alarm codes. Custodian will work in the building with other staff assigned to that building. Custodians on light duty may return to the rotation when all necessary restrictions are removed.
- Overtime will be offered to custodians by phone or through the Head Custodian of the building, or to those who request to be on the Overtime Rotation. The request will be made to the Custodial Supervisor.
- Overtime work will be assigned as soon as practical after the need arises.
- The Overtime Rotation will start with the custodian with the most seniority and continue to the least seniority, then back to the top.
- If a custodian is offered overtime, and declines, the Overtime Rotation list will be marked with a PASS. Three (3) passes during a semester will remove that custodian from the overtime rotation for the remainder of that semester.

AT SAME BUILDING

Employees will be listed in seniority order.

Overtime assignment:

- Next overtime will be matched to the next person on the list.
- Scheduled day off—PASS—not eligible for overtime until rotation comes back to employee.
- Sick—PASS—not eligible for overtime until rotation comes back to employee.
- Personal Reason—PASS—employee is responsible for finding replacement to work in their place and notify Head Custodian at least 24 hours before scheduled overtime. PASS skips person until rotation comes up again.
- Multiple PASSES on the overtime rotation for personal reasons will start disciplinary procedures.
- Employees on work restriction are not eligible for overtime.

TRAINING OVERVIEW

SAFETY

- Use of equipment: ladders, lifts, stripping boots, etc.
- Lifting
- Slip, trips and falls
- Material Safety Data Sheets (M.S.D.S.)
- Student safety

INTERPERSONAL SKILLS

- Professionalism
- Diversity
- Responding to criticism
- Methods for resolving complaints

CLEANING EFFICIENTLY

- Classrooms
- Corridors
- Offices
- Restrooms
- Large areas
- Special areas

USING SUPPLIES AND EQUIPMENT

- Uses by type and application
- Mixing procedures
- Equipment care and use
- Minor equipment adjustments and repairs
- Other

SPECIAL CIRCUMSTANCES

- Snow and ice removal
- Set up for programs and games
- Debris removal from parking lot and around building
- Security alarm and fire alarm
- Other, as assigned

LEGAL TOPICS

- Mandated Reporter
- Harassment and Non-Discrimination
- Technology Use
- FERPA