Guidelines & Procedures

“Physical Plant Saving The Planet, One Project At A Time!”
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Plymouth State University Mission Statement

Description
Plymouth State University has a long tradition of meeting the evolving educational needs of the New Hampshire and New England community. Established in 1871 as Plymouth Normal School, the institution became Plymouth Teacher’s College in 1939, Plymouth State College in 1963, and Plymouth State University in 2003. A founding member of the University System of New Hampshire, Plymouth State now serves New Hampshire and the New England region as a comprehensive institution of higher education. The University confers Bachelor of Arts, Bachelor of Fine Arts, and Bachelor of Science degrees as well as Master’s degrees and Certificates of Advanced Graduate Studies in selected areas. Professional outreach activities and graduate courses are offered at several satellite locations around the state, and articulation agreements with other campuses of the University System and the NH Community Technical Colleges offer a variety of program and transfer opportunities. The University also contributes directly to the ongoing academic and cultural life of the region by providing a variety of continuing education programs, concerts and theater performances, art exhibits, and the athletic events of 17 varsity sports. PSU’s attractive residential campus of wide greens, tree-lined walkways and traditional brick buildings with an array of towers is located in the White Mountains and Lakes Region of New Hampshire, a pristine rural setting of great natural beauty and multiple outdoor recreational opportunities within easy access of the New England region.

Values
The college motto Ut Prosim, that I may serve, underscores the values upon which the Plymouth State University mission is built. Dedicated to providing a learning environment that supports development of the mind, body and spirit, Plymouth State strives to prepare students for meaningful lives. Students are encouraged to be active agents in the education process together with the faculty, staff, and community. This philosophy is supported by the faculty and administration through a commitment to excellent teaching based on scholarship and creative endeavor, active involvement in college activities, and service to the wider community. Plymouth State is dedicated to providing learning experiences that promote understanding and respect for all people and constructive discourse that includes a range of perspectives. PSU strives to create an environment which supports diversity, equity and inclusiveness for the entire community and strives to prepare students to participate respectfully and responsibly in a pluralistic society.

Mission
As a public regional university, Plymouth State University serves the state of New Hampshire and New England by providing well-educated graduates; by offering ongoing opportunities for graduate education and professional development; and by extending to communities partnership opportunities for cultural enrichment and economic development. In each of these roles, Plymouth State University has a special commitment of service to the North Country and Lakes Region of New Hampshire. As a Carnegie Masters I University, Plymouth State confers a comprehensive range of bachelor’s degrees as well as Master’s degrees and Certificates of Advanced Graduate Studies in selected areas.

Vision
The educational philosophy of the University is based on the concepts of learner-centered teaching, experiential learning and academic excellence. The Plymouth State University education features a complementary relationship between liberal arts and professional studies, between academic and personal development, between service and individual growth, and between the University campus and the larger community. Programs of study are designed to engage students and to prepare them for gratifying and productive careers. The undergraduate general education program gives students a broad perspective on ideas and an awareness of diverse human experiences and cultures. Academic majors and minors build on this foundation by providing concentrated learning in areas of choice. Graduate programs provide professional competency and leadership as well as the advancement of knowledge in specialized areas. In both undergraduate and graduate programs, experiential learning in the world of career and professional practice such as internships, field experiences, service learning, study abroad programs and other practical learning partnerships allow students to become directly involved in testing and applying academic theories and ongoing personal and professional development.
The Physical Plant Mission

The mission of the Physical Plant Department is to assist in creating and maintaining a safe, attractive physical environment that enhances and promotes the vital process of higher education and research. This goal is not static, but is ever changing and evolving. The foundation is in service to the students in partnership with faculty and staff. Its outcome is an integral part of the overall success of the educational mission of Plymouth State University. The condition of the facilities and grounds of the campus directly affects the atmosphere of individual growth and discovery that is at the heart of Plymouth State University’s educational endeavor. The extent to which we positively affect this endeavor is the extent to which we succeed at our mission.

The Physical Plant Division plays a vital role in the operation of the Plymouth State University. Its primary goal is to maintain the College’s facilities and grounds to readily support the academic mission of the College.

The intention is to accomplish this through a proactive management style and philosophy that focuses on maintaining the facilities with efficient and effective preventive, routine and planned maintenance programs. These programs are critical to providing a cost-effective operation and essential in deterring the accumulation of deferred maintenance items. Appearance of the campus and its facilities is a primary concern of the Physical Plant staff. It is understood that perceptions of first time visitors are important and every effort is made to present a clean, well-kept, well-landscaped campus, as well as clean and well-maintained facilities.

This Guideline manual is an evolving document; it is subject to change at any time. As the needs of the University change so too may the policies, guidelines and procedures in this manual. Any changes to this manual will be issued in the form of appendix, and will be added into new manuals as they are printed. This book is presented as a reference to the basic policies, guidelines and procedures of Physical Plant. The understanding and adherence to the policies, guidelines and procedures in this manual are the responsibility of the employee to whom this manual is issued to.
INTRODUCTION

The Physical Plant Department has prepared this manual for you. If you are a new employee, it will help you understand your job. Every individual is hired to fulfill a specific Job Description with all related duties and responsibilities. This department manual addresses general standards and expectations not specific to your job description. Your supervisor can answer any questions on your particular set of duties. If you are well acquainted with your duties, use this manual as a review of the correct techniques and procedures. If you have any ideas that might help our department increase the levels of customer satisfaction, discuss them with your Supervisor. That is how changes and improvements are made. Our goal is to provide the best service possible. Good service to our customers is the most important part of your job.

The impressions made on our customers (students, parents, faculty and staff) are our greatest assets for a sustainable tomorrow.

Employee Expectations

- Each employee is here for specific duties that are essential for daily department operations, so it is important to be on time and dependable.
- Allow for flexible scheduling when necessary for office coverage and department service.
- Use time off appropriately and follow department policies, guidelines and procedures.
- Complete work efficiently and accurately and strive to learn your job well enough to perform at an optimum level.
- Take pride in your work and take personal responsibility for it.
- Ask questions and gain the answers needed for problem solving.
- Display initiative and at the same time be able to follow instructions efficiently.
- Demonstrate high integrity and reliability.
- Always act professionally and demonstrate a positive attitude.
- Commit to continuous improvement and ongoing flexibility in your job.
- Don’t be afraid to make mistakes when trying something new.
- Make sure confidentiality is observed in all aspects of your work and is protected.
- Support other employee needs and be a team player. Remember we are a TEAM, the University as a whole is our priority.
- Share your input and ideas on ways to improve work processes with your supervisor.
- Communicate clearly and positively with management and coworkers and treat fellow employees with respect and consideration.
Probationary Period:

New employees are on probation for their first six (6) months of employment. During your six-month probationary period, there will be no access to the formal University grievance procedure. Supervisors use this time to observe and evaluate employee performance, while giving the new staff member the opportunity to demonstrate their abilities.

The following could be examples of possible dismissal during the probationary period:
- Excessive absenteeism
- Sleeping on the job
- Use of alcohol/drugs
- Insubordination
- Inferior work performance

Personal Conduct:

Appropriate behavior is expected at all times. What you do and say reflects on your department and the University as a whole.

- Take the time to listen
- Show respect for others
- Communicate directly and often
- Keep an open mind to different points of view
- Take responsibility for your actions
- Value co-workers and their contributions
- Cooperate with others to get the job done
- Give constructive feedback
- Ask questions – Don’t assume

Dress Code:

Since we work with the public, clean and neat clothing is essential. Part of the Physical Plant dress code includes wearing your nametag (see section: University ID badges) and where applicable the uniform shirts provided to you to identify your department. Do not wear clothes with holes in them, short-shorts, tank tops, open-toe sandals, open back shoes of any kind or tee shirts with obscene writing. Failure to come to work with the proper attire may result in disciplinary action.

It is your responsibility to make sure that you are wearing the appropriate clothes and footwear for your job. If you have any questions regarding footwear and what is appropriate see a lead, your manager or the EHS manager for more information.
University ID/Badges:

Whenever you are someplace that you may encounter one of our customers (students, staff, faculty, etc.), be sure your University ID card is visible as a badge. Lost ID cards can be replaced, for a fee, at the HUB. Physical Plant’s Manager of EHS has a limited supply of plastic holders that can be used to display your ID card as a badge.

Entering an occupied Student Residence:

Physical Plant staff members often need access to student residences (dorm rooms and apartments). We have a responsibility to our students to maintain a high level of security for them and their belongings. When entering residential spaces:

- Except for emergencies, it is generally best not to enter dorm rooms or apartments prior to 9:00 AM.
- Make sure your ID badge is visible.
- Knock first.
- If there is no answer, wait and knock again.
- Wait and knock a third time.
- If still no response, you may key in. Knock again and announce “Maintenance” as you enter.
- If the room/apartment is occupied, identify yourself and explain why you are there. Ask if this is a good time to do the work. If not, arrange a time to return.
- If there is only a single occupant, ask if they would like you to come back when there is somebody else there.
- If nobody is there, leave the door propped open while you do your work. If possible, leave something by the door that will let the resident know that Physical Plant is there, should they return.
- Do not touch student’s personal belongings.
- If there is something in the room that you are not comfortable working near, something that belongs to the students, you should leave and notify a supervisor.
- Do not leave your tools and keys unattended.
Non Discrimination Inclusive of Sexual Harassment Policy Overview:

All Faculty, staff and students have a right to work in an environment free of discrimination, including freedom from sexual harassment. It is the policy of the University System of New Hampshire that no member of the University System community may sexually harass another. The intent of this policy is not to create a climate of fear but to foster responsible behavior in an academic and working environment free of discrimination.

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating a hostile or offensive working or academic environment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting that individual.
- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment or academic work. (Section 1604.11 of the EEOC’s Guidelines on Sex Discrimination)

Examples of conduct that may, if continued or repeated, constitute sexual harassment:

- Unwelcome sexual propositions
- Graphic comments about a person’s body
- Sexually suggestive objects or pictures in the workplace
- Sexually degrading words to describe a person
- Derogatory or sexually explicit statements about an actual or supposed sexual relationship
- Unwelcome touching, patting, pinching or leering
- Derogatory gender-based humor

Such conduct whether intended or not constitutes sexual harassment and is illegal under both State and Federal law. Violations of this policy will not be permitted. Any faculty, staff or student who violates this policy will be subject to discipline up to and including termination.

Changes were made to PSU’s Harassment policy in November of 2005. The full policy can be viewed online at: [http://usnholpm.unh.edu/PSU/V.Pers/B.htm#4](http://usnholpm.unh.edu/PSU/V.Pers/B.htm#4) or you may request a copy of the policy from Human Resources.
Smoking:

On November 17, 2005 a new smoking guideline went into effect on the campus. The guideline states:

- There is no smoking within (20) twenty feet of any University building.
- Smoking is not allowed in campus public buildings.
- Smoking should be in designated areas only.
- There are no official "smoke breaks".
- Smoking is prohibited in any state vehicle.

Alcohol & Drugs:

This is a ZERO tolerance policy. The consumption of alcohol or the use of drugs while on the job is strictly forbidden and is cause for immediate dismissal. If any employee arrives at work under the influence of drugs or alcohol, s/he will be referred to Human Resources and Campus Police for immediate disciplinary action. If you feel you need help with a drug or alcohol problem talk with your supervisor about the "Employee Assistance Program" offered by the University System free of charge to PSU employees.

Time Card and Payroll:

Each employee is responsible for filling out a daily time card. Please make sure time cards are made out accurately and legibly. Because all information is entered into a computer, it is important to review your time card before you turn it in. Mistakes on time cards could lead to errors in your paycheck. Incomplete timecards are a reflection of your job performance. Please see individual Department Guidelines.

Time and Attendance Records:

Accruals for vacation leave and sick leave are updated bi-weekly for Operating Staff and Monthly for PAT's and is on your pay stub. Additionally your Supervisor will give you an accrual sheet stating your present totals in each category upon request.

Perfect Attendance Breakfast criteria:

- six (6) months January to June, and July to December.
- No unscheduled time off.
- Special commendation for those with twelve (12) perfect months.
Hours of Work:

Scheduled staff members are to sign their timecard upon arrival, and sign out on departure each day worked. All timecards are to be signed in and out at the “Facilities Service Building”. Time cards must be recorded accurately. For individual staff schedules please see department supervisor. Time cards should not be filled out in advance with the exception of early payroll deadlines due to holidays falling on a payday. All staff members are expected to commence their assigned task upon entering the building. It is inappropriate to use this time to have coffee, read papers, engage in personal activities or anything not directly involved with assigned task. You may be asked to change your hours. Thirty (30) calendar days notice will be given if you are required to do so per USNH Policy.

After Hours Policy:

Other than normally scheduled hours, employees should have prior approval by their supervisor to continue working on or with university property. Reasons for this policy include but are not limited to: budgetary concerns and the University insurance regulations on employee safety.

Work Space:

Maintain your work area and where applicable, vehicle in a clean and orderly manner. Store supplies in good order. Take the time to put things back properly so that, in your absence, anyone covering your work will be able to find everything s/he needs. Your workspace is a reflection of your work and the attitude you have towards the department.

Policy on Keys:

The keys issued to you for your assigned working area are the property of PSU and are your responsibility. Do not lend your keys to anyone and do not open rooms for anyone, unless approved by a supervisor. All lost keys must be reported immediately. Keys should also be returned to your supervisor if you will be leaving for vacation, or any extended time. Failure to do so may result in disciplinary action.

Parking:

A permit allows you to park on campus. Permits are issued by University police. This permit must be displayed whenever a vehicle is parked on campus. This permit does not guarantee a place to park. Parking is on a first-come, first-serve basis. Staff may park in designated parking spaces only. Any vehicle not displaying parking permit or parked illegally is subject to a fine, and maybe towed away at the owner’s expense. Contact campus police at 603-535-2330 to obtain a parking permit. Or, go online to [http://www.thepermitstore.com](http://www.thepermitstore.com)
Energy Conservation:

Be sure to be energy conscious. Report any broken windows immediately to Physical Plant at 603-535-2254. Report water faucets that will not shut off or toilets that continuously flush. Be sure to turn off any unnecessary lights and report any excessive heating or cooling issues you may find (including open windows when heating is on) and note the location.

Telephone Usage:

You are permitted to use campus phones for campus calls pertaining to your job. Personal and off-campus calls must be made from a pay phone (Please give child care providers, schools, baby sitters 603-535-2254 phone number to insure emergency messages are delivered in a timely manner) No other messages will be taken. This guideline includes the use of personal cell phones during times of work.

Office Equipment and Supplies:

Equipment, supplies and resources include telephone, photocopiers, fax machines, etc. While it may be necessary on occasion to use University System property for personal business (for example, to use the telephone to make a doctor’s appointment), use should be confined to meal periods and breaks, and not during scheduled working hours. Excessive or inappropriate use of University System equipment is grounds for disciplinary action.

Personal Electronic Devices:

This includes, but is not limited to Walkmans, I-Pods, Cell Phones, PDA’s, Media Players, Boom Boxes, video games, personal TV’s etc., may only be used during office hours with the approval of your supervisor. They may not in any way affect the professional operation of the office or department.
Computer Usage:

Any staff member using department computer equipment, or holding a PSU user account, is responsible for understanding and complying with the University's “Acceptable Use of Computing Resources Policy”, “Appropriate Use of Electronic-Mail Policy” and “Information Systems User Agreement”. These University policies are contained in the Attachments section of this manual. Current versions of these policies are available from the ITS homepage.

As a department it is necessary to have a clear policy on the use of the department’s computer equipment the same as any other piece of Physical Plant equipment. This equipment is department property. It is purchased and provided for staff to do the work of the department and needs to be utilized for this purpose. During scheduled work times department personnel should not use computer resources to play games, email family or friends, surf the web for personal interest or spend work time pursuing non-work related matters. Department staff may not use anyone else's computer unless specifically given permission to do so by the individual responsible for the equipment, or by the Director of Physical Plant or their designee.

As stated in the University's policy, staff is responsible for exercising great care regarding who has access to their accounts and to department and campus data files. This data is important information and needs to be kept private and secure. In addition with the network connection to the Internet there is also the risk of catching computer viruses from downloading files off the web. Staff must use the computer tools safely and professionally as they carry out their jobs.

During non-working hours, or scheduled breaks, individuals may access the public computers to do email, view campus notices and postings; search the web and other computer related process. But even during non-working hours computer use should still be appropriate. It is important to remember that this is university equipment and as such should be used responsibly and in a manner that reflects positively on the university and the department.
Acceptable Use of Computing Resources Policy
15 March 2006

Preamble
Plymouth State University computer resources, including access to local, national, and international networks, are available to students, faculty, staff, alumni and other authorized users as they carry out the University’s mission. When used appropriately, these tools can enhance dialogue and communications. Inappropriate use of these tools, however, can infringe on the rights of others.

Appropriate use should always be legal and ethical, reflect academic honesty, reflect community standards, and show restraint in the consumption of shared resources. It should demonstrate respect for intellectual property, ownership of data, system security and individuals' rights to privacy and to freedom from intimidation and harassment.

These guidelines set forth standards for responsible and acceptable use of PSU computer and network resources. They supplement existing PSU policies, agreements and state and federal laws and regulations. Computer resources include host computer systems, PSU-sponsored computers and workstations, communication networks, software and files.

Primary Principles: Freedom of Expression and Personal Responsibility
Plymouth State University values freedom of expression, scholarly inquiry and information sharing. The University does not limit access to information due to its content when it meets the standard of legality.

Concomitant with these values is the personal obligation of each member of our community to use computer and network resources responsibly, ethically, and in a manner in accordance with the laws and the rights of others. The use of shared campus resources relies on a spirit of mutual respect and cooperation to create and maintain an open community of responsible users.

Indemnification
Each user is responsible for his or her own activities in using the University's computing resources, and will indemnify and hold harmless the University from any liability to the user or any third party arising out of the use of the computing resources by the user or any loss of information existing or stored on the University's computing equipment or resources, including all files and electronic mail.

User Responsibilities
All devices that connect to the PSU network need to be approved and authorized by ITS. Once approved, users who connect personal computers and/or network devices - wired or wireless - assume responsibility for maintaining specified operating system and network security and protection software.
Users are responsible for safeguarding their identification (ID) codes and passwords, and for using them for their intended purposes only. Each user is responsible for all transactions made under the authorization of his or her ID, and for all network activity originating from his or her equipment.

The University makes some resources available for specified uses including research, teaching and administrative tasks. Users are responsible for respecting the intended use of resources dedicated to specific purposes or users.

The following provisions describe conduct prohibited under these guidelines:

1. Altering system software or hardware configurations, or disrupting or interfering with the delivery or administration of computer resources.
2. Attempting to access or accessing another’s account, server, workstation, files, or e-mail without the owner’s permission; or misrepresenting oneself as another individual in electronic communication.
3. Installing, copying, distributing or using software in violation of: copyright and/or software agreements; applicable state and federal laws.
4. Using computing resources to engage in conduct which interferes with others’ use of shared computer resources and/or the activities of other users, including studying, teaching, research, and University administration.
5. Using computing resources for commercial or profit making purposes without written authorization from the University.
6. Failing to adhere to individual departmental, computer cluster and USNH policies, procedures, protocols or intended use.
7. Allowing access to computer resources by unauthorized users.
8. Acts of vandalism, theft or tampering of computer resources.
9. Using computer resources for any activities the courts, legislative bodies, and/or the University System of New Hampshire have determined illegal or unacceptable. Such activities include identity theft, child pornography, threats, harassment, theft and unauthorized access.

Administration
Violation of these guidelines constitutes unacceptable use of computer resources and may violate other University policies and/or state and federal laws. Suspected or known Appropriate Use Policy violations should be reported to the Chief Information Officer (2443), Dean of Students (2260), and/or the Director of Human Resources (2551) who will process them in accordance with established University policies.

Violations may result in revocation of computer resource privileges, disciplinary action or legal action.

The maintenance, operation, and security of computing resources require responsible PSU personnel to monitor and access the system. To the extent possible in the electronic environment and in a public setting, a user’s privacy will be preserved. Nevertheless, that privacy is subject to applicable University System of New Hampshire policies, state and federal laws, and the needs of the University to meet its administrative, business, and legal obligations.


SECTION 638:16 Computer Crime; Definitions

For the purpose of this subdivision:
I. “Access” means to instruct, communicate with, store data in, retrieve data from a computer, computer system or computer network.
II. “Computer” means a programmable, electronic device capable of accepting and processing data.
III. “Computer network” means (a) a set of related devices connected to a computer by communication facilities, or (b) a complex of two or more computers, including related devices, connected by communications facilities.
IV. "Computer program" means a set of instructions, or statements or related data that, in actual or modified form, is capable of causing a computer to perform specified functions.
V. “Computer services” includes, but is not limited to, computer access, data processing and data storage.
VI. "Computer software" one or more computer programs, existing in any form, or associated operational procedures, manuals, or other documentation.
VII. “Computer system” means a computer, its software, related equipment, communications facilities, if any, and includes computer networks.
VIII. “Data” means information of any kind in any form, including computer software.

IX. “Person” means a natural person, corporation, trust, partnership, incorporated or unincorporated association, and any other legal or governmental entity, including any state or municipal entity or public official.

* This means that the state, despite the current status of the law (states aren’t liable for copyright infringement) is included in the computer crimes field. *

X. “Property” means anything of value, including data.

SECTION 638:17 Computer Related Offenses.

I. A person is guilty of the computer crime of unauthorized access to a computer system when, knowing that he is not authorized to do so, he knowingly access or causes to be accessed any computer system without authorization. It shall be an affirmative defense to prosecution for unauthorized access to a computer system that:

(a) The person reasonably believed that the owner of the computer system, or a person empowered to license access thereto, had authorized him to access; or

(b) The person reasonably believes that the owner of the computer system, or a person empowered to license access thereto, would have authorized him to access without payment of any consideration;

"* If you are running a BBS and you want to limit access to only those who give their real names, and the system is a no-charge BBS, then you would have to make that clear on sign on. *"

(c) The person reasonably did not have known that his access was unauthorized.

II. A person is guilty of the computer crime of theft of computer services when he knowingly accesses or causes to be used a computer system with the purpose of obtaining unauthorized computer services.

III. A person is guilty of the computer crime of interruption of computer services when he, without authorization, knowingly or recklessly disrupts or degrades or causes the disruption or degradation of computer services or denies or causes the denial of computer services to an authorized user of a computer system.

IV. A person is guilty of the computer crime of misuse of computer system information when:

(a) As a result of his accessing or causing to be accessed a computer system, he intentionally makes or causes to be made an unauthorized display, use, disclosure or copy, in any form, of data residing in, communicated by or produced by a computer system; or

(b) He knowingly and recklessly and without authorization:

i g ½ (1) Alters, deletes, tampers with, damages, destroys or takes data intended for use by a computer system, whether residing within or external to a computer system; or

i g ½ (2) Intercepts or adds data to data residing within a computer system; or

(c) He knowingly receives or retains data obtained in violation of subparagraph (a) or (b) of this paragraph;

(d) He knowingly uses or discloses any data he knows or believes was obtained in violation of subparagraph (a) or (b) of this subsection.

V. A person is guilty of the computer crime of destruction of computer equipment when he, without authorization, knowingly or recklessly tampers with, takes, transfers, conceals, alters, damages or destroys any equipment used in a computer system or knowingly or recklessly causes any of the foregoing to occur.

SECTION 638:18 Computer Crime Penalties.

I. Computer crime constitutes a class A felony if the damage to the computer services or other consideration derived.

II. Computer crime constitutes a class B felony if:

(a) The damage to or the value of the property or computer services exceeds $500; or

(b) The person recklessly engages in conduct which creates a risk of serious physical injury to another person.

III. Computer crime is a misdemeanor if the damage to or the value of the property or computer services, if any, is $500 or less.

IV. If a person has gained money, property or services or other consideration through the commission of any offense under RSA 638:17, upon conviction thereof, the court, in addition to any sentence of imprisonment or other form of sentence authorized by RSA 651, may in lieu of imposing a fine, may sentence the defendant to pay an amount, fixed by the court, not to exceed double the amount of the defendant's gain from the commission of such offense. In such case the court shall make a finding as to the amount of the defendant's gain from the offense, and if the record does not contain sufficient evidence to support such a finding, the court may conduct a hearing upon the issue. For the purpose of this section, “gain” means the amount of money or the value of property or computer services or other consideration derived.

V. For the purposes of this section:

(a) The value of property or computer services shall be:

(1) The market value of the property or computer services at the time of the violation; or

(2) If the property or computer services are unrecoverable, damaged or destroyed as a result of a violation of RSA 638:17 the cost of reproducing or replacing the property or computer services at the time of the violation.
Email Use Policy

1.0 Purpose
This addendum to the Acceptable Use of Computer Resources Policy serves to provide a guiding reference to members of the Plymouth State University community on issues of appropriate use, privacy, and access of electronic mail. This policy will apply to all University electronic communication services, including stored files, herein referred to as “e-mail”. Such services include but are not limited to e-mail, voice-mail, bulletin boards, group documents and chat rooms operated by the University.

2.0 Scope
This policy covers appropriate use of any e-mail sent from a PSU e-mail address and applies to all employees, vendors, and agents operating on behalf of PSU.

3.0 Policy
3.1.0 General Statements
1. E-mail is subject to the University System of New Hampshire Property Policy on Use of Technological Resources, USY-VI-F4. (link) This policy establishes the University System and its component institutions for retaining ownership over the records resident on the technological resources covered by this policy. Therefore, the University retains these rights, in accordance with USNH policy, to maintain ultimate control and authority over its technology resources, including E-mail, and to take appropriate actions to further legitimate institutional interests.
2. E-Mail communications may be subject to public access under the New Hampshire Public Records Law RSA 91-A and, when relevant, to discovery in civil litigation. Any such disclosure of E-mail under these conditions will be approved by the President of the University or his/her designee.
3. The University has a responsibility to protect students’ and staff rights as well as ensure the accuracy of its business processes based on e-mail correspondence. Therefore, e-mail containing official business of the University shall be addressed to the person’s official University e-mail address and should not be addressed to alternative addresses.

3.1.1 Individual Expectations
1. E-Mail messages are expected to be in compliance with university policies. University officials follow policy in regard to privacy and access to electronic records.
2. Individually addressed e-mail communications may not be intercepted (read) by any third party except as noted below. Any access of individual e-mail communications other than that noted below is in violation of University policy and appropriate action will be taken as defined in section 4 of this policy.

3.1.2 University Requirements
1. University officials and supervisors shall have the right to read any e-mail when written permission for such access has been given by the individual.
2. University officials shall have the right to access any E-mail to preserve life and ensure the safety of the University community. The President and/or appropriate vice president shall be notified of the access when conditions have warranted such action.
3. Under certain circumstances the system administrator may, in the course of their duties, access an individual's e-mail for legitimate management or maintenance purposes (e.g. virus removal, backup, restoration, delivery resolution, etc.). The University reserves the right to inspect and remove e-mail that might contain viruses or other harmful content or otherwise interfere with the delivery of e-mail or normal operation of computer systems. It also reserves the right to filter Page 2 known or suspected virus attachments in mass prior to delivery. In such cases, ITS will notify the University as to the specific filtering being applied.
4. If an occasion arises when a University officer or supervisor believes that access to an individual's e-mail account is required for the conduct of urgent University business or if there is reasonable cause that the email account is being used in violation of PSU, USNH or other policies or laws, a request may be made to have the email account in question be accessed by an ITS professional under the supervision of the CIO. The individual may or may not be informed in advance, depending on the nature of the circumstances under which the investigation is being pursued. The University individual is not available, and a system administrator is required to access the individual's e-mail account, the following procedure shall be followed:
   a. The University official or supervisor shall secure permission to access the e-mail account from the supervising Principal Administrator, the Director of Human Resources or President of the University.
   b. An appropriate written order of the principal administrator or President shall be presented to the system administrator allowing the system administrator to proceed to access the email account.
5. All e-mail communications and files on campus computers, accounts, and databases are university property (see II.A.1). Upon employee termination, resignation, or withdrawal, these materials remain the property of the University.
6. On termination, resignation or withdrawal, an individual's e-mail account will be terminated, and all information not retained by the university will be deleted. Exceptions to this practice are granted for individuals with 20 years or more of service and leave the University in good standing.

3.2 Business Use
As with other University resources, e-mail is primarily used for purposes that further the goals of the University. While personal use isn't excluded, it should be limited. Furthermore, with ubiquitous options available for free email accounts through Google, Yahoo and Hotmail, employees are encouraged to use personal email accounts for their private and personal business. PSU employees should NOT use personal email systems for their official PSU work.
Some activities are explicitly inappropriate on PSU systems:
1. Any use of PSU resources for personal commercial gain or solicitation except in cases of officially sanctioned University activities,
2. For self- or other promotion in political campaigns,
3. Participation in chain-letters.

3.3 Unlawful Use
Persons may not use e-mail in violation of USNH or campus policies and local, state or federal laws. Such policies or laws may include but are not limited to:
1. Stalking, harassment, hate speech or other unlawful activity.
2. Fraudulent acts, including the use of a deceptive alias to disguise one's true identity.
3. Intentional distribution of viruses (real or simulated) or otherwise destructive software using e-mail.

3.4 Authentic Use
All materials sent by campus e-mail must be attributed to the individual, office, or organization sending the material.

3.5 Personal Use.
Using a reasonable amount of PSU resources for personal e-mail is acceptable, but non-work related e-mail should be saved in a separate folder from work related e-mail. It is also recommended that users subscribe to a readily-available and free email system to carry on their private email communications.

3.6 Bulk E-Mailing
Virus or other malware warnings and mass mailings from PSU shall be approved by the Public Relations Office or Information Technology Services before sending. These restrictions also apply to the forwarding of mail received by a PSU employee.

3.7 E-Mail forwarding
Employees must exercise utmost caution when forwarding any E-mail from inside PSU to an external e-mail address. Unless approved by an employee's manager, e-mail shall not be automatically forwarded to an external address.

3.8 Monitoring
PSU does not monitor individual e-mail activities. Email traffic patterns are assessed to ensure optimal performance and to address specific problems. If a particular situation arises that negatively impacts performance, ITS will work with the specific user to address the problem.

3.9 Aliases
All aliases and distribution lists must use a dash or a period in the name to avoid conflicts with our existing username convention (first initial + middle initial + up to the first 16 characters in the last name). Such aliases are typically given to departments or employees with usernames similar to other users. Aliases are not available to students or Alumni.

3.10 Retention
It is PSU's policy to comply with all federal, state and local regulations and laws, and the terms of contracts and agreements with regard to retentions of business record. Originators and recipients of emails are responsible for identifying and saving documents. Any emails that fall within the scope of any business record retention regulations and contractual terms should be treated consistently with those requirements.
PSU servers are configured with reasonable quotas for email storage, and no email will be systematically archived.

4.0 Enforcement
- Community members should report violations of this policy to the Director of Information Technology Services, Director of Human Resources, or the Dean of Students.
- Violation of this policy will be assessed by the appropriate Principal Administrator in accordance with established University procedures as defined in student and employee handbooks.

5.0 Definitions

Term Definition
E-Mail: The electronic transmission of information through a mail protocol such as SMTP or IMAP.
Chain E-Mail or letter: E-mail sent to successive people. Typically the body of the note has direction to send out multiple copies of the note and promises good luck or money if the direction is followed.
Sensitive information: Information is considered sensitive if it can be damaging to PSU or its guests, students, staff or Alumni.
Forwarded E-Mail Email resent, either manually or by use of a forward, from the original address to an external e-mail address.
Virus warning: E-mail containing warnings about virus or malware. The overwhelming majority of these e-mails turn out to be a hoax and contain bogus information usually intent only on frightening or misleading users.
Unauthorized Disclosure: The intentional or unintentional revealing of restricted information to people, both inside and outside PSU, who do not have a need to know that information.

Policy reviewed and endorsed by the Technology Advisory Group (TAG) in April 2008 and the Executive Steering Committee for Information Systems in May 2008.

Password Policy
1.0 Overview
Passwords are used for various purposes at Plymouth State University. Some of the more common uses include: user-level accounts, web accounts, email accounts, screensaver protection, voicemail, server/system-level access, and network switch/router access. Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in the compromise of Plymouth State University's system resources. As such, all Plymouth State University employees (including contractors and vendors with access to Plymouth State University systems) are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

2.0 Purpose
The purpose of this policy is to establish a standard for creation of strong passwords, the protection of those passwords, and the frequency of change.
3.0 Scope
The scope of this policy includes all personnel who have or are responsible for an account (or any form of access that supports or requires a password) on any system that resides at any Plymouth State University facility, has access to the Plymouth State University network, or stores any nonpublic Plymouth State University information.

4.0 Policy
4.1 General
A. User-Level Passwords
• Passwords need to be a minimum of 8 characters and contain at least one uppercase character and one numeric character. They may not contain @ or; (semicolon) or $.
• Passwords (e.g., email, web, desktop computer, etc.) need to be changed upon the first login and at least every six months thereafter.
• Passwords shall not be inserted into email messages or other forms of electronic communication.

B. Server/System-Level Passwords
• All server/system-level passwords (e.g., root, sysadmin, application administration accounts, etc.) must be changed from vendor defaults and at least every six months thereafter.
• All server/system-level passwords must be a minimum of 8 characters and contain at least one uppercase letter and one numeric character.
• Where SNMP is used, the community strings must be defined as something other than the standard defaults of "public," "private" and "system" and must be different from the passwords used to log in interactively. A keyed hash must be used where available (e.g., SNMPv3).
• All server/system-level passwords must conform to the guidelines described below.

4.2 Guidelines
A. General Password Construction Guidelines
Everyone should be aware of how to select strong passwords. Strong passwords have the following characteristics:
• Contain both upper and lower case characters (e.g., a-z, A-Z)
• Have digits and punctuation characters as well as letters e.g., 0-9, !#%^&*()_+-|~
• PSU passwords cannot contain the following characters: @ or ; or $.
• Are at least eight alphanumeric characters long and is a passphrase (Ohmy1stubbedmyt0e).
• Are not a word in any language, slang, dialect, jargon, etc.[The "not" and "never" points should be included under “weak passwords”, above]
• Are not based on personal information, names of family, etc.
• Try to create passwords that can be easily remembered. One way to do this is create a password based on a song title, affirmation, or other phrase. For example, the phrase might be: “This May Be One Way To Remember” and the password could be: "TmB1w2R!" or "Tmb1W>r~" or some other variation.
• Other examples…
  o We take your protection seriously, you should too = Wtyssus2
  o ITS is one of a kind, great = ITSi1oakgr8
CIO loves to ride bikes for fun = cioltrb4F

B. Password Protection Standards

All passwords are to be treated as sensitive, confidential Plymouth State University information. If an account or password is suspected to have been compromised, report the incident to ITS Security Officer and change all passwords. Specifically, users should never:

• Reveal a password to ANYONE over the phone or in an email message
• Share a password with anyone, including family members, colleagues, administrative assistant or supervisors, even if going on vacation.
• If someone demands a password, refer them to this document or have them call the ITS Security Officer.
• Use the same password for Plymouth State University accounts as for other non-Plymouth State University access (e.g., personal ISP account, option trading, benefits, etc.)
• Use the “Remember Password” feature of applications (e.g., Zimbra, Outlook, etc.)
• Write passwords down and store them where they could be easily found in your office.
• Store passwords in a file on ANY computer system (including PDAs or similar devices) without encryption.

C. Software Application Development Standards

Software application developers must ensure their programs contain the following security precautions:

• Support authentication of individual users, not groups.
• Do not store passwords in clear text or in any easily reversible form.
• Provide a hierarchical role-based architecture that enables functions to be performed without sharing passwords between users.

D. Use of Passwords for Remote Access

Authorized users may remotely access Plymouth State University system resources via the university VPN. The user is responsible for ensuring that others within the remote environment are not able to learn his/her password during login to the university VPN.

5.0 Administration

Violation of these guidelines constitutes unacceptable use of computer resources and may violate other University policies and/or state and federal laws. Suspected or known Password Policy violations should be reported to the Chief Information Officer (2443), Dean of Students (2260), and/or the Director of Human Resources (2551) who will process them in accordance with established University policies. Violations may result in revocation of computer resource privileges, disciplinary action or legal action.

The maintenance, operation, and security of computing resources require responsible PSU personnel to monitor and access the system. To the extent possible in the electronic environment and in a public setting, a user’s privacy will be preserved. Nevertheless, that privacy is subject to applicable University System of New Hampshire policies, state and federal laws, and the needs of the University to meet its administrative, business, and legal obligations.

6.0 Revision History

06/02/08 ALB Policy created
Information Systems User Agreement

The security of computer data and resources and the preservation of student's rights to privacy must be an important concern for all computer users accessing the information systems owned and operated by Plymouth State University. This letter intends to raise your awareness concerning the appropriate use of information systems and as an acknowledgement to your acceptance to the responsibilities as a member of this community.

Several steps can be taken to improve the security of information and the network in general.

1. Change your password regularly. Passwords automatically expire after 120 days and you will be notified prior to expirations.
2. Never give your password to anybody.
3. Never write down your passwords - memorize them. If you must right them down, keep them in a secure location with your other personal affects.
4. Never let a student use your account. Students, acting as employees, may obtain accounts from ITS with appropriate sponsorship.
5. Call Information Technology Services immediately if you suspect there has been tampering with your files.
6. Usernames not accessed for 180 days will be disabled for security reasons. If you know you will not be using your username for an extended period of time (I.E. sabbatical or vacation), please let us know so we can disable it until you are ready to use it again.
7. You must exercise reasonable and prudent measures to maintain security of all computer information. Furthermore you must have a legitimate educational interest when obtaining or accessing student data from the Administrative Systems.

Please review the attached materials concerning the Family Educational Rights and Privacy Act of 1974. The information on PSU systems is to be considered sensitive unless you know otherwise. Do not assume that a file, record or field is public information. As an example, people are generally unaware that social security numbers are private and should not be posted in public areas. If you are not sure, ask Information Technology Services or contact the Registrar (2345). If we do not know, we will help you find out.

8. The use of the information technology resources, including the network, is to be done so in accordance with Guidelines for the Appropriate Use of Computing Resources, institutional policies, and state and federal laws.

Your signature below indicates that you have read and agree to abide by these stated guidelines.

__________________________
SIGNATURE

__________________________
USERNAME

__________________________
DATE

__________________________
DEPARTMENT
PHYSICAL PLANT WINTER GUIDELINE

“Physical Plant Saving The Planet, One Project At A Time!”
WINTER GUIDELINE:

The employees of the Plymouth State Physical Plant Department are classified Essential Personnel. It is expected that all Physical Plant employees will report to work when curtailed operations have been declared.

GUIDELINES FOR OFFICIAL CURTAILED OPERATIONS:
An official state of curtailed operations or delayed opening will be declared through the President’s Office.

Notification of the time frame covered by the closing as well as class cancellations will be sent to:

♦ Telecommunications and Public Relations
♦ Individual departments
♦ Radio stations

2\textsuperscript{nd} and 3\textsuperscript{rd} Shift Maintenance:

Evaluate weather and advise management of campus conditions. Grounds supervisor(s) should be notified when there is at least 2 inches of snow or any amount of ice, anywhere on campus.
Physical Plant Department Guidelines & Procedures

TV stations:

WMUR TV 9     WCSH TV 6 Portland

Information will also be available on the Storm Line at 535-3535.
Staff members are entitled to be paid for the time lost if they have not previously requested the use of sick leave, vacation time, or earned time. In the case of an announced delayed opening, staff members who do not report to work at all must charge one full day to their leave time in order to be paid.

Plymouth State designates departments that may be required to operate through these situations. These offices are considered “Essential Personnel” they include the offices of:

Telecommunications, Hartman Union, Campus Police, Physical Plant, Residential Life, P.E. Center, Lamson Library and Health Services. In these instances, employees will receive their regular pay for the regularly scheduled hours, plus compensatory time off for the hours worked. On the occasion that weather is so bad that you feel that you cannot make it in safely, you need to call in (535-2451) and notify us. Please call and let us know if you are going to be late. You may also call in and change your hours and come in later when weather conditions improve or it is daylight. For example, if you work 5AM to 1:30 and would rather wait until 6 AM and work 6 AM to 2:30 PM, you can make arrangements to do this.

If you call in sick or fail to show up, you will have to use your Earned Time. You may hear on local weather stations that Plymouth State has curtailed operations. This is for the Faculty and Administrative Staff only. The fewer numbers of cars and people around helps us to get the campus ready for classes. Please remember there are over 2000 students living on campus and we provide service for them. During times of inclement weather, the priorities of your duties are to keep emergency exits, entrances and the area ten (10) feet in front of the entrance free and clear of snow and ice. It is your assignment to sand/or use ice melts on these areas to keep them safe and accessible at all times.
Building Services Department
Guidelines & Procedures

“Physical Plant Saving The Planet, One Project At A Time!”
Attendance:

Attendance is a major concern of Physical Plant, PSU, and the Building Services Department. Due to the nature of our services we are considered “Essential Personnel” by the University. The Building Services Standard is to have no more than six (6) unscheduled absences within twelve (12) calendar months.

If poor attendance exceeds this standard, it will affect your job performance and performance evaluation. It will continue to be stressed by your immediate supervisor whenever an attendance problem exists. Excessive absences of any kind will result in disciplinary action including possible termination. Further your overall attendance record can and will be used by your supervisor as a criteria for the use of ET (Earned Time).

If you are absent or late, call 603-535-3083 (before the start of your shift). Speak with a Lead, or leave a message on voice-mail (use option 1).

Failure to call in will result in disciplinary action including possible termination. A medical certificate may be required to document any Unscheduled Absence. If Unscheduled Absences becomes excessive, your supervisor or our Human Resources Department may request a medical certificate any time you are out sick. You must present a medical certificate if you are out for three (3) consecutive days.

Unscheduled Absences:

Includes any absence for which you did not put an “Earned Time” slip in.

Essential Personnel:

BSW’s (Building Service Worker) are considered Essential Personnel. You are expected to report to work during times of curtailed operations. Please read Housekeeping winter Policy.

Personal Appointments:

All personal appointments should be made after your workday is complete. Should an appointment not be available, you must get approval from your supervisor to leave work to attend the appointment.

These are guidelines and are representation of the bare minimum duties expected on a daily basis. You are expected to know and understand the special duties and requirements of your assigned buildings.
Maximum People Out:

Due to the size of our department, and the needs of the University, the Building Services Department allows for a maximum of three (3) employees to schedule time off on a given day. This is done in part to avoid any undue burden on co-workers as they will be covering areas for those who are out. This may also result in an ET slip being denied.

Vacation Requests:

A one-week (7) seven Days prior approval for vacation leave of more than one day is necessary. For a pre-arranged day off, your supervisor must receive 48 hours notice from you. Please apply to your supervisor in writing. Vacation leave is granted on a first-come, first-serve basis. Please be aware that your overall attendance record can and will be used by your supervisor as a criteria for the use of ET (Earned Time). If there is a particular week you would like vacation leave, be sure to request that time as early as possible. Comp-time off is treated in the same manner.

- No requests for time off of any kind will be honored during the (2) week period of “Move out & Graduation”.
- Employees are asked not to take more than two consecutive weeks off in any given month.
- Employees are asked not to take more than one set of a Monday & Friday off in a given month, in any combination. (this includes scheduled and unscheduled time)

Employees are asked not to put in an ET (Earned Time) slip more then (6) six months in advance for major life events (i.e. Weddings, marriage, honeymoon, graduations etc.). Regular ET slips should not be put in more than (3) Months in advance.

Break Policy:

Each BSW is given one half-hour (30 Minutes) paid break during his/her eight (8) hour shift. BSW’s that work the hours of 5am to 1:30 pm also get one half hour (1/2) for lunch not paid. To go off campus for an appointment that may last longer than your scheduled break, requires written notification (earned time slip) and approval by your Supervisor. You must use your Earned Time, if approved.

Time and Attendance Records:

Accruals for vacation leave and sick leave are updated bi-weekly and are in WISE or on your stub if you get a manual check. Additionally your supervisor will give you an accrual sheet stating your present totals in each category upon request. Vacation time was discussed earlier under vacation leave.

These are guidelines and are representation of the bare minimum duties expected on a daily basis. You are expected to know and understand the special duties and requirements of your assigned buildings.
Physical Plant Department
Guidelines & Procedures

Hours of Work:

Scheduled staff members are to sign their timecard upon arrival, and sign out on departure each day worked (not before 1:25PM). All timecards are to be signed in and out at the “Facilities Service Building”. Time cards must be recorded accurately. For “regular” full time staff the hours are (5:00AM to 1:30 PM). Time cards should not be filled out in advance with the exception of early payroll deadlines due to holidays falling on a payday. All staff members are expected to commence their assigned task upon entering the building. It is inappropriate to use this time to have coffee, read papers, or anything not directly involved with assigned task. You may be asked to change your hours. A thirty (30) day notice will be given to you if your hours are changed.

Time Card and Payroll:

Each BSW is responsible for filling out a daily time card. Please make sure time cards are made out accurately and legibly. Because all information is entered into a computer, it is important to review your time card before you turn it in. Mistakes on time cards could lead to errors in your paycheck.

Custodial Closet:

Store supplies in good order. Take the time to put things back properly so that, in your absence, anyone covering your work will be able to find everything s/he needs. This room is a reflection of your work and the attitude you have towards the whole building. Take pride in your closet and equipment. Clean your closet as you would any other office area. All buildings must be kept up to date with MSDS or “Right to Know” information. If you are working with a chemical you are not familiar with ask your supervisor for an MSDS sheet if one is not already in your book. Custodial closets must always be locked.

Supplies:

You are responsible for informing your supervisor in writing (using a supply order form) about any supplies or equipment you may need. It may be the following week before the requested supplies arrive at your building, so be sure to have enough of everything to last you at least a two week period and plan ahead for your building’s needs. The supply order form must be filled out accurately and in a timely manner to avoid delays and incomplete orders.

These are guidelines and are representation of the bare minimum duties expected on a daily basis. You are expected to know and understand the special duties and requirements of your assigned buildings.
Maintenance Requests: Academic/Administrative

All maintenance problems, such as plugged toilets and broken windows must be reported to Physical Plant. Call 603-535-2254, or submit a work order request form.

Emergency Maintenance:

Emergency maintenance problems should be called in immediately (any life/safety issue). All other requests must go through your supervisor.

Residential halls:

Only emergency maintenance problems are called into Physical Plant. All other requests must go through the Residence Director, or be submitted on a work order request form.

Equipment Repair:

Problems with any of your equipment should be brought to the attention of your supervisor, and an “Equipment Repair Slip” must also be filled out. Do not use unsafe equipment. All equipment belongs to Physical Plant and is to stay in the building assigned. It is not to be removed unless directed by a supervisor.

Laundry:

Dirty dry mops and dirty rags are washed at the Service Building for all Academic and Administrative buildings.

- Brush out all dry mops with a brush before sending them out to be washed.
- Dry all rags and mops.
- Place your dirty rags, and dry mops in separate trash bags
- (DO NOT USE LARGE BAGS, ONLY MEDIUM).
- Laundry will be picked up on delivery day during the week and replaced with clean laundry.

Work Priorities:

Our main concern is bathroom care and removal of trash from buildings. Cleanliness levels on the main floor of a building and entrances to the building are also a priority because these are an image area. All other duties should be rotated if staffing levels in your area are low. During snowstorms our first priority is to keep all entrances clear and treated with ice melt ten (10) feet out and the width of the entrance.

These are guidelines and are representation of the bare minimum duties expected on a daily basis. You are expected to know and understand the special duties and requirements of your assigned buildings.

C-4
Building Service Department
“Physical Plant Saving The Planet, One Project At A Time!”
Building Assignments:

Although you will be assigned to a particular building or area, please keep in mind that you may be required to move from your assigned area at any time if the need arises. This may be necessary due to special cleaning projects or absence of other BSW’s. As the needs of the University and the department change, so too may your job duties and responsibilities.

Building Inspection Reports:

The manager or supervisory team will periodically check the overall condition of the buildings or area with a written inspection. They will provide a written copy that will insure we are meeting and or exceeding customer expectations and Service Standards. If any area of your buildings fail, you will be given a time frame in which to make improvements. Failure to make improvements in predetermined areas will result in disciplinary action.

Policy on Vehicles:

The vehicle issued to you for your assigned working area is the property of PSU and is your responsibility. Do not lend your vehicle to anyone and do not take it off campus, unless approved by a supervisor. All accidents must be reported immediately. Vehicles are to be kept neat and clean, inside and out. Any mechanical problems need to be reported to your supervisor or the fleet supervisor immediately. Vehicle keys should also be returned to your department manager if you will be leaving for vacation, or any extended time. Failure to do so may result in disciplinary action.

These are guidelines and are representation of the bare minimum duties expected on a daily basis. You are expected to know and understand the special duties and requirements of your assigned buildings.
Proposal
Plan to handle unnecessary messes in Residential Life Facilities
For 2008-2009 Academic Year

When Residential Life Staff come across an unnecessary mess they should
a. Determine if they can locate and get the involved parties to clean up
b. Determine if it can be left for a short period of time or needs immediate attention
c. If it can be contained and left until scheduled BSW staff arrives then do so
d. If it needs attention and not during normal business hours then page on duty PP staff
Note: Whenever possible and beyond a simple mess, please take a picture of mess

When on duty PP staff, receives a call for an unnecessary mess they should
a. Determine if it is something they can handle and take care of if possible
b. If necessary, call the BSW staff member on call for these purposes
c. Document the situation and take pictures whenever possible

When a BSW staff member gets called in for unnecessary mess they should
a. Determine the level of the mess & document (make sure someone took pictures)
b. Take care of the problem
c. Call in extra resources if necessary

All parties should try to determine the level of the mess and rate accordingly

*General ranking list (these are subjective but do the best you can)*

Level 0 – small and simple mess that should just be taken care of and no charge
Examples: a pizza box, some trash in bathroom or lobby or lounge etc.

Level 1 – mess a little beyond the norm
Examples: smashed fruit in elevator, a few items in stairwell, etc.

Level 2 – mess that is disturbing but fairly well contained
Examples: vomit in a toilet area; sink messed up with blood or hair, etc.

Level 3 – mess that is disgusting but not in a large area
Examples: urination in stairwell, vomit in a public area, etc.

Level 4 – mess that is wide spread
Examples: hallway that had food fight, lounge or full bathroom trashed, etc.

Level 5 – mess that is disgusting and wide spread
Examples: bathroom with wide spread vomit, hallway with blood, etc.

Notes:
- The above criteria are not designed to create conflict amongst staff. If the night duty person wants to call someone in, Reslife should not be concerned, even if they may have thought it was not necessary.
- This is new and will need adjustments as we go.
- Remember the goal is to enhance the community.

These are guidelines and are representation of the bare minimum duties expected on a daily basis. You are expected to know and understand the special duties and requirements of your assigned buildings.
BSW BASIC RESPONSIBILITIES

Restroom Maintenance
- Fill dispensers - daily
- Sweep - daily
- Empty trash - daily
- Disinfect sinks, pipes and toilets - daily
- Clean mirrors - daily
- Damp mop floors - daily
- Clean partitions – weekly

Trash Removal
- Collect all trash and recyclables - daily.
- Do offices - daily.
- Replace liners as needed
- Wash trash containers when needed.
- Place large items in dumpster.

Floor Care
- Dry mop all floors (except offices) - daily
- Damp mop when spotted with dirt.
- Burnish corridors - weekly
- Auto-Scrub floors - as directed
- Spray buff remaining tile floors alternately during extra time.

Carpeting
- Vacuum – daily.
- Spot clean as spots occur.
- Extract alternately during extra time.

These are guidelines and are representation of the bare minimum duties expected on a daily basis. You are expected to know and understand the special duties and requirements of your assigned buildings.
Drinking Fountains
☐ Clean and disinfect – daily

Glass
- Clean entrance glass daily.
- Clean other glass on an alternating schedule.

Dusting
- Dust furniture and all other surfaces weekly.

Outside Entrances
- Keep outside entrances clean at all times (up to 10 ten feet).
- Sweep walkways and steps once a week or as needed

Equipment
- Clean all equipment at the end of the day.
- Custodial Closet
- Clean and organize - daily

Maintenance Requests
- Report needed maintenance to Physical Plant 535-2254
- Broken windows
- Plugged toilets
- Broken door locks

These are guidelines and are representation of the bare minimum duties expected on a daily basis. You are expected to know and understand the special duties and requirements of your assigned buildings.
BSW STANDARDS OF CLEANING

These are guidelines and are representation of the bare minimum duties expected on a daily basis. You are expected to know and understand the special duties and requirements of your assigned buildings.
Bathrooms:

1. Trash-removed; clean liner, if needed
2. Floors-swept and washed; clean behind toilet
3. Toilets, urinals and sinks-free of soap and dirt; disinfected daily; stains removed
4. Mirrors and tops of mirrors-dust free and dirt-free
5. Pipes and bases of toilets and urinals-washed daily and dust free
6. All dispensers (toilet paper, paper towel, sanitary napkin and soap)-filled and surfaces washed
7. Showers and tubs – no soap build up; no mildew; pipes and fixtures should shine; hair should be removed from drain; no dirt or mildew on shower curtains, foam showers & tubs weekly
8. Walls and partitions-free of dirt, spit, and graffiti
9. Vents-free of dust
10. Lights-free of dirt/ bugs and working; if light is out and we cannot change, please contact Physical Plant 535-2254 and/ or submit an Work order request.
Entrances and Corridors:

1. Trash-removed; clean trash bag.
2. Glass and window sills-free of dust, cobwebs, and fingerprints.
3. Fire extinguishers-free of dust.
4. Phone booths-free of dirt and graffiti.
5. Floor surfaces-well swept, dry mopped, or vacuumed; corners free of sand and dirt; free of spots, spills and gum; some shine on the floors.
6. Walls-free of dirt, graffiti, gum, and dust.
7. Fire doors-free of dirt, and fingerprints; glass cleaned and free of fingerprints.
8. Horizontal surfaces-free of dust.
9. Lights-free of dirt/ bugs and working.
10. Outside entrances-swept and free of dirt and cigarette butts.

Stairwells:

1. Stairs-free of debris and dirt; corners swept; free of stains and spills
2. Railings-free of dirt and dust
3. Walls-free of graffiti
4. Lights-clean and working

Exterior Windows:
Cleaned annually with some exceptions: Immediate attention would be given to windows with, for example, smeared ice cream, and noted on the inspection report.
Classrooms and Labs:

1. Trash-removed daily.
2. Blackboards, erasers and chalk trays-free of chalk dust.
3. Replace chalk in trays as needed.
4. Floors-dry mopped or vacuumed and free of litter; corners free of dust and sand.
5. Lecturer’s desk and windowsills-free of dust and dirt.
6. Walls-free of heavy dirt and graffiti.
7. Lights-clean and working.

Laundry Rooms:

1. Trash-removed
2. Floor-swept and damp mopped; some shine on the tile floors
3. Sinks-free of dirt and grime
4. Table-tops free of dirt and spots
5. Washing machine-tops and inner rim clean and free of soap build-up
6. Window sills-dusted and free of spots
7. Visible pipes-free of dust

Offices:

1. Empty waste baskets daily.
2. Floor surface vacuumed or dry mopped daily.
3. Carpets and tiles-free of spots and stains
4. Horizontal surfaces (with no personal objects on them) are free of dust.
5. Lights-clean and working
Lounges:

1. Trash-removed; new trash bag, if needed.
2. Floor surface—appears to have been vacuumed or dry mopped on last assigned cleaning day.
1. Carpets and tiles—free of spots and stains.
2. Horizontal surfaces (with no personal objects on them) - are free of dust.
3. Lights—clean; free of bugs and working.
4. Glass—free of dirt fingerprints and tape.

Elevators:

1. Floors—swept and vacuumed; wash floor; some shine.
2. Tracks—free of debris and dirt.
3. Lights—clean; bug free and working.

Custodial Closets:

1. Trash-removed
2. Floor-swept and washed
3. Sink—free of dirt and scum
4. Pipes—free of dust and dirt
5. All containers—properly labeled
6. Brooms and dry mops—brushed out
7. Vacuum cleaner—recently emptied; spindle and brush free of hair; casing clean and shiny
8. Buffers, wet vacuums, mops, and pails—emptied and rinsed out, casings clean
9. Buffer pads—washed out
10. Supplies—neat and orderly
Cell phone for after-hours Maintenance Staff

Purpose:
This phone is for use by the maintenance staff in order to efficiently respond to pager calls and work-related communication while in the field, during the hours that the Physical Plant office is closed. This primarily applies to 2nd shift, 3rd shift, weekends and holidays. It can also be used by whoever is doing cell phone coverage off campus provided it is returned for the next available shift.

Procedure:
The phone should only be turned on when needed to respond to a call or when needed to contact somebody.
This phone should be carried in conjunction with the pager.
Generally, the telephone number to this phone is not to be given out. This is to prevent other PSU departments and staff from becoming dependent upon the cell phone. An exception to this would be when the maintenance staff person is in a situation that requires he/she receives a call back.
Personal use of this phone is not permitted except for emergency calls. This applies to both making calls and receiving calls. Any of these personal calls should be reported to the supervisor as soon as possible. Note: all calls are automatically recorded on the monthly statements.
While not in use the telephone should be kept in its charger, located in a secure cabinet within the sign shop at FSB.
Office Support & Administrative Staff Guidelines & Procedures

“Physical Plant Saving The Planet, One Project At A Time!”
Attendance:

Attendance is a major concern of the Physical Plant Department. Due to the nature of our services we are considered “Essential Personnel” by the University. The Physical Plant Department standard is to have no more than six (6) unscheduled absences within twelve (12) calendar months.

If unscheduled absences exceed this standard, it will affect your job performance and performance evaluation. It will be addressed by your immediate supervisor whenever an attendance problem exists. Excessive absences of any kind will result in disciplinary action including possible termination.

If you are absent or late, call your direct supervisor or 603-535-2254 (before the start of your shift). Speak with your supervisor, or leave a message on voice-mail.

Failure to call in will result in disciplinary action including possible termination. A medical certificate may be required to document any Unscheduled Absence. If Unscheduled Absences becomes excessive, your supervisor or our Human Resources Department may request a medical certificate any time you are out sick. You must present a medical certificate if you are out for three (3) consecutive days.

Time and Attendance Records:

Accruals for vacation leave and sick leave are updated bi-weekly and are in WISE or on your stub if you get a manual check. Additionally your supervisor will give you an accrual sheet stating your present totals in each category upon request. Vacation time was discussed earlier under vacation leave.

Unscheduled Absences:

Includes any absence for which you did not put an “Earned Time” slip in.

Essential Personnel:

Office Support & Administrative Staff are considered Essential Personnel. You are expected to report to work during times of curtailed operations. Please read the department’s winter Policy.
Personal Appointments:

All personal appointments should be made after your workday is complete. Should an appointment not be available, you must get approval from your supervisor to leave work to attend the appointment.

Maximum People Out:

Due to the service our department provides, it is important that sufficient office support and administrative staff are available to carry out the daily duties necessary for our service. This means that leave requests need to be made in advance and all requests will be considered with staffing needs in mind. This is also done in part to avoid any undue burden on co-workers as they will be covering areas for those who are out. This may also result in an ET slip being denied.

Vacation Requests:

A minimum of seven (7) days prior approval for vacation leave of more than one day is necessary. For a pre-arranged day off, your supervisor must receive 48 hours notice from you. Please apply to your supervisor in writing. Vacation leave is granted on a first-come, first-serve basis. If there is a particular week you would like vacation leave, be sure to request that time as early as possible. Comp-time off is treated in the same manner.

- There are certain periods of the year such as year-end closing, the end of the school year, etc. when special consideration must be given to meeting department needs. Any scheduling of vacation or time off during these periods must first be reviewed for approval by your supervisor.
- Employees are asked not to take more than two consecutive weeks off in any given month.
- Employees are asked not to put in an ET (Earned Time) slip more then (6) six months in advance for major life events (i.e. Weddings, marriage, honeymoon, graduations etc.). Regular ET slips should not be put in more than (3) Months in advance.
Break Policy:

Each employee is given two 15 minute paid breaks during his/her shift. Break times will be agreed upon with your supervisor insuring that office services are covered. Each employee is also given one half hour (1/2) for lunch, not paid. To go off campus for an appointment that may last longer than your scheduled break, requires written notification (earned time slip) and approval by your Supervisor. You must use your Earned Time, if approved.

Policy on Vehicles:

The vehicle issued to you for your assigned working area is the property of PSU and is your responsibility. Do not lend your vehicle to anyone and do not take it off campus, unless approved by a supervisor. All accidents must be reported immediately. Vehicles are to be kept neat and clean, inside and out. Any mechanical problems need to be reported to your supervisor or the fleet supervisor immediately. Vehicle keys should also be returned to your department manager if you will be leaving for vacation, or any extended time. Failure to do so may result in disciplinary action.
Information Technology/Preventative Maintenance Staff Guidelines & Procedures

“Physical Plant Saving The Planet, One Project At A Time!”
Attendance:

Attendance is a major concern of Physical Plant, PSU, and the Information Technology/Preventive Maintenance Department. Due to the nature of our services we are considered “Essential Personnel” by the University. The Information Technology/Preventive Maintenance Standard is to have no more than six (6) unscheduled absence within twelve calendar (12) months.

If poor attendance exceeds this standard, it will affect your job performance and performance evaluation. It will continue to be stressed by your immediate supervisor whenever an attendance problem exists. Excessive absences of any kind will result in disciplinary action up to and including termination. Further your overall attendance record can and will be used by your supervisor as a criteria for the use of ET (Earned Time).

If you are absent or late, call 603-535-2356 (before the start of your shift), Speak with your Supervisor, or leave a message on voice-mail.

Failure to call in will result in disciplinary action up to and including possible termination. A medical certificate may be required to document any Unscheduled Absence. If Unscheduled Absences becomes excessive, your supervisor or our Human Resources Department may request a medical certificate any time you are out sick. You must present a medical certificate if you are out for three (3) consecutive days.

Unscheduled Absences:

Includes any absence for which you did not put an “Earned Time” slip in.

Essential Personnel:

Information Technology/Preventive Maintenance Staff are considered Essential Personnel. You are expected to report to work during times of curtailed operations. Please read the Winter Policy of this manual.

Personal Appointments:

All personal appointments should be made after your workday is complete. Should an appointment not be available, you must get approval from your supervisor to leave work to attend the appointment.

Maximum People Out:

Due to the service our department provides, it is important that sufficient staff are available to carry out the daily duties necessary for our service. This means that leave requests need to be made in advance and all requests will be considered with staffing needs in mind. This is also done in part to avoid any undue burden on co-workers as
they will be covering areas for those who are out. This may also result in an ET slip being denied.

**Vacation Requests:**

A one-week prior approval for vacation leave of more than one day is necessary. For a pre-arranged day off, your supervisor must receive 48 hours notice from you. Please apply to your supervisor in writing. Vacation leave is granted on a first-come, first-serve basis. If there is a particular week you would like vacation leave, be sure to request that time early. Comp-time off is treated in the same manner.

- No requests for time off of any kind will be honored during the (2) week period of “Move out & Graduation”.
- Employees are asked not to take more than two consecutive weeks off in any given month
- Employees are asked not to take more than one set of a Monday & Friday off in a given month. (this includes scheduled and unscheduled time)
- Employees are asked not to put in an ET (Earned Time) slip more then (6) six months in advance for major life events (i.e. Weddings, marriage, honeymoon, graduations etc.). Regular ET slips should not be put in more than (3) Months in advance.

**Break Policy:**

Each Information Technology/ Preventive Maintenance staff member is given two 15 minute or one 30 minute paid break(s) during his/her eight (8) hour shift. Break times will be agreed upon with your supervisor insuring that office services are covered. Staff members also get one half hour (1/2) for lunch not paid. To go off campus for an appointment that may last longer than your scheduled break, requires written notification (earned time slip) and approval by your Supervisor. You must use your Earned Time, if approved.

**Time and Attendance Records:**

Accruals for vacation leave and sick leave are updated bi-weekly and are in WISE or on your stub if you get a manual check. Additionally your supervisor will give you an accrual sheet stating your present totals in each category upon request. Vacation time was discussed earlier under vacation leave.
Policy on Tools:

The tools issued to you for your assigned working area are the property of PSU and are your responsibility. Do not lend your tools to anyone and do not take them off campus, unless approved by a supervisor. Do not use unsafe tools and equipment. All lost tools must be reported immediately. Tools should also be returned to your supervisor if you will be leaving for vacation, or any extended time. Failure to do so may result in disciplinary action up to and including termination.

Policy on Vehicles:

The vehicle issued to you for your assigned working area is the property of PSU and is your responsibility. Do not lend your vehicle to anyone and do not take it off campus, unless approved by a supervisor. All accidents must be reported immediately. Vehicles are to be kept neat and clean, inside and out. Any mechanical problems need to be reported to your supervisor or the fleet supervisor immediately. Vehicle keys should also be returned to your department manager if you will be leaving for vacation, or any extended time. Failure to do so may result in disciplinary action.

Maintenance Requests: Academic/Administrative

All maintenance problems, other than what you have been assigned, must be reported to Physical Plant by submitting a work order request form.

Emergency Maintenance:

Emergency maintenance problems should be called in immediately (any life/safety issue or an issue that may cause additional damage). Call 603-535-2254 for emergency maintenance.

Residential halls:

Only emergency maintenance problems are called into Physical Plant. All other requests must go through the Residence Director, or be submitted on a work order request form.
Grounds Department
Guidelines & Procedures

“Physical Plant Saving The Planet, One Project At A Time!”
Attendance:

Attendance is a major concern of Physical Plant, PSU, and the Grounds Operations Department. Due to the nature of our services we are considered “Essential Personnel” by the University. The Grounds Operations Standard is to have no more than six (6) unscheduled absence within twelve (12) calendar months.

If poor attendance exceeds this standard, it will affect your job performance and performance evaluation. It will continue to be stressed by your immediate Supervisor whenever an attendance problem exists. Excessive absences of any kind will result in disciplinary action including possible termination.

If you are absent or late, call 603-535-2459 (before the start of your shift), Speak with your Supervisor, or leave a message on voice-mail.

Failure to call in will result in disciplinary action including possible termination. A medical certificate may be required to document any Unscheduled Absence. If Unscheduled Absences becomes excessive, your Supervisor or our Human Resources Department may request a medical certificate any time you are out sick. You must present a medical certificate if you are out for three (3) consecutive days.

Time and Attendance Records:

Accruals for vacation leave and sick leave are updated every month and are on your pay stub. Additionally your supervisor will give you an accrual sheet stating your present totals in each category upon request. Vacation time was discussed earlier under vacation leave.

Unscheduled Absences:

Includes any absence for which you did not put an “Earned Time” slip in.

Essential Personnel:

Grounds Operations Worker are considered Essential Personnel. You are expected to report to work during times of curtailed operations.

Maximum People Out:

Due to the size of our department and the needs of the University the Grounds Operations Department allows for a maximum of three (3) employees to schedule time off on a given day. This is done in part to avoid any undue burden on co-workers as they will be covering areas for those who are out. This may also result in an ET slip being denied.
Vacation Requests:

A one-week (7) seven Days prior approval for vacation leave of more than one day is necessary. For a pre-arranged day off, your Supervisor must receive 48 hours notice from you. Please apply to your Supervisor in writing. Vacation leave is granted on a first-come, first-serve basis. If there is a particular week you would like vacation leave, be sure to request that time as early as possible. Comp-time off is treated in the same manner.

- No requests for time off of any kind will be honored during the (2) week period of “Move out & Graduation”.
- Employees are asked not to take more than two consecutive weeks off in any given month.
- Employees are asked not to put in an ET (Earned Time) slip more then (6) six months in advance for major life events (i.e. Weddings, marriage, honeymoon, graduations etc.). Regular ET slips should not be put in more than (3) Months in advance.

Break Policy:

Each Grounds Worker is given (2) 15 Minute paid breaks during his/her eight (8) hour shift. Grounds Workers who works an eight (8) hour shift will get a half hour (1/2) for lunch unpaid. To go off campus for an appointment that may last longer than your scheduled break, requires written notification (earned time slip) and approval by your Supervisor. You must use your Earned Time, if approved.

Break Room Policy:

You are responsible for helping to keep the break room area clean and neat on a daily basis. Please pickup after yourself. Do not leave dirty dishes, food or newspapers lying around. Take pride in a clean break room.
Policy on Tools/Equipment:

The tools/equipment issued to you for your assigned working area, are the property of PSU and are your responsibility. Take the time to put tools/equipment back properly so that in your absence, anyone covering your work will be able to find what he/she needs. Take pride in your work area and equipment. Do not damage or otherwise misuse school equipment or personal property of others. Keep your work area neat and organized. Serious damage to school or personal property can be cause for disciplinary actions. Tools/equipment (i.e. sanders, lawnmowers, hand tools, etc.) should be cleaned daily. All power equipment such as lawn tractors should have oil and fluids checked before you start your tasks. Immediately report any damage/accidents of equipment to your Supervisor. Also report tools/equipment that have been borrowed and not returned or stolen, as you are responsible for all equipment in your zone, or given to you for campus use. Problems with any of your equipment should be brought to the attention of your Lead worker or Supervisor. Do not use unsafe equipment. Always use proper eye and hearing protection when using power equipment. See Physical Plant Safety handbook.

Supplies or Equipment:

You are responsible for informing your Supervisor in writing about any supplies or equipment you may need.

Policy on Vehicles:

The vehicle issued to you for your assigned working area is the property of PSU and is your responsibility. Do not lend your vehicle to anyone and do not take it off campus, unless approved by a supervisor. All accidents must be reported immediately. Vehicles are to be kept neat and clean, inside and out. Any mechanical problems need to be reported to your supervisor or the fleet supervisor immediately. Vehicle keys should also be returned to your department manager if you will be leaving for vacation, or any extended time. Failure to do so may result in disciplinary action.

Zone Assignments:

Although you will be assigned to a particular zone or area, please keep in mind that you will be required to move from your assigned area at any time if the need arises.
Maintenance Staff
Guidelines & Procedures

“Physical Plant Saving The Planet, One Project At A Time!”
Attendance:

Attendance is a major concern of Physical Plant, PSU, and the Maintenance Department. Due to the nature of our services we are considered “Essential Personnel” by the University. The Maintenance Standard is to have no more than six (6) unscheduled absence within twelve calendar (12) months.

If poor attendance exceeds this standard, it will affect your job performance and performance evaluation. It will continue to be stressed by your immediate supervisor whenever an attendance problem exists. Excessive absences of any kind will result in disciplinary action up to and including termination.

If you are absent or late, call 603-535-2987 or 603-535-2254 (before the start of your shift). Speak with your Supervisor, or leave a message on voice-mail.

Failure to call in will result in disciplinary action up to and including possible termination. A medical certificate may be required to document any Unscheduled Absence. If Unscheduled Absences becomes excessive, your supervisor or our Human Resources Department may request a medical certificate any time you are out sick. You must present a medical certificate if you are out for three (3) consecutive days.

 Unscheduled Absences:

Includes any absence for which you did not put an “Earned Time” slip in.

Essential Personnel:

Maintenance Staff are considered Essential Personnel. You are expected to report to work during times of curtailed operations. Please read the Winter Policy of this manual.

Personal Appointments:

All personal appointments should be made after your workday is complete. Should an appointment not be available, you must get approval from your supervisor to leave work to attend the appointment.

Maximum People Out:

Due to the size of our department, and the needs of the University, all trades most be covered on a given day. This may restrict the number of employees that are scheduled to be off. This is done in part to avoid any undue burden on co-workers as they will be covering areas for those who are out. This may also result in an ET slip being denied.
Time Card and Payroll:

Each staff member is responsible for filling out a daily time card. Please make sure time cards are made out accurately and legibly. Because all information is entered into a computer, it is important to review your time card before you turn it in. Mistakes on time cards could lead to errors in your paycheck.

Time and Attendance Records:

Accruals for vacation leave and sick leave are updated bi-weekly and are in WISE or on your stub if you get a manual check. Additionally your supervisor will give you an accrual sheet stating your present totals in each category upon request. Vacation time was discussed earlier under vacation leave.

Vacation Requests:

A one-week prior approval for vacation leave of more than one day is necessary. For a pre-arranged day off, your supervisor must receive 48 hours notice from you. Please apply to your supervisor in writing. Vacation leave is granted on a first-come, first-serve basis. If there is a particular week you would like vacation leave, be sure to request that time early. Comp-time off is treated in the same manner.

- No requests for time off of any kind will be honored during the (2) week period of “Move out & Graduation”.
- Employees are asked not to take more than two consecutive weeks off in any given month
- Employees are asked not to take more than one set of a Monday & Friday off in a given month. (This includes scheduled and unscheduled time)
- Employees are asked not to put in an ET (Earned Time) slip more then (6) six months in advance for major life events (i.e. Weddings, marriage, honeymoon, graduations etc.). Regular ET slips should not be put in more than (3) Months in advance.

Break Policy:

Each Maintenance staff member is given one half-hour (30 Minutes) paid break during his/her eight (8) hour shift. Staff members also get one half hour (1/2) for lunch not paid. To go off campus for an appointment that may last longer than your scheduled break, requires written notification (earned time slip) and approval by your Supervisor. You must use your Earned Time, if approved.
Policy on Tools:

The tools issued to you for your assigned working area are the property of PSU and are your responsibility. Do not lend your tools to anyone and do not take them off campus, unless approved by a supervisor. Do not use unsafe tools and equipment. All lost tools must be reported immediately. Tools should also be returned to your supervisor if you will be leaving for vacation, or any extended time. Failure to do so may result in disciplinary action up to and including termination.

Policy on Vehicles:

The vehicle issued to you for your assigned working area is the property of PSU and is your responsibility. Do not lend your vehicle to anyone and do not take it off campus, unless approved by a supervisor. All accidents must be reported immediately. Vehicles are to be kept neat and clean, inside and out. Any mechanical problems need to be reported to your supervisor or the fleet supervisor immediately. Vehicle keys should also be returned to your department manager if you will be leaving for vacation, or any extended time. Failure to do so may result in disciplinary action.

Maintenance Requests: Academic/Administrative

All maintenance problems, other than what you have been assigned, must be reported to Physical Plant by submitting a work order request form.

Emergency Maintenance:

Emergency maintenance problems should be called in immediately (any life/safety issue or an issue that may cause additional damage). Call 603-535-2254 for emergency maintenance.

Residential halls:

Only emergency maintenance problems are called into Physical Plant. All other requests must go through the Residence Director, or be submitted on a work order request form.
MAINTENANCE

BASIC RESPONSIBILITIES AND STANDARDS
Physical Plant Department
Guidelines & Procedures

First Shift

**Duties / Responsibilities**

Hours are generally 7:00 AM to 3:30 PM, Monday through Friday.

Address work orders as assigned.

Respond to campus emergency calls.

Perform basic repair and maintenance tasks in minor carpentry, electrical, plumbing, painting and mechanical trades, requiring basic skills but not license or journeyman experience (unless qualified).

Second Shift

**Duties / Responsibilities**

Hours are generally second shift coverage of 3:00 PM to 11:30 PM Wednesday through Saturday nights, and 7:00 AM to 3:30 PM on Sundays.

Because of the times of this shift, and the independent nature of this shift, coverage needs to be maintained during holiday periods.

Assist with routine maintenance and repair of heating plant equipment and preventative maintenance for such equipment.

Develop signs for ADA compliance, room numbers, name tags and departmental directories through computerized system. Become familiar with the **SIGN STANDARD OPERATING PROCEDURES**.

Respond to campus emergency calls during the evening and weekend shifts, investigate called in conditions, take preventative or corrective action for short emergency repairs, notify supervisor or call in appropriate trade for a more extensive emergency.

Perform basic repair and maintenance tasks in minor carpentry, electrical, plumbing, painting and mechanical trades, requiring basic skills but not license or journeyman experience (unless qualified).
Physical Plant Saving The Planet, One Project At A Time!

Physical Plant Department Guidelines & Procedures

Biohazard training for emergency cleanup.
Perform related duties as required.

Third Shift

Duties / Responsibilities

Hours are generally third shift coverage (11:00 PM to 7:30 AM), Sunday through Thursday nights. Because of the times of this shift, and the independent nature of this shift, coverage needs to be maintained during holiday periods.

Assist with routine maintenance and repair of heating plant equipment and preventative maintenance for such equipment.

Respond to campus emergency calls during the evening and weekend shifts, investigate called in conditions, take preventative or corrective action for short emergency repairs, notify supervisor or call in appropriate trade for a more extensive emergency.

Perform basic repair and maintenance tasks in minor carpentry, electrical, plumbing, painting and mechanical trades, requiring basic skills but not license or journeyman experience.

Biohazard training for emergency cleanup.
Perform related duties as required.
Work Orders

- Since Work orders may be issued at any time, please check your Work Order box periodically during the day.
- Your name and Work Order and phase number will be needed if you get any parts or materials from Stores.
- Write the Work Order and phase number and your name (if it is not already there) on any other receipts if you purchase parts or materials.
- Please turn in any your Daily Assignment log with status by 3:30pm to give work control a chance to stay current.
- Record your time Daily Assignment Logs during the day, as you do the work. Don’t wait until 3 PM.
- Standing work orders: Do not let them become a catch-all. Record your time accurately.
- Be sure to return unused stock to stores (not partial orders) and make sure to get receipts for all stores purchases.
- Radio calls: If you receive a radio call and find out that you need a Work Order right away (for Stores purchases, etc.), please come to the Front Desk.
- Make sure you have recorded hours on your time sheet for any Work Request that you are turning in as Complete. Work Orders should never be turned in as complete, without hours charged against them. Please see your department Manager for questions about your Daily Assignments.
- If you need to cancel or void a Work Order, be sure to write down the reason why. Example: “Work already done”, “Problem not found”, “Duplicate with Work Order number 0555555”, etc. Please use notes/comments area for miscellaneous information about your work request.
- If you find any Work Orders that are obviously student damage, be sure to mark it on the Work Order. Be sure to mark it very clearly and boldly.
- If you get a work order that does not have a room number on it, and you know the room number, write it in.
- If you are called in for an emergency call, please be sure to include your overtime on the back page of your Daily Assignment the next work day. Be sure to clearly mark the date of the call and identify it as overtime.
Proposal
Plan to handle unnecessary messes in Residential Life Facilities
For 2008-2009 Academic Year

When Residential Life Staff come across an unnecessary mess they should
a. Determine if they can locate and get the involved parties to clean up
b. Determine if it can be left for a short period of time or needs immediate attention
c. If it can be contained and left until scheduled BSW staff arrives then do so
d. If it needs attention and not during normal business hours then page on duty PP staff
Note: Whenever possible and at all beyond a simple mess please take a picture of mess

When on duty PP staff, get a call for an unnecessary mess they should
  d. Determine if it is something they can handle and take care of if possible
  e. If need be call the BSW staff member on call for these purposes
  f. Document the situation and take pictures whenever possible

When a BSW staff member gets called in for unnecessary mess they should
  d. Determine the level of the mess & document (make sure someone took pictures)
  e. Take care of the problem
  f. Call in extra resources if necessary

All parties should try to determine the level of the mess and rate accordingly
General ranking list (these are subjective but do the best you can)

Level 0 – small and simple mess that should just be taken care of and no charge
  Examples: a pizza box, some trash in bathroom or lobby or lounge etc.

Level 1 – mess a little beyond the norm
  Examples: smashed fruit in elevator, a few items in stairwell, etc.

Level 2 – mess that is disturbing but fairly well contained
  Examples: vomit in a toilet area; sink messed up with blood or hair, etc.

Level 3 – mess that is disgusting but not in a large area
  Examples: urination in stairwell, vomit in a public area, etc.

Level 4 – mess that is wide spread
  Examples: hallway that had food fight, lounge or full bathroom trashed, etc.

Level 5 – mess that is disgusting and wide spread
  Examples: bathroom with wide spread vomit, hallway with blood, etc.

Notes:
- This is not designed to create conflict amongst staff so if the night duty person
  wants to call someone in Reslife should not be concerned, even if they may have
  thought it was not necessary.
- This is new and will need adjustments as we go.
- Remember the goal is to enhance the community.
-
Purpose:
This phone is for use by the maintenance staff in order to efficiently respond to after-hours calls and when they need work-related communication while in the field, during the hours that the Physical Plant office is closed. This primarily applies to 2nd shift, 3rd shift, weekends and holidays. It can also be used by whoever is doing phone coverage off campus provided it is returned for the next available shift.

Procedure:
Personal use of this phone is not permitted except for emergency calls. This applies to both making calls and receiving calls. Any of these personal calls should be reported to the supervisor as soon as possible. Note: all calls are automatically recorded on the monthly statements.
While not in use the telephone should be kept in its charger, located in a secure cabinet within the sign shop at FSB.
**Introduction:**

The personal safety of all Physical Plant staff is, and always will be, of primary importance. Safety is a responsibility that demands every person's attention. The Plymouth State University Physical Plant is committed to creating and maintaining a safe working environment, ensuring safe performance within that environment and involving employees in this process. Safety is everyone's responsibility.

As a matter of fact, this responsibility is spelled out in State of New Hampshire Department of Labor rules.

**PART Lab 1403 RULES FOR EMPLOYEE SAFETY AND HEALTH**

Lab 1403.01 Safety and Health Requirements.

(a) Each employer shall furnish to each of its employees employment and a place of employment that are free from recognized hazards that are causing or are likely to cause death or serious physical harm to its employees.

(b) Each employee shall comply with all safety rules and regulations that are applicable to their own actions and conduct.

(c) The employer shall instruct each employee in the recognition and avoidance of unsafe conditions and in the rules applicable to his work environment to control or eliminate any hazards or other exposure to illness or injury.

This handbook is intended to better define those responsibilities and provide you with a list of rules, regulations, guidelines and programs that are designed to help you do your job safely.
# Physical Plant Safety Handbook

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Safety Responsibilities:

Physical Plant Staff Responsibilities:

It is of utmost importance that you immediately report any hazardous conditions, unsafe practices or improperly functioning equipment in your area to your Manager. Only by your constant attention and quick reporting will we be able to eliminate hazards and prevent accidents.

- **Report all accidents, no matter how minor, immediately to your Manager.**
- Never work with equipment or in surroundings that are unfamiliar without the supervision or training of an experienced person.
- Keep work areas neat and organized at all times during the workday.
- Immediately report safety hazards your Manager or Lead Worker.
- Make suggestions to managers, lead workers or to the EHS Office for safety equipment or process improvements.
- If you report a safety hazard to a manager or lead worker and do not get a response within a reasonable period of time, bring the issue to the EHS Office.
- When working in multiple areas, clean up one area before going to work in another.
- When leaving work areas for meal or breaks, avoid leaving tools or equipment in areas where students or staff have access to them.
- Keep a positive attitude about safety; safe practices benefit everyone!

Manager Responsibilities:

- To investigate accidents thoroughly, analyze cause and recommend corrective actions.
- To analyze work areas for proper use of personal protective equipment (PPE).
- To keep training up to date within departments and request training when necessary.
- To promote positive attitudes about safety.
- To follow up corrective actions implemented after accidents and reports of unsafe conditions.
- To inspect work areas regularly and make sure housekeeping and safety policies are in compliance and to immediately correct any non-compliance.
- To incorporate safety as part of employee reviews, including goals vs. achievements, safety attitude, and housekeeping and overall department safety record.
Responsibilities of the Office of Environmental Health & Safety:

- To maintain the overall Physical Plant safety program.
- To compile accident statistics for comparisons and trend setting.
- Serve as a liaison between the Physical Plant and HR in all worker compensation issues.
- To review accident reports for accuracy and completion and return incomplete ones to the manager of the responsible department for completion.
- To analyze ergonomic conditions and recommend improvements.
- To monitor safety activities within the Physical Plant.
- To follow up on major lost time issues and determine if corrective action was completed in a timely manner.
- To evaluate all temporary alternative work plans and work with the employee and his/her manager to ensure situation is not harmful.
- To follow-up on any reports of safety-related issues.
- To randomly review accident reports and follow up on corrective actions.
- To be available to all employees for the reporting of safety-related issues.
- To work with Managers on accident investigations and any corrective actions.

Disciplinary Process

While there are no set disciplinary actions specific to safety issues, the disciplinary policy stated in the Physical Plant and Operating Staff Handbooks will be followed in the event that an employee is found in violation, serious or otherwise, of the safety and general housekeeping rules. If an employee feels that additional training is necessary to do their job correctly and safely, the manager or lead worker should be notified as soon as possible and arrangements for further training should be made until the employee has a complete understanding of the job.
Safety Rules and Guidelines

Work Habits & Work Areas

- Learn, understand and follow all safety regulations pertaining to your job.
- Let your manager know if you feel you do not have adequate safety equipment to perform any work activity.
- Before starting any task, make sure you know exactly what is to be done and how to do it safely; be sure you work properly to protect yourself and others.
- Make sure all tools and equipment are in proper working condition.
- Do not fix tools or equipment unless you are authorized to do so.
- Immediately report unsafe equipment to your manager or lead worker.
- Absolutely no horseplay is ever permitted.
- Work areas must be kept clean and orderly all times.
- Materials and supplies must be stored properly and carefully.
- Flammable and potentially explosive materials must be kept in properly designed cabinets. Doors on flammable storage cabinets must close and latch properly.
- All rags must be kept in metal containers with properly secured metal lids.
- Trash receptacles are to be emptied daily.
- Standing water or other spills on floors are to be immediately cleaned up.

General Fire Prevention Rules

- Fire protection equipment must be correctly located, maintained and be readily accessible at all times.
- Do not tamper with or move any fire protection equipment except for actual use.
- If you use an extinguisher, please notify the EHS office so a refill or replacement can be arranged.
- Immediately report any equipment defects to your manager.
- Know the location and proper operation of all protective fire equipment in the vicinity of your work area.
- To extinguish a clothing fire on yourself, drop to the ground and roll. To extinguish a clothing fire on another person, drop them to the ground and roll them to smother the fire. If available, wrap a fire blanket around the person.
- Know the building specific evacuation procedures and know primary and secondary exit routes from area.
- When an alarm sounds, immediately evacuate the building. Do not re-enter a building unless directed by fire department personnel through an all-clear announcement or when asked to assist.
Clothing

Appropriate clothing and shoes must be worn for your work activities.

- Frayed or loose hanging clothing should never be worn around moving machinery or equipment.
- Any special garments that are assigned must be worn.
- Loose or dangling jewelry, key chains or other dangling items are not permitted when working on or near machinery.
- Name badges should be secured directly to clothing or worn on break-away lanyards.
- Long hair should be secured to prevent contact with moving machinery or equipment.
- The use of closed toe and heel footwear is required for most positions within the Physical Plant. Refer to the Safety Shoe Reimbursement Program on page 15 of this manual for additional information.

Fall Protection:

- All OSHA regulations pertaining to working from heights will be followed.
- Staff must be properly tied off by a body harness connected to an engineered anchor point when working at heights, unless inside a approved work platform.

Eye Safety

- Eye protection must be worn whenever there is a risk of exposure to flying objects, heavy dust, debris particles or chemical splash. This includes, but is not limited to, the following equipment:
  - Woodworking equipment in carpentry and woodshop
  - Chain saws
  - Weed trimmers
  - Power brushes
  - Push mowers and riding mowers without enclosed cabs
  - Compressed air
  - Hiltue Gun
- Questions or concerns about eye protection should be brought to the attention of the EHS office or to your manager BEFORE a job is started.
- Special eye protection concerns should be discussed with your manager or with the EHS office.
- Face shields or goggles must be worn whenever drilling or grinding metal.

Material Handling

- Always lift correctly; take a firm grip, obtain secure footing, place feet a comfortable distance apart, keep back straight, bend from the knees, tuck in chin and lift using leg muscles.
- Use power equipment or get help when lifting objects weighing more than 70 lbs.
Noise

Ear protection must be worn when operating chainsaws, trimmers, mowers and snow blowers. When exposed to noise levels of 90dBA (decibels) for more than eight hours, 95dBA for over four hours, and 100dBA for over two hours or 105dBA for over one hour, proper ear protection must be worn. If you have questions about the noise level of specific equipment or work areas, consult with the EHS office.

Hand Tools

- Tools must be maintained in good condition.
- Inspection of tools may be made at any time by your manager or the EHS office.
- The manager, lead worker and/or the EHS Office is authorized to ban the use of unsafe tools.
- Faulty tools are to be labeled as unsafe and immediately removed from the work area.
- Always use the proper tool for the job; if in doubt, ask your manager or lead.

Electrical Lockout Procedure

Always use the equipment specific electrical lockout procedures to be sure the electrical supply is shut off when performing work, maintenance or tests on electrically controlled equipment. Only properly trained and authorized personnel are allowed to perform maintenance or service work. See your manager or lead, or contact the EHS office for equipment specific controls.

Portable Electric Tools

- Tools must be kept in good repair.
- Check all electrical tools before use to ensure they are in safe operating condition. Remove any damaged and/or unsafe tools from service.
- Be sure all necessary safety devices are present; inspect electrical cord and all other components.
- Metal parts that do not carry currents (handles, housing, etc.) must be effectively grounded when connected to a power source.
- Electrical tools are to be used in accordance with manufacturer's instructions and within their capability.
- Always disconnect tools before making adjustments or repairs.
- Do not use extension cords except when absolutely necessary and then use only three-prong extension cords that are in good condition and are designed to carry the necessary load.

Power Equipment

Employees must be at least 18 years of age to operate any power equipment. This includes, but is not limited to mowers, chain saws, wood working equipment and all University vehicles.
Electrical Safety

- Only 3-wire extension cords that are in good condition are to be used when absolutely necessary.
- Only authorized personnel are permitted to do any electrical service work, or repair, adjust, test or service any electrical equipment.
- No unauthorized work, tests or adjustments are permitted on energized circuits.
- Make sure all electrical implements are in safe working condition before using.
- Notify your manager or lead worker if you have any doubts or questions regarding the safety of any electrical equipment.
- Inspect electrical equipment for the following, before plugging in and using:
  - Make sure that the electrical cord is free of cuts or abrasions that affect the outer insulation.
  - Examine the plug to be sure that the protective insulating disc is in the proper position and that no prongs are loose or missing.
  - Inspect the receptacle before plugging in electrical cord; check for burn marks, cracks, broken insulation, missing cover plate or other noticeable defects - immediately notify your manager or lead worker and do not use the equipment if you find any of these faults.
  - Upon insertion of plug, if the receptacle is loose, immediately disconnect plug and report the situation to an electrician or to your manager or lead worker.
- If any shock sensation is felt when using power equipment, immediately shut it off, unplug it, and inform your manager or lead.
- If the equipment does not operate, disconnect the plug.
- Never unplug equipment by pulling the cord; turn off the switch and then pull the plug from the receptacle.
- Be sure all equipment is unplugged when leaving a work area

Mechanical Work Platforms

- Only properly designed mechanical work platforms are to be used.
- Bucket loaders, fork trucks and tractors are not to be used to lift personnel, unless utilizing equipment specific, properly designed equipment for that purpose.
- When using articulating platforms (ie: Bucket Truck) fall protection belts or harnesses must be worn and connected to the truck as indicated by the equipment manufacturer.
- Belts or harnesses are not necessary when working in a scissor lift type of vehicle as long as the vehicle has the proper toe boards and railings and the worker can conduct their task while remaining completely within the railings with their feet on the deck. If a task requires the worker to extend up or over the railings, they must be properly secured with a belt or harness.
Ladders

- Inspect all ladders before use.
- Report any damaged ladders to your manager, lead or to the EHS office.
- Damaged ladders are to be removed from service.
- Ladders and scaffolds must be strong enough for their intended use; check with your manager or lead worker if the strength is questionable.
- Do not use portable metal ladders near any electrical circuits.
- Ladders must not be placed in front of doors unless the door is open and ladder is visible. Otherwise door must be locked or guarded.
- When in use, portable ladders must be firmly placed, held, tied or otherwise secured to prevent slipping or falling.
- Use the proper ladder for the job. Do not use chairs, boxes, etc. as ladders.
- Do not use ladders as scaffold platforms.
- Do not use portable straight ladders without a non-skid base.
- Only Physical Plant employees are authorized to use Physical Plant ladders.
- Do not place a ladder against an unsafe support. Never splice ladders together to make a longer ladder.
- When using stepladders, be certain the legs are fully spread.
- Do not use folded stepladders as straight ladders.
- Have both hands free when ascending and descending ladders.
- Only one employee is to use a ladder at a time. If two employees are needed, use another ladder.
- Do not climb to the top step of a ladder; do not go higher than the 2nd step from the top of a stepladder or any higher than the third step from the top when climbing a straight ladder.

Compressed Gas Cylinders

- Always store compressed gas cylinders (whether full or empty) in properly designated safeguarded areas. Store in an upright position; chain or otherwise secure them so they cannot be upset or fall. *Never* use a bungee cord to secure cylinders.
- Do not drop, jar or expose them to extreme temperatures.
- Except when in use, the valve cap or valve protection device must be in place.
- Never lift cylinders by their valves or valve caps; use a proper cradle or other lifting device.
- Improperly fitting connections on cylinders should never be forced.
- Never tamper with safety relief devices on cylinder valves.
- Always use proper fittings and gauges suitable for the particular gas being used.
- Contents must be properly marked on all cylinders.
- Make sure that all acetylene cylinders are properly secured and used, transported and stored in a *vertical* position.
- Always make sure to protect cylinders from sparks, flames or contact with energized electrical equipment.
Machinery

- All appropriate guards are to be in place when machinery is in operation.
- Safety devices are not to be bypassed, blocked, tied down or in any other way deliberately rendered ineffective.
- Do not operate any machinery without having received proper training or complete and clear instructions from your manager or lead.
- If you have any questions or concerns about the hazards of, or operation of any equipment, do not operate it until your manager or lead has answered your questions.
- You must comply with lockout/tag out procedures before servicing.
- No equipment is to be oiled, cleaned or adjusted while in operation unless specific provisions have been made for this purpose.
- Never make alterations on your own to machinery guards; inform your manager or lead when you feel adjustments or replacements are necessary.
- You may make only those operating adjustments stated in the machine operation's instructions, according to the specific instructions for the equipment.
- Lockout all potential energy sources before going into an unguarded area.
- Wait for the machine to stop. Do not try to slow down or brake a moving machine by hand or with a makeshift device; notify your manager or lead if there is a problem.
- Before clearing any jams, you must turn the safety switch OFF unless there are other written procedures for the equipment.
- Make sure everyone is clear of the machine before restarting it. Keep all tools and keys away from equipment when restarting it.
- Only use those machines and equipment for which you have been trained and are authorized to use.
- Always use extreme caution when operating or working around running machinery.
- Machines should always be clean and free of rags, tools or other devices.
- The floor around the machine must be clean and dry to avoid stumbling, slipping, or bumping.
- Use the proper brush, hook or tool to remove residue such as chips or shavings; never use your hands or an air hose.
- Do not use pins, projecting setscrews, etc. on rotating parts unless properly guarded.
- Keep fingers and hands clear of operating surfaces; if necessary use special tools such as pliers, push sticks, hooks, etc.

Elevators

- Elevator pits are to be considered as confined spaces.
- Two employees must always work together when it is necessary to enter a pit for service or retrieval of items. Unit specific lock out procedures must be followed.
Blood Borne Pathogens Spills / Cleanup Procedure

- Cordon off area – use wet floor signs, tape etc.
- Organize protective equipment and clean-up supplies that will be necessary.
- Identify cleanable / non-cleanable surfaces (example: spill on upholstery). It is up to owner if they want to discard them.

Directions for use of blood spill cleanup kit:

- Put on disposable apron, goggles, shoe covers and face mask.
- Take the clean up absorbent pack and sprinkle it over spill.
- Take the 8 oz pour bottle with the chlorine concentrate and fill with water to the fill line. Note: Read the precautionary statements on the bottle before opening. (Note: Not all kits have this item. If not available, use a rated disinfectant in its place).
- Put on the appropriate gloves.
- Take scoop and the scraper and scrape up the absorbent.
- Put the above items in a Red Plastic Bag and tie shut. Do not discard gloves, goggles, aprons, facemask or shoe covers.
- Pour diluted chlorine solution over the spill area and let stand 1 minute.
- Use the disposable towels to wipe up the solution.
- Place all items, including Latex gloves, apron, goggles, shoe covers, and facemask into the first red plastic bag. Place red bag into second red bag and tie shut.
- 10. Use chlorhexidine towelette to clean your hands and discard into the red Plastic Bag.
- Tie the red plastic bag securely to prevent leakage. Contact the EHS Office to arrange for proper disposal of the bag.
- Use the second chlorhexidine towelette to re-clean hands.
- Final cleanup of area.
- Replace used kit to insure availability for next emergency
Physical Plant Safety Programs

Protection Against Blood Borne Pathogens

The PSU Blood Borne Pathogen Policy can be found on the EHS website.

Physical Plant employees with a primary occupational exposure to blood borne diseases, in general, are Building Service Workers (BSW’s) and plumbers. Both groups follow a program administered by Facilities Services and are offered, free of charge, participation in a series of vaccines which confer immunity to Hepatitis B.

Managers are responsible for ensuring that their staff have the appropriate training. Managers should contact the EHS office when hiring or transferring employees into the BSW and plumber positions.

Any employee, regardless of their duties, who believes they may have been exposed to blood borne pathogens are required to notify their manager immediately. An exposure exists when there is specific eye, mouth, or other mucous membranes, non intact skin, or skin puncture contact with blood or Other Potentially Infectious Material.

Respiratory Protection

The PSU Respiratory Protection Program is available on the EHS website.

There are a few tasks that may require the use of a respirator. Before anyone is given a respirator, a medical evaluation and spirometry test to determine the employee’s ability to wear a respirator is required. Employees that pass the medical evaluation will be given a training class, will be assigned a personal respirator, and then will be fit tested to that respirator. A variety of protective cartridges are maintained by the EH&S Office.

Contact the EHS office for specific respiratory protection needs.

Simple filtering face pieces (also called “dust masks”) are available in the EHS office for use on tasks where respirators are not required. Employees wishing to use such a mask must have a voluntary use form on file with the EHS office.
Hazard Communication

Hazard communication, also referred to as “hazcom” or the “right to know” rule, is another federally mandated program, designed to ensure worker safety through knowledge of chemicals present in the workplace.

Material Safety Data Sheets are on file in various work areas and a master file is available in the Physical Plant office. In addition, the EHS Office is working to computerize all Material Safety Data Sheets into the CEMS computer inventory.

The EHS office is responsible for ensuring that all required Material Safety Data Sheets are available and on file. **For this reason, it is the responsibility of every manager and staff member to inform the EHS Office of any changes in chemicals used or purchased.**

Periodic inventory reviews will be conducted to ensure compliance with this standard. **Lead workers will be responsible for assisting the EHS office with this task.**

Confined Space

A federally mandated safety program for confined space entry (CSE) exists to prevent unnecessary and avoidable accidents, injury, or deaths. This program is posted on the EH&S web site. It describes, in detail, what a confined space is, how one goes about preparing to work in such an area, what precautions to take, and how to fill out a confined space permit, if one is required.

Permits are issued for a maximum of one day to the assigned worker – permits document things like safety procedures, air monitoring, and notification of entries with local emergency responders. Permits and monitoring equipment are maintained by the EH&S Office.

Only those with the proper training are allowed to make entry or assist others in the entry into confined spaces.

Confined spaces on campus include, but are not limited to, steam vaults, elevator shafts and pits, and crawl spaces.
Safety Footwear Reimbursement Program

All Physical Plant employees not working in an office setting must wear, at a minimum, closed toe and heel footwear. Sandals, flip-flops or clogs are only allowed in the office.

The wearing of safety footwear, such as ANSI rated steel-toe footwear is encouraged. The Physical Plant will reimburse each employee $45.00 annually for the purchase of safety footwear.

Grounds and maintenance staff will be reimbursed for the purchase of ANSI rated safety toe footwear. The footwear must show that it meets the ANSI Z-41 standard for impact resistant footwear. The footwear and the receipt must be brought to the EHS office in order to obtain approval for the reimbursement.

BSW staff, depending on their specific duties, will be reimbursed for either safety toe or slip resistant footwear. If the footwear is safety toe, it must show that it meets the ANSI Z-41 standard for impact resistant footwear. The footwear and the receipt must be brought to the EHS office in order to obtain approval for the reimbursement.

The purchase of slip-resistant footwear will be reimbursed at the same amount and frequency as the safety toe footwear. However, because there is currently no ANSI standard for slip resistant footwear, in order for your purchase of slip-resistant shoes to be refunded, the footwear you choose must be clearly marked as such, either on the box, or on the footwear itself. In order for employees to receive approval for reimbursement for such footwear, a copy of the receipt and either the shoe or shoe box that indicates they are slip resistant must be presented to the EHS office.

Labeling for slip resistant footwear should specifically say “slip-resistant”, “skid-resistant” or “non-slip” somewhere on the packaging or the shoe itself. In some cases, there may be documentation indicating that the footwear was tested or meets the ASTM F1677 Mark II rating. Any of these markings would be acceptable.

Some styles of the following brands may fulfill these requirements: New Balance, Sketchers, Tread Safe, Dickies, SkidBuster, and Converse. You can also consult your Yellow Pages under “Safety Equipment and Clothing.” for additional sources.

One online source that sells only slip resistant footwear is www.shoesforcrews.com. Any shoe purchased from this company will be approved for reimbursement.

Whether safety toe or slip resistant, it is your responsibility to make sure that the footwear you purchase meet the criteria noted above. The Physical Plant and the EHS office will not approve reimbursement otherwise. If you are unsure, please contact the EHS office prior to the purchase of the footwear.
First Aid Kits

It is the responsibility of each employee to periodically inventory, maintain and replenish any supplies within the first aid kits in their vehicle or work area.

All first aid kits should have, at a minimum, the following contents:

- Band Aid or other brand of adhesive bandages (small box or 10-20 bandages)
- Adhesive first aid tape
- Roll of gauze
- 5-10 antiseptic gel packets
- 5-6 burn gel packets
- 5-10 antiseptic wipes
- 4 sterile gauze pads
- 1-2 pairs of exam gloves
- 1 absorbent compress
- 1 Cold pack
- 1 eye pad
- 1 triangle bandage
- Tweezers

Adhesive bandages are available through Campus Stores. For replenishment of any other items, please see the EHS office.

Contact the EHS office if you have any questions, concerns, or if your tasks require additional supplies not on the list.

Drug & Alcohol Testing

Per USNH Policy USY V.D.2.5, PSU must comply with all applicable regulations of agencies of the US Department of Transportation as they relate to alcohol and controlled substances.

All Shuttle Drivers and any other drivers required to maintain a commercial driver’s license must be included in the testing process. A detailed policy is available at the EHS Office. All affected employees will be trained regarding this policy.
Accident Reporting and Investigation

Accident Reporting

- All accidents must be reported, no matter how minor they may seem, even if no medical treatment is required! They should be reported to your manager. In their absence, report the accident to the EHS office.
- The manager will make any necessary arrangements for you to seek medical attention if needed.
- You will be required to fill out an accident report completely and accurately as soon as possible after the accident and after any medical attention. Your manager will be responsible for filling out the lower section of the report.

Accident Investigation

- Managers will investigate all accidents and may request the assistance of the EHS office.
- The EHS office will read all accident reports and may suggest possible corrective actions to reduce overall accidents.
- Managers should determine that their corrective actions have gone through the proper channels and follow up with implementation.
- Managers should suggest simple, yet effective, corrective actions that can be completed in a timely manner and not interrupt the

Restricted or Light Duty Assignments

In a situation where Physical Plant staff must restrict his/her normal duties due to a work-related injury, temporary alternative duty will be accommodated to the best of our ability.

The Physical Plant will not address temporary alternative duty for non work-related injuries. One of your job requirements is that you have sufficient physical dexterity to perform the duties and responsibilities of your position. If illness or injury (other than PSU Physical Plant work-related) temporarily reduces your physical capacity, you will be asked to remain out of work until such a time that you have the physical capabilities to perform all of the duties and responsibilities of your position without assistance. A physician’s statement will be required to confirm your work capacity prior to returning to your duties.
Hazardous and Universal Wastes

PSU is obligated to comply with New Hampshire Department of Environmental Services (NH DES) and the United States Environmental Protection Agency (US EPA) regulations for the handling of hazardous and universal wastes.

Designated Waste storage areas are to be kept completely visible and accessible at all times. They must be clear of any debris and containers must be kept closed except when actively adding or removing contents. The EHS office conducts weekly inspections of all hazardous waste storage areas utilized by the Physical Plant. Any violations noted during an inspection will be communicated to the respective department manager for correction.

The EHS office will arrange for the proper removal of hazardous waste by licensed contractors. For specific hazardous waste handling procedures, please contact the EHS office.

In regards to the disposal of fluorescent bulbs, it is important to note that it is illegal to dispose of any fluorescent lamp as a solid waste.

Fluorescent bulbs are defined in the State of New Hampshire as Universal Waste. If the waste is not handled according to the rules, they are then classified as hazardous waste, which makes them even more difficult to manage. Managing spent fluorescent lamps as a universal waste is cheaper and easier than managing them as hazardous waste.

Standard fluorescent lamps contain between 15 mg and 40 mg of mercury and are classified as a hazardous waste under the Hazardous Waste Rules. Green end cap, or low-mercury fluorescent lamps, are not “mercury free”; they contain approximately 10 mg of mercury and may not be disposed of as solid waste.

During recent inspections on other college campuses in the state, NH Department of Environmental Services looked for and found spent bulbs in electrical closets, mechanical rooms and storage closets. Unless they are stored in secured, closed and properly marked boxes or containers, the presence of the bulbs in these areas is against the law and will result in fines and enforcement actions against the university if we are inspected.

If you generate waste bulbs or come across spent bulbs, please place them in the properly marked universal waste containers, move them to the universal waste storage facility in the Langdon Woods garage or contact the EHS office for specific instructions or assistance. It is important to remember that all universal waste containers for bulbs must be properly designed, marked and completely closed unless actively adding bulbs.

Broken fluorescents are also included in this law. Do not throw out broken or damaged bulbs. Instead, contact the EHS office for assistance.
Uncontrolled Chemical Spill/Releases

- Any release of a hazardous chemical or material that cannot be contained by available spill containment materials should be reported immediately to the Plymouth or Holderness Fire Department by dialing 911.
- Any spill that affects the environment by entering storm drains, rivers, streams, lakes or sanitary sewers must be reported to the fire department, regardless of the volume of the spill.
- When reporting, be specific about the nature of the involved material and exact location.
- Once emergency services are notified, or in the event of a controllable spill, notify the Physical Plant and EHS Office via radio or by calling X5-2254 on a campus line or 535-2254 on a cell phone.
- If the spill cannot be safely controlled, the key person on site should get everyone in the area to evacuate at once, closing doors on the way out to prevent further contamination of other areas until the arrival of fire department personnel.
- Anyone who may be contaminated by the spill should avoid contact with others as much as possible, remain in the vicinity and give their names to the fire department. First aid and any necessary decontamination by specialized authorities would be started at once if necessary.

Contain the spill if:

- The spill is small and you have been trained in the proper spill clean-up procedures
  - You have immediate access to the proper spill containment materials
  - You have the proper PPE available.
- Notify the EHS office at X 5-2409 or X5-2254 for pick-up of any contaminated containment materials.

NOTE:
Some chemical spills or uncontrolled releases of fuels, oil, or other materials require timely follow up reporting with government agencies, even when there is no injury or damage associated with them. At PSU, these reports are the responsibility of the EHS office. Therefore, it is extremely important that you notify the EHS or Physical Plant offices as soon as possible, no matter what type of spill or release it is.

Preventing Spills:

- Store all chemicals properly.
- Anchor all shelves and storage cabinets. Don’t overload them.
- Keep incompatible chemicals away from each other. Consult the Material Safety Data Sheet (MSDS) for information on a chemical’s incompatibility and proper storage practices.
- Limit purchases to only those chemicals needed in the smallest amount possible. The less on hand, the less can spill.
- Keep all containers, including waste containers, tightly sealed when not in use.
- Keep all compressed gas cylinders secured. Segregate flammable gasses from other gasses when not actively being used.
- Maintain strict housekeeping standards in any areas where chemicals are used or stored.
**Vehicle Use and Driver Qualifications**

**Vehicle Use Guidelines**

Use of a PSU vehicle is restricted to University business or authorized activities. PSU vehicles may not be used for personal use, or to transport family members or friends unless approved by the Director of the Physical Plant. PSU vehicles shall not be taken home overnight without prior approval of the Director of the Physical Plant. **Any liability arising out of the personal use of a PSU vehicle is the responsibility of the driver.** The University and the Physical Plant will expect the driver’s personal auto insurance to respond in the case of an accident occurring during the personal use of PSU vehicles. Drivers shall observe all rules and regulations for safe driving as defined by the State of New Hampshire Motor Vehicle Department, or by the Department in whose state the vehicle is operated. Drivers must operate PSU vehicles and personal vehicles being used for PSU business, in a manner so as to reduce the likelihood of accidents and assure the safety of employees, passengers and the general public, and so as to not damage public or private property. **Drivers are personally responsible for any fines, tickets or citations. PSU funds will not be used to pay such fines.** Driving a PSU vehicle is a privilege and vehicles must always be used in a manner that reflects positively on PSU.

The use of safety belts is strongly recommended for all occupants traveling in a vehicle owned, leased, or rented by PSU or in private vehicles while on University business.

Drinking, possession of alcohol or, illegal drugs in vehicles or driving while under the influence of alcohol or drugs is prohibited.

Firearms or other dangerous weapons may not be transported in PSU vehicles. Exceptions to this policy can only be approved by the USNH Treasurer’s Office.

No driver shall transport more passengers or a heavier load than the vehicle is designed to carry, nor should any vehicle be used for a purpose for which it was not intended. All loads must be secured to prevent objects from shifting or falling during transit.

Hitchhikers are not permitted in PSU vehicles. No animals are allowed in PSU vehicles except in instances where this is an appropriate use of the vehicle or in the case of Service Dogs.

Smoking cigarettes, cigars, and pipes is prohibited while operating or riding in a PSU vehicle. This policy applies to all employees, permanent and temporary. The practice of allowing passengers in the back of a PSU pickup or van is to be discouraged **The entire east side of the Facility Services building is a fire lane.** We are permitted to use this area for the loading and unloading of heavy objects. There is a ten-minute time limit to this activity. This area is not to be used for quick trips into the building or for parking during breaks. Vehicles parked close to the building block the view for drivers and pedestrians entering and exiting the building. The parking lot gets very congested at times, especially at shift changes. Park only is marked spaces. Drive slowly and carefully and be mindful of pedestrians and vehicles in the lot.
Driver Qualifications

All drivers of PSU owned, leased or rented vehicles must be at least 18 years of age and have a valid US or Canadian license. Effective January 2010, all Physical Plant employees that drive University vehicles must have on file proof of a valid license. Copies of licenses will not be kept except when required by federal Department of Transportation regulations for shuttle and other commercial driving positions.

Effective January 2010, all Physical Plant employees for whom driving is an essential function of their job must fill out and submit to the EHS Office a Motor Vehicle Record Verification Form. MVR records will be obtained and reviewed by the EHS office and the respective department managers to ensure they meet the Physical Plant’s guidelines for safe drivers. No Physical Plant employee will be allowed to operate any PSU vehicles unless a proof of a license and MVR review is on file.

Poor driving records expose the University to liability. As such, we will expect that all Physical Plant drivers maintain adequate driving records. To this end, any new employee hired on or after the effective date must have a driving record that meets or exceeds the Physical Plant Motor Vehicle Record (PP-MVR) guidelines for driving records.

For existing employees, a baseline MVR will be obtained and reviewed. No current employee will be reprimanded or reassigned if their MVR does not meet the new PP-MVR guidelines, as long as they do possess a current, valid driver’s license.

If a current employee’s individual record does not meet the new guidelines (3 or more points), the following will take place:

- An individual driver record improvement plan will be developed through the consultation and agreement between the driver, their manager and the EHS office.
- The employee will participate in and successfully complete the next available defensive driving class (if point level is 4 or higher).
- The driver’s MVR will be checked at an increased frequency to ensure that their record shows evidence of improvement.

Anyone driving a PSU vehicle must immediately inform their manager if their driver’s license is revoked or suspended for any reason, or if they receive a moving violation as defined under Type B violations. This applies to violations in both personal vehicles and/or the physical plant vehicles.

Every employee has a right to have access to their own driver record. The records will be on file in the Physical Plant Business Manager’s office. Employees can make arrangements to view their record by contacting the Business Manager directly.
Physical Plant MVR Guidelines

Explanation of the Point System

To ensure fairness to all drivers when reviewing MVR reports, a point system will be used as a guide for assigning values to the various types of traffic violations. The point total will determine what actions (if any) will be taken under this program. Accidents and violations will not be considered beyond 36 months.

In the case of accidents, preventability will be the determining factor on whether or not an accident is counted in the point total.

A Preventable Accident includes any vehicle accident which results in property damage and/or personal injury in which the driver in question failed to exercise reasonable precaution to prevent the accident. Preventability will be determined during an accident review meeting with the affected employee, his/her manager and the EHS Manager.

Type A Violations include:
- Driving a motor vehicle while under the influence of alcohol or a controlled substance.
- Refusal to undergo testing for alcohol or a controlled substance as required by any state or local jurisdiction when suspected of driving under the influence.
- Leaving the scene of an accident.
- Operating a vehicle during a period of suspension or revocation.
- Using a motor vehicle for commission of a felony.
- Reckless driving.
- Negligent homicide arising out of the use of a motor vehicle.

Type B Violations include:
All moving violations (such as speeding) not listed as a Type A violation. Nonmoving violations of a minor nature such as vehicle equipment tickets and exceeding vehicle load or size restrictions are not considered a violation for the purpose of this rating system.

Assigned Point Value

<table>
<thead>
<tr>
<th>Points</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1 point</td>
<td>Conviction of a Type B violation.</td>
</tr>
<tr>
<td>1 point</td>
<td>Failure to report a Type B violation conviction to the company. (for subsequent reviews only, not initial).</td>
</tr>
<tr>
<td>1 point</td>
<td>Preventable accident involving a University vehicle.</td>
</tr>
<tr>
<td>2 points</td>
<td>Any accident that results in a Type B violation conviction.</td>
</tr>
<tr>
<td>2 points</td>
<td>Failure to report an accident, license suspension or revocation to the University.</td>
</tr>
<tr>
<td>5 points</td>
<td>Conviction of a Type A violation.</td>
</tr>
</tbody>
</table>

Point Total (based on review of past 36 months of MVR data):

<table>
<thead>
<tr>
<th>Points</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2 points</td>
<td>No action.</td>
</tr>
<tr>
<td>3 points</td>
<td>Letter provided to driver indicating that additional points may jeopardize University driving privileges.</td>
</tr>
<tr>
<td>4-5 points</td>
<td>Driver must successfully complete a defensive driving course.</td>
</tr>
<tr>
<td>6 or more</td>
<td>University driving privileges are suspended until the point total is reduced by passage of time (for subsequent reviews only, not initial).</td>
</tr>
</tbody>
</table>
Driver Status Review Procedures

Each time the University is informed of an accident, moving violation, license revocation or suspension, the driver's status will be reviewed. The privilege to operate a University vehicle or drive a personal vehicle or rental vehicle on University business may be temporarily suspended or terminated depending on the severity of the infraction and past driving record. The employee may also be subject to additional action including termination. Loss of driving privileges may affect employment status if driving is listed as a job requirement.

The following procedures will be used to determine a driver's status: This program will apply to all accidents and violations occurring after the effective date of the program.

- Employees who have their license suspended or revoked for any reason by a local jurisdiction will have their privilege to operate a University vehicle or drive a personal vehicle or rental vehicle on University business suspended until their license is reinstated. If an employee is able to get their license reinstated by the local jurisdiction for business driving only, the University may still refuse to grant reinstatement of University driving privileges.
- Accident preventability will be determined during a review involving the employee, his/her manager and the EHS Office.
- No action will be taken for a non-preventable accident or traffic violation without a conviction.
- Violation of any of the University’s fleet safety rules and other program requirements may result in suspension or revocation of University driving privileges and additional corrective action including termination, in concert with all PSU and USNH Human Resources policies.
- Any warning letter or other action taken under this program will be documented in the employee's personnel file. The employee will be provided a copy of any warning letter or written action.

Defensive Driver Training

All Physical Plant employees that operate University vehicles will participate in defensive driver training every three years at a minimum.

Defensive driver training may be required at more frequent intervals. Situations that require more frequent training include, but are not limited to, the following:

- Driver is involved in a preventable accident (preventability determined by review)
- There is evidence of unsafe vehicle operation
- MVR check reveals evidence of increased violations

In the case of an accident or unsafe operation, the driver will have an opportunity to meet with their manager and the EHS Manager to discuss the situation before being required to attend the training.
Vehicle Accident Procedures

In an effort to bring our vehicle policy in-line with the rest of the University System, we have established a reporting procedure for all accidents involving the Physical Plant fleet vehicles.

- **Any accident or damage to your vehicle, no matter how small, must be reported to your manager and to the EHS Office.** You will be required to use the PSU accident report form, available in the front office.
- Accident forms and cards informing you of what to do in case of an accident will be placed in all fleet vehicles. Please familiarize yourself with the information.
- Additional copies of the cards and forms can be obtained from the front office or from the EHS office.
- **In the event of an accident, Plymouth, Holderness or University Police (or other town/city Police, depending on location of accident) must be notified if:**
  - The accident involves injury
  - The accident involves a pedestrian
  - The accident involves and/or causes damages to another vehicle
  - The accident results in damage to private property

If you are involved in an accident:

- Stop at once.
- Take steps to prevent further accidents - park safely, set out warning devices or turn on emergency flashers.
- Determine if police should be called. If anyone is injured, request an ambulance.
- Protect your passengers, your vehicle and or cargo.
- Obtain names, addresses and telephone numbers of any and all witnesses.
- Give other drivers your name, address, your company’s name and address, your vehicle year, model & plate information, and your insurance company name. **Collect the same information from them. DO NOT ADMIT FAULT!**
- Discuss the details of the accident only with the police, the EHS Office and the PSU insurance company
- Obtain names, addresses and telephone numbers of any and all passengers of all vehicles involved.
- Take photos of the vehicle damage if a camera is available to you.
- Give the completed accident report to the Front Office or the EHS office ASAP!
Driver Safety Tips

It is the responsibility of every driver to ensure that your vehicle is in proper operating condition and driven properly.

**Before you set out:**
- Make sure you have your valid driver’s license with you at all times.
- **Conduct routine visual inspection of your vehicle. Report any visible damage to office or the fleet supervisor before leaving the lot.**
- Be sure break lights and blinker lights are operating.
- Be sure you have adequate fuel and fluids such as wiper fluid in the vehicle.
- Check to make sure that the windshield wipers are operating properly.
- Keep it Clear!
  - In New Hampshire you are required to clean ice and snow off of your vehicle before getting on the road. If you don’t, you can be fined up to $1000 for violating the statute for negligent driving “‘in a manner that endangers or is likely to endanger any person or property.”. The intent is to keep snow and ice from striking other vehicles or obscuring driver visibility.
  - Keeping ice and snow off of your vehicle also make it safer for you too. Don’t limit your own field of visibility by only clearing a small amount of ice, frost or snow from your windshield.

**When on the road:**
- Know and abide by all traffic and safety regulations in the community you travel
- Drive in accordance with the rules of the road
- Be defensive
- Be sure all parties in the vehicle including the operator are restrained by seatbelts
- Minimize distraction by avoiding conversation with passengers, use of radio, video devises or other electronic equipment which may cause you to take your eyes off the road
- Drive and park your vehicle in a safe location, off the roadway before engaging in cell phone use
- Avoid confrontation with other drivers or pedestrians

**When exiting a parked vehicle:**
- Park in a well lit and safe location that is designated as a legal parking space
- Always remove and keep the key and lock your doors
Physical Plant and Emergency Communications

Physical Plant Radio Use

The portable radios that are used by the Physical Plant are covered under a federal FCC license. As such, there are some rules that must be followed when using them. Failure to follow those rules could result in fines and/or the loss of the license to the University. These radios serve as important work tools for the University and can become invaluable tools during an emergency. As such, it is very important that you keep in mind the following points before you use them:

**Do:**
- Think before you speak. Know what you are going to say before you key the radio.
- Listen before you begin your transmission. There may already be another conversation going on.
- Key the button, then wait briefly before talking. Otherwise your message will not be fully heard.
- Speak directly and clearly.
- Acknowledge receipt of all messages.

**Don’t:**
- Talk too much. Let others have the air time too.
- Swear. Certain words are forbidden by law. Always assume your boss is listening!
- Use 10-codes. 10-codes vary by departments and agencies. Use plain English at all times.
- Shout into the radio. Speak in a normal voice.
- Play music. It is illegal to retransmit music from a radio or other music source.

*Always remember:*
Others are listening. Local residents, the press, other agencies, etc., can and do listen in. PSU radio transmissions have even been quoted in local newspapers. You represent PSU when you use our radios. Make sure that whatever you say is something you are comfortable with the rest of the world hearing.
Outdoor Siren & Radio Silence

The outdoor siren utilizes the Physical Plant radio channel to activate. What this means to us is that if/when the siren is ever used, or during live testing, all Physical Plant staff must maintain radio silence until told otherwise by the Director of the Physical Plant, the EHS Manager or the emergency situation’s incident commander (usually fire or police chief).

The siren signal will always be preceded by a series of tones over the PP radio channel that sound like someone dialing a touchtone phone. This “dialing” tone will be the signal to start and maintain radio silence.

The siren will be fully tested twice per year, at noon on the third Wednesday of September and February. Full testing will include activation of all campus emergency communications, including text messaging and e-mail alerts.

Weekly silent tests are usually conducted during the Wednesday lunch period. Radio silence is only required for the duration of the silent testing, usually no more than 5 minutes.

The siren itself has only one purpose. When you hear it, if outside, you seek shelter indoors and if you are already indoors, you stay there. In an emergency, additional details will be made available by checking the websites (plymouth.edu, myPlymouth, etc) and the storm line. Text message alerts will also be issued with incident details and further instructions.

If you haven’t already done so, it is recommended that you sign up for text message alerts to your text-ready cell phones. You can sign up for this service by going to myPlymouth and clicking on PSU Alert.

During a large scale emergency, there may be times that Physical Plant employees are asked to assist or participate in the response. In such situations, Physical Plant radio traffic will be reserved to only those individuals actively participating in the response and only after requested to do so.
PHYSICAL PLANT
DEPARTMENT
STRUCTURE

“Physical Plant Saving The Planet, One Project At A Time!”
Physical Plant Department
Guidelines & Procedures

"Physical Plant Saving The Planet, One Project At A Time!"
“Physical Plant Saving The Planet, One Project At A Time!”
Tools/Equipment/Shop Personal Use Policy

Equipment and tools have been entrusted to Physical Plant for the purpose of enabling the department to execute its mission. Any other use of this Property is secondary to this purpose. Any such secondary use of this Property can be allowed only after due consideration of the impacts and liabilities created by the practice. **University Property will not be used for any private business purpose.**

Due to insurance and liability issues vehicles may not be loaned out for personal use.

**Use of Tools and Equipment:**

- May be loaned for personal, non-commercial, non-work related use provided the following conditions are met:
  - The requestor submits written assurance to the supervisor that he/she is experienced in the use of the item in the form of a TOOL/EQUIPMENT LOAN AND SHOP USE REQUEST FORM which includes the “Release, Hold Harmless, Indemnity, Covenant Not to Sue, Assumption of Risk for the Personal, Non-Commercial, Non-Work Related Use of Certain Property” agreement.
  - The item is available and not needed for pending, scheduled work, or for contingency situations.
  - The University reserves the right to require the immediate return of the item.
  - Only the requestor may use the item and may not lend the item or allow others to use the item.

**Use of Shops:**

- The requestor submits written assurance to the supervisor that he/she is experienced in the use of the item in the form of a TOOL/EQUIPMENT LOAN AND SHOP USE REQUEST FORM which includes the “Release, Hold Harmless, Indemnity, Covenant Not to Sue, Assumption of Risk for the Personal, Non-Commercial, Non-Work Related Use of Certain Property” agreement.
  - No employee may use the shops for personal use during normal working hours or while being used for overtime.
  - Employees may only work on projects associated with themselves or their immediate family (husband, wife, and children).

**Loan Request Procedure and Documentation and Return Procedure:**

**Request:** The requestor must make a written request to the supervisor with custody of the requested equipment. The request must include:

- Date of request,
- Description and identification number of the item(s) requested,
- When the equipment will be checked out and when it will be returned,
- The requestor's signed request, and acknowledgement that he/she has read the "Release, Hold Harmless, Indemnity, Covenant Not to Sue, Assumption of Risk for the Personal, Non-Commercial, Non-Work Related Use of Certain Property" form.

Upon return of equipment, the requestor and approving supervisor will inspect the equipment and post the date the item is returned and record the condition of the item. The user will be responsible for any work or cost to restore the item to the condition when loaned.

"Physical Plant Saving The Planet, One Project At A Time!"
**PHYSICAL PLANT DEPARTMENT TOOL/EQUIPMENT LOAN AND SHOP USE REQUEST FORM**

**RECIPIENT:** ___________________________  **HOME PHONE:** __________

**LOCATION WHERE ITEM IS TO BE USED:** __________________________________________
________________________________________________________________________________

**DESCRIPTION OF ITEM(S)**

<table>
<thead>
<tr>
<th>ITEM NAME/DESCRIPTION</th>
<th>(ITEM NUMBER)</th>
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<tbody>
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</table>

Shop(s) to be utilized (circle as applicable): **Carpenter Shop - Garage - Paint Shop – Other (describe: ____________________________)**

I ACCEPT THE ABOVE ITEM(S) WITH THE FOLLOWING UNDERSTANDING:

1. The item(s) is/are the property of Plymouth State University Physical Plant Department and is/are on loan to me.
2. In the event that the item(s) is/are stolen or damaged, I will immediately notify the department and will be responsible for replacing the item(s).
3. It is my responsibility to return this item(s) to the department at the agreed upon time, date and location, or sooner, if I am directed by the department to do so.
4. I represent that I am thoroughly familiar with the use of the item(s), that I am experienced in the use of the item(s), and that I am neither relying upon the University or its officers or employees to train me in the use of the item, nor to oversee my use of the item.
5. I understand and agree that I am the only person who may use the item(s), and that I have no authority or permission further to lend the item(s) to any other person or allow any other person to use the item(s).

I have read the “Release, Hold Harmless, Indemnity, Covenant Not to Sue, Assumption of Risk for the Personal, Non-Commercial, Non-Work Related Use of Certain Property” on the reverse side of this form.

**IMPORTANT - READ ENTIRE AGREEMENT BEFORE SIGNING**

**RECIPIENT**  Signature: ___________________________  Date:____________
Recipient Name Printed: _____________________________________________

**Supervisor Signature:** ___________________________  Date:____________

**DATE ITEM(S) ISSUED:** ______________  **DATE ITEM(S) TO BE RETURNED:** ______________
**DATE ITEM(S) RETURNED:** ______________  **RECEIVED BY (INITIALS):** ______________
**CONDITION OF ITEM(S) UPON RETURN:** ___________________________
Plymouth State University – Physical Plant Department
Release, Hold Harmless, Indemnity, Covenant Not to Sue, Assumption of Risk
For the Personal, Non-Commercial, Non-Work Related Use of Certain Property

Plymouth State University ("University") is a non-profit educational institution. References herein to the University also include its trustees, officers, departments, employees, volunteer workers, students, agents and assigns, each and all of whom shall be protected hereby. The undersigned is an individual (the “Recipient”). References herein to the Recipient also include such individual’s spouse, dependents, heirs, representatives, executors, administrators, and assigns, each and all of whom shall be bound hereby.

WHEREAS the University, for no monetary charge, is willing to loan certain equipment listed below to the Recipient and/or is willing to allow the Recipient to utilize certain Physical Plant Department shops (said equipment and/or shop(s) are referred to individually and collectively herein as the “Property”) for the recipient’s own, personal, non-commercial, non-work related purposes and benefit, and the Recipient acknowledges and agrees that such loan and use is exclusively for such purposes; and

WHEREAS the University states and the Recipient acknowledges that:
(i) the Property is not new
(ii) the University makes no warranty or statement of any kind as to the current or future condition, fitness, suitability to any purpose, soundness, safety, usefulness, compliance with any federal, state, or local law, rule or regulation, or any other statement about the Property or its use,
(iii) the Property may have been modified from its original design, whether by intent or not,
(iv) the condition, configuration, and make-up of the Property may change after the date hereof, and
(v) the Recipient should not rely on knowledge of similar equipment and/or shops in evaluating or using the Property; and

WHEREAS the Recipient agrees that this Release, Hold Harmless, Indemnity, and Covenant Not to Sue (this “Agreement”) is given and made in consideration of and as a condition to the Recipient’s opportunity to use the Property at no monetary charge, and the Recipient acknowledges that the University realizes no gain whatsoever from said use by the Recipient, and that the Recipient is absolutely free not to use the Property, but is voluntarily choosing to do so for his/her own personal, non-commercial, non-work related purposes;

NOW, THEREFORE, the Recipient, hereby:

RELEASES the University from any cause of action, claims, or demands of any nature whatsoever, including, but not limited to, claims of negligence which the Recipient may now have, or may have in the future, against the University on account of personal injury, bodily injury, property damage, death, or accident of any kind, arising out of or in any way related to the use, disassembly, assembly, movement, relocation, presence, removal, or return of the Property even if said loss or damage shall arise in part from any party released hereunder; and

AGREES TO HOLD HARMLESS, INDEMNIFY, AND COVENANT NOT TO SUE the University from and for any and all causes of action, claims, demands, losses or costs of any nature whatsoever, including but not limited to claims of negligence, arising out of or in any way relating to the use, disassembly, assembly, movement, relocation, presence, removal, or return of the Property; and

ASSUMES ALL RISKS, whether known or unknown, associated with use, disassembly, assembly, movement, relocation, presence, removal, or return of the Property.

The Recipient further agrees to repair or replace any Property (as well as spare parts, components, maintenance equipment, or other equipment that may be considered integral to the Property) that is damaged as a result of the Recipient’s use, disassembly, assembly, movement, relocation, removal, or return of the Property, this shall include, without limitation, any damage that may accidentally or otherwise occur to the Property while it is in the Recipient’s care, custody, or control.

The Recipient warrants that he/she is legally competent to sign this Agreement. The Recipient understands that the terms of this Agreement are legally binding and certifies that this Agreement is voluntarily accepted after having been carefully read and understood. If any provision in this Agreement shall be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not be affected or impaired in any way. The Recipient acknowledges that this Agreement shall take effect as a sealed instrument and is to be governed by the laws of the State of New Hampshire.

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“Physical Plant Saving The Planet, One Project At A Time!”