

Facilities Management Department Policy Statement #9

Performance Dependability

- 1. Purpose:** The purpose of this policy is to provide guidance to supervisors and employees in the important area of performance dependability.
- 2. Responsibility:**
 - A. General:** Employees are expected to perform their jobs in a dependable manner. Performance dependability is defined as arriving at work on time, carrying out tasks assigned in a consistent and efficient manner throughout the workday, putting forth a constant effort to get the job done, arriving for meetings and appointments on time, and following policies regarding sick leave. The contributions of each employee are critically important to the accomplishment of the overall mission of the Department to plan, build, operate, and maintain the campus of the University.
 - B. Tardiness**
 - i. All employees will begin the workday at their scheduled time. Repeated offenses will result in a written warning followed by potential termination.
 - ii. Employees will arrive at meetings on time and meeting leaders will make sure the meetings begin and end as scheduled.
 - C. Professionalism**
 - i. Employees are expected to do their assigned tasks in an efficient, effective, and consistent manner.
 - ii. Each employee should take initiative in their job performance and seek to improve processes and procedures.
 - D. Breaks**
 - i. Two breaks of 15 minutes each are authorized (one before lunch and one after lunch). Directors will designate the authorized times for breaks within their organizations.
 - ii. Lunch breaks are either 30 minutes or one hour at the discretion of the supervisor.
 - iii. Travel to and from a job site is included in the authorized lunch period.
 - iv. Employees working outside of air-conditioned or heated spaces may be authorized additional breaks by their supervisor as weather conditions dictate.
 - v. Smokers are not authorized additional smoke breaks during the workday.
 - E. Task Completion**
 - i. Employees are expected to complete assigned tasks within the time allocated by the supervisor. Once all tasks assigned are completed, the employee is expected to report to the supervisor for additional assignments.

F. Sick Leave

- i. The intent of this section of the policy is to prevent abuse of sick leave. Under no circumstances should supervisors attempt to restrict the legitimate use of sick leave by employees.
- ii. According to the [SPA Employee Handbook](#), sick leave may be used for the following purposes:
 - a. Injury or illness that prevents an employee from performing his or her usual duties, including the actual period of temporary disability connected with childbirth and recovery from childbirth.
 - b. Medical appointments.
 - c. Illness or death of a member of an immediately family, defined as a husband or wife, parents, children, brother, sister, grandparents, and grandchildren, and including step, half, and in-law relationships.
- iii. Use of sick leave for any other purpose is considered abuse.
- iv. Sick leave guidance
 - a. Sick leave requires approval of the immediate supervisor. In the case that an employee is unable to come to the campus, telephonic approval is required at the time of the absence. "After the fact" approval will not be granted.
 - b. A doctor's statement or verification of illness will be required by the supervisor if an employee is suspected of abusing sick leave or is out for ten or more consecutive workdays.
 - c. Employees who are out on sick leave for more than 80 hours in a calendar year may receive a formal counseling from their supervisor. This counseling is not required if the sick leave was a result of a death in the family or a serious illness as confirmed by a doctor's statement.
 - d. Where patterns of absenteeism exist (i.e. repeatedly calling in sick on Friday or Monday), supervisors may require the employee to provide verification of illness and may counsel the employee.
 - e. A reasonable time will be allowed for travel to and from medical/dental appointments. As a general rule, use of an entire day of sick leave is not appropriate for an appointment.
 - f. Employees are encouraged to accumulate sick leave as an "insurance policy" against serious illness.

G. Essential Employees

- i. Facilities Management is charged with maintaining basic services on the campus as well as reopening the campus after storms, natural disasters, and other emergencies. This is a key responsibility of Facilities Management and requires the cooperation and teamwork of all employees. This may require overtime hours and work on weekends and holidays.
- ii. Selected employees will be designated as "essential" and are expected to reach campus as quickly and safely as possible using normal precautions as dictated by the

adverse weather. This may require early morning travel in marginal weather conditions and long working hours.

- iii. Other employees of Facilities Management may be called to report to work as the situation dictates. These employees are also expected to reach campus as quickly and safely as possible.
- iv. Essential employees will have this designation annotated on their position description and work plans. Employees will also be informed of their “essential” employee status by memorandum at the time of employment.

3. Guidelines:

A. Supervisor Discretion

- i. Departmental policies cannot cover all situations. Therefore, supervisors are charged with the responsibility of implementing this policy using their best judgment.
- ii. Supervisors should consider the facts of each case and make decisions based on balancing the welfare of the individual employee with the best interests of the University.

B. Annual Performance Appraisals and Performance Management Work Plan

- i. Performance Dependability is a primary job responsibility of each Facilities Management employee. Therefore, the dimension will be included in each employee’s Performance Management Work Plan and evaluated on the Annual Performance Appraisal.

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Facilities Management