

FACILITIES, REAL ESTATE & AUXILIARY SERVICES

BUILDING MAINTENANCE & OPERATIONS, CUSTODIAL and GROUNDS Call-off Procedure for Hourly Staff Members

The call-off procedure for staff members who work within Building Maintenance & Operations and Grounds follows:

- Provide notification of each absence or lateness before the start of the scheduled work shift. If notification is received at least fifteen (15) minutes before the start of the work shift up until fifteen (15) minutes past the start of the scheduled work shift, it will be considered proper notification.

NOTE: Providing proper notification does not excuse an employee from receiving discipline for absences and lateness. (Reference the **Facilities Performance Requirements and Disciplinary Action Policy** and the **Facilities Attendance Policy**).

- When providing notification of absence or lateness, an employee must state a reason why they will be absent or arriving to work late.
- Call your immediate manager or designee, when informing management that you will be absent from work for one day or late to work that day. If your immediate manager or designee is not available when you call, **you must leave a voice mail message on the designated telephone**. If you are providing notification for more than a one day absence or for the second consecutive day, you must speak to your immediate manager or designee. This process ensures accurate information is received and recorded.
- If you are calling to request an emergency vacation, you must speak to your immediate manager or designee. Emergency vacations will be granted based upon operational needs. **Voice mail messages are not permitted when requesting an emergency vacation**. (See AFSCME #3472 cba, Section 15.1 and AFSCME #439 cba, Section 15.1)
- Designated telephone number(s) will be provided to employees by their manager or designee for notification purposes.
- Failure to provide proper notification of your absence(s) or lateness may result in disciplinary action.

Heating/Chilled Water Operators & Utility Operator/Mechanics: (Should follow the standard operating procedure that is in place through your manager).

Staff whose regular scheduled work week includes Saturdays and/or Sundays, or who are scheduled to work overtime:

- The employee must leave a voice mail message on the designated telephone.
- Provide notification of each absence or lateness before the start of the scheduled work shift. If notification is received at least fifteen (15) minutes before the start of the work shift up until fifteen (15) minutes past the start of the scheduled work shift, it will be considered proper notification.

Staff whose regular scheduled work week is working 2nd shift

- **MAINTENANCE ONLY:** An employee who is scheduled to work 2nd shift, **must speak with their manager or designee a minimum of one (1) hour prior to the start of their regular scheduled shift.** If the employee's manager or designee is not immediately available, **then the employee must contact and speak directly with a "Dispatch Representative," by calling 831-1141. Voice mail messages are not acceptable for 2nd shift employees.**
- Provide notification of each absence or lateness before the start of the scheduled work shift. If notification is received at least fifteen (15) minutes before the start of the work shift up until fifteen (15) minutes past the start of the scheduled work shift, it will be considered proper notification.

Staff whose regular scheduled work week is working 3rd shift

- **MAINTENANCE ONLY:** The employee must leave a voice mail message on the designated telephone.
- Provide notification of each absence or lateness before the start of the scheduled work shift. If notification is received at least fifteen (15) minutes before the start of the work shift up until fifteen (15) minutes past the start of the scheduled work shift, it will be considered proper notification.

Extreme Weather Conditions:

- Building Maintenance & Operations staff must refer to the Facilities Extreme Weather Policy, specifically written for AFSCME #3472 members of Maintenance.
- Grounds and Custodial staff are considered essential during extreme weather conditions. Staff members must follow the standard operating procedures outlined.

Re-draft/26June06-paf