



# HOUSING & FOOD SERVICES

## **Employee Guide** Classified and Student Staff

June 2018



The University of Washington is a leader in environmental stewardship and sustainability, committed to becoming climate neutral.



# working together to enhance student life

## We Value

- > Responsiveness to students
- > Personal, organizational and fiscal integrity
- > Stewardship of the local and global environment
- > Meaningful living, learning and working communities
- > Team member and departmental excellence
- > Service in support of the University mission

**W** **HOUSING & FOOD SERVICES**  
UNIVERSITY of WASHINGTON  
Division of Student Life

## Working Together

A unified commitment to achieve a common goal. Placing cooperation, effectiveness and mutual respect ahead of individual interest.

## To Enhance

To make greater in value, depth and comfort. To create an experience which meets, and often exceeds, student expectations.

## Student Life

The physical, social and educational experience of University of Washington students.

## We Provide

- > Dynamic and inclusive residential communities
- > Living-learning environments that support students' academic success and personal development
- > Quality food that emphasizes value and sustainability while meeting our diverse customer needs
- > Catering, conference and Husky Card ID services to support the campus community

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# INTRODUCTION

**T**he goal of the University of Washington (UW) Department of Housing & Food Services (HFS) is to provide the best possible service for all of our customers by making it easy to do business with us. The goal of this guide as well as your ongoing training is to prepare you with the knowledge and skill you need to provide that service.

In addition to learning what to do, this guide provides you with some guidelines on the “how” in terms of attendance, uniform and appearance as well as conduct. These areas are also covered in your unit orientation and are included here for reference.

You are an important part of a large working team. Each person contributes to an overall feeling of professional accomplishment by demonstrating a willingness to work cooperatively with coworkers, team leads and supervisors. Each individual’s punctual attendance and reliable job performance make it possible for the team to achieve its service goals. In addition, we must take particular care to present a clean, well-groomed personal appearance, and strive to be pleasant and helpful to our customers.

If you have questions about the content of this guide, please contact your supervisor.

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*This guide is intended for HFS employees who are either contract classified, classified nonunion, or student staff. It provides some general guidelines that pertain to you, but it is not intended to create or constitute a contract. HFS reserves the right to modify or revoke any of the provisions in this guide at any time, with or without notice to employees.*

# CUSTOMER SERVICE STANDARDS

**Quality Service for the Campus Community** is the service philosophy statement of HFS.

**Quality Service** expresses our commitment to providing services that are dependable, reliable and consistent in delivery by well-trained employees. Quality service is developed and enhanced by listening to our customers, responding to their needs and anticipating their expectations. It is our steadfast goal not only to meet but to also exceed those needs and expectations. Our commitment to this goal gives us pride in our work and ensures quality service from HFS.

**Campus Community** means we acknowledge that we are part of a large, prestigious and diverse institution that has an educational mission. In support of the UW's mission, the goals and efforts of HFS are designed to reflect educational excellence, promote diversity and provide high-quality service. Representing a diverse array of ethnicities, religious preferences, sexual orientations, national origins, socioeconomic classes, physical abilities and age groups, the campus community includes students, families, faculty, HFS and other UW employees, conference guests and visitors.

## Quality service requires the following:

1. **You provide fast and efficient service.** This does not mean cutting corners; it means providing excellent service at an efficient pace regardless of the number of customers in line.
2. **You do not leave a task half-done and unattended.** If you cannot complete your assigned task for any reason, be sure to inform the appropriate supervisor, in advance, regarding what remains to be completed.
3. **You correct something that is not right** or share your concern with your supervisor.
4. **You are attentive to the smallest service details.** If you are unable to accommodate a customer's needs, request assistance from your supervisor.
5. **You strive for excellence in all interactions with customers.** Demonstrate that you value our guests and your coworkers by the way you perform your job. Focus on providing quality service by making constructive use of slow times; for example, by cleaning up, organizing supplies, restocking, or performing other duties that improve the quality of service. Please do not study, sleep, entertain friends or relatives, eat, drink, or read materials that are unrelated to work while on duty.
6. **You are courteous and polite in every interaction with our customers.** Show your concern for customers' and coworkers' needs. For example, make every effort to minimize the time a customer has to wait.
7. **You display eagerness to work cooperatively with other members of the HFS staff.** You will contribute greatly to our success by displaying teamwork, a sense of pride and respect for coworkers, leads, supervisors and other HFS employees.

# GENERAL EMPLOYMENT GUIDELINES

HFS includes many types of employees including classified staff (contract-classified and classified nonunion staff), professional staff, students and nonstudent hourly employees. All HFS employees are subject to specific UW rules, policies, procedures, contracts and/or guidelines regarding their conditions of employment. During recruitment and hiring, you were notified of your employment type. Information regarding your employment and UW policies is available online.

## For Contract Classified Staff

If you are a member of a collective bargaining unit, your conditions of employment are outlined in a specific collective bargaining agreement that you should receive during orientation.

The collective bargaining agreement for Washington Federation of State Employees is available online at <http://hr.uw.edu/labor/unions/wfse-master-contract/contract/>.

The collective bargaining agreement for Service Employees International Union Nonsupervisory is available online at <http://hr.uw.edu/labor/unions/seiu-925/contract/>.

The collective bargaining agreement for Service Employees International Union Supervisory is available online at <http://hr.uw.edu/labor/unions/seiu-925/contract/>.

## For Classified Nonunion Staff

If you are a classified employee in a position not covered by a collective bargaining unit, your conditions of employment are provided online by the Washington State Department of Personnel civil service rules, located at [www.dop.wa.gov/rules/CivilServiceRules/Pages/default.aspx](http://www.dop.wa.gov/rules/CivilServiceRules/Pages/default.aspx).

## For Professional Staff

The UW policy specific to this employment type can be found online at the UW's Human Resources webpage, located at <http://hr.uw.edu/professional-staff-program/>.

## For Student Staff

The UW policy specific to student employment can be found online at the UW's Human Resources webpage, located at <http://hr.uw.edu/comp/student-employees/>.

If you have questions about your employment status or would like to know more about how it affects you or the pay and benefits you receive, please contact HFS Human Resources at 206-543-5814.

# ORGANIZATION

A major department within the Division of Student Life at the UW, HFS includes Communications and Marketing, Facilities Services, Human Resources, Information Technology, Residential Life, Student and Financial Services, and UW Dining. For more information regarding the organizational structure of HFS, please refer to HFS' organizational charts. These can be provided by your supervisor.

## RECOGNITION

HFS and the UW value your contributions. To recognize those contributions, staff will receive awards at 5, 10, 15, 20, 25, 30 and 35 years of service. Prior to your anniversary date, you will receive a notice asking you to select a commemorative gift. In addition, you will be invited to an event where you will be honored for your service.

## DEVELOPMENT AND TRAINING

Housing & Food Services employees are valued and it is recognized that in order to be successful, employees must be prepared for and supported in the execution of their job responsibilities. Training is a critical piece of this and is therefore considered necessary for organizational success.

Training programs benefit both the department and the individual employee. The organization finds greater success when employees have the knowledge and skills to perform their duties well, experience fewer performance concerns, and overall, enjoy their work. The employee benefits by having a greater sense of confidence in their abilities, being rewarded for meeting job expectations, and growing their knowledge and skills in a way that may lead to other employment opportunities.

Because of this, responsibility for completing training sits with both the department and the employee. While the department is responsible for providing training opportunities and managing the associated logistics, each employee is responsible for complying with training requirements and for participating in training in a positive and engaged manner so as to reap full benefit from the learning opportunity.

Training programs are offered to address specific job responsibilities; for compliance and regulatory purposes; and to support the development of universal job/life skills that contribute to individual and organizational success. Housing & Food Services considers these issues along with University expectations when establishing training requirements and policies for employees. Consequently, training requirements are reviewed routinely to ensure that employees receive the most appropriate and beneficial learning opportunities.

### Career Development

The UW offers career-development resources to help you grow in your career and provide greater job satisfaction. Resources available at <http://hr.uw.edu/pod/> will enable you to learn new skills, improve job performance, increase satisfaction and morale, develop new strengths and develop career goals and a plan to achieve them.

## TUITION EXEMPTION PROGRAM

As a state employee, you are eligible to participate in the *Tuition Exemption Program*. Classes must be taken outside work hours. Each higher education institution has its own guidelines on the number of credits offered under this program; therefore, consult with the college or university you wish to attend and follow its instructions on completion of the form. UW forms must be signed by the HFS Director. More information regarding tuition exemption can be found at <http://hr.uw.edu/pod/overview/tuition-exemption/>.

## BENEFITS AND WORK/LIFE

In addition to enrolling in the various insurance programs offered to state employees, Benefits and Work/Life, a division of UW Human Resources, offers resources for a variety of topics and issues that affect all employees including wellness, care giving (elder and child) and support groups. Information about these programs is located at <http://hr.uw.edu/benefits/>.

### Health and Wellness

The UW's Whole U. The Whole U fosters community, shares ways to stay healthy, and promotes the great benefits and services available to UW faculty and staff. Please go to the Whole U webpage at <https://www.washington.edu/wholeu/> to find information on fitness, health education, nutrition, weight management and much more.

The Division of Student Life is committed to the holistic development and support of our students including the social, emotional, intellectual, physical, financial and spiritual dimensions of life. The Department of Health and Wellness within the Division of Student Life draws from across the Division and beyond to help students and student employees develop strategies that enable them to get the most out of their university experience. Please visit their website at <http://livewell.uw.edu/> to learn about the tools and resources available to help students access and develop a sense of self.

Student employees may also access services available within the Hall Health Primary and Special Care Clinics as well as the UW Counseling Center. Hall Health is dedicated to improving and maintaining the physical and mental health of those who utilize their services. The UW Counseling Center provides developmentally based counseling, assessment and crisis-intervention services to currently enrolled UW students. Both resources can be found online through the UW's directory page.

### Employee Assistance Program

Also known as CareLink, this program provides assistance to employees for issues that affect personal and work life including stress, work-related problems, family and parenting concerns, drug and alcohol problems, financial counseling, relationship issues, grief and depression. CareLink provides easy access to trusted experts including counselors, attorneys, financial advisors, and child and adult/elder care consultants. Advisory assistance is available at no cost to employees and their household members including dependent children.

The services are completely confidential and information will not be shared with HFS. To schedule an appointment or speak with a counselor, **call 866-598-3978 (toll-free)**. Master's-level counselors are available to take your call 24/7. Brochures about CareLink may be obtained from HFS Human Resources or from your supervisor. More information can be found online at <http://hr.uw.edu/benefits/uw-carelink/>.



# WORK SCHEDULES

## Work Hours

The seven-day workweek is the basis for scheduling employees and determining overtime compensation. The workweek begins at 12 a.m. (midnight) on Monday and ends at 11:59 p.m. on the following Sunday.

The work schedule sets the hours an employee works in a given workweek and must correspond with the employee's full-time equivalent (FTE). Employee schedules must be arranged to ensure that their permanent FTE hours are fulfilled each standard workweek (e.g., full-time employees must be scheduled for 40 hours). Work schedules within each unit are set to meet business needs. For instance, if you work a custodial day work shift, your normal working hours are 7:25 a.m.–3:55 p.m. in the residence halls. Some Family Housing maintenance employees are scheduled to work a shift from 8 a.m.–4:30 p.m. The Family Housing painters work 6 a.m.–4:30 p.m., Monday–Thursday. The Night Team (night custodial) is normally scheduled to work from 9:25 p.m.–5:55 a.m. The administrative offices are open from 8 a.m.–5 p.m. Food service locations have hours of operation that vary across campus.

Management within each work unit may permanently or temporarily change your working hours or work shift to meet operating needs. Management also may change your workstation as needed. If this is necessary, you will be notified in advance, if possible. Contract-Classified staff will be notified before any work shift change in accordance with their Collective Bargaining Agreement. If you wish to change from your assigned work shift to another work shift, you may request a change from your supervisor.

**Note:** Student employees are limited to 19.5 hours of work a week when classes are in session but are eligible for working more hours, including overtime, during academic quarter breaks, summer breaks and holidays. Overtime must be authorized by management staff. Depending on the business needs of the unit, your work shift may end early or you may not be called in to work every day. You are a valued part of our staff, and we are counting on you. Fully-staffed work shifts are essential to maintaining smooth and efficient operations.

## Breaks

Breaks will be scheduled by your supervisor and may vary depending upon the level of activity and the length of your workday.

1. Employees are to receive a 15-minute paid rest break for every four hours worked. You must limit your rest breaks to 15 minutes. Breaks will be scheduled before the end of the third hour of each four-hour time period. These breaks are counted as paid work time. A time clock recording is not required for the 15-minute rest periods.
2. For any work shift of five hours or more, an unpaid meal break must be taken. Your meal break is not counted as work time. Your meal break will be either one hour or 30 minutes, depending upon your unit's needs. The meal break should be taken no more than five hours into the work shift. If an employee works through the meal break, they must advise their supervisor so the unpaid meal break is not deducted from their pay.

3. Requests to combine breaks and lunch periods or to save breaks in order to leave early will not be approved.
4. Breaks are to be taken in designated break areas. Your supervisor will identify appropriate break areas.

There are employee break rooms or lunchrooms in most buildings. Most break areas have a refrigerator and microwave oven available for your use should you choose to bring food from home. All break rooms will be kept neat and clean. Employees using the break room are responsible for cleaning up after they finish using the area. Dishes and silverware should be cleaned and stored in their proper place after use. Do not use public lounges, TV rooms, recreation rooms, custodial/maintenance closets or any student facility for rest breaks. It is preferred that food brought from home or outside the dining facility will be consumed in an employee lounge.

#### Break Schedule for HFS

Your supervisor will determine the appropriate break schedule for your work unit. Your meal break is not counted as work time. Speak with your supervisor to identify the break schedule for your unit. Some work units have scheduled breaks occurring at the same time. The following example is the break schedule used by HFS custodial staff:

<b>Day Shift</b>	Residence Halls	Family Housing
Break Periods:	9:30–9:45 a.m.	9:30–9:45 a.m. (All Staff)
	2–2:15 p.m.	2–2:15 p.m. (Custodial Staff)
		2:30–2:45 p.m. (Maintenance Staff)
Meal Break:	12 Noon–12:30 p.m.	12 Noon–12:30 p.m. (All Staff)
<b>Night Shift</b>		
Break Periods:	11:30–11:45 p.m. 4–4:15 a.m.	
Meal Break:	1:30–2 a.m.	

Custodians must have approval from their supervisor to alter the above break schedule.

## Attendance

You are a valued member of our staff. Our customers and your coworkers are counting on you to be at work as scheduled. Maintaining satisfactory attendance is essential. Fully staffed work shifts are necessary to achieve and maintain smooth and efficient operations.

- All employees are required to be at their workstations, prepared to work at the start of the work shift.
- If you work in a position requiring clocking in, clock in (after changing into your work uniform) and report directly to your assigned job.
- If required, clock out before going to your locker to get your belongings or to change into your regular clothes.

Regular and punctual attendance is an ongoing expectation of HFS for all employees. You are expected to report to work on time every day that you are scheduled to work. If you are sick and cannot come to work, you must call a telephone number, designated by your supervisor, prior to the start of your work shift in accordance to your unit's call-in procedures. If you reach voice mail, you should leave a message that includes a telephone number where you can be reached. You must call each day that you are unable to come to work prior to the start of your work shift, unless other arrangements have been made through your supervisor. Failure to establish and maintain an acceptable attendance pattern may result in corrective action. Having someone else call for you is not acceptable in most instances.

You must report for work fit to perform your assigned duties. An employee who is considered unfit to work by his/her supervisor will not be permitted to stay on the job. Examples of such circumstances may include:

- Smell of alcohol on the breath;
- Slurred speech;
- Staggering; and,
- Complaints of physical limitations that prevent performance of essential functions.

If you have an extended illness or hospitalization, arrangements may be made so that daily calls may not be required. Please alert your supervisor if you are experiencing an extended illness so that you may plan your leave. You must let your supervisor know as soon as possible how long you will be gone and the date you expect to return to work. You may be eligible for family leave, medical leave and/or family care leave. Your supervisor can provide you with further information. **Note: Student employees are not eligible for paid leave.** Student employees should speak to their supervisor to learn the specific practices for requesting time off in their unit.

If you plan to request time off from work, you will need to get approval in advance from your supervisor. Due to the needs of our customers, requests for time off from work during the academic quarters are not typically approved for many of our work units. Food service employees are encouraged to use the break periods between academic quarters for any time off that you may need. To request time off, classified staff must submit a leave request via Workday. Instructions for requesting leave can be found on the Integrated Service Center website at [https://isc.uw.edu/user-guides/enter\\_absence/](https://isc.uw.edu/user-guides/enter_absence/).

## Unauthorized Absences

Unauthorized absences are absences from work not approved by a supervisor including, but not limited to:

- Tardiness;
  - Leaving before the end of your assigned work shift;
  - Extending breaks or lunches beyond the allocated time;
  - Taking extra breaks;
  - Absences from an assigned work shift where attendance call-in procedures have not been followed;
  - Absences from an assigned work shift where medical documentation has not been provided when requested by the supervisor;
  - Absences not covered by sick leave, family leave or medical leave, and not preauthorized by your supervisor;
  - Abuse of sick leave;
  - A pattern of absences on days before and after holidays, weekends, vacation days, and/or scheduled days off; and,
  - Not providing timely documentation of absences when requested.
1. Unauthorized absences are not acceptable. When you are absent, other unit employees must handle your duties along with their own work assignments. When you are late, the supervisor does not know if you are just going to be a few minutes late or if you will be absent and need to be replaced. Both tardiness and absenteeism make it difficult for the remaining staff to plan their work assignments. For these reasons, if you are unable to make it to work on time, you must follow the policy required by your unit to report your absence.
  2. Failure to follow the call-in procedure for reporting absences may result in an unauthorized absence. Unauthorized absences are unpaid.
  3. If you miss work due to illness, you may be required to bring your supervisor a doctor's statement verifying that you were unable to be at work due to medical reasons.
  4. If you are absent without notice and you have not communicated with your supervisor for three or more working days, we may consider you to have resigned.
  5. **Night Team custodial staff only:** Due to the nature of work performed by the Night Team, we must know as early as possible if Night Team members are unable to report to work. If you are unable to report to work, call your supervisor at least 30 minutes prior to the start of your work shift. The supervisor's phone is equipped with voice mail; so, even if the supervisor is not in when you call, he/she will receive the message upon his/her arrival at work. It is recommended, however, that you speak directly with the supervisor during the first 30 minutes of the work shift as outlined above.

## Requesting Time Off

A *Workday Enter Absence request* is used by classified staff to request or report vacation leave, personal holiday, civil duty leave, military leave, bereavement leave, leaves of absence without pay, compensatory time, sick leave, and child-care emergencies. A request must be submitted for each absence. Instructions for requesting leave can be found on the Integrated Service Center Website at [https://isc.uw.edu/user-guides/enter\\_absence/](https://isc.uw.edu/user-guides/enter_absence/).

As soon as you are aware that you will need time off for medical appointments or when you return to work after having been on an unanticipated absence due to illness, please submit your leave via Workday. Your supervisor must approve all leave requests. A request must be submitted to your supervisor before taking nonemergency medical or dental appointments, vacation or personal holiday, except in extenuating circumstances.

## Types of Leave

Please refer to the UW Human Resources website (<http://hr.uw.edu/>) for information about the following types of leave:

- Bereavement Leave
- Civil Leave
- Disability Leave
- Family and Medical Leave Act (FMLA)
- Family Care Leave
- Leave Without Pay
- Military Leave
- Parental Leave
- Shared Leave
- Sick Leave
- Vacation/Annual Leave

## University Holidays

The UW provides 11 paid holidays per calendar year for nonstudent employees. The holiday schedule usually includes the following:

- Christmas Day
- Independence Day
- Labor Day
- Martin Luther King Day
- Memorial Day
- New Year's Day
- One Personal Holiday
- Presidents' Day
- Thanksgiving Day
- Friday following Thanksgiving Day
- Veterans Day
- Two unpaid Personal Holidays for faith or conscience.

The holiday list is annually printed in the *UW Today* publication and is also available online at <http://hr.uw.edu/ops/leaves/holidays/>.

Classified employees who are employed by the UW continuously for more than four months are entitled to the personal holiday. The personal holiday must be taken within the calendar year or it will be lost. Please refer to the UW Human Resources website (<http://hr.uw.edu/ops/leaves/personal-holiday/>) for more information regarding the use of your personal holiday.

All employees are entitled to two unpaid personal holidays each calendar year for faith, conscience or religious reasons. As with all time off, employees must request and receive approval in advance.

If your regularly scheduled day off falls on one of the UW-recognized holidays, you will earn compensatory time for that day. It is important to note that the date the UW observes the holiday may differ from the traditional date of observance. Unless you are notified otherwise, you will be scheduled off on holidays that fall on your regular day of work. If you are scheduled to work on a holiday and you are a classified employee, you will be paid your regular pay plus time and one-half for the hours you work. Overtime pay earned for the holiday worked will be reflected on your regular paycheck unless you request your supervisor to record it as compensatory time. If you are not scheduled to work on a paid holiday, you will be compensated at your regular payrate for the day.

Classified employees are subject to a six month probationary period. During this time employees are eligible to use Sick Leave, but may not use Vacation/Annual Leave. Any paid or unpaid leave taken during the probationary period will extend the period for an amount of time equal to the leave. Weekends and holidays will count in the calculation of the length of probationary period extensions.

Cyclic-year employees qualify for holiday pay as follows:

Cyclic-year employees scheduled to work less than full monthly schedules throughout their work year qualify for holiday compensation if they work or are in pay status on the last regularly scheduled workday preceding the holiday(s) in that month.

Therefore, due to your cyclic-year appointment, there may be holidays for which you will not be eligible to receive holiday pay (e.g., Independence Day and Labor Day).

### Sick Time Off for Temporary and Student Hourly Employees

Effective January 1, 2018, state law requires paid sick time off for temporary and student hourly workers. As a student employee you earn sick time off for hours worked at a rate of 1 hour for every 40 hours worked (0.025 per hour). Sick time off accrues at the end of the month and is available for use as soon as it is accrued. More information can be found at the UW's Human Resources website at <https://hr.uw.edu/ops/leaves/paid-sick-time-off/>.

## GETTING PAID

While HFS and the UW make every effort to ensure that you are paid correctly, you are encouraged to review your pay regularly and report any discrepancies to your supervisor.

### Pay Periods and Paydays

The UW uses a direct deposit system for payment of wages. **Payroll Direct Deposit electronically transfers your net pay into a checking or savings account of your choice on payday.** Upon hire, you will be instructed how to set up your direct deposit as you proceed through the Workday Employee Portal. Also upon hire, employees new to the UW will receive their personal UW email account, a UW NetID and access to MyUW, an online resource for UW employees located at <https://myuw.washington.edu/>. Through MyUW, you can access pay and benefit information plus much more. Many banks in the area offer free checking to UW employees participating in direct deposit. Contact the Integrated Service Center at 206-543-8000 for the list of participating banks closest to you.

The UW operates on a semimonthly payroll system. Paydays usually occur on the 10th and 25th of each month. The following table is for classified employees.

<b>Pay for time worked:</b>	<b>Will be paid on:</b>
From the 1st to the 15th of the month	The 25th of the month
From the 16th to the end of the month	The 10th of the following month

If payday falls on a Saturday, deposits occur the preceding Friday. If payday falls on a Sunday, deposits occur on the following Monday. Occasionally, holidays will create exceptions to this rule. If your unit is closed on payday, your pay will be deposited automatically by prearranged direct deposit. If you discover a problem with your pay, go to your supervisor who can review the time records with you and request correction of any overpayments or underpayments.

## Recording Hours Worked

Upon hire, you will be instructed by your supervisor on how to record the hours you work. It is never appropriate to record hours for someone else or ask someone to record your work hours on the time clock.

## Using Workday

In most food service, custodial and front desk areas, hours worked are recorded using a computerized time recording system. You will record your time worked by swiping your Husky Card or “punching” into the Workday time recording system. Your Husky Card is a unique card the University has assigned to you for your use only. You will be instructed on how to use the system on your first day of work. It is important to keep the following in mind:

1. Be sure to record when you start and end each work shift by swiping the encoded card at the appropriate Workday terminal.
2. Do not swipe your card in or begin working more than five minutes before your scheduled start time. Do not swipe your card out or stop working more than five minutes after the end of your work shift. The Workday terminal time clock will record the exact time you swipe in or out to the nearest hundredth of an hour. It is an expectation of your job that you swipe in and out when you are scheduled to do so.
3. Employees are paid only for time recorded. Additional work may be authorized by the supervisor. If an employee develops a pattern of starting or stopping work that does not comply with the assigned work schedule, the supervisor will review the situation with the employee. If the pattern continues, corrective action may be initiated.
4. Never record time in or out at a Workday terminal for someone else. This may be considered fraud. In addition, never have someone else swipe your card for you as this may also be considered fraud. Corrective action may result from this behavior.

## Overtime

Overtime work requires prior approval. You are not normally expected to work overtime. If your work will not be finished by the end of your work shift, advise your supervisor of the situation so that an overtime decision can be made. Overtime must be authorized by the management staff.

A full-time work schedule includes a 30 or 60 minute unpaid meal break. If you skip/work through the unpaid meal break, you will need to discuss this with your supervisor so your time is accounted for properly as this would be an exceptional circumstance. Skipping the unpaid break incurs 30 to 60 minutes of overtime that must be accounted for and compensated.

Upon hire or promotion, you will be notified of your eligibility to receive overtime. If you are a full-time classified employee, you will be paid 1.5 times your hourly rate for hours worked in excess of 8 hours per day or 40 hours per week, unless you are an excepted employee.\* Your overtime will be part of your regular paycheck. You can request compensatory time instead of pay for overtime worked, which will be carried on your official record for future use. Accrued compensatory time must be used prior to June 30 each year. If you do not use your accrued compensatory time prior to June 30, or have accumulated over 240 hours, you will be paid for it.

Overtime will be distributed as equally as possible among employees within the work unit. At times, employees from other units will be used in an overtime capacity in order to meet business needs.

Unpredictable overtime means overtime that management does not expect. Unpredictable overtime may be required without advance notice, particularly in response to emergencies (i.e., vandalism, fire, flood, etc.)

\*Excepted employees are not eligible for overtime under the UW's Compensation Plan.

## JOB PERFORMANCE AND EVALUATION

### For Classified Employees

Upon hire, you should have received a job description and the related performance expectations. You will know whether or not you are meeting performance expectations through informal and formal evaluation of your work. Classified employees will not only receive probationary and trial service evaluations but will also receive written annual evaluations. Employees will be evaluated on the quality of work, quantity of work, job knowledge and working relationships.

When the written evaluation is prepared, you will meet with your supervisor and will be given an opportunity to provide input and comments.

### For Student Employees

Student employees are evaluated on a quarterly or annual basis. Speak to your supervisor about when evaluations occur in your unit and what is covered on your evaluation. It is important to note that an employee may be permanently removed from the work schedule without notice for issues of misconduct including theft, misuse of a Husky Card (UW ID card) and/or verbal or physical abuse.

## WORKPLACE EXPECTATIONS AND CONDUCT

The UW and HFS are committed to maintaining a civil and compassionate environment. All staff members are expected to conduct themselves in a respectful manner. This is demonstrated through appropriate workplace conduct. This section contains brief descriptions of UW policies regarding discrimination, sexual harassment and workplace violence. The complete policies, Executive Order No. 31, Non-discrimination and Affirmative Action and UW Policy & Procedure on Violence in the Workplace, are located in Appendices B and C, respectively.

Each member of the UW community is asked to participate fully in our collective effort to maintain the UW's commitment to prevent and eliminate discrimination, sexual harassment and workplace violence. If you encounter or experience misconduct from coworkers, supervisors, managers or the public, please consult with someone in your work unit if possible. HFS strives to resolve problems at the lowest possible level in the organization. In addition, the following resources are available to you as follows:

HFS Human Resources  
Assistant Director  
206-685-7684

University Complaint Investigation  
& Resolution Office (UCIRO)  
206-616-2028

University Ombudsman  
206-543-6028



UW Human Resources  
206-543-2354

Health & Wellness (students only)  
Division of Student Life  
206-543-6085

Title IX/ADA Coordinator  
Office of Risk Management  
206-221-7932

UW CareLink  
866-598-3978 (toll-free)  
(professional and classified staff only)

**Note: In emergency situations where there is immediate threat or risk of harm, please call 911 to elicit a police response.**

## Discrimination

The UW is committed to providing equality of opportunity and an environment that fosters respect for all members of the UW community. The UW has the goal of promoting an environment that is free of discrimination, harassment and retaliation. To facilitate that goal, the UW retains the authority to discipline or take appropriate corrective action for any conduct that is deemed unacceptable or inappropriate, regardless of whether the conduct rises to the level of unlawful discrimination, harassment or retaliation. For more information on the policy, see Appendix B.

## Sexual Harassment and Title IX

The UW will promptly respond to and take appropriate action concerning allegations of sexual harassment. While most situations involve the harassment of women by men, members of the same or opposite sex can harass either men or women. The UW prohibits all forms of sexual harassment.

Sexual harassment includes, but is not limited to, any unwanted sexual attention such as sexually suggestive looks or gestures, sexual teasing or jokes, pressure for dates, attempts to kiss or fondle, unwanted touching, and requests for sex in exchange for grades, promotion, references or a salary increase.

Additionally, demeaning comments based on sex, repeated work assignments based on gender stereotypes, sexual bantering in the office or any other gender-based conduct may be perceived as fostering a hostile work environment and/or sexual harassment. For more information on these policies, see Appendix B.

## Employee–Student Romantic Relationships and Conflicts of Interest

All University employees or appointees, including faculty and other academic personnel, staff, temporary staff, Academic Student Employees, and student employees (e.g. Resident Advisors) are prohibited from:

- Engaging in a romantic relationship with a student that creates an actual conflict of interest or could be perceived to create conflict of interest; or
- Exercising authority over a student with whom the employee has or has had a romantic relationship that creates an actual conflict of interest or could be perceived to create conflict of interest.

A conflict of interest arises when an employee's objectivity and decision-making in his or her professional role relating to students is or has the potential to be compromised because of a romantic relationship the employee has with a student. This professional role encompasses decisions or recommendations that may affect the student's access to educational programs and services; academics or professional progress; and/or work experience or opportunities. The role also includes voting on actions that involve the student, contributing to or evaluating scholarly work, evaluating academic status or progress, providing career recommendations or references, making hiring or

termination decisions or otherwise making decisions that substantially affect academic status or employment. For more information on the policy, see Appendix B.

### Workplace Violence

The UW is committed to providing a safe, healthful workplace that is free from violence or threats of violence. The UW does not tolerate behavior, whether direct or through the use of UW facilities, property or resources that:

- Is violent;
- Threatens violence;
- Harasses or intimidates others;
- Interferes with an individual's legal rights of movement or expression; and/or,
- Disrupts the workplace, the academic environment or the UW's ability to provide service to the public.

For more information on the policy, see Appendix B.

### Retaliation

The UW prohibits retaliation against any individual who reports concerns regarding discrimination or harassment, or who cooperates with or participates in any investigation of allegations of discrimination, harassment or retaliation. For more information on the policy, see Appendix B.

## WORKPLACE SAFETY

Workplace safety is a primary focus for HFS. HFS is committed to providing a safe and healthy work environment. It is essential that employees are oriented to and understand the factors that influence the safety of the workplace. In addition to the information provided below, work-specific safety practices will be presented to you during your unit orientation.

### Personal Safety

#### **Unruly/Uninvited Customers and Visitors**

It is important to understand that there are public and private areas within HFS. The retail dining areas are open to the public, whereas residential dining areas may be limited to student residents, their guests and UW employees. You will learn who is permitted in your work area as part of your unit orientation.

When you question whether someone should be in the workplace, consult with your supervisor immediately. If a supervisor is not available, contact the UW Police Department by calling 911. A police officer will respond and talk to the individual. While it may seem uncomfortable for you to call the police, this is an important step that ensures that only those with appropriate business are in our residence halls.

Under no circumstance should you attempt to detain someone. Many times, we hear that the person in question seemed nice or was well dressed. This does not remove suspicion. Our residential areas can attract individuals with criminal intent who are seeking access to the student population and/or their residential areas.

#### **Shoplifters and Theft**

When you observe someone shoplifting or stealing, call the UW Police Department immediately and notify your supervisor. The police will respond quickly to address the situation. There have been cases in which shoplifters have very well-defined routines. If you are aware of someone suspicious with a regular routine in your work area, discuss it with your supervisor. Your supervisor can consult

with the police, and they may decide to have an officer present to address the situation the next time the visitor appears. Under no circumstance should you attempt to detain a shoplifter.

### **Safety of Minors**

Under Washington state law, all higher education employees are mandated reporters of suspected child abuse or neglect. Employees who have a reasonable cause to believe that a minor (anyone under age 18) has suffered abuse or neglect must immediately report the suspected abuse or neglect to law enforcement or the Department of Social and Health Services as soon as possible and within 48 hours. If the suspected abuse was discovered after the minor has become an adult (age 18 or older) no report must be made *unless* there is reasonable cause to believe other children are or may be at risk of abuse or neglect by the same individual. To report abuse or neglect, employees must call the following:

- The UW Police Department at 206-685-UWPD (8973) or the law enforcement agency having jurisdiction in the location of the suspected incident

### **OR**

- The Department of Social and Health Services (DSHS) at 1-866-ENDHARM (1-866-363-4276).

After reporting the abuse to law enforcement or DSHS, employees must also notify their supervisor or Departmental administrator.

More information is available online at <http://compliance.uw.edu/minors>.

### **Husky NightWalk**

Husky NightWalk provides uniformed escorts for students, faculty and staff walking to and from buildings, parking lots and within close proximity of the campus. Managed by the UW Police Department, Husky NightWalk is available from 6 p.m.–2 a.m. nightly except UW holidays. During the summer only, the hours of operation are 7 p.m.–3 a.m. nightly except UW holidays. Call 206-685-WALK (9255) to take advantage of this service.

### **NightRide Shuttle**

Operating Monday–Friday, 8 p.m.–12 a.m. during the autumn, winter and spring quarters (excluding UW holidays), the NightRide Shuttle transports students, faculty and staff from campus to their destinations in two zones within one mile of central campus. Shuttles leave every 20 minutes, and passengers may ride free with a U-PASS. Tickets must be purchased in advance. Call the UW Shuttle Services Office at 206-685-3146 for more information or visit the website at [www.washington.edu/facilities/transportation/uwshuttles/NightRide](http://www.washington.edu/facilities/transportation/uwshuttles/NightRide).

### **UW Alert**

UW Alert is a UW-developed communications service that distributes official information during emergencies or crisis situations that may disrupt normal UW operations or threaten the health or safety of members of the UW community. UW Alert is offered on a voluntary, self-subscription basis for current UW faculty, staff and students. Signing up for UW Alert can enable you to respond to an event in the most effective manner possible, as early as possible. Go to [www.uwalert.org](http://www.uwalert.org) to sign up. UW Alert is also available on Facebook and Twitter. Search for *uwalert*, and become a fan or follower.

## Environmental Safety

### **Food Safety**

If you work in a food service area, you are required to obtain a Washington State food worker card. The card is available online after the successful completion of the online Washington State food worker course located at [www.foodworkercard.wa.gov](http://www.foodworkercard.wa.gov). You may request reimbursement of the course registration fees by bringing your original receipt and Washington State food worker card to the UW Dining Office in 210 Poplar Hall and completing the necessary paperwork. Once the card is obtained, it must be kept current. Failure to obtain and/or keep a current, valid Washington State food worker card may be grounds for dismissal.

### **Hazardous Materials and Chemicals**

All employees should be aware that hazardous materials may be present in the workplace. If properly used and handled, they should not present any problems. Trained personnel must ensure that any hazardous materials are properly stored and disposed of. All HFS employees will participate in asbestos-awareness training. Accidents can happen, so always be aware of your surroundings and report any strange substances or odors to your supervisor. **If you suspect they pose an immediate threat, contact Environmental Health & Safety at 206-543-0467 during business hours. If there is no answer or it is outside business hours, dial 911.**

If a hazardous material is spilled, only employees who are properly trained and equipped should perform cleanup operations. For advice on cleaning up hazardous materials, call Environmental Health & Safety at 206-543-7388. If necessary, the fire alarm system may be used to evacuate employees.

The *Material Safety Data Sheets* (MSDSs) are designed to provide employees and employers with information to help them use chemical substances and mixtures safely. The MSDSs identify the substance(s) of concern and potential hazards. They describe the precautions for use, handling and storage. They also outline procedures for emergency situations. Your supervisor will provide you with the necessary information regarding potentially hazardous materials during your unit orientation. This

will include how to identify a hazardous product in the workplace, how to protect yourself, and where the MSDS information materials are located.

### **Lifting**

Employees who lift more than 20 pounds as part of their regular duties are attend the UW's *Back Safety* class. This class is scheduled at least once annually within HFS. You will be scheduled for this class if we know that such lifting is a requirement of your job. If you are not scheduled for the training but believe you should be included, please notify your supervisor. In addition, Online training is provided by the UW at <https://www.ehs.washington.edu/psotrain/onlinepages/playbackvideo668.shtm>.

### **Take Action**

Your safety, as well as the safety of our customers, is extremely important to HFS. The potential for accidents is always present. Therefore, always do the following:

1. Be alert when performing tasks.
2. Report accidents and/or personal injuries immediately. No matter how slight the injury, your supervisor should be notified right away so that an accident report can be completed immediately.
3. Be aware of the locations of the exits and the fire alarms within your work unit. If the fire alarm sounds, you must exit the building immediately **using the stairs** and then report to a designated assembly point. Speak with your supervisor to identify the designated assembly point for your work area. Do not run or create panic situations in which you and others might be hurt. If you have any questions regarding emergency procedures, contact your supervisor immediately.
4. Report or, if authorized, immediately correct potential hazards such as broken windows, broken glass, equipment that malfunctions, doors that cannot be secured, exit lights that are burned out, or any spills.
5. Refrain from any type of horseplay, as our work areas include many hazards including slippery floors, sharp objects and/or hot surfaces.
6. Treat all machinery, hand tools and supplies with care. Use appropriate safety precautions with equipment and supplies used in performing your duties. Always handle cutlery and kitchen machines in a professional manner. Your supervisor will train you in equipment operation.
7. Observe all fire safety rules. Be sure electric appliances are turned off or unplugged when not in use. Follow the operating manual instructions when using microwave ovens. Learn the location of the fire exits and fire extinguishers in your building. Talk to your supervisor about fire drill instructions.
8. Burns can be treated best by immediate immersion in ice water. While doing this, send for the supervisor and/or **call 911** for emergency assistance.
9. Practice proper hygiene at all times; this includes washing your hands with soap and water for at least 20 seconds.
10. Store and cook food at the correct temperatures. If you handle food, make sure your work area is clean and free of any contaminants and that you wear latex gloves and hairnets when needed.

11. Whenever operating machinery and/or power tools, the work area should be free of other tools, equipment and debris. All tools and equipment must be put back in their proper locations at the end of each day.
12. Lifting is a normal requirement of many jobs. It is always better to ask for help in lifting heavy and/or awkward items rather than risk the danger of injury. Heavy lifting is particularly hazardous when done improperly. Please follow the instructions for lifting.
13. Treat supplies with care. Use appropriate safety precautions with equipment and supplies used in performing your duties. Your lead or supervisor will train you on equipment operation.

## INCLEMENT WEATHER AND SUSPENDED OPERATIONS

Each year, HFS classified and professional staff are issued a memorandum notifying them of their essential status. Depending on your designation as essential staff, you may be required to report to work during inclement weather, suspended operations and emergency situations. If you are working during these times, you will receive your regular rate of pay, including overtime and other premiums, as appropriate. You should follow up with your supervisor if you are unsure of your essential status.

### Inclement Weather

The UW typically remains open during times of inclement weather. Essential and nonessential staff are expected to plan ahead and find alternative methods of transportation in the event of snow or other severe weather conditions. If you are unable to report to work because of inclement weather, you are required to notify your supervisor, complying with your unit's absence reporting/call-in procedures.

### Suspended Operations

Suspended Operations means that UW facilities are closed by order of the UW President due to an emergency situation. When classes are in session, HFS does not suspend operations, and essential staff are expected to report to work.

For further information regarding inclement weather or suspended operations, visit the UW website at <http://hr.uw.edu/policies/inclement-weather/>.

### Emergency Situations

In the case of a UW, community or regional disaster or emergency, essential staff will be needed to accommodate the food service and housing needs of any stranded students, faculty, staff or emergency personnel. This could mean thousands of people in need of service. If you are essential staff and the event occurs during work hours, you will be expected to remain at your workstation or on campus for an assignment. If the event occurs after work hours, you will be expected to make every effort to return to campus and report to work.

## DISASTER AND/OR EMERGENCY RESPONSE

### In the Event of an Earthquake

Being prepared for an earthquake is your best defense against harm. You should plan now for ways to reunite with your family members following an earthquake. Review a floor plan of your area and discuss the following with your supervisor: safest places and most dangerous places, exits and

alternative exits, utility shutoff valves, flashlights and batteries, first-aid kits, fire extinguishers, food and water supplies, and radios. By planning ahead now, you can prevent problems in the future.

### **If Indoors: Duck, Cover and Hold**

1. Remain indoors, keep calm and take cover under a desk or table. Beware of doors that might swing open or closed and cause injury.
2. Stay away from windows, bookshelves, cabinets, outside doors and storage areas where material could fall on you.
3. Remain in your area until advised to move.
4. Ensure that all phones are on their receivers to prevent jamming telephone lines.

### **If Outdoors**

1. Remain outdoors and do not enter the building.
2. Stay away from buildings, overhead lines, poles or any object that might fall or shatter, such as glass.
3. Watch for falling material.

### **In All Cases**

1. Prepare for aftershocks, which may be weaker but can still cause damage to weakened structures.
2. Wait for instructions. Tune your radio to KIRO 97.3 FM, the federally designated emergency broadcast system, and listen for information and instructions on what to do. Use phones for emergency communications only.
3. Keep clear of broken windows, downed phone lines, debris and obstructions.
4. Call 911 to report any injuries. Give first aid only to the extent of your personal training and ability. Administering first aid without training can result in worsened injuries.
5. For assistance with building emergencies and locating emergency supplies, or to respond to suspected gas or electrical problems, consult the emergency plan for your unit.

## In the Event of a Fire

Upon discovering a small fire (one no larger than a wastebasket), first call for help and then extinguish the fire by smothering it or using a fire extinguisher, aiming the extinguisher at the base of the fire. Always make sure there is an accessible exit, and avoid smoke and fume inhalation. If the fire cannot be controlled, follow the procedure for major fires below.

### When You Hear an Alarm

1. Evacuate the building as quickly as possible through the stairwell exits only.
2. Proceed to the designated assembly point, and await further instruction.
3. When the *all clear* signal is given, you may return to the building.

### Upon Discovering Major Fire

1. Pull the fire alarm.
2. If possible, call 911. Provide the following information:
  - Your name
  - Facility name, University of Washington Seattle campus
  - Any details known about the situation
3. Close all doors to help contain the fire.
4. Evacuate the building by using the stairwell exits only, and proceed to the designated assembly point.

### Emergency Response

1. Any time a fire alarm or smoke detector is activated; it automatically sounds the building evacuation alarm and notifies the Seattle Fire Department and the UW Police Department.
2. Sprinkler systems, where installed, are activated by temperature and should extinguish any major fire.
3. Always remember that any fire, smoke or explosion can involve hazardous materials. The building coordinator will work with the fire department to inform them of any hazardous materials used in the affected areas.
4. If there is significant damage, the area will be sectioned off. Do not disturb the sectioned-off area until a complete investigation has been conducted. If there is water damage, salvage operations will begin as soon as possible.

**Note: In a fire, smoke is your worst enemy. If you are caught in smoke, stay as low to the floor as possible. Close your eyes and breathe through a piece of clothing (e.g., shirt or coat) to reduce smoke inhalation.**



## In the Event of a Major Disaster

The city of Seattle will coordinate its overall emergency response efforts from the Emergency Operations Center. If phone lines are disabled, an alternative system of communication will be established. Use a battery-operated radio for general information.

## Emergency Evacuations

A building evacuation may take place if the building's occupants are in danger of being harmed. An evacuation can be initiated by a smoke alarm, a sprinkler system water-flow alarm, or a manual pull alarm. Any employee or visitor can initiate an evacuation at a manual pull station whenever it is necessary to ensure the safety of the building's occupants. **When an alarm sounds:**

1. Always remember that you must evacuate immediately. Act quickly, but remain calm.
2. Evacuate the building. Do not use the elevators! Use the stairwell exits only.
3. Proceed immediately to your established designated assembly point.
4. Anyone with direct knowledge of the incident should contact the building coordinator who will pass on the information to the appropriate fire/safety personnel. In the absence of a building coordinator, report directly to fire/safety personnel.
5. All personnel must remain at the designated assembly point until the *all clear* signal is given. Assigned building staff (floor wardens) should stay at entry doors to prevent reentry until the *all clear* is announced. The silencing of the alarm sound does not mean that the threat has passed.
6. Only fire/safety officials can give an *all clear* signal to return to an evacuated building.

## WORKPLACE SECURITY

### Building Access

Many of our entrances require a key card for admittance. Your Husky Card will be programmed to work as the key card if one is needed to access your work area. Whether you are entering or exiting, you must not allow others to gain access by tailgating in. *Tailgating* means allowing someone entry under your card swipe without knowing or verifying that he/she is permitted to enter.

The Husky Card Office & ID Center will issue staff photo identification badges for employees who have official business within the living areas of our residence halls and apartments. An authorization form completed by your supervisor is required to obtain your badge.

Individuals are not permitted to solicit in the residence halls.

## Key Issuance

HFS keys will only be issued to personnel requiring them and are the responsibility of the person they are assigned to. Strict regulation of keys is essential to security.

Our basic key procedures are as follows:

1. All requests for keys must be submitted by the Unit Supervisor. Employees may not request keys for themselves.
2. Keys checked out to you must be returned before leaving the building. **Do not take keys off their key rings or out of the building without the approval of your supervisor.**
3. Be sure that keys are kept in a secure and consistent location. During your work shift, keys should always be on your person. **Under no circumstances should keys be left unattended or loaned to other individuals.**
4. Some employees may be issued entry keys to kitchens, offices or break rooms. If keys are issued to you, it is your responsibility to bring the keys to work with you on a daily basis and keep them in a safe and secure place when not in use.
5. Never duplicate or alter assigned keys.
6. Refrain from labeling keys with the names of people, locations or functions.
7. Do not leave keys in door locks while work is being performed
8. If any keys, duty rings or retractable key returns appear to be lost or broken, report the matter to your supervisor immediately.
9. Supervisors may request at any time that keys be returned.
10. Keys to student rooms or apartments **must** be attached to your person with a retractable key return, and immediately returned and secured at the end of the work assignment.

NEVER TAKE KEYS OUT OF THE BUILDING AT ANY TIME UNLESS YOU HAVE AUTHORIZATION TO DO SO.

MASTER KEYS ARE NEVER TO BE TAKEN HOME.

11. Loss of a key may result in corrective action.
12. Return keys to the key-issuing office when no longer needed. Upon separation, employees must return all keys issued to them. Failure to do so may result in an unfavorable job reference.

Additional information regarding the proper use of handling keys can be found in the Key Handling Policy in Appendix G.

## Safe Combinations

Safe combinations are strictly confidential.

Guidelines regarding safe combinations include the following:

1. Safe combinations must **never** be given to anyone.
2. An open safe must **never** be left unattended.
3. A safe must **never** be left unlocked (*dummy-* or *day-latch* is **NOT** considered locked).
4. When closing a safe, be sure to double check that the door is securely locked.
5. If there is reason to believe that an unauthorized person has access to a safe combination, report this to your supervisor immediately.
6. Safes in the food service units are for business purposes only.

## Theft and Property Loss

Preventing theft and property loss is a major factor in providing a safe and secure working environment. Any staff member who removes supplies, others' belongings or any UW property from the building without authorization may be subject to immediate corrective action. Please keep the following in mind:

1. Employees who handle cash must follow established cash-handling policies and procedures. These include, but are not limited to, rules for operating the cash register and exchanging funds. You must ring in all sales for the correct amount, log out of the register when you are not using it, and not allow other employees to use your log-in information.
2. Cameras are installed in selected food service locations. Recordings from the cameras may be reviewed to identify persons involved in thefts and/or robberies. In addition, surveillance may be used when criminal activity and/or misconduct is suspected.
3. Never take anything you find in work areas, dining halls, residence halls or office areas, no matter how little value it appears to have. This includes items found in or near wastebaskets, garbage cans, large trash receptacles, bathrooms, etc.
4. Any items you find must be turned in to your supervisor regardless of the value.
5. Do not bring valuables or large amounts of money to work.
6. Some areas have recycling programs. Do not take items from these areas for your own personal use or recycling.
7. Empty cardboard boxes and other containers may be taken home with the permission of your supervisor. HFS management may inspect boxes, containers and parcels being taken out of the building by employees.
8. Equipment, supplies and materials necessary to perform your duties are provided by HFS and are UW property. These items are not to be kept in individual lockers and/or other private storage areas.

## Conference Meal Cards

Conference meal cards are not reusable, and the funds are nontransferable and nonrefundable. When a conference meal card is given to you or left in your service area, it should be turned in to the supervisor at the first available opportunity. The supervisor will deliver the card to his/her primary residence hall front desk. All units not located in a residence hall should cut the conference meal card in half and deliver it to the Conference Services Office. Conference meal cards are not to be collected, saved or used.

## ROOM ENTRY

Employees will not enter any student room, residential unit or bathroom unless authorized by the supervisor through oral direction or an established work schedule. Be very sure that you do everything you can to ensure residents' privacy. Prior to entering a room, you must knock very loudly and identify yourself as a maintenance or custodial staff member before opening the door. Knock again and identify yourself by shouting "*maintenance services*" or "*custodial services*." Always pause before you enter any room or unit.

Staff must not enter a bathroom on a residential floor when it is occupied. If a student attempts to enter a residential floor bathroom while it is being cleaned by staff, you must notify the student of how much time is remaining until the cleaning is completed, and redirect the student to another bathroom. If a bathroom is occupied during the established work schedule, knock loudly and identify yourself by shouting "*maintenance services*" or "*custodial services*." When the student opens the door, inform him/her of the scheduled work hours, but do not enter the bathroom until the student has exited.

## APPEARANCE AND DRESS

Employees are expected to dress appropriately for work. Your clothing must be neat, clean, unrevealing and appropriate to the job. Speak with your supervisor if you have any questions regarding the appropriate attire for your work unit.

Lockers are available within or adjacent to break rooms throughout HFS for you to temporarily store your personal belongings while you are at work.

### Uniforms

If your work unit provides you with a uniform and/or nametag, you are required to wear them while working in a service or production area.

1. At your request, the UW may launder your uniform. Check with your supervisor for details.
2. Do not wear any clothes over your uniform, including sweaters or jackets, unless your work requires you to go outdoors. Sweaters or jackets may be worn underneath your uniform at any time. There is a cap with the HFS logo that may be worn as part of your uniform.
3. Employees working in food production areas or in custodial services should wear shoes that are close-toed and slip resistant.
4. You may be sent home without pay if you fail to wear the specified uniform, nametag, shoes or any other required apparel or accessories.

# USE OF STATE RESOURCES

As a state employee, you are bound by the Washington State Ethics Law. For more information, see Appendix F.

## Driving a University Vehicle

You may be assigned to drive an HFS/UW vehicle. When you are driving an HFS/UW vehicle, you are a visible representative of HFS and the UW. It is essential that you obey all traffic rules and that you are courteous to pedestrians, cyclists and other drivers at all times. Be aware that tickets issued while operating HFS/UW vehicles are your responsibility and non-reimbursable.

If you are required to drive a vehicle as part of your work assignment, you must review and adhere to UW Fleet Services vehicle policies, found online at <https://facilities.uw.edu/catalog/vehicle-rental?ref=>. Your supervisor will provide you with additional materials that detail your responsibilities.

## Phone Usage

Personal calls on telephones should be limited and follow supervisory expectations within your work unit. Work cell phones are not intended for personal use. Most work units require that personal calls are made during designated break periods only and not within the workspace. Under no circumstances are personal long-distance calls to be made on HFS phones. Excessive personal use of HFS phones may result in corrective action.

In some cases, staff may be assigned a communications device for their work shift. In these cases, the device must be picked up, turned on and tested at the start of each work shift. The device should remain on throughout the workday. Assigned communication devices must be turned off and returned to the base charger at the end of every work shift to be adequately charged for the following day. It is essential that all personnel who are assigned phones and/or pagers respond as soon as possible after being called.

## Email, Internet and Computer Usage

Email, Internet access and various computer applications are made available to UW faculty and staff members solely for the purpose of performing their work. Occasional, limited personal use of UW facilities, computers and equipment, including email and Internet access, is permitted only if all five of the following conditions are met (per WAC 292-110-010):

1. There is little or no cost to the state;
2. Any use is brief;
3. Any use occurs infrequently;
4. The use does not interfere with the performance of any other state employees' official duties; and,
5. The use does not compromise the security or integrity of state property, information or software.

The following are examples of permissible personal use of facilities, computers and equipment if the use meets the conditions above:

- Electronic communication with children or dependents
- Scheduling personal appointments
- Use of games, during breaks, that an employee does not personally install on a UW computer.

Additional information regarding the personal use of UW facilities, computers and equipment may be found in the following:

- University Administrative Policy Statement 47.2  
[www.washington.edu/admin/rules/policies/index.shtml](http://www.washington.edu/admin/rules/policies/index.shtml)
- UW Human Resources—Ethics  
[www.washington.edu/admin/hr/roles/mgr/ethics.html](http://www.washington.edu/admin/hr/roles/mgr/ethics.html)

Employees who violate published UW policies regarding the personal use of UW facilities, computers and equipment, or use their computer in a manner that may be described as harassing and/or sexually explicit, are subject to appropriate corrective action up to and including dismissal.

## RESPONDING TO OUTSIDE CALLS

As an HFS and UW employee, you may receive calls from newspapers, television and radio stations, and others who are attempting to acquire information. These calls are to be referred the Communications Manager at 206-543-2430.

## REPRESENTING HFS

You may be asked to serve on HFS- and/or UW-wide committees. You must notify your supervisor if you are serving on committees outside HFS so that there is clarity on how you will serve as an HFS representative.

## GRATUITIES

Accepting tips is prohibited. Consistent with the Revised Code of Washington (RCW 42.52.140)

*No state officer or state employee may receive, accept, take, seek, or solicit, directly or indirectly, any thing of economic value as a gift, gratuity, or favor from a person if it could be reasonably expected that the gift, gratuity, or favor, would influence the vote, action, or judgment of the officer or employee, or be considered as part of a reward for action or inaction.*

Any tips given to you must be returned to the customer. Any money left in your service area must be turned in to your supervisor.

## FOOD AND BEVERAGE USE

Meals are not provided as part of an employee's salary or benefits package. You may purchase food using cash, approved credit cards or Husky Card Accounts.

- Food/beverage must be consumed in a designated spot (i.e., dining/break room).
- Food/beverage must not be consumed at the counter, behind the register, or in the production area.
- Employees must wash hands after eating or drinking.
- All sanitation and safety policies apply.

When you are on an authorized break or meal period, you should be treated as a customer. If purchasing food, you must select and order the food from the service area and pay for it at an available cash register prior to eating it.

Preparing or serving food or beverage items for oneself, other employees or friends is strictly prohibited. Making special items that are not included on the menu is also prohibited.

The beverages listed below are available to food service employees at no charge and may be consumed during authorized breaks and meal periods. These items may only be taken from your **own** working unit, and may **not** be taken out of the unit (i.e., an employee may not take a beverage to go at the end of a shift).

- Coffee and Decaf Coffee
- Dispenser Soft Drinks
- Hot Chocolate
- Hot Cider
- Hot Tea

In food service work areas where dispenser drinks are unavailable, canned soft drinks or a tall (12 oz) espresso may be substituted. Milkshakes, any bottled beverage, and any other beverage not listed above, may not be taken as a complimentary beverage but may be purchased by employees. Food cannot be taken home unless it is purchased through the regular sale terminals. The only exceptions to this policy are approved tasting events, unit-level events and service-award celebrations.

Employees who violate this policy will be subject to corrective action. Employees who are a party to or knowingly participate in such actions by others also may be subject to similar action.

## USING HUSKY CARDS

Employees may not process transactions for their own Husky Card Accounts. Funds may not be transferred from an HFS Dining Account to a Husky Card Account under any circumstances.

## CHILDREN IN THE WORKPLACE

Although our facilities have public areas such as lounges, dining rooms and lobbies, these are also places of work for HFS employees. It is not appropriate to have children on the premises for any period longer than a short visit. Therefore, children of HFS employees are not allowed in the public areas, unattended, during an employee's assigned working hours.

We appreciate the unique challenges that working parents face. However, it is the responsibility of employees to arrange for child care while they are at work. Parents should have plans for alternate child care arrangements in the absence of regular child care.

To help you in caring for your children, the UW's Work/Life Office can provide you with information about child care options on campus and in the community, as well as information about child care for mildly ill children through Virginia Mason's Tender Loving Care program. Additional information regarding work and family issues is located online at <http://hr.uw.edu/benefits/uw-carelink/>.

## SMOKING

Smoking is prohibited in all UW facilities including, but not limited to, the following areas:

Inside all buildings owned, occupied or managed by the UW and/or used by the UW's faculty, staff, students or visitors;

UW vehicles; and,

At any outside area except the specific outdoor locations approved by the director of the UW Environmental Health & Safety department. Designated locations are noted online at [www.ehs.washington.edu/psosmoking](http://www.ehs.washington.edu/psosmoking). Signage also identifies the designated locations.

## ALCOHOL, MARIJUANA AND OTHER DRUG USE

The UW is committed to maintaining a campus environment free of alcohol, marijuana and drugs that are used illegally. Accordingly, the UW prohibits consuming alcoholic beverages on UW property except in accordance with Washington State liquor-license procedures. Events catered by HFS may have alcoholic beverages on the menu, and it is particularly important that employees involved in these events are aware of the policy.

As a recipient of federal funds, the UW must comply with the Safe and Drug-Free Schools and Communities Act and the Drug-Free Workplace Act, which require that the UW maintain a drug-free campus. Employees must comply with federal laws and regulations, and must not possess or use marijuana and other non-prescription, controlled substances on or in any UW facilities or vehicles.

Employees should also note that it is inappropriate to report to work under the influence of alcohol, marijuana and drugs that are used illegally. Because our work environment includes many safety hazards, including sharp and/or hot objects as well as slip hazards, anyone observed with smelling of alcohol or marijuana or behaving in a manner that would impair him/her from working safely should be referred to the supervisor and/or HFS Human Resources immediately. Individuals who report to work smelling of alcohol or marijuana may be considered unfit for duty and removed from the workplace.

Violation of UW policies and procedures pertaining to alcohol, marijuana and other drugs may be grounds for corrective action. **In all cases, personal possession, consumption or being under the influence of alcohol, marijuana or illegal drugs when on the job is unacceptable.**



## REASSIGNMENT

Reassigning staff to a different work shift or location is determined by HFS to meet the needs of our customers and the operation. When a reassignment occurs, the supervisor may take employee preferences into consideration. It is important that you speak with your supervisor whenever you wish to make a change in your work shift or location, so that your request can be considered.

## LEAVING HFS

### Retirement

If you are considering retirement, you should attend one of the retirement seminars. As your retirement date draws near, make an appointment with a Benefits Representative at the Benefits Office to complete the necessary forms. This is a confidential service for employees. The retirement seminars sponsored by the UW will help you to make the best decisions regarding your retirement.

You must inform your supervisor of your retirement plans in writing at least two weeks prior to your retirement date. Because you play an important role in HFS, we hope you will be able to provide more notice. This notice period is requested so that all leave and compensation information is updated and reported to the UW promptly. This information is used to compute retirement benefits; therefore, delays in notifying your supervisor may delay the processing of your retirement benefits.

### Resignation

The unforeseen loss of staff affects our ability to deliver quality service. It may also affect your chances for future employment with HFS. If unforeseen circumstances arise that make it necessary for you to resign your position, please give your supervisor at least two weeks written notice. The notification period provides time for you to return any HFS-issued items such as keys and allows you to leave in good standing. Be sure to go over your leave balances before leaving to ensure timely processing of any vacation reimbursement.

### For Student Employees

If you are contemplating resigning because of your workload or work schedule, please discuss this with your supervisor. While we cannot guarantee you a particular work schedule, we will make efforts to address your needs.

## SUMMARY

This guide and our various training programs are designed to provide you with the skills and information necessary to perform your work safely and to enhance your overall experience at the UW. We hope we have answered most of your questions and provided enough information to give you a basic understanding of our organization's standards and expectations. No amount of training or information can fully prepare you for every possible situation you will encounter as an HFS employee.

We encourage you to take advantage of the benefits UW employment offers you including reduced ticket prices for sporting and special events, child care, support groups for those taking care of their elders, and MyUW. Checking your UW email on a regular basis will keep you informed of events and opportunities for recreational activities on campus, as well as important and official notices.

If you have questions or need assistance with accessing any of the online features, please contact your supervisor. Do not hesitate to ask questions or ask for assistance!

# APPENDIX A: CONTACTS AND RESOURCES

## University of Washington

Phone: Main Campus Operator  
206-543-2100  
Web: Home Page  
[www.washington.edu](http://www.washington.edu)

## Housing & Food Services Administration

Voice: 206-543-2430  
Fax: 206-616-8571  
Email: [hfsinfo@uw.edu](mailto:hfsinfo@uw.edu)  
Web: [www.hfs.washington.edu](http://www.hfs.washington.edu)

## Housing & Food Services Human Resources

Farzana Khan, HR Assistant Senior  
Voice: 206-685-4472  
Fax: 206-685-3915  
Email: [khanf2@hfs.washington.edu](mailto:khanf2@hfs.washington.edu)

Cheryl Ewaldsen, Assistant Director  
Voice: 206-685-7684  
Fax: 206-685-3915  
Email: [ewaldsen@uw.edu](mailto:ewaldsen@uw.edu)

Peter Ceccarelli, HR Manager  
Voice: 206-616-2843  
Fax: 206-685-3915  
Email: [pc46@uw.edu](mailto:pc46@uw.edu)

Nerissa del Rosario, HR Manager  
Voice: 206-5436-9513  
Fax: 206-685-3915  
Email: [tndr@uw.edu](mailto:tndr@uw.edu)

Ryan Jones, Recruiter  
Voice: 206-543-8937  
Fax: 206-685-3915  
Email: [rycjones@uw.edu](mailto:rycjones@uw.edu)

HFS HR Information  
Voice: 206-543-5814  
Fax: 206-685-3915  
Email: [HFSJobs@uw.edu](mailto:HFSJobs@uw.edu)

## University Complaint Investigation and Resolution Office (UCIRO)

Voice: 206-616-2028  
Fax: 206-616-7110  
Email: [uciro@uw.edu](mailto:uciro@uw.edu)  
Web: <http://f2.washington.edu/treasury/riskmgmt/UCIRO>

## UW Benefits

Voice: 206-543-2800  
Fax: 206-685-0343  
Email: [benefits@uw.edu](mailto:benefits@uw.edu)  
Web: <http://hr.uw.edu/benefits/>

## UW CareLink

Faculty & Staff Assistance Program  
Voice: 866-598-3978 (toll-free)  
Web: <http://hr.uw.edu/benefits/uw-carelink/>

## Employment

Voice: 206-543-2544  
Fax: 206-685-0632  
Email: [uwjobs@uw.edu](mailto:uwjobs@uw.edu)  
Web: <http://hr.uw.edu/jobs/>

## UW Human Resources

Upper Campus Operations  
Voice: 206-543-2354  
Fax: 206-685-0636  
Web: <http://hr.uw.edu/>

## UW Labor Relations

Voice: 206-543-6236  
Fax: 206-616-1081  
Email: [laborrel@uw.edu](mailto:laborrel@uw.edu)  
Web: <http://hr.uw.edu/labor>

## UW Professional & Organizational Development

Voice: 206-543-1957  
Fax: 206-543-8700  
Email: [pod@uw.edu](mailto:pod@uw.edu)  
Web: <http://hr.uw.edu/pod>

## UW Work/Life

Voice: 206-543-6963  
Fax: 206-543-8700  
Email: [worklife@uw.edu](mailto:worklife@uw.edu)  
Web: <http://hr.uw.edu/benefits>

# APPENDIX B: DESCRIPTIONS OF FREQUENTLY-USED FORMS, PROCEDURES AND IMPORTANT JOB-RELATED TERMS

## Residence Halls Custodial Staff

1. *Work orders* are used to request repair work. Requests may come from residents and staff through the FS Works System to the FMAX System. Custodial supervisors and leads review, approve and assign all requests for their building(s) through the FMAX System.
2. *Inspection forms* are used by supervisors and leads to document inspections of assigned work areas in the residence halls. Inspection forms are completed for the following: area/floor assignment, fire safety equipment, garage, stairwells and food-service areas.

## Family Housing and 12-Month Apartments Custodial/Maintenance Staff

1. *Work orders* are used to request repair work. Customer requests may come from residents and staff through the FS Works System to the FMAX System. Custodial supervisors and leads review, approve and assign all requests for their building(s) through the FMAX System. Once the customer request has been approved, it becomes a work order.
2. Assigned Family Housing and 12-Month Apartments staff will complete the work requested within two working days of the date the work order was issued. Emergency and work orders called directly from the Facilities Services and Planning Office will be completed on the day that they are received. If the work cannot be completed within the above specifications, the assigned staff person will notify the lead, manager or supervisor.
3. While in the apartment, the assigned staff person should complete any other routine maintenance work that he/she notices. This work should not disrupt the resident nor interfere with the completion of other work planned for that day. This incidental work is particularly important when it corrects a safety problem.
4. When the assigned staff person notices maintenance work in the apartment that requires another trade or cannot be completed without disruption, he/she should notify the lead, manager or supervisor by the end of that workday. The Facilities Services and Planning Office should be called if the required maintenance presents an immediate health or safety risk. The Facilities Services and Planning Office will dispatch the appropriate tradesperson.
5. The lead, manager or supervisor reviews the work orders.
6. Upon completion of the described work, the assigned person or lead changes the status of the work order phase to *Work Complete* (The majority of work orders have one phase but there may be several phases depending on the number of shops involved.) After all the phases have been changed to the *Work Complete* status, the work order status is changed to the *Closed* status by the Finance & Business Services Office during the monthly billing process.

7. Students will receive auto-emails generated from FMAX:
  - When their customer request becomes an open work order;
  - When their customer request is rejected; and/or,
  - When their work order is completed.

## Instructions for Completing Pre-Vacate Maintenance Inspection Forms and Apartment Turnaround Schedule Forms

1. Tenants who plan to vacate Family Housing will fill out an online *Intent to Vacate form* (ITV) 20 days before the actual vacate date.
2. The HFS Student Services Office (SSO) staff will enter this information into the Housing Management System (HMS) and the *apartment inspection calendar*.
3. The Facilities Manager will regularly monitor HMS for new ITVs. The SSO staff will inform the Facilities Manager via email when new ITVs are pending. The Facilities Manager will initiate a *Pre-Vacate Maintenance Inspection form* for the unit to be vacated and will schedule maintenance staff to inspect the unit within five working days of receiving the ITV.
4. The maintenance staff will enter and inspect the unit, record the needed maintenance, and submit the completed Pre-Vacate Maintenance Inspection form to the Facilities Manager.
5. The Facilities Manager will review the Pre-Vacate Maintenance Inspection form, create a trades schedule, establish a unit availability date, and enter this information into HMS.

## Presidential Executive Order No. 31 Nondiscrimination and Affirmative Action

### 1. **Nondiscrimination and Non-Retaliation**

The University of Washington, as an institution established and maintained by the people of the state, is committed to providing equality of opportunity and an environment that fosters respect for all members of the University community. This policy has the goal of promoting an environment that is free of discrimination, harassment, and retaliation. To facilitate that goal, the University retains the authority to discipline or take appropriate corrective action for any conduct that is deemed unacceptable or inappropriate, regardless of whether the conduct rises to the level of unlawful discrimination, harassment, or retaliation.

University policy:

- Prohibits discrimination or harassment against a member of the University community because of race, color, creed, religion, national origin, citizenship, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, genetic information, disability, or veteran status.
- Prohibits any member of the University community, including, but not limited to, academic personnel, staff, temporary staff, academic student employees, student employees, and students at all University campuses and locations, from discriminating against or unlawfully harassing a member of the public on any of the above grounds while engaged in activities directly related to the nature of their University affiliation.
- Prohibits retaliation against any individual who reports concerns regarding discrimination or harassment, or who cooperates with or participates in any

investigation of allegations of discrimination, harassment, or retaliation under this policy, or any individual who is perceived to have engaged in any of these actions.

## 2. Affirmative Action

In accordance with Executive Order 11246, as amended, and other applicable federal and state laws and regulations, the University, as a federal contractor, takes affirmative action to ensure equality of opportunity in all aspects of employment without regard to race, color, religion, sex, and national origin, and to employ and advance individuals with disabilities and protected veterans.

## 3. Access for Individuals with Disabilities

In accordance with the Americans with Disabilities Act (ADA), as amended, the Rehabilitation Act of 1973, and applicable federal and state laws, the University is committed to providing access and reasonable accommodation in its services, programs, activities, education, and employment for individuals with disabilities.

## 4. Definitions

Terms used in this policy are intended to have the meaning given to them by applicable federal or state laws and regulations.

- A. **Discrimination** is conduct that treats a person less favorably because of the person's race, color, creed, religion, national origin, citizenship, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, disability or veteran status.
- B. **Harassment** is conduct directed at a person because of the person's race, color, creed, religion, national origin, citizenship, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, disability, or veteran status that is unwelcome and sufficiently severe, persistent, or pervasive that:
  - 1) It could reasonably be expected to create an intimidating, hostile, or offensive work or learning environment, or
  - 2) It has the purpose or effect of unreasonably interfering with an individual's work or academic performance. Harassment is a form of discrimination.
- C. **Retaliation** means to take adverse action against individuals because they have (or are perceived to have) reported concerns under this policy or cooperated with or participated in any investigation related to this policy.
- D. **Sexual harassment** is a form of harassment characterized by:
  - 1) Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature by a person who has authority over the recipient when:
    - a) Submission to such conduct is made either an implicit or explicit condition of the individual's employment, academic status, or ability to use University facilities and services, or

- b) Submission to or rejection of the conduct is used as the basis for a decision that affects tangible aspects of the individual's employment, academic status, or use of University facilities; or
- 2) Unwelcome and unsolicited language or conduct that is of a sexual nature and that is sufficiently severe, persistent, or pervasive that it could reasonably be expected to create an intimidating, hostile, or offensive working or learning environment, or has the purpose or effect of unreasonably interfering with an individual's academic or work performance. This also includes acts of sexual violence, such as sexual assault and sexual exploitation.

Domestic violence, relationship violence, stalking, and sexual assault are addressed in Executive Order [No. 51](#), Sexual Violence Elimination Policy, and [Chapter 478-121 WAC](#), Student Conduct Code for the University of Washington. Depending on the circumstances, each or all policies may apply.

- E. **Veteran status** includes protected veterans as defined by current federal and state laws. It also includes individuals affiliated with the United States armed forces as defined by any federal or state law establishing protection for veteran service, including the Uniformed Services Employment and Reemployment Rights Act (USERRA), Executive Order 11246, and [Chapter 49.60 RCW](#).

## 5. Application of Policy

### A. Academic Freedom

The University will interpret this policy on nondiscrimination and non-retaliation in the context of academic freedom in the University environment.

### B. Selective Admissions

The University's admission policy provides for a selective admission process with the objective of attracting students who demonstrate the strongest prospects for high quality academic work. This selective admission process shall assure that the University's educational opportunities shall be open to all qualified applicants without regard to race, color, creed, religion, national origin, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, disability, or veteran status. The process of admission shall be mindful of the need for diversity in the student body and for highly-trained individuals from all segments of the population.

### C. Employment

The University will recruit, hire, train, and promote individuals without regard to race, color, creed, religion, national origin, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, disability, or veteran status and based upon their qualifications and ability to do the job. Except as required by law, all personnel-related decisions or provisions such as compensation, benefits, layoffs, return from layoff, University-sponsored training, education, tuition assistance, and social and recreational programs will be administered without regard to race, color, creed, religion, national origin, citizenship, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, disability, or veteran status. Additionally, in accordance with Title II of the Genetic Information Nondiscrimination Act of 2008 (GINA), the University prohibits discrimination and harassment in any aspect of employment on the basis of genetic information. The University will also not request or require genetic information of an

employee or family member of the employee, except as specifically allowed by GINA.

**D. Recruitment**

The University seeks affirmatively to recruit qualified minority group members, women, protected veterans, and individuals with disabilities in all levels of employment as part of its commitment as a federal contractor.

**E. Nondiscrimination**

Except as otherwise required by law and as provided in [Section 6](#) below:

- 1) The University will operate its programs, services, and facilities without regard to race, color, creed, religion, national origin, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, disability, or veteran status, and
- 2) The University will make its programs, services, and facilities available only to organizations or government agencies that assure the University that they do not discriminate against any person because of race, color, creed, religion, national origin, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, disability, or veteran status.

**F. University Housing**

Except as required by law, assignments to University residence halls and other housing facilities provided for students are made without regard to race, color, creed, religion, national origin, age, disability, sexual orientation, gender identity or expression, or veteran status.

**G. Contracting**

The University will make reasonable efforts to lease, contract, subcontract, purchase and enter into cooperative agreements only with those firms and organizations that comply with all applicable federal and state nondiscrimination laws, including, but not limited to: Executive Order 11246, Title VII of the Civil Rights Act, [42 U.S.C. Sec. 2000e et seq.](#); the Americans with Disabilities Act (ADA), [42 U.S.C. Sec. 12101 et seq.](#); and Washington State's Law Against Discrimination, [Chapter 49.60 RCW](#).

**6. Exceptions**

**A. Organizations Not Subject to Applicable Laws**

This policy does not apply to organizations and government agencies that are not subject to otherwise applicable state or federal laws or regulations concerning nondiscrimination and non-retaliation.

**B. University Housing**

In accordance with [RCW 49.60.222](#), the University may consider sex, marital status, or families with children status in assignments to residence halls and other student housing.

**C. Citizenship Status**

It is not a violation of this policy to discriminate because of citizenship status which is otherwise required in order to comply with law, regulation, or executive order, or required by federal, state, or local government contract, or which the State Attorney General determines to be essential for an employer to do business with an agency or department



of the federal, state, or local government.

## 7. Complaint Procedures

The University provides internal procedures for the investigation and resolution of complaints alleging discrimination, harassment, or retaliation under this policy. The process for bringing a complaint against a University employee is described in [Administrative Policy Statement 46.3](#), Resolution of Complaints Against University Employees. The process for bringing a complaint against a University student is described in [Chapter 478-121 WAC](#), Student Conduct Code for the University of Washington.

## 8. Responsibility to Report and Cooperate

All University employees, including academic personnel, staff, temporary staff, academic student employees, and student employees are required to report to their supervisors or the administrative heads of their organizations any complaints of discrimination, harassment or sexual harassment. And/or retaliation they receive. In addition, all University employees are encouraged to inform their supervisors or the administrative heads of their units (and their Academic Human Resources Consultant or Human Resources Consultant), of inappropriate or discriminatory or retaliatory workplace behavior they observe. Supervisors and administrative heads who receive such reports have the responsibility to initiate a response by contacting an appropriate office as indicated in [APS 46.3](#).

All University employees are also required to participate, provide information as requested, including personnel or student files and records and other materials recorded in any form, and otherwise fully cooperate with the processes described in [APS 46.3](#).

## 9. Consequences of Violation of Policy

Any member of the University community who violates any aspect of this policy is subject to corrective or disciplinary action, including, but not limited to, termination of employment or termination from educational programs.

This policy is adopted in compliance with Title VII of the Civil Rights Act of 1964 ([42 U.S.C. 2000d et seq](#)) and the Pregnancy Discrimination Act, Title IX of the Education Amendments of 1972 ([20 USC § 1681](#)), Title I and II of the Americans with Disabilities Act (ADA) of 1990 as amended, the Rehabilitation Act of 1973 (P.L. 93-11) and [45 C.F.R. Part 84](#), Title VI of the Civil Rights Act of 1964 ([42 U.S.C. 2000d et seq](#)), Title IV of the Civil Rights Act of 1964 ([42 U.S.C. 2000d et seq](#)), [Chapter 49.60 RCW](#), and Gender Equality in Higher Education ([Chapter 28B.110 RCW](#)).

## PRESIDENTIAL EXECUTIVE ORDER NO. 54 EMPLOYEE-STUDENT ROMANTIC RELATIONSHIPS AND CONFLICTS OF INTEREST

### 1. Principles

Romantic relationships between University of Washington employees and students can lead to a conflict of interest that is detrimental to the functioning of the University because, if present, the professional authority under which employees' decisions are made may be called into question. The following are examples of why the University's responsibilities to the public and to individual members of the University community may be compromised if employees do not avoid such conflicts of interest:

- The possibility of allegations of sexual harassment may arise when an employee in a position of authority over a student has a romantic relationship or makes romantic advances toward that student and if the employee's immediate power to influence the student's access to educational programs and services, academics or professional progress, and/or work experience or opportunities brings into question the ability of the student to consent to the relationship;
- The possibility of a hostile or offensive academic or work environment may arise if the employee's romantic interests or advances are or become unwelcome by a student and the employee fails to separate personal interests from his or her professional decision-making;
- The possibility of impeding a student's access to educational programs and services, academics or professional progress, and/or work experience or opportunities may also arise if the employee is already in a position of decision-making authority with respect to the student or may be so in the future, since the employee must then abstain from participation in such decisions, thereby denying the student access to the employee's professional assessment and/or decision-making authority; and
- Romantic relationships between employees and students may also infringe on the rights of other students or colleagues because there may be actual or perceived bias, partiality, or influence.

This policy does not restrict employees' legal rights as citizens, including those of association and expression and protection from discrimination based on marital status. However, when the exercise of those freedoms conflicts with the institutional necessity of impartiality in academic and employment decisions, and a relationship creates a conflict of interest that cannot be effectively managed through an acceptable plan, the University may take corrective action in accordance with the terms and conditions of employment governing the employee's employment relationship with the University.

## **2. Policy**

All University employees or appointees, including faculty and other academic personnel, staff (e.g. coaches and academic advisors), temporary staff, Academic Student Employees, and student employees (e.g. Resident Advisors) are prohibited from:

- Engaging in a romantic relationship with a student that creates an actual conflict of interest or could be perceived to create conflict of interest; or
- Exercising authority over a student with whom the employee has or has had a romantic relationship that creates an actual conflict of interest or could be perceived to create conflict of interest.

The above are prohibited unless they can be effectively managed through an acceptable plan. This policy is in addition to Executive Order No. 32, Employee Responsibilities and Employee Conflict of Interest.

## **3. Definitions**

### **A. Conflict of Interest**

A conflict of interest arises when an employee's objectivity and decision-making in his or her professional role relating to students is or has the potential to be compromised because of a romantic relationship the employee has with a student. This professional role encompasses decisions or recommendations that may affect the student's access to educational programs and services; academics or professional progress; and/or work experience or opportunities. The role also includes voting on actions that involve the student, contributing to or evaluating scholarly work, evaluating academic status or progress, providing career recommendations or references, making hiring or termination decisions or otherwise making decisions that substantially affect academic status or employment.

## **B. Romantic Relationship**

A romantic relationship includes intimate, sexual, dating, and/or any other type of amorous encounter or relationship, even when consensual, whether or not casual or serious, short-term or long-term.

## **C. Student**

A student under this policy includes, but is not limited to, any individual enrolled in any course, whether matriculated or nonmatriculated, in any University program of study.

### **4. Complaint Reporting**

Those who have concerns about potential violations of this policy may report them to their supervisor, department chair or director, dean or chancellor, administrative head, and/or Human Resources Consultant or Academic Human Resources Consultant. Reports will be evaluated in order to determine an appropriate institutional response.

### **5. Conflict of Interest and Sexual Harassment**

Upon receiving a report of a potential conflict of interest arising from an employee–student romantic relationship, in addition to any other investigatory or corrective action that is taken, the University may be obligated to evaluate whether there is or has been a violation of Executive Order No. 31, Nondiscrimination and Affirmative Action. The matter may be referred to the University Complaint Investigation and Resolution Office (UCIRO) for investigation in accordance with Administrative Policy Statement 46.3, Resolution of Complaints Against University Employees and/or the Faculty Code.

### **6. Consequences of Violation of Policy**

University employees who violate this policy may be subject to corrective or disciplinary action, including, but not limited to, termination of employment. The particular corrective or disciplinary action to be imposed will be consistent with the applicable policies and processes for the particular employee at issue.

### **7. Disclosure of Conflict**

Employees who suspect that their romantic relationship with a student may create an actual or perceived conflict of interest must notify their supervisor, department chair or director, dean or chancellor, or administrative head. The purpose of this notification is to evaluate whether a plan can be created that will avoid the conflict or potential impact on the student or others. Supervisors, department chairs or directors, and administrative heads should consult with their human resources consultant, dean's or chancellor's office, the Office of Student Life, or other appropriate office in evaluating the plan. Whether the University is able to create an acceptable plan is within the discretion of the relevant University administrative authority.

Disclosure of a potential conflict does not preclude the University from taking appropriate measures to address any behavior that may have occurred before or after the disclosure that is in violation of University policy.

### **8. Retaliation Prohibited**

This policy prohibits taking adverse action against any individual who reports (or is perceived to have reported) concerns under this policy or who cooperates with or participates in any investigation related to this policy.

# APPENDIX C: SPECIFICS REGARDING STUDENT EMPLOYMENT

Students are employed throughout HFS. Because a job in HFS may be one of your first, the following information is provided to restate and summarize key information that you should know about your employment. The UW's policy on student employment is located online at <http://hr.uw.edu/comp/student-employees/>.

## **Student Employment Eligibility and Hours of Work**

To be employed as a student in HFS, you must meet the following minimum enrollment requirements (not including correspondence credits):

- Undergraduate students: six credits
- Graduate and professional students: four credits
- Be approved for *on leave* status

You are required to notify your supervisor immediately if you no longer meet the enrollment requirements.

Student employees are limited to working 19.5 hours per week when classes are in session. Student employees may work more than 19.5 hours per week during school breaks or when on leave. A student can work as a student assistant for one quarter while on leave.

Students may be considered on leave as follows:

- Undergraduate students: for one quarter immediately following a quarter in which the student was enrolled for at least six academic credits (this includes summer quarter).

## **Hourly Pay Requirements**

Student employees are paid by the hour and must be paid for all hours actually worked. Students do not accrue leave or holiday pay. Students who work four consecutive hours are permitted a 15-minute paid rest break. Students who work five or more hours should receive at least a 30-minute unpaid meal break. In some cases this is not practical or desirable, especially if the work shift is less than six hours; therefore, exceptions can occur. Students may not be scheduled for full day (8-hour) work shifts without at least a 30-minute unpaid meal break.

## **Overtime**

Students are not permitted to work overtime when the UW is in session because they are limited to 19.5 hours of work per week. During breaks, students may work up to 40 hours a week. Work beyond 40 hours in the workweek is overtime and will be paid at time and one-half. Overtime is permitted with supervisory approval only.

## **Unpaid Personal Holidays for Faith, Conscience or Religious Reasons**

Student employees are entitled to two unpaid personal holidays each calendar year for faith, conscience or religious reasons. As with all time off, employees must request and receive approval in advance. Please refer to the UW Human Resources website (<http://hr.uw.edu/ops/leaves/faith-or-conscience/>) for more information regarding the use of the unpaid personal holidays.

**On-the-job Injury**

Student employees are covered under the Washington State Department of Labor and Industries Workers Compensation program. This program provides payment for medical expenses and loss of work time when the injury or illness is determined to be work related.

When an injury occurs and medical attention is sought, employees should make sure that their health care provider is aware that the injury/illness may be work related. The health care provider will initiate a workers compensation claim. Questions about work-related injury/illness should be directed to the Human Resources Administrator at 206-543-9513.

**Recognition**

HFS appreciates your service and the balancing act you perform to manage academic, work and social activities. During the year, you will be invited to participate in events as an HFS employee. We hope you will be able to join us. Invitations will be sent by email.

**Email Address/Account**

It is important for you to retain and check your UW email account regularly. Otherwise, you may miss important messages from HFS and/or the UW.

## APPENDIX D: KEY HANDLING POLICY

This document provides the overriding policy within which keys are managed by key distributors, unit supervisors, and key holders. This policy applies to all HFS building and master keys, excluding student room keys, student mailbox keys, and proximity key cards. Additional procedure documentation for key distributors, unit supervisors and key holders should be referenced for more specific information on key management.

### **1. Issuing Keys**

Keys will only be issued to personnel requiring access into HFS facilities to complete their official duties. Keys are issued according to standardized need in order to accomplish work functions with the fewest keys possible, rather than by individual convenience or term of employment.

Keys are the responsibility of the person to whom they are assigned. Unit supervisors are responsible for managing the security of the various locations accessed by employees including determining the appropriate level of access required by each employee in order to perform their current job duties. All requests for keys must be submitted by the unit supervisor, not the individual employee. All keys used by HFS employees and/or their designees must be issued through an authorized key-issuing office. No keys should be taken off campus without prior approval by an HFS key-issuing office (exception example: employee office keys).

### **2. Proper Use and Storage of Keys**

The following regulations apply to all keys used by HFS employees regarding proper use, storage and handling of keys.

Keys must:

- Be stored in a secure and consistent location.
- Be attached to key rings or chains.
- Not be lent or reassigned to anyone for any purpose at any time.
- Not be labeled with the names of people, locations or function.
- Never be duplicated or altered in any way.
- Be reported to a supervisor immediately if they are lost or stolen.
- Be returned to the key-issuing office when no longer needed by the employee.
- Not be left in door locks while work is being performed.
- Be used to both unlock and relock entryways to maintain security to the area.
- Be used for authorized UW staff functions only.

Failure to take any of the above precautions compromises the safety and security of residents, staff and property, and could result in disciplinary action.

### **3. Returning Keys**

Employees should only carry the minimum number of keys required to complete job-related tasks. Employees who no longer require access into certain areas due to changes in job responsibilities must return the key(s) to the key-issuing office on or before the last day that duties are performed in the current position.

Personnel separating from HFS must personally return all keys to the original key-issuing office on or before the last day of employment. Employees should make arrangements with their supervisors to facilitate this process. If a key holder's departure is sudden or unexpected and he/she does not return issued keys, the unit supervisor is responsible for retrieving and returning the keys to the key-issuing office(s). If the keys are unable to be recovered for any reason, rekey options are to be discussed between the unit supervisor and the appropriate key distributor(s).

Employees who work on a seasonal or cyclical basis should not retain keys, but rather they should return them at the end of a work cycle and check them out at the beginning of the next cycle.

### **4. Lost, Stolen or Missing Keys**

Missing keys must be reported to the Key Distributor and Unit Supervisor, including the completion of an incident report (available at [inside.hfs.washington.edu/sites/hfscentral](http://inside.hfs.washington.edu/sites/hfscentral)). The Key Distributor will notify the appropriate Assistant or Associate Director and/or UW Police Department if necessary. After a missing key has been reported, the Key Distributor will submit a request via UW Facilities Services work order to have the space rekeyed. Rekey costs are to be attributed to the HFS or UW unit responsible for necessitating the rekey event.

### **5. Key Records and Audits**

Official key records identifying keys by type, number, lock location and key holder must be kept confidential and, therefore, are maintained exclusively by key-issuing offices. For security purposes, individual records of this information may only be distributed to key holders and direct supervisors through key-issuing offices.

All HFS supervisors and staff, in cooperation with key distributor, must participate in an annual inventory audit of all employee keys to ensure keys are physically accounted for. Key holders are to present themselves and their keys to the key-issuing office(s) for visual inspection. At the completion of each annual audit cycle, the Desk Services Operations Supervisor, in coordination with HFS leadership and appropriate additional staff, will determine if rekeys are warranted in the case of lost, missing or stolen keys.

## Key Handling Roles and Responsibilities

### 1. **Key Distributor** (e.g., Desk Supervisor, Administrative Coordinator)

- Adopts, administers and enforces key management policies and procedures
- Issues and returns keys using proper authorization and documentation
- Supervises, authorizes and controls the duplication and destruction of keys
- Prepares and provides all necessary documentation to maintain key inventory control

### 2. **Unit Supervisor** (e.g., Manager, Supervisor)

- Requests keys from designated key-issuing offices for their staff members
- Properly maintains and stores records issued to them by key distributors
- Conducts regular audits as directed by key distributors
- Manages changes in staff key inventories during separations, transfers, shifts in responsibilities or changes in access needs

### 3. **Key Holder** (e.g., Custodian, Food Service Lead, Office Assistant)

- A person who is issued a key by a key distributor in order to allow access into UW facilities to conduct official business

### 4. **UW Lock Shop**

- Controls production and destruction of all keys as appropriate
- Performs all rekeys
- Makes all repairs and conducts all preventive maintenance on locks
- Maintains records of all key and door identification numbers and inventories

### 5. **Key-Issuing Office**

- Designated location from which key distributors manage key inventories

## Key Types

1. **Master Key**—Opens one group of locks within a single building
2. **Change Key**—Operates one lock, or two or more locks keyed alike, within a building, e.g., advisory office keys
3. **Variety Key**—Key that does not pertain to a system of locks within a building and is not stamped with a unique sub number, e.g., glass display case keys
4. **Motor Vehicle Key**—Key used to operate a motor vehicle
5. **Proximity card (Prox Card)**—Contact-free integrated circuit devices used for security access or payment system, e.g., proximity fob
6. **Building Access Card**—Device that contains a magnetic stripe that is read by physical contact and swiping past a reading head, e.g., Husky Card
7. **Building Key**—Overriding term for a change key, variety key, prox card or building access card



# NOTES

# ACKNOWLEDGMENT PAGE

This guide is intended to provide you with some general guidelines that pertain to you as a Housing & Food Services (HFS) employee. It is not intended to create or constitute a contract. HFS reserves the right to modify or revoke any of the provisions in this guidebook at any time with or without notice to employees.

## For Classified Employees Only

Please read, sign and return this page to your supervisor within one week of receiving this HFS Employee Guide. By signing this page, you are confirming the following statements:

- I have received a copy of this HFS Employee Guide and provided an opportunity to review it and ask questions.
- I have read this HFS Employee Guide.
- I understand that this HFS Employee Guide is not intended to create or constitute a contract.
- I know the employment information in this HFS Employee Guide can change.

Employee Name (please print):

Employee Signature:  Date:

Home Unit/Sub-Unit:

Received by:  Date:

## For Student Employees Only

Please select the following link and confirm that you received and have read this HFS Employee Guide. Student employees are responsible for knowing and abiding by the applicable policies included in this guide before starting their first work shift.

<https://catalyst.uw.edu/webq/survey/hfsjobs/196998>