# Everett Public Schools Maintenance & Operations Department

# EMPLOYEE HANDBOOK

PO Box 2098 Everett, WA 98213 www.everettsd.org



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#### ABSENCE REPORTING PROCEDURES

- Call the Maintenance Office @ **425-385-5200** no later than 30 minutes before your shift start time **and** enter your absence in *Frontline*, **1-800-942-3767**.
- Report your absence in Frontline immediately after calling the maintenance office. If not reported within 24 hours, the absence will be recorded as a non reported absence.

#### REQUESTING TIME OFF PROCEDURES

- Fill out a Maintenance Vacation/Leave Request Form
- Upon approval the form will be emailed back to you
- Upon receiving approval, you are required to enter your time off in Frontline
- In addition to these procedures, all requests shall comply with applicable Collective Bargaining Agreements
   2021-25 PNWRCC Collective Bargaining Agreement
   2023-25 SEIU Collective Bargaining Agreement

### SIGN-IN-OUT PROCEDURES

- Notify your supervisor if you are leaving early or coming in late
- Please sign in or out at the Maintenance Front Desk and report the time away in Frontline before you leave and/or upon your arrival

Failure to comply with any of the procedures above may result in disciplinary action



# **Absence Management**

#### LOGGING IN ON THE WEB

https://login.frontlineeducation.com/sso/everettsd

No log in credentials will be required within the district network.

You' will find Frontline for Employees in the Managed Bookmarks on Google Chrome.

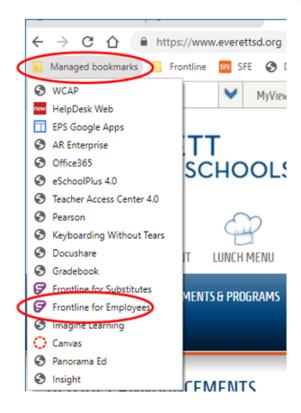
### CREATING AN ABSENCE

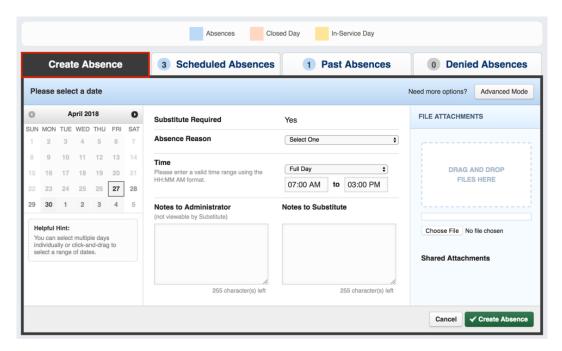
You can enter a new absence from your Absence Management home page under the **Create Absence** tab.

Enter the absence details including the date of the absence, the absence reason, notes to administrator or substitute, and attach any files.

Enter your work schedule if it is different than what is showing, remember to deduct any unpaid break period(s). Choose Yes/No if you need a sub.

You can then click Create Absence.

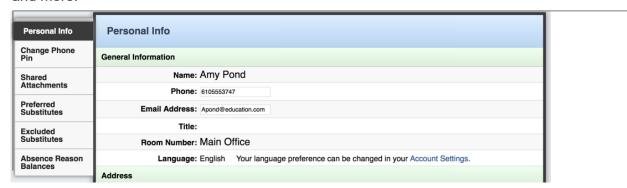




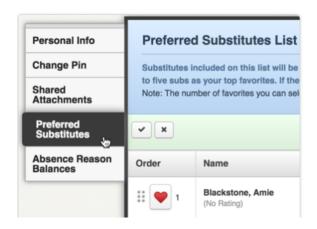


## MANAGING YOUR PIN AND PERSONAL INFORMATION

Using the "Account" option, you can manage your personal information, change your PIN number, upload shared attachments (lesson plans, classroom rules, etc.), manage your preferred substitutes, and more.



#### MANAGING YOUR PREFERRED SUBSTITUTE LIST



To access the "Preferred Substitutes" page, select Account in the side navigation.

Select the Preferred Substitutes tab then the Add Substitute(s) button.

This will open up the substitute selection page. Here, you can find the substitutes you want by searching by the substitute's last name, filtering by the first letter of the substitute's last name, or just browsing the list of substitutes.

## ACCESSING ABSENCE MANAGEMENT ON THE PHONE

To call the Absence Management system, dial 1-800-942-3767. You'll be prompted to enter your ID number followed by the # sign and then your PIN number followed by the # sign. In most cases your ID will be your home phone and PIN your employee ID.

Over the phone you can:

- Create an absence (within the next 30 days) Press 1
- Review upcoming absences Press 3
- Review a specific absence Press 4
- Review or change your personal information Press 5



#### CELL PHONE USE IN THE MAINTENANCE DEPARTMENT

District cell phones are provided for communication and to meet the following expectations:

- Send/receive phone calls and voice mail
- Access to work order system
- Text and email
- Photo documentation
- District approved applications, i.e., Rave
- Employees carry their charged phone while at work
- Employees check phones several times daily and respond to calls and text messages
- Employees must activate voice mail to enable department communication
- When driving, employees may respond to or activate calling functions if they have hands free calling capabilities
- Contacts are limited to district and department work people/businesses and NO PERSONAL INFORMATION.
- If you have specific work-related contacts, they should be added through the Outlook Contacts feature, not via your phone; thus they will be accessible to only you and not the whole department.
- Notify your supervisor if your phone is not working properly
- Comply with additional directives from your supervisor

Reference: Board Policy 6250

Procedure 6250P

#### **CUSTOMER SERVICE**

As a school district service department, excellent customer service is at the heart of our maintenance department's work in supporting the district's mission to "inspire, educate and prepare each student to achieve to high standards ...". Excellent customer service involves meeting and surpassing expectations and showing the customer how important they are by being friendly and helpful. Excellent customer service generates positive feedback and provides satisfaction for a job well done.

The department is essential in creating welcoming, warm, and inviting schools for students to learn and thrive. Our facilities' environment (i.e., appearance, cleanliness, and condition) all directly impact student learning.

As we serve our sites, three important customer service qualities center around the "3Ps" – professionalism, patience and a "people-first attitude".

- Professionalism begins with clean vehicles and a personal professional appearance, along with being organized in approaching the work and cleaning up upon completion. Clear, friendly communication with custodial, office or administrative staff about the work being undertaken or completed builds relations and support.
- Patience working around students and staff can be challenging. Patience is essential in melding maintenance work with the activity level that occurs throughout a school or support location.
- People-first attitude excellent customer service requires us to listen and understand the school's or facility needs, and an ability to problem solve. Being attuned to the situation at hand makes a big difference in successfully completing the work.



## **HUMAN RESOURCES**

## Civility in the Workplace

Civil conduct is required on all district property or at district-sponsored activities by school directors, staff, parents, volunteers, contractors or visitors.

Board Policy 5161

In collaboration with the civility policy and our maintenance staff, we have developed the following shared agreement.

#### MAINTENANCE DEPARTMENT SHARED AGREEMENTS

#### We will...

- Support one another in our common purpose and goals
- ➤ Be open-minded to each other and ideas
- > Keep open, positive communication and look for solutions
- > Treat others with fairness and equality throughout the department
- Value and respect each other by:
  - Keeping a civil tone during disagreements
  - Not pre-judging each other
  - Asking questions to understand each other's perspective
- And... be positive and have FUN!



## **PURCHASING PROCESSES**

Procurement Card		Purchase Order		
Use for Supplies & Materi		Planned purchases for materials exceeding \$2,000.		
(never to be used to hire a		ALL services must be purchased with a PO.		
Credit Limit \$2,000 per t		Get a FORMAL quote from the vendor with their		
	\$2,000 require procurement	letterhead to include an email address to whom the PO		
approval. Do not split a p		will be sent. (An email cannot be used as a quote.)		
	-Card Transaction Log form	If new vendor, let vendor know we will need a W-9.		
the day purchase is made		Plan extra time for new vendor set-up.		
order number on P-Card				
If receipt is emailed to you		Provide written quote and associated work order		
purchase is made and con	nplete P-Card Transaction	number to office personnel for processing.		
Log form.				
WORK PURCHASES:				
Billing address:	PO Box 2098	Direct vendor to send invoices to		
	Everett, WA 98213	Accounting@everettsd.org		
		(not your personal email adress)		
Shipping address:	Maintenance	When product is received, notify office staff so the		
	Your Name	invoice can be received in our system and processed for		
	2222 Everett Ave.	payment.		
	Everett, WA 98201			
Issues with procurement card – see office		It typically takes 1-weeks to get a PO to a vendor.		
personnel for assistance.				
	en report it immediately to			
office personnel or any supervisor.				

SECTION 2.04 – PROCUREMENT CARD USE

PROCUREMENT CARD TRANSACTION LOG

PROCUREMENT CARD (last 4 digits) 1234

			ı	·	
			Work		
Date	Vendor	Description	Order #	Account Code	Amount
2/15/22	Widget	Digit	55555		555.00
2/15/22	1114861	3.6.0	33333		333.00

John Doe	
Print Name	
Budget Authority Signature	Revised: 2/2

## FACILITY ACCESS – Employee Responsibility

ID badges and keys are issued to district employees that have satisfied access requirements and/or have received the proper approval for access to district facilities.

Individuals are responsible for the care and security of their assigned electronic ID badge and keys. Under no circumstances should an individual have more than one ID badge issued to them and/or in their possession.

Individuals who have been issued electronic ID badges shall:

- All employees are required to check in/out at school front office every day.
- Always wear their assigned electronic ID badge in a visible location while on district property, unless performing tasks where specific job-safety requirements preclude the practice
- Readily produce their ID badge if asked to do so by another district employee
- Use their ID badge to gain access each time they enter any access card reader, controlled entry point
- Employee shall not allow their ID badge to be used by others to tailgate into facilities.
- Contact Safety and Security at x5228 as soon as possible if their ID badge or keys are lost or stolen
- Not share or duplicate keys
- Not allow any unapproved individual access to the district's facilities ID badges and keys shall:
- Not be left unsecure, including in vehicles
- Be kept separate from each other
- Not be loaned or used by any other individual
- Only be used to conduct business on behalf of the district
- Be considered property of the district and shall be treated accordingly

Employees are encouraged to request proof from anyone not displaying an ID badge while in a district facility. If you feel uncomfortable doing this or if the person cannot produce an ID badge, immediately report it to building or district administrative staff or a Campus Security Officer.

ID badges or keys that are found shall be returned to Maintenance.

Assigned ID badges or keys shall be returned to an employee's principal or department director immediately upon request.

Individuals who are no longer employees, or no longer have on-going business with the district must return district-issued ID badge and/or keys at the time of separation as directed.

To ensure safety and security, please turn in your district issued cell phone, keys, computer, credit card and badge to the office manager if you plan to be out of the office for two or more weeks.

## **BADGE FACILITY ACCESS** (continued)

## ID Badge Replacement

- Replacement ID badges are issued through Human Resources.
- ID badges damaged in the normal course of job duties will be replaced at no cost to the employee. ID badges that have been lost or stolen will be replaced with a \$20 fee payable in cash to Human Resources.

## **Visitor/Visiting Employee Protocols**

**All employees** visiting any district facility are required to check-in at the office or receptionist desk upon arrival and notify the office personnel of the area they will be in. Facility Access Employee Responsibilities

When holding a meeting, it is the responsibility of the host or their designee to greet guests and escort them to the meeting location.

## **Standard Access**

Standard access is granted for the site where the employee is assigned and is generally Monday through Friday, 7 a.m. - 4 p.m.

## **Expanded Standard Access**

Expanded access is similar to standard access but may include additional days and hours required to complete assigned position and/or additional areas within a site. Included in this category would be those who require 24/7 access. Expanded access requires approval from the employee's principal, director, or manager as well as the Safety and Security Coordinator.

For a copy of the facility access standard operating procedure, please contact Safety and Security at X5228. Facility Access Standard Operating Procedures

#### SONITROL PROCEDURES

Staff that enter any school district building after hours should adhere to the following procedures:

- Always check the access keypad to ensure it is disarmed. If it is not disarmed, then use your PIN to disarm it.
  - Your badge alone is not enough to disarm the building.
  - If you don't remember your PIN, or you don't have one, then please call Safety and Security at 425-385-5228 for assistance.

Sonitrol calls Maintenance supervisors when there is a forced alarm or if someone entered the building without disarming. Sonitrol will send the police unless someone in Maintenance can determine who entered the building and contact them.

Below are instructions for using the older Sonitrol system pads:

Turning Your System ON	Turning Your System OFF			
(Arming) 1. Press arrow under ON, 2. Enter YOUR PERSONAL CODE and press ENTER. 3. Wait for Green light to turn Red before exiting. 4. Exit building within allowed delay time.	(Disarming)  1. Enter YOUR PERSONAL CODE and press ENTER.  2. Turn off within allowed delay time.			
To Cancel: Enter YOUR PERSONAL CODE and press ENTER.				

For those that have not used Sonitrol pads before or recently please watch the videos below.

Newest Sonitrol pads:

https://www.youtube.com/watch?v=QjHOUiSG5CM

Turning Your System ON	Turning Your System OFF		
(Arming) 1.Press the ARM/DISARM button	( <b>Disarming</b> ) 1.Press the <b>ARM/DISARM</b> button		
2.Enter YOUR PERSONAL CODE and press ENTER	2.Enter YOUR PERSONAL CODE and press ENTER		
3.Press <b>ENTER</b> again	3.Press <b>ENTER</b> again		
4. Please WAIT for VERIFICATION. Keypad will display ARMED XXX seconds to exit	4. Keypad will display DISARMED and green light will appear on keypad		

For assistance, please call Sonitrol Verification Center at 425-258-3571

## SAFETY AND TRAINING

Everett Public School's Maintenance & Operations Department support the work safe practices established by the Department of Labor & Industries and OSPI.

#### **References**

https://lni.wa.gov/safety-health https://ospi.k12.wa.us

If the employee receives medical attention, they must get a written authorization from their medical provider to return to work and submit it to their supervisor. It must include any limitations or work restrictions as well.

Each year employees covered in this handbook will receive training through online Vector Solutions which may include; Heat Exposure, Lifting and Back Safety, Ladder Safety, working with Needles & Syringes, etc. If specific training is desired, please notify your supervisor. Vector Solutions

#### MAINTENANCE STAFF EMERGENCY RESPONSE

The successful mitigation and recovery from an emergency require all to take a role in responding to them. Maintenance staff travel the district regularly as part of their duties and may be called upon to assist in an emergency as well as some safety and security issues.

As part of the Everett Public Schools emergency response plan, maintenance department employees are assigned a role in the reunification process. Maintenance staff may also be asked at other times to assist with providing site security under the safety and security coordinator's direction.

## **Vehicle Orange Emergency Bags**

For your safety, orange emergency bags are issued to those who operate a district-owned vehicle. The following items should be contained therein:

- Safety vest
- Whistle on lanyard
- Space blanket (4)
- Hand warmers (4)
- Disposable face masks (4)
- Hand crank flashlight
- LED headlamp
- Glow sticks (4)

- Tourniquet
- Latex gloves (4 pair)
- Duct tape
- Caution tape
- Hand sanitizer
- Bottle of water (4)
- Trauma pack

Please check your bag periodically. It is the responsibility of the employee issued a bag to check them, at a minimum of once a year, and request restock of missing, used and/or damaged supplies through their supervisor when necessary.

## **DISTRICT VEHICLES**

Use of a district vehicle is determined by job classification. All drivers of a district vehicle are required to abide by the district policies. This includes securing the vehicle while not in use.

Reference: Board Policy 5151

Board Policy 6640 Procedure 6640P

## **FUEL / GAS PIN PROCESS**

- Maintenance, Grounds, Warehouse and Security employees will be assigned a district vehicle
- Each vehicle has an accompanying gas card to be used at the City of Everett fueling center.
- Fuel cards can only be used for district vehicles and at approved fueling location

## **VEHICLE CLEANLINESS**

Employees assigned a district vehicle are required to keep the vehicle clean and clutter free at all times. Washing supplies are located in the auto shop building.

#### **GPS GUIDELINES**

The Everett Public Schools maintenance and operations department is responsible for fleet management of all district-owned vehicles that do not transport students.

As a district, we are responsible for being good stewards of our resources and to ensure that we manage our fleet responsibly. The GPS units provide many benefits and assist us in this effort. In order to provide insight and clarity for employees using fleet vehicles, guidelines have been established to set expectations for use of the GPS data. Following are the current guidelines which are subject to change as technology and business needs change and may not be all inclusive.

### **Safety**

- This system is not a navigation system, it only tracks vehicle information such as location, mileage, etc.
- Alerts may be set to determine various requirements (e.g., tampering of unit, stolen vehicle).
- GPS will be installed in vehicles per the manufacturer's directions.
- System may be used when needed to determine resources available nearest a school/site for any type of emergencies or work requests.

#### Maintenance

- System allows for reports to be run to track efficiencies, usage, etc.
- Alerts may be set to provide maintenance data.
- GPS is capable of tracking mileage that will help a maintenance plan be set for servicing of a vehicle.

## **Cost**

- Efficiencies can be set for management of the fleet such as gas usage, idling, servicing, routing, etc.
- Utilization of vehicles will help determine status for surplus.

## **Visibility**

- System may be used when calls from the community are received regarding a vehicle. This will verify status and details around the caller's concern.
- System may be used to reflect efficiencies regarding audit reviews.

#### <u>DISTRICT VEHICLE IDLING – STANDARD OPERATING PROCEDURE</u>

The purpose of this procedure is to protect public health and improve the environment by reducing emissions while conserving fuel and extending vehicle life. Less idling time is good for the environment because it reduces air pollution, noise and fuel use. It also reduces wear and tear on engines, lengthens engine life, and saves money.

## **District Vehicle Operator Responsibilities**

- A. Today's vehicles and engine oil are designed to operate and protect the engine at all temperatures. Nearly all of the vehicles operated by Maintenance and Operations fall under this category. Modern cars have improved technology to the point that an engine is fully lubricated within 20 to 30 seconds. By the time you get in, start the vehicle, put on your seatbelt, and get situated, the engine might not be fully warm, but it's completely lubricated and ready to drive. Initial "warm up" idling should be minimized. If a vehicle's windows are clear, driving should start after no more than one minute.
- B. If the vehicle is going to be stopped for more than one minute, except as required while operating the vehicle in routine traffic, the engine should be turned off as idling for more than ten seconds uses more fuel than it takes to restart the vehicle.
- C. EPS Maintenance and Operations employees should not idle district vehicles for more than three minutes in a sixty-minute period, except as outlined below. The following are standard operating procedure exemptions:
  - 1. A vehicle may idle while forced to remain motionless: because of onhighway traffic, when required to yield the right of way to responding emergency vehicles, at an official traffic control device or signal, or at the direction of a law enforcement official.
  - 2. A vehicle may idle when necessary to operate defrosters, heaters, air conditioners or other equipment to prevent a safety or health emergency in accordance with district heat policy. This includes defrosting windows prior to operation and idling on breaks and lunch to cool down or warm up.
  - 3. A vehicle may idle for maintenance, service, repairs, or diagnostic purposes if idling is required for such activity.

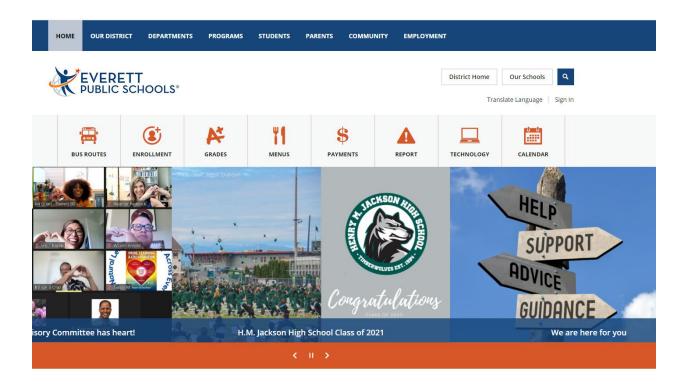
#### **ASSET ESSENTIALS**

Asset Essentials is a next-generation asset and work management platform for smarter more efficient maintenance and operations. Our maintenance department utilizes this platform to manage our assets and work orders.

#### **LOG-IN INFORMATION**

Before you can log in for the first time, you will need to request access from the Asset Essentials administrator. Once you're set up, you will receive an email requesting email verification with a link. Once you click on the link, you will be signed into Asset Essentials. If you don't save the link to your favorites or bookmark, follow the directions below to access the application.

To log into Asset Essentials, first sign into the district website.



## **LOG-IN INFORMATION** (continued)

• After you've signed into the District Website, click on **Staff** at the top of the screen.



Click on Staff Tools under Overview on the left.

#### **OVERVIEW**

Staff Overview COVID-19 Information Staff News Hub Staff Tools

- Under Employee Tools in the left-hand column, you'll see Asset Essentials under School Dude.
- Click on Asset Essentials.



## **CUSTODIAL**

See Custodial Handbook

## **GROUNDS/UTILITIES/REFUSE**

2023-25 SEIU Collective Bargaining Agreement

## **Pesticide Spraying Process**

- Post Will be Treated with Pesticide notice(s) 48-hours prior to and Has been Treated with Pesticide notices(s) 48 hours after spraying
- Wear appropriate safety protection when spraying
- Avoid spraying near open windows and air vent intakes
- Fill out "Pesticide Application Record" form (see attached) and return it to the Grounds Lead

## **Tree Cutting Process**

- Perform site survey
- Meet with Grounds Lead to share survey assessment and to discuss the feasibility of safely undertaking this job or if it should be safer completed by a contractor for safety or size reasons
- Properly cone and section off safe work area
- Post appropriate signage if applicable
- A minimum of two (2) grounds employees must be present throughout the job
- Wear safety equipment (i.e., chaps, steel-toed boots, hearing & eye protection)



PESTICIDE APPLICATION RECORD (Version 1)

NOTE: This form must be completed same day as the application and it must be retained for 7 years (Ref. chapter 17.21 RCW)

Washington State Department of Agriculture Pesticide Management Division PO Box 42560 Olympia WA 98504-2560 (877) 301-4555

1.	Date of Application - Year:	Month:	Day:	Start Time:			
2.	Name of person for whom the pesticide was appl	led:	M				
	Firm Name (if applicable):	********************************	*********		******		
	Street Address:			State: 2	ip:		
3.	Licensed Applicator's Name (If different from #2 a	bove):		License N	lo.:		
	Firm Name (if applicable):						
	Street Address:						
4.	Name of person(s) who applied the pesticide (if d						
	Lic						
5.	Application Crop or Site:						
	Total Area Treated (acre, sq. ft., etc.):						
	Was this application made as a result of a WSDA	*		nit No.) #			
8.	Pesticide Information (please list all information fo	r each pesticide, includ	ling adjuvants (buffer, surf	actant, etc.), in the tank min	k):		
	a) Full Product Name	b) EPA Reg. No.	c) Total Amount of Pesticide Applied in Area Treated	d) Pesticide Applied/Acre (or other measure)	e) Concentration Applied		
				1			
	x	,		1			
				1	* 1		
				1			
9	9. Address or exact location of application. NOTE: If the application is made to one acre or more of agricultural land, the field location must be shown on the map on page two of this form.						
				,			
10.	10. Wind direction and estimated velocity (mph) during the application:						
11.	11. Temperature during the application:						
12.	2. Apparatus license plate number (if applicable):						
13.	. 🗆 Air 🔲 Ground 🔲 Chemig	gation					
14.	. Miscellaneous Information:						

## **SECURITY**

See Security Handbook

#### **TRADES**

#### MAINTENANCE MECHANICS AND SPECIALTIES

#### Maintenance Mechanic/Master Mechanic

Our Trades group members are classified as either a Maintenance Mechanic, Master Mechanic or Maintenance Mechanic Trainee. Maintenance Mechanics and Master Mechanics are journey level trades people with a specialty within a certain area of expertise (i.e., carpentry, HVAC, plumbing, painting, electrical, refrigeration, kitchen appliances, fabrication, or auto mechanic) The generalized classification of Maintenance Mechanic allows for flexibility to assist in an area outside of your primary craft, which can be beneficial for both the organization and the employees. It is not uncommon for our mechanics to assist other mechanics who specialize in a different craft when the need arises, however, it is expected that communication is maintained with the appropriate parties when working outside of one's primary or secondary (Master Mechanic) craft area. Should a job require more than one mechanic you are directed to coordinate with your supervisor.

**Protective Clothing** 

Trades will be provided protective clothing necessary to perform their job, i.e., overalls, coveralls, fire retardant fabric shirts. Upon request and as budget allows, additional logo wear maybe provided.

2021-25 PNWRCC Collective Bargaining Agreement