

MAINTENANCE & CUSTODIAL SERVICES POLICY

Revised 6/2019

These Directives are for Maintenance & Custodial Services employees that include the following Departments: Grounds, HVAC, Custodial, Electrical, Plumbing, Pest Control, and Carpentry. This handbook is to be used for guidelines to clarify policy and job expectations in order to fit the needs of the departments. This handbook is not to be considered all-inclusive. Each employee is responsible for adhering to all Upshur County policies, directives and procedures.


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Maintenance and Facilities Services Mission Our goal is to provide all County employees, staff and visitors with a clean, safe and comfortable environment, conducive to the County process. We will succeed in achieving this goal through the sound management of resources, efficient work practices, open communications and the dedication of our employees.

Employment at Will:

1. The Maintenance and Facilities Services employee may voluntarily quit his/her job or be terminated by the County at any time for any reason not prohibited by law, or for no reason, as determined by the needs of the County.

2. Maintenance and Facilities personnel will be employed on an hourly and/or salary basis. Employees are hired to work for Upshur County wherever needed and not for one specific building/facility. Thus, assignments may be changed anytime the County deems advisable and approved by the County of Upshur.

3. If a new employee has had equivalent work experience, letters of reference certifying this experience should be presented. An increase in base salary may result, if the budget will allow.

Employee Assignments: Any employee may be assigned to any facility in Upshur County whether the employee requests such an assignment or not. Refusal to accept such an assignment to a designated County facility will be considered insubordination and may result in termination of employment.

Hours of Employment: Hours of employment are determined by the needs of each individual facility or department and can be changed at any time if necessary. All changes will be determined and implemented by the County Judge or Maintenance Supervisor.

Work Schedules: At the beginning of each budget year the department and Commissioner's Court will review work schedules for the year.

Assigned work schedules cannot be altered or changed for any reason without the WRITTEN approval of the Commissioner's Court.

The work schedule should include the following:

- Each employee's weekly work hour schedule
- Established lunch, break schedule
- Areas of responsibility
- Each full-time employee (6 hours or more a day or 30 hours or more a week) must have a 60 minute break for lunch during a designated time set forth by the County Judge. Working through lunch and leaving early is not permitted. It is recommended, not required, that all Maintenance and Facilities employees have two scheduled rest breaks during the course of the day. The rest break shall not exceed 15 minutes.
- All Maintenance and Facilities employees must report ready to work and dressed in their maintenance uniform at their scheduled work time.
- Employees upon accepting a job assignment in the Upshur County Maintenance and Facilities Department are committed to work every day and are not allowed to leave early or come in late for any reason without following the appropriate procedures. Unless approved by the Maintenance Supervisor.
- Directive 1-1 Compliance of Departmental Directives: These directives are departmental guidelines and are not intended to replace or supplement any Upshur County Policies for the day-to-day management of the maintenance and custodial

departments. Any employee who does not comply with these directives is subject to disciplinary action.

- Directive 1-2 Failure to Report Policy Violation: All departmental personnel are to report violations of departmental directives and policies to their immediate supervisor or other available department supervisors. An employee who is arrested for any felony or any offense involving moral turpitude must report the arrest to the County Judge within three calendar days of the arrest. An employee who is convicted of or receives deferred adjudication for such an offense must also report that event to the County Judge within three days of the event. Moral turpitude includes, but is not limited to, the following: Dishonesty, Fraud, Deceit, Theft, Misrepresentation, Deliberate violence, vile, or depraved acts that are intended to arouse or gratify the sexual desire of the actor, Drug-or alcohol-related offenses, Acts constituting abuse under the Texas Family Code Employees may be terminated for one of the above-mentioned offenses.
- Directive 1-3 Personal Business on County Time: All departmental personnel are to adhere to the following guidelines concerning personal business during working hours: 1. Departmental personnel are not to conduct personal business during working hours. 2. No employee may use a County vehicle to conduct personal business.
- Directive 1-4 Use of Upshur County Property: Employees are not to take County property home.
- Directive 1-5 Use of County Vehicles: All employees must report in before driving a County vehicle and may not drive a County vehicle to their workstation before they report in or after they report out. Employees may not take County vehicles home after work without authorization from the Commissioner's Court.
- Directive 1-6 Falsifying Reports: Employees who knowingly falsify a report, including work performed at any location, hours worked (timecards), or any other County report is in violation of County Policy. Any Maintenance Employee that knowingly counter signs such falsified reports is also in violation of policy.
- Directive 1-7 Prohibitive Items: All items listed below are prohibited by County Policy 1. Carrying firearms. 2. Consumption

or possession of alcoholic beverages (beer, wine, liquors, etc.) on the job. This also includes reporting to work while under the influence of alcohol. 3. Use of narcotics (pills, marijuana, etc.) and/or using, possessing, or transmitting drugs or substances (controlled or uncontrolled) is prohibited on County property.

Employees are advised that the above mentioned items are not to be contained on or in their personal property (vehicles, lunchboxes, lockers, etc.) while the person and/or the personal property is on County property, regardless of the time of day.

- Directive 1-8 Use of Privately-Owned Cell Phones: Departmental personnel may use privately-owned cell phones during working hours as long as the use of such phones is approved and does not interfere with productivity. Employees may not use earphones with privately-owned cell phones at any time during working hours or while on County property. Employees may not use personal cell phones at any time when the courthouse and the County citizens and/or employees can hear the use.
- Directive 1-9 Traffic Citations: Each employee is personally liable for any traffic citations received while operating and/or in charge of a County-owned vehicle. This includes all moving violations as well as parking violations. Drivers are directed to: 1. Obey all speed limits, traffic signals, and other traffic control signs including are as marked "Handicapped", fire lanes, and school zones, etc. 2. Insure that the vehicle he/she is operating has a current safety inspection sticker and is in proper repair so as not to violate any ordinance that may result in issuance of any traffic citation. 3. Insure that vehicle he/she is operating is in such repair that the driver or anyone else is not placed in a dangerous position. 4. The employee will report any violations or accidents to the Auditor's office immediately or within 24hrs.
- Directive 1-10 Identification Badges: All Maintenance employees are required to wear identification badges supplied by the County while on County property. These badges must be worn in a visible location during working hours. Commissioners are responsible for ensuring Maintenance employees wear their badges and for collecting the ID badge of any employee who is placed on administrative leave, resigns or is terminated.

- Directive 1-11 Employment Practices: Grounds for termination:
 1. Any act of conduct while on County time, in or out of a County building, that is indecent, obscene, illegal, cruel, abusive, or otherwise contrary to and inconsistent with the ordinary standards set by the performance and conduct of the other County employees.
 2. Physical or verbal abuse of other employees, constituents, co-workers, or other persons.
 3. Malicious mischief defined as the abuse, misuse, or deliberate destruction or damage to property, tools or equipment of other employees, or the County (see Directive 1-13).
 4. The making or publishing of false, vicious or malicious statements concerning any employee of the County.
 5. Disruptive behavior on the worksite that jeopardizes the safety of others including staff, and visitors.
- Directive 1-12 Uniforms: The County will furnish uniform shirts for each Maintenance employee. As long as funding is available, each employee will also receive replacement uniforms each year. Persons who are issued uniform shirts will be required to wear the uniform when working. Employees will be responsible for seeing that their uniforms are kept clean and in good repair. Pants or shorts are to be worn with a belt or suspenders, if not properly fitted. Pants or shorts are to be worn waist high. County issued uniforms are not to be worn while performing non-county work. Employees are expected to take reasonable care to prevent unnecessary damage to their uniforms when carrying out County duties.
- Directive 1-13 Damaging of County Property: Any malicious mischief defined as the abuse, misuse or deliberate destruction or damage to property, tools, or equipment will be cause for appropriate disciplinary action up to and including a recommendation for termination.
- Directive 2-1 Maintenance Employee Attendance Guidelines:
 1. Working Hours
 - a. Employees are expected to remain on the job a full day. Doctor and dental appointments are to be scheduled for non-working hours when possible.
 - b. Employees will arrive on the job and begin work at the assigned starting time.
 2. Time Cards
 - a. Hours on the weekly time sheets must total the

equivalent of a full scheduled work week (i.e.40 hours); including hours worked, time off used, or a combination thereof. 3. a. Vacation Maintenance employees are to comply with the policies outlined in the Upshur County Policies regarding vacation eligibility for twelve-month employees. These policies may be reviewed online or a copy may be requested through the Treasurer's Office. 6. Tardiness a. Employees are expected to report to work on time for each shift. If extenuating circumstances will prevent an employee from reporting on time, the employee must notify the County Judge.

- Directive 2-2 Responsibilities Relative to Reporting Absences and the Use of Accrued Days: 1. When an employee is absent from work for three (3) consecutive days or on the (6) consecutive day for illness, regardless of the number of accrued sick days, the name of that employee must be submitted to the Treasurer. 2. When an employee has used all accrued benefit time, additional time missed may be considered excessive. Any employee who has exhausted all leave and has any four (4) separate occurrences of absence (no pay) within a current County budget year will be considered excessive .
- Directive 2-3 Reporting of Absenteeism: All Maintenance personnel are responsible for reporting personal absences. When advance notice of an absence can be given, the employee will notify the Maintenance Supervisor. No other notice is needed.
- Directive 2-4 Emergency Definition and Response: Definition: An emergency may be defined as an unforeseen combination of circumstances that calls for immediate action, such as life-threatening situations, major vandalism, extreme weather conditions, failure of fire or security alarm and other items that may affect the Courthouse from being open the next day. Response: All Maintenance employees, if notified, will respond to the emergency regardless of the time of day or the day of the week. As the need arises, the County has the authority to order mandatory overtime to accomplish the correction of the emergency, or other items, to insure that the Courthouse may be opened the next day. Failure to respond to the emergency or

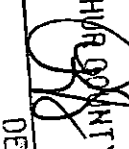
other scheduled work times by the Maintenance employee may lead to disciplinary action and possible recommendation for termination. Each Maintenance employee is responsible for keeping his/her home telephone number current with the Treasurer. The Maintenance Supervisor will be notified of the emergency as soon as possible.

- Directive 2-5 Lunch break, 1hr, to be taken between 11AM and 1PM daily. In the event of extenuating circumstances causing Maintenance employees not to take a lunch, the employee is to notify the County Judge's office.
- 2-6 Smoking: Smoking and tobacco use in County vehicles is prohibited.
- Directive 2-7 Doctor's Work Release for "On the Job" Injury: It shall be the responsibility of the employee to submit the First Report of Injury Form to the Treasurer. Any time medical treatment is received as a result of an on-the-job injury, the injured person must obtain a doctor's release statement from the attending physician. A doctor's release will be required and presented to the Treasurer before returning to work for any absence of more than five (5) consecutive days. This doctor's statement must state "Full Duty-No Restrictions" or list required restrictions. Upshur County reserves the right to check with the individual's doctor on an employee's work status to determine if the employee can perform his/her assigned duties.
- Directive 3-1 Unauthorized Purchase: The County regulations regarding an unauthorized purchase are as follows: 1. Any commitment to acquire goods or services from budgeted funds prior to securing a purchase order is prohibited. Any one creating or authorizing such a commitment prior to securing a purchase order may be personally liable for payment of such agreement and/or may be liable for prosecution under the Texas Penal code Chapter 39, Abuse of Office, Section 39.01.
- Directive 3-2 Purchasing Supplies and Materials: Only items that pertain to a specific job, which includes consumable items such as drill bits, saw blades, and other miscellaneous items must be on a specific work order. It is not permissible to add items to the work order purchase that are needed for other reasons such as

tools, safety equipment, office supplies, batteries, etc. These types of items must be ordered on a general work order and must be picked up by the designee. Sales receipts or invoices for purchased materials must be turned into the Auditor the same day as purchased.

- Directive 4-1 Reporting of Vandalism or Theft: Maintenance employees must report all acts of vandalism to the County Judge as soon as the vandalism has been noticed. A vandalism report must be completed by the Maintenance employee along with notifying the police and acquiring a police service report number. When requisitions are submitted to replace stolen items, a copy of the vandalism report must be submitted to the Auditor. Employees shall not leave unsecured tools, equipment or other valuable items of any kind in vehicles overnight, during lunch, or any time a vehicle is left unattended. Employees shall secure all tools nightly or place in assigned locations.
- Directive 4-2 Out of County Travel Guidelines/Procedures: All employees must follow the County travel policy. The Auditor is responsible for explaining this policy prior to the Maintenance employee taking a County-sponsored trip.
- Directive 4-3 Motor Vehicle Accident Report: The driver of a County vehicle involved in an accident, regardless of fault or amount of damage, is to submit a written report of what happened and attach the Police report. The form is to be filled out and forwarded to the Auditor's office within 24-hours after an accident has occurred.
- Directive 4-4 Work Order Documentation: All work that is performed on any facility must be done through a work order and forwarded to the County Judge and all Commissioner's. 1. We want to emphasize "Good Customer Service" to each facility by being courteous, friendly, helpful, neat, and efficient. 4. Work orders must be properly filled out, including but not limited to materials and labor, and turned in for approval by supervisor the day of completion. Until a form is created, this can be done via e-mail correspondence to all parties involved (i.e. Maintenance, Individual/Department submitting the request, and County Judge/Commissioner's).

- Directive 4-5 Sign-in Procedures: All Maintenance Service employees are directed to go to e-mail the office they will be working in and state the reason for their visit each time they visit a County facility. When leaving the building, Maintenance employees are required to e-mail the status of the work performed to the office staff, County Judge, and Commissioner's.
- Directive 4-6 Inventory Procedures: The following procedures are to be followed by each Maintenance employee. Tools and equipment costing \$100 or more: 1. All tools and equipment costing \$100 or more will be kept on the department's inventory. 2. Inventory will be maintained on a database that is approved by the Auditor. Tools and equipment costing less than \$100: 1. Each Auditor will have each Maintenance employee maintain an inventory and assignment record of all tools and equipment costing less than \$100. This includes hammers, screwdrivers, pliers, tape measures, etc. 2. Inventories and assignment lists will be kept updated and signed by each Maintenance employee acknowledging what they have received. 3. Replacements, excluding trades for worn out tools, should not occur more than two times over a one-year period. Loss of any tools/equipment will be combined in totaling numbers. Loss of a tool, for the third time in one year, will cause the Maintenance employee to be warned. A loss of four tools may be cause for probation. A loss of five tools may lead to additional disciplinary action up to and including a recommendation for termination. 4. The Auditor will periodically review the employee inventory records to assure they are up to date and in order. The Maintenance department will complete a full and complete inventory check each January. A hard copy of the inventory results, signed by the Auditor, will be submitted to the County Judge and Commissioner's by the end of each January.

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