

EMPLOYEE EXPECTATIONS

Purpose: To outline expectations for employees

Scope: Facility Operations Staff

Policy:

- I. EMPLOYEE EXPECTATIONS
 - a. All employees are expected to uphold the highest level of integrity and will treat patrons, co-workers, and Professional Staff with the highest standard of courtesy and respect.
 - b. Each employee is expected to always conduct themselves in the most professional and ethical manner.
 - c. All employees have the obligation to report to the Professional Staff if another employee is not performing their job in an ethical and moral fashion.
 - d. Employees who fail to uphold these standards may be subject to disciplinary action or termination as needed.

- II. THREE STRIKE POLICY
 - a. The Facility Operations team operates on a “three-strike” policy. Should you have to be reminded of your expectations on three separate occasions, you may be removed from your position on the Facilities team. Not all actions will warrant a “strike”, and all consequences will depend on the severity of the situation.
 - b. The following situations may warrant disciplinary action:
 - i. Arriving late to a scheduled shift, training, or meeting
 - ii. Missing a scheduled shift, training, or meeting
 - iii. Lack of attentiveness on shift
 - iv. Phone usage on shift
 - v. Not dressed in the appropriate uniform
 - vi. Insubordination or disrespectful behavior
 - vii. Eating at your workstation
 - viii. Completing homework or reading at your workstation
 - ix. Working out while on the clock
 - x. Sleeping on the clock
 - xi. Excessive chatting with friends while on the clock
 - xii. Not completing necessary tasks on shift
 - xiii. Playing explicit music at your workstation
 - c. The following situations may warrant immediate termination:
 - i. Arriving to work under the influence of drugs or alcohol
 - ii. Sleeping while on the clock
 - iii. Falsifying payroll

- d. This is not an all-encompassing list. There are many situations that could warrant disciplinary action that may not be included in the list above.
- e. Managers are responsible for completing Performance Reports via Connect2 to notify Professional Staff of various incidents. No incident should go unreported.
- f. All disciplinary action is up to the discretion of the Professional Staff. A report will not necessarily constitute disciplinary action.
- g. Each area within Facility Operations may have their own specific expectations for on-the-job responsibilities or professionalism. Please refer to your individual supervisor for questions or clarification.
- h. If you work in multiple areas within Facility Operations, your strikes will carry weight in each area. If you are terminated from one area, you will be terminated from the other.