

**STANDARD OFFICE RULES AND PROCEDURES FOR**  
**ROOSEVELT UNIVERSITY**  
**CLERICAL UNION EMPLOYEES**

**May, 2004 (revised)**

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Please note that wherever a pronoun designating sex (such as he or she) is used, it is understood that the pronoun should apply equally to both sexes. For example, wherever the word “he” appears, it should be interpreted to mean “he” or “she.”

### **PURPOSE OF STANDARD OFFICE RULES AND PROCEDURES**

The Standard Office Rules and Procedures do not constitute a contract, and nothing contained in this document is an enforceable promise of any kind. Rather, this document was designed for your convenience to tell you about the current rules and procedures that apply to University clerical union employees. It is intended solely for informational purposes and may be revised by the University at any time, for any reason, without prior notice. Copies of the revisions will be given to each clerical union employee and to all supervisors of clerical union employees.

This document supersedes and/or modifies any and all pre-existing Standard Office Rules and Procedures within the University related to subjects covered by this document, whether written or otherwise. In the event of a conflict between the terms of this document and any of the prior rules and procedures, the terms set forth in this document will govern. These rules and procedures do not supersede the Union-University contractual agreement.

### **HOURS OF EMPLOYMENT AND OVERTIME**

Full-time employees or part-time employees, who regularly are scheduled to work more than four (4) hours a day, are entitled to a meal period of one (1) hour a day without pay. Meal schedules shall be arranged by mutual consent among the employees and the supervisor in each office. Lunch schedules should normally fall between the hours of 11:00 a. m. and 2:00 p.m. Meal periods for employees working overtime shall be arranged by mutual consent. Some departments may require signing in and out at the meal period.

Employees regularly scheduled to work seven (7) hours per day (thirty-five (35) hours per week) or seven and one-half (7 ½) hours per day (thirty-seven and one-half hours per week) shall be entitled to one (1) thirty (30) minute rest period daily or two (2) 15-minute rest periods daily without loss of pay. The rest period(s) shall be scheduled by mutual consent. The Union shall assume joint responsibility with the University for the observance of the rest period(s).

Breaks may be taken in the morning or afternoon, but not during the first or last half-hour of the work day. Breaks must be arranged with the supervisor for a mutually agreeable time. The supervisor should be notified at the beginning and end of the break period. Some departments may require signing in and out at the break times.

Supervisors may ask staff to occasionally work overtime based on the needs of the department. The supervisor will determine when overtime is necessary and will authorize any overtime. Advance notice of the need to work overtime will be given when possible. Employees may not unreasonably refuse overtime. Overtime may not be worked without prior authorization from the supervisor.

Hours not worked but paid for vacation, personal/sick days, jury duty leave and funeral leave are not counted as hours worked for purposes of calculating overtime.

### **TARDINESS**

All employees are expected to be at their place of work, prepared to work at the time set by the supervisor. During scheduled work hours, employees are expected to be in their assigned work areas except when going to other areas of the University on official business or in emergencies. Tardiness in starting the work day, resuming work after break or meal periods, or stopping work before quitting time will be recorded by supervisors and deducted from the employees' annual leave time. Each separate tardiness of eight minutes or more will be rounded up to the nearest 15 minutes interval on the Clerical Absence Report. Tardiness under eight minutes will still count for disciplinary reasons. Repeated tardiness will result in coaching and/or progressive disciplinary action up to and including termination.

While it is critical to be at the workstation at the designated times, it is understandable that, occasionally, this is not possible. Whenever possible, a call to the direct supervisor is warranted.

### **ABSENCES**

Absence on a regularly scheduled work-day, other than for illness or emergency, must be approved in advance by the supervisor, in accordance with Article VII, Section 4 of the Union-University Agreement. Reporting an absence due to illness may not automatically be considered an excused absence. Medical or other documentation may be requested if abuse of absenteeism becomes an issue. If documentation is requested, it must be provided by the employee within (3) three working days.

Excessive unexcused absence may lead to coaching and/or progressive disciplinary action up to and including termination.

In case of an emergency or sudden illness, the employee or a family member or friend, must call the appropriate supervisor as early as possible on the day of absence and give the reason for not coming to work. Each department may have its own required call-in procedures. Unless it is physically impossible, an employee who does not report for work or notify the supervisor for three (3) consecutive work-days will be considered as having resigned.

## **APPEARANCE**

Our offices represent the University. Activities that are not directly related to University work should not be engaged in during an employee's work hours. Examples include eating at your work-station, reading a newspaper or book, "surfing" the net or playing computer games, and engaging in excessive personal conversations. Extended visits by family, friends and co-workers who are not on official business can be disruptive to the workplace. Casual visits should be kept to a minimum.

All technology – including phones, computers, faxes and network systems – are reserved for University-related work. Non University-related use of University equipment should be kept to a minimum and should never interfere with University business.

Similarly, employees should dress neatly and appropriately to the academic and professional nature of the University and in accordance with the needs of the particular office in which they are employed. Each department will have the right and the responsibility to set appropriate reasonable standards for dress. At a minimum, it is necessary that the following standards apply:

**MEN:** No sleeveless shirts, excessively brief shorts, T-shirts with negative messaging, sweat suits, faded and/or torn jeans.

**WOMEN:** No see-through or revealing clothes including bare midriffs, excessively brief shorts or skirts, T-shirts with negative messaging, sweat suits, faded and/or torn jeans.

Employees are expected to dress neatly and appropriately and exercise proper hygiene. Excessive jewelry, tattoos and piercings are not permitted.

## **BEHAVIOR**

Employees are the University in the sense that your behavior sets the stage for the creation of our public image. Therefore, visitors, students and other employees always should be treated courteously and provided with prompt service no matter how difficult this may be at times, both in person and on the phone. If you cannot or should not answer a specific inquiry, please see that the person making the inquiry is directed to someone who you know is in a position to do so.

## **CLASS ATTENDANCE**

Any employee desiring to take courses during the working day shall first have written permission of his direct supervisor and his division head and shall make up such time at a time mutually agreed upon with the supervisor.

## **TELEPHONE CALLS AND PERSONAL BUSINESS**

Personal telephone calls are to be kept to a minimum and extend no longer than a few minutes. A substantial portion of University business is conducted by phone and lines must be kept relatively free for that purpose. Excessive conversations that interfere with work in your office or in another office detract from the professional service and efficiency of the University. Automatic voice mail should be used ONLY when no one is in an office for a short period of time due to University business or during non-work hours.

Answering the phone and servicing students is the top priority for all offices. Phones should not go unanswered and the DND (do not disturb) button should be used infrequently. Voice mail and e-mail messages should be checked at least twice daily and responded to within 24 hours.

When away from the office for an extended period of time, during regular business hours, it is required that both the voice mail and e-mail systems are programmed to announce that you are out of the office, and an alternate contact person is to be provided.

## **JOB PERFORMANCE**

During office hours, the University expects all employees to perform their assigned duties. When these duties are completed, the supervisor should be so informed. On occasion, supervisors may assign special or different duties to an employee in accordance with Article VIII, Section 11, of the Union-University Agreement to insure that University business is accomplished.

## **OFF DUTY OR AFTER HOURS**

Due to security and insurance requirements, employees who are not on duty shall be treated as visitors to the University. Employees should not be in their workstation before or after hours without the permission of their supervisor, although they may use other University facilities that may be open at those times.

## **SAFETY**

Safety rules have been established for the protection of all employees, faculty, students and visitors. Employees should report immediately to their supervisors and the University Security Guards any accident or injury sustained on the job to either themselves or someone else. An injured or ill person must go to their doctor or a medical clinic or hospital for medical attention.

## **SECURITY AND PROTECTION OF UNIVERSITY PROPERTY**

The University wishes to insure the safety and well being of all employees and students and to maintain all facilities as attractive and safe places to study, teach and work. Downtown Campus employees should report any damage or theft to the Physical Resources Office (ext. 3600) and the appearance of suspicious activities to the Security Guards, ext. 2020 at the Auditorium Building, or ext. 3111 at the Gage Building. Robin Campus employees should report such activities to Security at ext. 8989.

## **NO SOLICITATION POLICY**

Roosevelt University prohibits solicitation of any type and for any purpose during the working time of the soliciting employee or the employee being solicited. Working time does not include break periods, mealtimes, or other specified periods during the workday when staff members are not engaged in performing their work tasks. Distribution of circulars, handbills or literature of any kind during working time is not permitted.

Violation of this policy will subject an employee to discipline up to and including termination. Solicitation and distribution by any person is prohibited at all times on University premises.

## **RULES OF CONDUCT**

Experience has taught us that certain rules are necessary for the safety, well-being and productivity of employees. The real purpose of the rules is not to punish but to encourage the harmony and cooperation we all need to do well. The best working conditions exist where all employees conduct themselves with respect and consideration for themselves, their fellow employees and the University.

While we hope and expect the need for disciplinary action will be rare, when your job performance, attitude, or conduct falls short of our established standards, we will not hesitate to take appropriate action. Such action will range from written warnings to termination. This means that as a general rule, you will be given an increasingly severe penalty each time an offense is committed. Some types of misconduct, however, are so intolerable that termination may be imposed for the first offense.

As you review the following infractions, please keep in mind that they are not intended to be exhaustive. They are merely intended to provide you with examples of the types of conduct that may result in disciplinary action.

## **SERIOUS VIOLATIONS LEADING TO IMMEDIATE DISCHARGE**

Committing any one of the following infractions normally will result in immediate termination for the first offense:

1. Stealing, fraud or embezzlement from the University, faculty, staff, students, visitors or from a fellow employee
2. Bringing firearms or other deadly weapons into the University
3. Fighting, including dangerous horseplay, striking or any abusive (including humiliating) or threatening conduct toward supervisors, employees, students, faculty or visitors
4. Harassment (including sexual harassment) or discrimination against any employee, student or visitor or any other form of prohibited discrimination, including creating or contributing to a hostile or unpleasant work environment
5. Intentionally, or through gross negligence, damaging or destroying University property or property belonging to faculty, staff, students, visitors or fellow employees
6. Creating a safety, health or fire hazard, intentionally or through gross negligence, injurious to the well-being of the University community and its visitors
7. Intentionally falsifying University records including employment applications, time sheets or absence reports, or filing false claims under any benefit plan, such as health insurance or worker's compensation, etc.
8. Buying, selling, dealing, giving, possessing or taking illegal drugs and buying, selling, giving or dealing in alcoholic beverages on the premises. Drinking or possessing alcoholic beverages while on the premises is also prohibited unless authorized at a University-sponsored function.
9. Giving false reasons for obtaining a leave of absence
10. Engaging in any illegal, criminal or felonious activity during working hours on University premises
11. Gross dereliction of duties
12. Unauthorized or illegal use of systems, data or equipment
13. Improper disclosure or use of private or confidential information
14. Employee receiving a felony conviction
15. Job abandonment
16. Smoking in University facilities
17. Any other conduct that is deemed seriously detrimental to the University

## **COACHING/PROGRESSIVE DISCIPLINE**

The University operates from the assumption that clerical union employees are integral to the success of the University. Each employee brings significant talents and abilities to the University. Every effort will be made to treat employees equally and without bias.

It may be necessary, on occasion, to correct an employee's behavior or discuss performance improvement. The following guidelines have been created in order to meet this goal while still treating the employee with dignity and respect.

**COACHING:** formal or informal coaching is not considered the first step in progressive discipline. Rather, it is done with hopes of avoiding progressive discipline. The supervisor will communicate the details of the infraction or the performance standard that must be met. A plan should be created to meet this goal and a time frame should be set for reasonable progress.

**VERBAL WARNING:** The verbal warning should indicate to the employee that a change in behavior is required. A verbal warning is always documented in writing and should contain specific facts relating to the incident or the standard that has not been met. The verbal warning will include a plan for improvement of performance or a plan to prevent a violation of work standards. A reasonable time frame will be included.

**WRITTEN WARNING:** A written warning is issued if an earlier verbal warning has not resulted in expected behavior changes, or if the incident is severe enough to warrant it.

**SUSPENSION:** Employee is sent home without pay for the number of days specified for each improper conduct.

**TERMINATION:** Employee is discharged from the University.

**WEINGARTEN RULE:** A union employee has a right to union representation during any discussion with management when disciplinary action may be anticipated.

### **IMPROPER CONDUCT SUBJECT TO PROGRESSIVE DISCIPLINE**

A disciplinary action will become part of an employee's record, and a copy of the memo detailing the improper conduct will be sent to the Director or Human Resources, the Secretary-Treasurer of the Union and Chief Steward.

If an employee commits two (2) different "Improper Conduct" violations for which suspension, in any twelve (12) month period, was received, the employee will be discharged.

If an employee commits a combination of different "Improper Conduct" violations or any other violations which result in receiving four (4) verbal and/or written warnings during any twelve (12) month period, the employee will be discharged.

Any violation more than twelve months old will not be taken into account in future disciplinary actions. Exceptions to the rule include safety violations (24 months) and drug or alcohol violations (no time limit).

Violations of the following rules generally will result in the progressive discipline indicated. In some cases, depending on the nature of the offense and the particular circumstances, more severe and/or more rapid discipline may result.

1. Inefficient performance of work, work below standards, and poor quality of work.

First incident	Verbal warning
Second incident	Written warning
Third incident	1 Day Suspension without pay
Fourth incident	3 Days Suspension without pay
Fifth incident	Discharge

2. Unexcused absence from work, which means absences not approved in advance by your supervisor or department head. Absences due to verifiable court proceedings and medical leaves documented by a physician's report are not included. Excessive absences, which cannot be satisfactorily verified, are also unexcused. Note that approval for absence for reasonable cause shall not be unreasonably withheld.

Two (2) unexcused absences in one calendar month

Or

Four (4) unexcused absences in one calendar quarter will result in the following discipline:

First incident	Written warning
Second incident	3-days suspension without pay
Third incident	1-week suspension without pay
Fourth incident	Discharge

3. Unexcused tardiness in reporting to work – not being in your work area, ready to work, on time both at the beginning of the day, after breaks, and after the lunch period and leaving the office early (except in emergencies or with the approval of the supervisor).

Three (3) unexcused incidents of tardiness in one (1) calendar month

Or

Five (5) unexcused incidents of tardiness in one calendar quarter will result in the following discipline:

First incident	Verbal warning
Second incident	Written warning
Third incident	3-days suspension without pay
Fourth incident	1-week suspension without pay
Fifth incident	Discharge

4. Doing personal work on University time, excessive use of telephone or computer for personal business, excessive personal conversations or excessive socializing during working hours.

First incident	Verbal warning
Second incident	Written warning
Third incident	3-days suspension without pay
Fourth incident	Discharge

5. Reporting to work under the influence of alcohol or illegal drugs:

First incident	No work that day (no pay) & written warning
Second incident	No work that day (no pay) & one-week suspension without pay
Third incident	Discharge if attempts through a rehabilitation program have failed.

6. Sleeping during working hours:

First incident	Sent home for balance of day without pay and written warning
Second incident	3-day suspension without pay
Third incident	Discharge

7. Insubordination: refusal to obey reasonable orders to do work assigned by a supervisor or his/her designee.

First incident	3-day suspension without pay and final warning of termination
Second incident	Discharge

8. Making false, vicious or malicious statements about the University or any employee, student, individual or guest

First incident	Sent home w/o pay and written warning
Second incident	Discharge

### **UNIVERSITY POLICIES**

These Rules and Procedures are subject to university policies including the following:

1. Equal Employment Opportunity Policy

2. Smoke Free Environment Policy
3. Sexual Harassment Policy
4. Sexual Assault Policy
5. Drug and Alcohol Abuse Policy
6. Drug and Alcohol Testing Policy
7. Medical Emergency Policy
8. Computer Usage Policy
9. Workplace Threats and Violence Policy
10. Criminal Background Checks Policy

### **CONCLUSION**

Any questions about these rules and procedures should be directed to your supervisor, your steward or a member of the Union-University Committee. Any employee who may have reason to feel that an unfair decision or statement has been made by an immediate supervisor or fellow employee should consult immediately with the department head or appropriate union steward.