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University of Idaho

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## **Auxiliary Services Guidelines Manual**

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## **Letter from the Auxiliary Services Assistant Vice President**

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Welcome to the University of Idaho and Auxiliary Services.

I am pleased to have you as an employee of the University of Idaho and hope that you find your association with Auxiliary Services to be an enriching and engaging work experience.

As the Assistant Vice Presidents for Auxiliary Services, I am ultimately responsible for the financial stewardship and guidelines set forth in this manual. It is important to note that the guidelines within this manual do not cover all of the University of Idaho's policies in which you must also comply. Hence, it is imperative that you follow these Auxiliary Services' Guidelines as well as those University policies that are outlined in the Faculty Staff Handbook (FSH) and the Administrative Procedure Manual (APM). These particular policies are central to the mission, vision, and values of Auxiliary Services. All policies are subject to change. If you have questions or would like more information, your Director or Manager is your most immediate source.

I invite you to share with me your questions and thoughts about work life at Auxiliary Services. Please feel free to call upon myself or any member of the Auxiliary Administration Office to assist you in any matter that concerns you and your job at University of Idaho or Auxiliary Services Department.

Sincerely,

Alan Coker

## Auxiliary Services Business Introduction

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Auxiliary Services is comprised of five unique departments that include Business Technologies, Dining Services, Golf Course, University Housing and VandalStore.

**Business Technologies:** Provides support for all of the departments that make up Auxiliary Services. Additionally, student support is a large percentage of our business. We strive to be partners with each of the departments and our students so as to understand their needs and operational procedures. By being directly involved we can provide a higher level of service and assistance in a much shorter time frame. We strive to help introduce technology into departmental operations in order to increase efficiency, contain costs and provide better overall service for all of our clients.

**Vandals Dining:** Provides high quality food services, and promotes quality student living by providing healthy meals, sponsoring events that build community and offering on-campus employment opportunities for students. The University's image and mission are enhanced by Dining Services behind the scenes support of foundation activities, catering events, and experienced mentoring of educational programs.

**Golf Course:** Provides golf facilities for the students, faculty, staff, and community. The Golf Course provides marketing opportunities for the University by hosting regional junior competitions and clinics throughout the year. The Golf Course serves as a learning laboratory for all professional golf management students and as the home course for the Vandal golf teams.

**Housing & Residence Life:** Provides academic housing for both undergraduate and graduate students along with guest housing for faculty, staff, conference groups, and guests to the campus. As a department, we strive to provide safe and desirable housing that ultimately helps foster student success while being financially self-supporting.

**VandalStore:** Provides a comprehensive and innovative selection of products, technologies and services to support the living, learning and research community throughout the state and region. The VandalStore provides excellent customer service and outstanding value for lifelong education.

**VALUES:**

We are dedicated to improving your experience through learning, inclusivity, value, passion, and service.

**MISSION:**

We enhance your U of I experience.

**VISION:**

To be the world leader in providing University Services.

## ORIENTATION CHECKLIST

<b>WELCOME</b>
Establish Date for AVP Employee Welcome
Personal Item Area
Personal work station area
Restrooms
Facility access permissions
Work Schedule
Colleague introductions
P-Card use, training and Travel Web Training
<b>CUSTOMER SERVICE</b>
Mission, Vision, Values overview
Distribute Customer Success Manual
<b>OFFICE INFORMATION</b>
Department function overview
Position responsibility overview
Confidentiality
Dress Code
Computer set-up
Equipment usage
Supply area
Mail facilities
Payroll Procedures
Emergency Protocol
Distribute Employee Manual and establish return date of acknowledging receipt below

### ACKNOWLEDGING RECEIPT OF POLICY MANUAL

I have read a copy of the Auxiliary Guideline Manual, and I agree to observe and follow these guidelines as well as those of the University of Idaho during my employment with Auxiliary Services and the University of Idaho. I understand that it is my responsibility to be familiar with Auxiliary and University of Idaho Guidelines and to ask questions on any matters that I don't understand.

EMPLOYEE

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

## EQUAL OPPORTUNITY

Auxiliary Services in conjunction with the U of I, recognizes that previous discrimination in employment based upon race, color, national origin, religion, sex, sexual orientation, gender identity/expression, age, disability, or status as a Vietnam-era veteran has foreclosed economic opportunity to a significant number of people in the United States. To correct this inequity and to afford everyone the opportunity to participate without discrimination, Auxiliary Services pledges to eliminate all vestiges of policy that tended, intentionally or otherwise, to discriminate on the grounds proscribed by federal and state laws and on the basis of sexual orientation and gender identity/expression, in order to eliminate all traces of discrimination, to take affirmative action to recruit, employ, and promote qualified members of those groups formerly excluded.

Guidelines for the Equal Opportunity may be found here: <http://www.webs.uidaho.edu/fsh/3060.html>.

## EMPLOYMENT CLASSIFICATIONS

There are six classifications of employees in Auxiliary Services:

1. **Classified** - Hourly positions in a variety of categories including, but not limited to, Skilled Crafts, Service/Maintenance, Clerical/Secretarial, and Technical/Paraprofessional.
2. **Temporary Classified** - Hourly positions in a variety of categories; Skilled Crafts, Service/Maintenance, Clerical/Secretarial, and Technical/Paraprofessional. These positions are renewed annually and are not considered permanent.
3. **Exempt/Administrative** - Salaried positions including administrative and professional (exempt) level positions.
4. **Temporary Exempt** - Salaried positions including administrative and professional (exempt) level positions. These positions are not considered permanent.
5. **Temporary and/or On-Campus Student** - Temporary employment (Temporary Hourly or TH) positions are paid on an hourly basis as the services are needed. TH positions are not board-appointed positions. Employment can be terminated at will with twenty-four (24) hours' notice and the employee has no expectation of continuing employment. These positions are 20 hours a week or less.

A Temporary Hourly (TH) position is established when there is a temporary or intermittent need for services not to exceed 1385 hours per year. If the temporary services are expected to exceed 1385 hours per year, the departmental administrator should consider establishing a temporary board-appointed position. Departmental administrators are authorized to engage temporary help to be paid from the department's budgets on an hourly basis. All TH positions are covered by FLSA so hours worked over 40 per week are paid at 1.5 times the hourly rate. TH employees do not accrue compensatory time. TH employees are not eligible for health, life, dependent life, accidental death and dismemberment insurance, or short or long-term disability insurance. Eligibility for a Vandal Card, annual leave, sick leave and pay for holidays on which they do not work is contingent on participation in the Public Employees Retirement System of Idaho (PERSI). SEE APM 50.53

6. **Temporary Help Persi Eligible** - Temporary employment (Temporary Hourly or TH) positions are paid on an hourly basis as the services are needed. TH positions are not board-appointed positions. Employment can be terminated at will with twenty-four (24) hours notice and the employee has no expectation of continuing employment. Persi Eligible employees must work five months or longer and at least 20 hours or more a week.

## **PERFORMANCE REVIEW**

Auxiliary Services employees are given the opportunity to set individual written goals. He or she will be evaluated based on how well these goals have been met. Three months after an employee joins the University, the supervisor/manager and employee will meet to establish employment goals consistent with the employee's department. The first performance review will occur prior to their 3 month and 6 month anniversary dates. All future employee performance reviews will be scheduled annually based on the previous calendar year (January - December). Evaluations can begin January 1st and must be completed by February 1st.

The supervisor/manager will rank all department/division employees in one of five groupings:

1. Outstanding; overall performance significantly exceeds requirements in essential job areas.(4)
2. Exceeds Requirements; overall performance exceeds requirements in essential job areas.(3)
3. Meets Requirements; overall performance consistently meets requirements in essential job areas.(2)
4. Needs Improvement; overall improvement needs improvement in essential job areas.(1)
5. Unsatisfactory; overall performance is regularly unacceptable in one or more essential job areas.(0)

Guidelines for the performance evaluation of staff employees may be found here:

<http://www.webs.uidaho.edu/fsh/3340.html>.

## **PERFORMANCE IMPROVEMENT**

Performance improvement may be suggested whenever Auxiliary Services management believes that an employee's performance is less than satisfactory and can be resolved through adequate counseling.

Corrective counseling is completely at the discretion of Auxiliary's management. Auxiliary Services desires to protect its investment of time and expense devoted to employee orientation and training whenever that goal is in the university's best interests. Auxiliary Services expressly reserves the right to discharge "at will." Even if corrective counseling is implemented, it may be terminated at any step at the discretion of management. Management, in its sole discretion, may warn, reassign, suspend, or discharge any employee at will, whichever it chooses and at any time.

The supervisor/manager, with assistance of the Auxiliary Personnel Specialist, will determine the course of action best suited to the circumstances. The steps may include verbal counseling, written counseling and/or probation. All instances which require disciplinary action such as probation, administrative leave, or dismissal must involve the Auxiliary Personnel Specialist prior to any action being taken.

In the event the performance review leads to a recommendation of probation, demotion or termination of employment, see FSH <http://www.webs.uidaho.edu/fsh/3360.html> and <http://www.webs.uidaho.edu/fsh/3930.html>.

Example letter for Performance Improvement may be found on the Auxiliary Services documents webpage at: <http://www.uidaho.edu/auxiliary-services/business-services-documents>.

## **PERFORMANCE DEVELOPMENT PLAN**

The Performance Development Plan is a tool to assist an employee and a supervisor during the performance period. Its purpose is to help both parties outline job needs and success expectations, helping to ensure success and appropriate job/person fit.

Guidelines and example document for the performance development plan may be found on the Auxiliary Services documents webpage at: <http://www.uidaho.edu/auxiliary-services/business-services-documents>.

## **TERMINATION**

Terminations are to be treated in a confidential, professional manner by all concerned. The Director, Manager, and Auxiliary Personnel Specialist must assure thorough and consistent termination procedures.

Violations that have effect on the continuity, efficiency of work, safety, and harmony within Auxiliary Services may be grounds for immediate termination. Examples of behaviors and actions that are inconsistent with the values of Auxiliary Services may include but are not limited to:

- Excessive tardiness
- Excessive absenteeism
- Unsatisfactory job performance
- Defacing company property
- Failure to observe working hours, such as the schedule of starting time, quitting time, rest and meal periods
- Performing unauthorized personal work on company time
- Failure to notify the supervisor/manager of intended absence either before or within one hour after the start of a shift
- Unauthorized use of the company telephone, Internet, or equipment for personal business
- Excessive use of personal cell phones by verbal or texting communication
- Any act which might endanger the safety or lives of others
- Departing company premises during working hours for personal reasons without the permission of the supervisor/manager
- Bringing firearms or weapons onto the company premises
- Deliberately stealing, destroying, abusing, or damaging company property, tools, or equipment, or the property of another employee or visitor
- Disclosure of confidential company information to unauthorized persons
- Willfully falsifying any company records
- Failing to report to work without excuse or approval of management
- Bringing software into the company and installing it on company computers without authorization

Procedures for employee termination may be found here:  
<http://www.webpages.uidaho.edu/fsh/3920.html>.

Example document for the employment exit checklist may be found  
<http://www.uidaho.edu/~media/Files/orgs/Finance-and-Administration/Auxiliary%20Services/Exit%20Checklist.ashx>.

## **EMPLOYEE BENEFITS**

### **Vacation Leave**

For those employees who qualify, Annual (vacation) Leave is generally to be taken at times mutually agreeable between the employee and the supervisor. Employees should submit requests for annual leave, as far in advance of the time leave will be taken as is practicable. Longer advance notice is generally expected when leave is desired for more than a week. Annual leave is subject to the approval of the Director or manager. Employees whose salaries are funded by grants or contracts are expected to use all annual leave earned while paid from the grant or contract before expiration of the grant or contract or termination of employment. Employees are expected to take all annual leave prior to converting from fiscal year to academic year appointments. [See <http://www.webs.uidaho.edu/fsh/3710.html>]

### **Eligibility for Holiday Pay**

Unless actual work is performed, appointments shall not commence on a holiday. To receive holiday pay without a work requirement, the individual must be appointed and work the work day prior to the holiday or work the day subsequent to the holiday, if terminating. Whenever, possible, new employees should begin their employment on the first Monday of a pay period. [See <http://www.webs.uidaho.edu/fsh/3710.html>]

### **Sick or Personal Leave**

Sick leave is taken when the employee is unable to work because of illness and/or, to a limited extent, when it is necessary for the employee to provide care for a member of the immediate family, in the event of death of a family member, or on a limited basis for parent-child bonding. When sick leave is exhausted, further leave will be charged to annual leave or place the employee on leave without pay (LWOP) and the employee may apply for shared leave if the LWOP is due to illness or injury of the employee or an immediate family member [See <http://www.webs.uidaho.edu/fsh/3710.html>]

### **Leave without Pay**

Employees who have exhausted family medical leave and are unable to work due to illness or disability, and/or when absent from work and all sick and/or annual leave is exhausted or, in some situations, at the request of the employee, may be eligible for Leave Without Pay [See <http://www.webs.uidaho.edu/fsh/3710.html>]. Leave Without Pay impacts other benefits [See <http://www.webpages.uidaho.edu/fsh/3710.html>]. Employees contemplating a period of Leave Without Pay must make application, see "forms" or "leave" at <http://www.uidaho.edu/benefits/time-away-from-work> or contact Benefit Services (208) 885-3697.

### **Administrative Leave**

Administrative Leave is leave with pay and benefits. An employee will continue to receive pay and leave accruals in accordance with their regular rate and maintain eligibility for other benefit programs. [See <http://www.webs.uidaho.edu/fsh/3710.html>].

### **Shared Leave**

Auxiliary employees may donate annual leave hours to a fellow employee who has an extraordinary need for leave. Annual leave donated becomes shared leave. Shared leave may be donated to a shared leave pool or to the benefit of a specific eligible recipient. [<http://www.webpages.uidaho.edu/fsh/3710.html#K.0>] Forms for donating and receiving shared leave are available on the Benefits website, <http://www.uidaho.edu/benefits/time-away-from-work/sharedleave>.

## Jury Duty

The employee should inform his or her Director or Manager, and provide a copy of the legal document requiring the employee's presence for jury or other legal duty to HR. Departments process a leave of absence with pay for the required period by entering the code "JRY" on PHA HOUR. The employee is entitled to keep fees and mileage reimbursement in addition to regular salary [See <http://www.webs.uidaho.edu/fsh/3710.html>].

## Military Service

The employee should present a copy of his or her military orders to their Director or Manager. The Finance Department will process the request for military leave on an Electronic Personnel Action Form (EPAF) and provides a copy of the military orders to Benefit Services as documentation. Military leave with pay is limited to 15 working days in a fiscal year [See <http://www.webpages.uidaho.edu/fsh/3710.html#E.>]. If more than 15 days of military leave are needed, the employee may elect to use eligible paid time off and/or they will be placed on leave without pay for the duration of the military leave [See <http://www.uidaho.edu/apm/55/09>]. [ed. 7-09]

## Parental Leave

Parental leave is allowable under the Family and Medical Leave Act (FML) and may be, if the employee is eligible, a combination of sick leave, shared leave, annual leave, accrued overtime (if available) and/or leave without pay. The employee should consult in advance with the supervisor and with Benefit Services. Job and benefit protection available under FML is not afforded until acceptable documentation has been provided and the employee is so advised in writing. [See <http://www.webs.uidaho.edu/fsh/3710.html>].

## Family and Medical Leave

FML is leave without pay, unless the employee has accrued sick leave. Upon request the employee may additionally use annual leave or accrued overtime and is eligible for holiday pay that occurs during an approved leave period. Job and benefit protection available under FML is not afforded until acceptable documentation has been provided and the employee is so advised in writing. Leave request and medical certification forms are available at <http://www.uidaho.edu/benefits/time-away-from-work/familymedicalleave>; see "forms" or "leave". [See <http://www.webs.uidaho.edu/fsh/3710.html>]. If family and medical leave involves leave without pay: [See [http://www.webpages.uidaho.edu/fsh/Chapter%203/Chapter\\_3.htm](http://www.webpages.uidaho.edu/fsh/Chapter%203/Chapter_3.htm)].

## Health Insurance

**General.** Health and life insurance programs are extended to UI employees on a regular board appointment at 50% time or greater, and working for five consecutive months or longer and are offered, on a voluntary basis, to their dependents. Health programs for active employees typically include medical, dental, vision, accident, and disability as well as access to an Employee Assistance Program (EAP). Additionally, the University sponsors flexible spending accounts for health and dependent care as well as a variety of voluntary benefits options, not described here. [Note: These descriptions of benefits do not create a contract or guarantee. The Regents reserve the right to amend, modify or terminate any benefit in part or in its entirety at any time.]

**Benefit Plan Descriptions.** The benefits described in this section are governed by pertinent plan documents and are subject to change at any time. This section provides only a brief summary of plan information. Respective plan documents govern the programs and contain the most accurate, complete and up-to-date information. See <http://www.uidaho.edu/benefits>. [Note: If there is a difference between the summary information below and the plan documents, the respective plan document will govern.]

**Available Benefit Plan Information.** Information and booklets describing various UI benefits are available from Benefit Services and at <http://www.uidaho.edu/benefits>. A Benefits Orientation is routinely offered and is available to new and existing employees as needed, to assist employees in making decisions and understanding benefits.

**Benefit Plan Rates and/or Charges.** Benefits and employee rates are subject to change and are published in the University of Idaho Register and on the Benefit Services website. The most current and accurate benefit information is available from the benefit handbooks available on HR's Benefit Services web page. <http://www.uidaho.edu/benefits>.

**Medical and Dental Programs.** A group medical and dental program covers UI employees on regular board appointment at 50% time or greater for five consecutive months or longer and is offered on a voluntary basis to their dependents. The employee shares in the cost of coverage. Amounts vary based on percent of appointments. Rates, plan details, handbooks, and summary plan descriptions are available on the Benefit Services website at <http://www.uidaho.edu/benefits>.

**COBRA Coverage.** In the event of loss of coverage for any reason other than gross misconduct, employees and dependents may be extended coverage under the Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA). Disabled or retiring employees may also have additional options available; refer to these appropriate sections for more information. (See <http://www.uidaho.edu/benefits/core-benefits/cobra>) [ed. 7-09]

**Basic Group Life Insurance.** UI pays the basic Group Life Insurance premium for UI employees on a regular board appointment at 50% time or greater, and working for five consecutive months or longer. Group Life Insurance does not cover Cooperative Extension Service personnel who carry federal group life insurance unless they have executed a waiver of the federal insurance. Graduate Teaching and Research Assistants are not eligible for Group Life Insurance benefits. Group Life Insurance is equal to one year's annual salary rounded up to the next \$1,000. It is necessary for employees to designate beneficiaries for Group Life Insurance; forms for designating or changing beneficiaries may be obtained from Benefit Services.

**Accidental Death and Dismemberment Insurance.** Accidental death and dismemberment insurance provides benefits in addition to basic Group Life Insurance for active employees only.

**Spouse and Dependent Life Insurance.** The basic Group Life Insurance also covers an employee's spouse and legal dependents age 10 days to 23 years. Dependent spouses or children may have rights to convert their coverage after the death of an employee. Conversion of benefits must occur within 30 days of the loss of coverage.

More information is available from Benefit Services and on <http://www.uidaho.edu/benefits/core-benefits>.

**Supplemental Life Insurance** is available without health evidence when and employee is first eligible for basic life. Late entry may be available during open enrollment periods. Health evidence may be required for late entrants. Information is available from Benefit Services (208) 885-3697 and at <http://www.uidaho.edu/benefits>.

**Voluntary Benefits.** Voluntary benefits may offer additional health or insurance benefits or options for continuation of coverage. Beneficiaries should contact these vendors directly. Current contact information for voluntary program vendors affiliated with UI may be found on our website: <http://www.uidaho.edu/benefits>.

## **Payroll**

**General.** The normal university payroll operates on a biweekly schedule with a two-week lag between the end of the pay period during which the salary was earned and the date the check is issued and available. If the last day of the payroll period is a holiday, checks will be available to the employee the day before the holiday. Classified and temporary employees are required to enter their own hours, and failure to do so will result in non-payment until the following pay period. Supervisors are required to verify and approve all employee hours entered.

Newly hired employees will be required to authorize direct deposit of their paycheck to a financial institution of their choice.

Employees complete this process on-line, through Vandal Web; Employee Menu, Payroll and Benefits: Direct Deposit Breakdown. A minimum of two weeks' notice is required to set up or modify a direct deposit request.

Examples of payroll deductions may include golf course season tickets, parking permits, or VandalStore computer purchases. Other supplemental payroll deductions may be found here: <http://www.uidaho.edu/payroll/forms>.

## **Overtime Compensation**

Employees are required to get pre-approval by their supervisor before accruing overtime/comp time. An Auxiliary Services Leave/Overtime Request form must be filled out prior to accruing overtime/comp time, this form may be found <http://www.uidaho.edu/payroll/forms>.

All Auxiliary Departments must monitor comp balances, and ensure that these balances do not exceed 20 hours.

Comp Time is paid to all temporary help employees in the pay period it is earned.

Board appointed employees accrue comp time in a leave bank, and balances cannot be paid out in the same period that the time is earned.

The federal Fair Labor Standards Act (FLSA) provides guidance to define what constitutes overtime work. By definition, overtime is time worked on holidays and time worked in excess of 40 hours in a period of 168 consecutive hours beginning at 12:00 a.m. each Sunday.

Guidelines for overtime compensation may be found here: <http://www.webpages.uidaho.edu/fsh/3460.html>.

# WORKPLACE GUIDELINES

## Customer Service

Auxiliary Services believes that our customers are the life lines of our business. The Auxiliary Services motto, “Your Success is Our Success” outlines the fact that our customers are our #1 priority. Upon hire, all employees should be orientated to the Auxiliary Customer Service Manual; the manual can be found on Auxiliary Services documents webpage at: <http://www.uidaho.edu/finance/auxiliary-services/internal-resources>. Additionally, employees are expected to follow and administer the H-E-A-R-T program.

## Workday

Auxiliary employees work a standard workday beginning at 8:00am and ending at 5:00pm with one hour off for lunch. Each workweek consists of 40 hours, and generally includes work performed Monday through Friday. Any alteration of these hours must be approved by the department or Director. Summer hours begin at 7:30am and end at 4:30pm. Summer hours begin when the academic year ends and close when the academic year begins.

Flex hours are allowed when business continuity is not interrupted and must be approved by the Director or Manager. If you have any board appointed employee’s working outside of the standard UI business hours (8 – 5, Monday – Friday), please complete and submit an updated Flexible Work Arrangement Form, found here:

<http://www.uidaho.edu/search?q=flexible+work+arrangement&cof=FORID%3A9&cref=http%3A%2F%2Fwww.uidaho.edu%2Fsearch%3Fxml%3D1>

Please submit copies to Auxiliary Administration.

Additional information regarding flex time may be found here:

<http://www.uidaho.edu/search?q=flexible+work+arrangement&cof=FORID%3A9&cref=http%3A%2F%2Fwww.uidaho.edu%2Fsearch%3Fxml%3D1>

## Meal and Rest Periods

**Meal Period** - Auxiliary Services has a strong preference that at least a 30-minute lunch break be taken. Lunch breaks tend to help with employee productivity, and allows the employee an opportunity to get away from their desk and work even if it is only for a short period of time.

**Rest Period/Breaks** – Auxiliary Services abides by the Idaho Labor Law and does not maintain formal breaks. Specifically, Auxiliary guidelines do not provide for specific coffee breaks or smoke breaks. Auxiliary services encourages hydration and restroom usage.

## Dress Code

Auxiliary Services believes that first impressions count, and that maintaining a professional appearance is extremely important.

Professional Staff – Full time staff should wear professional attire daily, unless otherwise noted. Jeans, shorts, baseball caps, tennis shoes and flip flops would not be considered professional attire in a main office. Staff members are encouraged to dress in Vandal gear (Professional blouses and shirts) on Fridays, and jeans that can be worn if they are free of rips or holes. Some departments require “dark wash” only. Specific guidelines for each department must be followed.

Student Staff – Student staff should follow the same protocols as full time staff if they are working more

than three hours consecutively in the office.

Exceptions to the above protocols may be dictated by the work environment and must be approved by the Director or Supervisor (such as specific departmental uniforms).

## **Tobacco, Drug, and Alcohol Free Workplace**

Auxiliary Services has a no tolerance policy for drugs and alcohol in the workplace. Smoking is permitted on personal time only and specific smoke breaks are not provided for. Smoking on the University of Idaho campus is allowed in designated areas only.

Guidelines and regulatory requirements for smoking and a drug free workplace may be found here:

<http://www.uidaho.edu/~media/Files/orgs/Student%20Affairs/DOS/Safety/Annual%20Notification%202012>.

## **Children in the Workplace**

Auxiliary Services must consider issues of safety, confidentiality, and disruption of operations, disruption of services, disruption to other employees, appropriateness, and legal liability, as well as sudden emergency, posed by the presence of children in the workplace. Therefore, Auxiliary Service employees are prohibited from having children in attendance during the work day and/or working hours, except in preapproved situations.

## **Sexual Harassment**

Auxiliary Services promotes a safe work environment. Sexual harassment is not tolerated in any form and is defined as unwelcome sexual advances or other verbal/physical conduct. It may also include discrimination on the basis of race, color, national origin, sex, age, disability, or status as a Vietnam-era veteran. Sexual harassment violates federal and state laws and the policies of the Board of Regents of the University of Idaho.

Auxiliary Services encourages anyone having information or being a victim of sexual harassment to bring that information to the attention of the Auxiliary HR personnel specialist, or the University of Idaho's Human Rights Compliance Officer.

Guidelines pertaining to sexual harassment may be found here:

<http://www.webpages.uidaho.edu/fsh/3220.html>.

## **Antidiscrimination**

Practices or regulations that discriminate on the basis of race, color, national origin, religion, sex, age, disability, or status as a Vietnam-era veteran, as each of these bases is defined by law, are neither condoned nor permitted in any area of the Auxiliary Service operations, including personnel appointments, student admissions, disciplinary regulations, housing assignments, use of dining halls, classrooms, or other facilities, or in any activities of the faculty, staff, or students that may be commonly regarded as sponsored or sanctioned by UI.

The University of Idaho regards discrimination on the basis of sexual orientation and gender identity/expression to be inconsistent with its goal of providing a discrimination-free atmosphere in which students, faculty, and staff may learn, work, and live. The University of Idaho values the benefits of cultural diversity and pledges to students, prospective students, employees and the public that it will defend pluralism in the academic community, and warmly welcomes all men and women of good will without regard to sexual orientation and gender identity/expression.

Guidelines pertaining to Antidiscrimination may be found here:

<http://www.webpages.uidaho.edu/fsh/3210.html>, and <http://www.webpages.uidaho.edu/fsh/3215.html>

Any Auxiliary employee who believes that his or her treatment has in any way been inequitable due to discrimination on any of the bases named in A is encouraged to seek assistance from the affirmative action officer. See also <http://www.webpages.uidaho.edu/fsh/3060.html>,

## **Lactation Support Policy**

### **Issued by: Auxiliary Equity and Inclusion Work Group 3/20/14**

#### **I. Policy**

The University of Idaho Auxiliary Service Department recognizes the importance of supporting staff that choose to breastfeed. The department also recognizes that this is a personal matter and encourages direct conversations with supervisor. If in the event that staff is uncomfortable approaching a direct supervisor, staff is encouraged to seek assistance of Auxiliary Affirmative Action Coordinator and/or Ombuds Office.

The following policy is in accordance with the workplace breastfeeding support provision in the Patient Protection and Affordable Care Act section 7(r) of the Fair Labor Standards Act of 1983, which states that: "Employers shall provide reasonable, unpaid break time and a private, non-bathroom place for an employee to express breast milk for her nursing child for one year after the child's birth."

The University, which promotes a family-friendly work and study environment, acknowledges the significant health benefits of breastfeeding for mothers and their infants. Therefore, the University of Idaho acknowledges that 1) the University shall provide sanitary and private space, other than a toilet stall or locker room, to be used as a lactation room by employees who are breastfeeding and/or expressing milk, and 2) supervisors, chairs and managers are requested to work with those who are breastfeeding to schedule reasonable and adjustable break times each day for this activity.

#### **I. Accommodations**

Departments must make a reasonable effort to find and provide space for a lactation room (i.e. nursing mothers' lounge). This room can be used for breastfeeding and/or expression of milk.

- A. A nursing mothers' lounge is a space that is a room above and beyond a bathroom stall or locker room. It is a comfortable private room that can be locked from the inside.
- B. It is not the responsibility of the department to build such a room. When a designated lactation room is not available in the building, temporary "in-use" signage can be provided to the mother for vacant rooms that meet the requirements (e.g. conference room that is infrequently used).
- C. A nursing mothers' lounge should contain the following basic items at the departments expense:
  1. a supportive chair
  2. a fridge
  3. a temperature controlled room
  4. storage
  5. a table
  6. an easily accessible electrical outlet
  7. a door that can be locked from the inside for mothers' privacy
  8. window coverings if needed
  9. sanitation items (i.e. cleaning wipes)

#### **II. Flexible Break Times**

Breastfeeding mothers must request and arrange with their supervisor appropriate and reasonable break times for breastfeeding or expressing breast milk for up to (1) year after the child's birth. Supervisors must to provide reasonable break time to accommodate their needs.

- A. Employees must be allowed to take reasonable breaks during the work day to express milk.
- B. Employees may request to adjust their work schedules for the purposes of lactation.

- C. Supervisors and employees shall work together to establish mutually convenient times for milk expression. Employees should discuss the frequency and duration of the breaks with their supervisors.
- D. Supervisors must work to ensure that there are no negative consequences to nursing mothers who need lactation break times.
- E. Employees should contact the next level of supervisor or Human Resources if their immediate supervisors do not allow reasonable breaks or if their unit does not make arrangements for appropriate and/or adequate space for lactation breaks.

### III. Procedure

- A. The breastfeeding mother is responsible for contacting supervisor to request space and time to express milk.
- B. Supervisors who receive a lactation accommodation request are asked to review available space in their department/unit and make efforts to provide appropriate nearby space and break time.
- C. Departments that establish lactation rooms should notify Auxiliary, which helps direct mothers to the most appropriate lactation room.
- D. After using a lactation room, mothers who are expressing milk shall be responsible for keeping the room clean.
- E. Room will be maintained by regular custodial cleaning.

### IV. Available Campus Resources

Access to lactation rooms should be set-up to meet specific departmental needs. Also, nursing mothers' lounges are currently located at:

- 1. Student Recreation Center
  - a. Contact [camprec@uidaho.edu](mailto:camprec@uidaho.edu) (208) 885-6381
- 2. The College of Education Building
  - a. Contact [coe@uidho.edu](mailto:coe@uidho.edu) (208) 885-6772
- 3. The Women's Center, Memorial Gym Room 109
  - a. Contact [wcenter@uidaho.edu](mailto:wcenter@uidaho.edu) (208) 885-2777

## **FERPA (Family Educational Rights and Privacy Act of 1974)**

FERPA is the Family Educational Rights and Privacy Act that maintains the confidentiality of educational records. Auxiliary Services employees dealing with personal information must abide by FERPA regulations outlined here: <http://www.uidaho.edu/registrar/faculty/ferpa>.

## **Hiring Policy**

Auxiliary Services supports the open competitive search process for all position classifications and utilizes PeopleAdmin. The University has specific exemptions in regard to searches. Any department wishing to utilize an exemption must obtain approval from the Auxiliary Personnel Specialist prior to hiring. Upon hire, all employees must complete an Employee Data Form.

Procedure for Auxiliary hiring may be found on Auxiliary Services documents webpage at:

<http://www.uidaho.edu/~media/Files/orgs/Finance-and-Administration/Auxiliary%20Services/Aux%20Admin/Hiring%20Procedures.ashx>.

## **Mobile Communication Allowance (MCA)**

Employees whose job duties require the frequent use of mobile communication devices for university business will be given an allowance to compensate for this business use.

The MCA must be applied for annually. The director of the department must first approve the allowance request and secondary approval will be conducted at the AVP level.

The recommended allowance is \$20/bi-week, or \$40/month. If additional compensation is requested, documentation and justification is required.

Example document for the MCA may be found here: <http://www.uidaho.edu/~media/Files/orgs/Finance-and-Administration/finops/BSAS/Accounts%20Payable/AP%20Forms/Employee%20Reimbursement%20%20Mobile%20Communications%20Device%20Allowance%20Form%20%20Last%20Updated%20July%20312012.ashx>.

## Computer Use Policies

Auxiliary Services substantiates that the University of Idaho owns and controls all workplace technology and therefore all communications and activity conducted over it. Authorized use of University of Idaho - owned or operated computing and network resources shall be consistent with the mission of Auxiliary Services and the University of Idaho and consistent with this policy. Underlying this policy is the idea that each employee has a responsibility to use the university's information technology resources in a manner that increases productivity, enhances the company's public image, and is respectful of other employees. When conducting business or representing the University through email, employees are to use an @uidaho.edu email address to maintain professionalism and a permanent file of the communication. Guidelines for computer use and responsibilities may be found here: <http://www.uiweb.uidaho.edu/policy/>.

## Social Media

As use of social media increases, the purpose of this policy is to ensure responsible use of social media as it pertains to the University of Idaho as well as provide protection for faculty and staff who wish to engage audiences by using social media.

1. Responsibility. When acting on behalf of the University, faculty and staff are responsible for content they cause to be published online. All statements must be true; confidential or misleading content is prohibited; all claims must be substantiated.
2. Authenticity. When participating in social media on behalf of the University, designees shall identify themselves as employees of the University of Idaho including: their name, the name of the university and their role in social communications on behalf of the university. General identification on an "info" or "about" page is sufficient.

## Fiduciary Responsibility

Employees are responsible for the stewardship of University human, financial, and information resources by:

- Acting professionally and in a manner consistent with the University's mission and core values of learning, community, responsibility, integrity and quality;
- Comprehending and applying all University and departmental policies, procedures and legal requirements relevant to competently fulfilling the requirements specific to the position;
- Safeguarding sensitive personal information and complying with all current computer security and computer use policies;
- Fulfilling workplace responsibilities in supervision, as appropriate, of other employees, volunteers, and students by demonstrating professional conduct and fair and equitable treatment of all employees through both instruction and example;
- Promptly notifying the appropriate University administrator or official if inappropriate or illegal activities are witnessed or suspected in the workplace.

Employees should understand, be aware of, and meet University of Idaho safety mandates by ensuring compliance with all safety policies, procedures, and work practices as described in the University of Idaho

Loss Prevention Program. For employees with supervisory authority, these responsibilities include, but are not limited to, providing adequate training, equipment and supervision of employees and when applicable providing employees with job hazard analyses for tasks associated with their positions.

Guidelines for the Loss Prevention program may be found here:  
<http://www.uihome.uidaho.edu/default.aspx?pid=84875>.

## **Purchasing Card Policy**

Purchasing cards are used to establish a more efficient and cost effective method of purchasing. All purchasing card users must be authorized and all purchases must be in accordance with department spending guidelines and limits as well as all UI policies. Users are expected to know and adhere to all policies prior to usage, and must complete an Accounting Request Form (ARF) for every purchase. Auxiliary Services employees must adhere to the UI Purchasing Card Policy.

Guidelines for the use of Purchasing Cards may be found here:  
<http://www.uidaho.edu/controller/accountspay/purchasingcard>.

Example document for the accounting request form may be found on Auxiliary Services documents webpage at: <http://www.uidaho.edu/~media/Files/orgs/Finance-and-Administration/Auxiliary%20Services/ARF.ashx>.

## **Travel Policy**

Auxiliary Services supports travel when conducted according to budget constraints and when related to professional and departmental growth. Prior to making any travel arrangements, approval must be granted by the department Director and Auxiliary AVP. Travel must be requested on a Travel Exemption Form, followed by a travel authorization.

Guidelines for traveler responsibilities may be found here: <http://www.uidaho.edu/controller/travel>.

## **Vehicle Use Policy**

Auxiliary Services supports the use of University of Idaho vehicles for official University business. The use of university vehicles for personal or other non-official business is strictly prohibited.

Auxiliary Services abides by the passenger restrictions, driver requirements, driver responsibilities for accident reporting, driver training requirements, and all other driving restrictions as outlined in the Administrative Procedures Manual (<http://www.uidaho.edu/public-safety-and-security/risk-management-and-insurance/insurance/vehicles>)

## **Accident/Incident Reporting**

An accident or incident is defined as an occurrence that results in any bodily harm or injury. All instances, regardless of severity, must be reported by the end of the current business day. You are responsible for reporting incidents as a witness or as an involved party.

## **Workman's Compensation**

The goal in relation to Workman's Compensation is *zero loss*. Therefore, using correct tools and equipment as well as following all training and safety procedures must be followed. Employees are responsible for notifying their supervisor immediately in regard to any work related injury.

Guidelines for Workman's Compensation may be found here:  
<http://www.webpages.uidaho.edu/fsh/3470.html>, <http://www.webpages.uidaho.edu/fsh/3480.html>,  
<http://www.uidaho.edu/public-safety-and-security/environmental-health-and-safety/topics/occsafety/wcomp>, <http://www.uidaho.edu/benefits/time-away-from-work/workerscomp>, and

## AUXILIARY SERVICES EMERGENCY RESPONSE PLAN

Everyone in a UI facility – students, faculty, staff, and visitors – must take appropriate and deliberate action when an emergency strikes a building, a portion of the campus, or the entire University of Idaho community. Careful planning, with an emphasis on safety, can help the University handle crises and emergencies with suitable responses, and may save lives. Supervisors are responsible for ensuring all employees are familiar with and will follow this emergency plan. Where appropriate, unit members will be assigned emergency preparedness and response duties to assist in the implementation of our emergency response plan.

Follow these important steps when there is an emergency:

- Confirm and evaluate conditions.
- Report the incident immediately.
- Follow instructions from emergency staff precisely.
- Follow this emergency response plan.
- Issue clear and consistent emergency notifications. Use all available communication tools.
- If there is no power and/or telephone systems are not functioning, emergency communications will be profoundly restricted and the University of Idaho will use messengers, radios and cellular phones.

**Auxiliary Services department** Emergency Response Plans are an adjunct to the **University of Idaho Emergency Management Plan**, as are the other unit plans. Together they provide the overall emergency plan for the entire campus. The **University of Idaho Emergency Management Plan** establishes an emergency leadership and organizational structure. A copy of this plan can be found at <http://www.uidaho.edu/public-safety-and-security/emergency-management/emergencymanagementplan>.

The primary goals of the **University of Idaho Emergency Management Plan** are:

- To protect lives, intellectual property and facilities.
- To prevent or minimize the impact of emergencies and to maximize the effectiveness of the campus community in responding to inevitable occurrences.
- To provide for the continuity of campus operations in pursuit of the University of Idaho's mission of teaching, research and extension.