Employee Handbook

UC RIVERSIDE | Auxiliary Services

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Welcome...

DISCLAIMER

The information provided in the UC Riverside Auxiliary Services Employee Handbook is provided for the convenience of employees and is to be used as an informational resource, but not as a complete guide for employment. The policies, procedures, and standard practices described in the Handbook are not a complete list of conditions of employment, nor are they a replacement for specific terms of Auxiliary Services' or the University's specific policies, procedures, and contractual bargaining unit agreements.

The University and Auxiliary Services reserve the right to amend its policies and procedures as it determines to be in the best interest of the department and University; amendments and new policies instituted by the University of California or Auxiliary Services will be effective as of the date of their enactment, unless otherwise specified. Employees are advised to consult with their direct supervisor on specific policies or procedures for the most updated and current policy.

WELCOME LETTER FROM THE ASSOCIATE VICE CHANCELLOR

On behalf of our staff, welcome to the University of California, Riverside and to Auxiliary Services. We are happy to have you part of our team!

Auxiliary Services takes pride in serving the UCR campus through our service organizations:
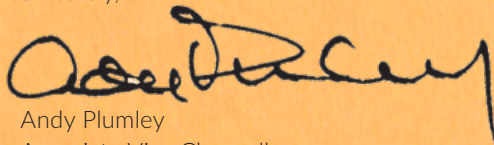
▶ Campus Business Services (CBS) – Provides a wide array of services to support the campus: Card Services, Highlander Service Station, Digital Print Services (DPS), Copier Program, Auxiliary Design Services, Mail Services, Receiving Services, ScotSurplus, ScotSupply, Shredding, and the UCR Bookstore.
▶ Housing, Dining & Hospitality Services – Provides housing to approximately 7,000 students in residence halls, apartments and family housing, and assists students with finding off-campus housing. Offers foodservice to the entire campus through residential dining, retail dining and hospitality services with conferences and event catering.
▶ Early Childhood Services – Provides early care and education for children of faculty, students, and staff in Infant, Toddler, Preschool, Transitional Kindergarten and Kindergarten programs.
▶ Transportation Services – Provides parking, fleet, and alternative transportation options.
▶ Auxiliary Administration – Provides support to all Auxiliary Services, providing central financial, budget, receivables, payables, policy, audit, and human resource services.

We are a team of over 300 full-time career employees and nearly 950 student employees. This large workforce provides opportunities for employees to be involved in a wide variety of duties and services, as well as opportunities for advancement.

This handbook is designed to give you an overview of specific policies and procedures used in the division and at the University. By following these policies and procedures, I am confident that you will excel in the division and take advantage of the very best of its opportunities. If you have any further questions, please feel free to ask your supervisor or department head.

You are an integral part of this team and my hope is that you will find working here as rewarding as it has been for me. Again, welcome to UC Riverside and to the Auxiliary Services Team!

Sincerely,

Andy Plumley
Associate Vice Chancellor
Auxiliary Services

UCR | Auxiliary Services

Department Info.

" Provide cost effective and high quality business and administrative services vital to the realization of UCR 2020. "

AUXILIARY SERVICES DEMOGRAPHICS

Auxiliary Services provides services to not only students, but to the entire campus community on a daily basis. The Auxiliary Services staff maintains more than 2.4 million square feet of Auxiliary Services facilities, equivalent to about a third of the built campus. These facilities include 10 residential housing communities: three residence halls with two residential restaurants, six on-campus apartment communities, and one family housing community. Dining facilities include 10 campus eateries, four food trucks, five convenience stores and a market, along with a catering and conference services department. Our housing facilities are home to more than 7,000 students, and our dining facilities serve more than 100,000 meals each week. Transportation Services manages over 10,000 parking spaces, 35 surface parking lots, and 25 visitor parking permit dispensers serving 217,000 transactions annually. Campus Business Services rents over 20,000 textbooks per academic year, delivers to 168 mail stops daily, and provides over 1 million prints annually.

Auxiliary Services supports a robust residential life program to educate and provide services to our diverse student population, which includes the production of more than 250 activities and programs annually, along with providing student oversight for conduct, care and advocacy. Early Childhood Services provides child care and development programs to more than 200 children of faculty, staff and students at its two facilities.

The large workforce of Auxiliary Services provides all of these services and executes the Auxiliary Services mission statement on a daily basis as a result of each employee's dedication and hard work. The commitment of the Auxiliary Services team is demonstrated by the average length of service of 10.9 years.

AUXILIARY SERVICES OPERATIONS

Auxiliary Services is comprised of the following departments:

AUXILIARY ADMINISTRATION

centrally supports all departments within Auxiliary Services, providing central financial and administrative services. This includes budget, finance, receivables, payables, cash office, policy compliance, audit response, student employment office, and administrative support for human resources and shared services. The central office also provides for the management of all Auxiliary assets, which requires coordination with Architects & Engineers, Capital Asset Strategies, and Facilities Services. Auxiliary Administration includes the following departments:

▶ Budget & Finance serves departments within Auxiliary Services by supporting the financial integrity and operational efficiency of Auxiliary Services through accounting, financing, collections, payments, and centralized services. Currently, it is comprised of four units – Business Processing Center, Cash Office, Finance & Budget, and Auxiliary Services Administration Office (HR/Payroll).

◊ The Business Processing Center is a centralized procurement and accounting support center for Auxiliary Services. We provide support by facilitating procurement activities, processing billing, registering staff for events, and processing reimbursements. Additionally, we provide support by developing standard operating procedures, managing contracts, and providing guidance for adherence to UC policies and procedures.

◊ The Cash Office serves as the liaison between Auxiliary Services and Student Business Services & Cashiers. We collaborate with Auxiliary Services departments to provide support in areas of cashiering operations, internal auditing and compliance, and in the collection,

management, reporting, and reconciliation of revenue.

◊ The Finance & Budget Office is a resourceful and collaborative partner in driving the management, accountability, and compliance of Auxiliary Services' resources. We deliver relevant, timely, and accurate budgeting, reporting, and financial modeling to facilitate the fiscal stewardship of Auxiliary Services.

◊ The Auxiliary Services Administration Office (HR/Payroll) provides Auxiliary Services departments with administrative support and departmental coordination through the facilitation of leaves, workers' comp, benefits, personnel file management, payroll processing and auditing, on/off boarding, and background checks.

▶ Capital Projects is responsible for the design and construction for all new Auxiliary Services facilities and building renovations.

EARLY CHILDHOOD SERVICES (ECS)

provides a safe, nurturing and child-centered learning environment for student, staff and faculty's children aged two months through kindergarten. State funding is available for anyone that meets the income requirements, with priority given to students. The teachers provide daily experiences that stimulate cognitive, social, and emotional growth and development in each child.

HOUSING, DINING & HOSPITALITY SERVICES (HDHS)

is responsible for offering superior guest experiences to each member of the campus community in the areas of lodging and dining. HDHS includes the following departments:

▶ Housing provides on-campus housing to Freshman, Transfer, and Graduate-level students in four styles: residence halls (Aberdeen-Inverness, Lothian, Pentland Hills) residential apartments (Glen Mor), campus apartments (Bannockburn Village, Falkirk, The Plaza, Stonehaven)

and family housing (Oban). All rates and communities include maintenance, grounds services, social programming, and 24/7 on-site support. Some rates and communities include furnished rooms, computer labs, dining plans, and housekeeping services. Within Housing, there are specific teams responsible for maintaining relationships with the campus community:

▶ Contract & Outreach Services is comprised of Resident Contracts, Resident Accounts, Special Events & Tours and Marketing & Publications. These teams focus on advising prospective and current UCR students, their families, and campus affiliates about campus housing options; managing housing applications and contracts; counseling residents with regard to their housing accounts and contractual obligations; coordinating tours and outreach events; and ensuring that all communication representing Auxiliary Services conveys an appropriate "brand" image and student message.

Dining & Hospitality Services supports the campus community by providing award-winning cuisine, innovative menus and exceptional guest service. It includes the following units:

▶ Residential Dining provides meals in an "all-you-care-to-eat" format to students living in the Residence Halls (Aberdeen-Inverness, Lothian, Pentland Hills) and Glen Mor. Students have a dining plan included in their housing package, allowing them to regularly dine at multiple food stations serving a wide-variety of menu options that include international, vegetarian and vegan. In Fall 2020, Dining will open its newest residence hall restaurant at Glasgow-Dundee. The two-story, 830-seat venue will include an exhibition bakery, retail store, and two private dining rooms. Residential Restaurants are also open to non-freshman students, faculty / staff and guests visiting campus.

▶ Retail Dining includes quick-service and fast casual restaurants throughout

5 Operations

▶ Auxiliary Administration

▶ Campus Business Services

▶ Early Childhood Services (ECS)

▶ Housing, Dining & Hospitality Services

▶ Transportation Services

campus, convenience stores and contract oversight for all campus vending operations. Retail dining supports the campus by providing a variety of venue and menu options to serve our diverse community. We accept most forms of payment including Bear Bucks, Dining Dollars, major credit cards and cash. The restaurants include: The HUB Food Court (featuring Panda Express, Chronic Tacos, Hibachi-San, and MOD Pizza); The Coffee Bean and Tea Leaf; Subway; The Barn; The Habit; Bytes; Emerbee's; Ivan's; The Market @ Glen Mor (including Starbucks, Sizzle, Savor and SHOP); five Scotty's Convenience Store locations (Glen Mor; Aberdeen-Inverness, Lothian, School of Medicine and HUB); and four Food Trucks (Buku Bowls, The Culinary Chameleon, Moo Moo, and Caffeine Machine).

▶ Hospitality Services provides campus with a variety of services such as event rentals, room set-up, florals, AV set-up, wireless guest codes, parking arrangements, catering, lodging accommodations (summer only) and venues for educational events, social events, business meetings, and summer conferences. Our event coordinators provide planning, coordination, and logistical support for events within our venues which include the Alumni Visitors Center, Bannockburn, The Barn, Glen Mor, Pentland, Aberdeen-Inverness, and Lothian. Our events are fully customizable and completely flexible to accommodate events of all kinds, and our friendly and experienced event coordinators will guide you every step of the way. Hospitality Services includes the Citrus Grove and CRATE catering brands, which provide high-quality menu options and attention to detail that help ensure the success of each event planned at UCR.

CAMPUS BUSINESS SERVICES supports the mission of the University by approaching each day to support, inspire, and empower each other, so we can provide valuable services and superior customer service to the campus community.

▶ Card Services, a self-supporting operation located in the Highlander Service Station, provides the campus community with a secure and user friendly identification card that serves as the University's key to secure locations and campus goods and services. Students living on campus use their card for everything from door access, meal plan access and laundry services. A stored value account (Bear Bucks and/or Dining Dollars) is available to every cardholder, which can be used as a budgeting tool for purchases on and off campus. Students, staff and faculty alike use the R'Card to access Library services and free ridership on the RTA. Card Services also supports the campus with departmental badges for identification and door access.

▶ Logistics Services manages ScotSupply, Receiving Services, and the sale of excess university property via ScotSurplus. ScotSupply stocks commonly used items for purchase by campus units and may procure non-stock items upon request. Other services offered include an on-premises lab coat laundering program and several sustainability programs (e.g., recycling of used toner cartridges, binders and writing instruments and consolidation of small orders to reduce packaging waste). Bi-Monthly surplus property sales are open to the public and take place on the 1st and 3rd Tuesday of the month.

▶ Mail Services provides mailing and

shipping services to the University. The department offers a wide range of services to meet UCR customers' mailing needs, including: bulk mail, intra-campus mail, incoming and outgoing mail, and certified, registered, express, and insured mail. Standard A (bulk mail) provides cost effective solutions for all mass mailing needs: mass list maintenance, high speed labeling, ink-jet addressing, CASS certification, folding, inserting, and metering.

▶ Digital Print Services provides full digital print services to the general campus population. The department has two locations with services including: full-color publications, Xerox and color laser copying, bindery, course packet printing, lecture notes, and sample tests, business cards, and laminating and fax services at copy centers. The department also administers the campus Copier Program through which departments may acquire and obtain service for multi-function devices to meet copying, printing, scanning and faxing needs.

▶ Bookstore The UCR Bookstore offers multiple platforms for students to rent or purchase their textbooks. We offer new and used rentals, rental and purchase of digital books, and new and used books. We also offer a large selection of UCR merchandise including clothing, accessories, gift ideas and diploma frames. We partner with many departments on campus to educate the students about the campus Bookstore by participating in tabling events and meetings. We hire students each quarter and provide a fun, retail environment that allows them to gain job experience. We offer a 10% discount to faculty/staff and 20% discount when using a UCR department purchase order (textbooks exception).

▶ Auxiliary Design Services (ADS) – The marketing team provides a full-service approach to develop an effective and unique marketing plan to meet the needs of all Auxiliary Services departments. ADS also provides creative graphic design services to campus department

outside of Auxiliary Services.

▶ Highlander Service Station (HSS) This location serves as Campus Business Services second retail location (in addition to the UCR Bookstore) offering quick copy, print, design, mail, R'Card services, and notary public. This location also offers post cards, greeting cards, and folders.

TRANSPORTATION SERVICES

▶ Transportation & Parking Services (TAPS) supports the mission of the University by providing safe and well-kept transportation facilities, administering programs to reduce carbon emissions from commuter vehicles, and encouraging orderly movement of vehicles at UCR. TAPS is a self-supporting department where revenue from parking permits and citations fund the following programs: alternative transportation programs such as the UPASS and vanpool programs, mobility transport, point-to-point shuttle, traffic control, motorist assistance, information kiosks, and parking lot maintenance. TAPS also supports the campus with guest, visitor, and event parking and signage services.

▶ Fleet Services provides the general campus with a variety of vehicles that are required to accomplish the University mission. Vehicles are provided at minimum cost with maximum cleanliness, mechanical reliability and optimum availability. Services include; daily vehicle rental, long term rental, gasoline/compressed natural gas sales and vehicle repairs.

AUXILIARY SERVICES TEAM

The Auxiliary Services' Senior Management team is known as the Auxiliary Services (or Auxiliaries) Team. The Auxiliaries Team is comprised of departmental leaders, not representatives of divisions; each member functions in a manner that serves the best interest of Auxiliary Services Department as a whole. The Assistant Vice Chancellor of Auxiliary Services has overall responsibility for the governance of the Auxiliaries Team. The Auxiliary Services

Team provides leadership support for strategic priorities and initiatives that serve to enhance the department's growth. It functions as an advisory body to identify and address opportunities or issues related to the department's strategic vision and operations, champion and communicate to the department at large and implement decisions and directives with the purpose of advancement.

UCR PRINCIPLES OF COMMUNITY

The University of California Riverside is committed to equitable treatment of all students, faculty, and staff. UCR's faculty, staff, and students are committed to creating an environment in which each person has the opportunity to grow and develop, and is recognized for their contribution.

There are three objectives that our campus must strive toward in order to achieve these goals.

▶ First, we must ensure that we have an environment that nurtures the intellectual and personal growth of our students, faculty and staff.

▶ Second, we must ensure that our campus sets an example of respect for all people.

▶ Third, we must ensure that our campus is a safe and welcoming environment for everyone.

We take pride in the diversity of the campus community and in ourselves by using the campus environment as a place, committed to academic integrity, where all members are encouraged to use their unique talents to enrich the daily life of the community in which they live, work, teach and learn. Respect for differences and civil
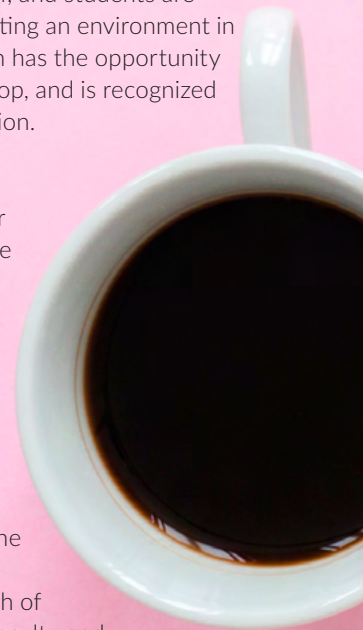
3 Objectives

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discourse must become the hallmark of how we live and work together to build our community of learners at UCR.

We, as members of the University of California Riverside, affirm our responsibility and commitment to creating and fostering a respectful, cooperative, professional and courteous campus environment. Implicit in this mutual respect is the right of each of us to live, study, teach, and work free from harassment or denigration on the basis of race/ethnicity, age, religious or political preference, gender, transgender, sexual orientation, nation of origin, or physical abilities. Any violation of this right by verbal or written abuse, threats, harassment, intimidation, or violence against person or property will be considered a violation of the principles of community that are an integral part of the University of California's focus, goals and mission (and subject to sanction according to University policies and procedures).

We recognize that we will all need to continually work together to make our campus community a place where reason and mutual respect among individuals and groups prevail in all forms of expression and interaction.

https://chancellor.ucr.edu/sites/g/files/rcwecm761/files/2019-01/community.pdf

GENERAL EMPLOYMENT INFORMATION

EMPLOYMENT ELIGIBILITY
Each employee in Auxiliary Services and at the University must complete the Employment Eligibility Verification form upon hire. The purpose is to document that each new employee (citizen or non-citizen) hired after November 6, 1986 is authorized to work in the United States. The employer must examine the employment eligibility and identity document(s) an employee presents to determine whether the document(s) reasonably appears to be genuine and relates to the individual and record the document information on the Form I-9. All documentation related to Eligibility must be maintained and provided to Human Resources should there be a change in status.

PERSONNEL POLICIES & COLLECTIVE BARGAINING AGREEMENTS
At the University of California, Riverside the Personnel Policies for Staff Members Manual applies to all levels of non-represented staff. These policies set forth the basic rights and terms of employment.

Employees who are represented through an exclusive bargaining agreement should refer to the bargaining agreement that covers the basic rights and terms of employment.

Personnel Policies and Collective Bargaining Agreements can be found on the UCR Human Resources website under Policies and Contracts, **hr.ucr.edu/policies.html**. Web links to policies and procedures cited in the Auxiliary Services Employee Handbook are also located in the Appendix.

NON-DISCRIMINATION & AFFIRMATIVE ACTION
Auxiliary Services and the University do not engage in discrimination against or harassment of any person employed or seeking employment with the University of California, Riverside on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship or service in the uniformed services.

Please refer to the University of California Non-Discrimination Policy, or applicable collective bargaining agreement, for the specific policy content and procedures.

Workers' Compensation Benefits:

Specific benefits are individually determined based on a range of factors. Generally, injured employees are eligible for the following types of benefits:

MEDICAL CARE	**TEMPORARY DISABILITY COMPENSATION**	**PERMANENT DISABILITY COMPENSATION**	**DEATH BENEFITS COMPENSATION**
Doctor visits, hospital services, physical therapy, lab tests, x-rays, and medicines that are reasonably necessary to treat the injury.	Temporary disability payments are provided to injured employees to supplement their lost wages.	Permanent disability compensation is provided when there is a permanent disability.	Death Benefits Compensation is provided to the surviving dependents in the event of death.

Please refer to the UCR Campus Workers' Compensation Policy, or applicable collective bargaining agreements for specific policy content and procedures.

COMMUNICATION AND OPEN-DOOR POLICY

Auxiliary Services is committed to communication at all levels and believes communication to be an essential part of leadership. It is recognized that the diverse workforce within Auxiliary Services requires various communication methods to disseminate information. Communication methods within Auxiliary Services include staff meetings, department-wide Quarterly Staff Development events, department-wide list serve information, and informational postings in break rooms and time clock locations.

Additionally, employees are highly encouraged to communicate with their direct supervisor or Auxiliaries Team member should a need arise for information or clarification. Auxiliary Services supports an open-door policy and employees are highly encouraged to actively participate in the communication process.

STAFF PERSONNEL RECORDS

An employee's personnel records shall only contain material which is necessary and relevant to the administration of the staff personnel program. Records shall be maintained with accuracy, relevance, timeliness and completeness; and appropriate and reasonable safeguards shall be established by the location to ensure security and confidentiality. Employees may review their personnel records by submitting a written request to the Human Resources Business Partner Team, which will coordinate with the Auxiliary Services Administration Office to make the records available for review. The HR Business Partner function reports to the Vice Chancellor of Planning, Budget & Administration (PB&A) and to Central HR, in support of the PB&A Organization.

Persons inside or outside the University shall have access to information in employees' personnel records in conformance with the University policies on records.

Please refer to the University of California Staff Personal Records Policy, or applicable collective bargaining agreement, for specific policy and procedures content.

JOB DESCRIPTIONS

A job description is an important tool to facilitate individual and organizational effectiveness. Job descriptions help employees understand their specific duties and responsibilities, supervisory responsibilities, accountabilities and how they contribute to the mission, goals and objectives of UCR and within the department of Auxiliary Services. Job descriptions are developed by Human Resources in collaboration with the supervisor and directors; job descriptions are subject to periodic updates. An employee's job description is maintained on record in the employee's personnel file.

Please contact Human Resources for additional information regarding job descriptions.

COMPENSATION & BENEFITS

EMPLOYEE BENEFITS

UC Riverside offers a comprehensive and competitive array of benefit choices. Employee benefits are an important part of your compensation package; most

UC employees are eligible for benefits however, your benefits package depends on your length of appointment, how many hours you work and your appointment type. Retirees' eligibility is based on their age and years of service credit at retirement.

All new employees are encouraged to attend a benefits orientation to learn more about their benefits package. As a new employee, you have a 31-day period of initial eligibility to enroll yourself and eligible dependents in benefits. Employees are able to adjust their benefit selections during the Open Enrollment period; details on the Open Enrollment period are initiated by the University's Human Resources department.

Please visit the Human Resources website under Benefits, **https://hr.ucr.edu/benefits.html**, to learn more about benefits eligibility and open enrollment. Should you have any questions, please contact the University's Human Resources or the Auxiliary Services Administration Office (HR/Payroll) for additional information.

UCPATH
In 2017, University of California launched a system-wide shared service center to modernize and centralize payroll, benefits, human resource (HR) and Academic Personnel transaction services for all University of California including campuses, health systems and programs, known as UCPath.

The UCPath Portal (available as an authorized application in R'Space) provides employees with access to view personnel and payroll information, sign up for direct deposit, update tax withholdings, view or enroll in benefits, see vacation and sick leave balances and more.

Please contact the Auxiliary Services Administration Office (HR/Payroll) for more information on UCPath and the UCPath

Portal. For additional information regarding UCR Future Operating Model (FOM) and UCPath visit the following websites: **fomucpath.ucr.edu** and **ucop.edu/ucpath-center/**.

PAYROLL INFORMATION
Employees have two (2) options for the dispositions of their earnings: Direct Deposit or Paper Check. Direct Deposit is the electronic, secure transfer of payments directly to an individual's financial institution (bank, savings, and/or credit union account). A Paper Check is mailed out to an employee's home address by U.S. Mail on the designated payday; it will arrive to the employee's home address thereafter. There are many benefits to receiving payment electronically via Direct Deposit:

▶ Direct Deposit is more secure than paper checks. Paper checks can be lost, stolen or misplaced.

▶ Direct Deposit reaches the payee's account the day the payment is effective (e.g., pay day), even if you are out of town, sick or unable to get to your financial institution.

▶ Many financial institutions offer free or lower-cost checking to customers with Direct Deposit.

▶ Direct Deposit can save time and fuel costs by avoiding trips to cash or deposit a paper check.

▶ Direct Deposit is paperless, so it helps the environment.

▶ Direct Deposit allows other payments by the University (e.g., travel and other reimbursements) to be processed electronically.

The paycheck earning statement can be viewed 48 hours in advance of payday using the UCPath Portal. Earnings are

dispositioned based on UCOP established payroll dates. Payroll dates are available on the UCR Accounting website, **http://accounting.ucr.edu/payroll/pay_cal.html**.

Please contact the Auxiliary Services Administration Office (HR/Payroll) for more information on payroll.

AT YOUR SERVICE ONLINE (AYSO)
Many functions of the At Your Service Online (AYSO) portal was replaced by the UCPath Portal. Employees and retirees will still access AYSO (as an authorized application in R'Space) for the following:

▶ Manage beneficiaries and estimate retirement earnings.

▶ View retiree pay statements and 1099R statements.

▶ Access W-2s and earning statements for years prior to 2017. As of January 2018 all W-2s and earning statements will be available on the UCPath Portal.

Please contact the Auxiliary Services Administration Office (HR/Payroll) for more information on At Your Service Online (AYSO).

RECOGNITION PROGRAMS
Auxiliary Services and the University offer a variety of recognition programs to recognize and reward the achievements made by our employees. Taking time to recognize employee achievements lets employees know that they are valued and are an important part of UC Riverside and Auxiliary Services. Recognition programs, including but not limited to Chancellor's Recognition of Staff & Faculty Service Program, Staff Appreciation and Recognition (STAR), Staff Assembly Sponsored Staff Recognition Programs and Auxiliary Services recognition programs, and the eligibility for specific programs may vary based on your classification,

> **" All new employees are encouraged to attend a benefits orientation to learn more about their benefits package. "**

representation and unit.

Please contact your supervisor or the Auxiliary Services Administration Office (HR/Payroll) to learn more about recognition programs within Auxiliary Services and across the University.

COMPENSATION PROGRAMS

Compensation programs such as, but not limited to, merit increase, equity increase, individual salary action (resulting from promotion, reclassification, lateral transfer, demotion), and administrative stipend, are available and administered on a case-by-case basis in accordance with system-wide and local guidelines. Eligibility for programs are based on classification, appointment type, and bargaining unit representation, etc.

Please contact the Auxiliary Services Administration Office (HR/Payroll) to learn more about compensation programs. Please refer to the University of California Compensation Policy, or applicable collective bargaining agreement, for specific policy content and procedures.

Personal Records Policy, or applicable collective bargaining agreement, for specific policy and procedures content.

HOURS OF WORK & ATTENDANCE

NON-EXEMPT EMPLOYEES AND HOURS OF WORK

Non-exempt employees are defined as employees who, based on duties performed and manner of compensation are subject to Fair Labors Standards Act (FLSA) provisions. Non-exempt employees shall be required to account for time worked on an hourly and fractional hourly basis and are to be compensated for approved overtime hours at a premium (time-and-a-half) rate. Non-exempt titles are identified in the University-wide Title and Pay Plans.

The regular number of hours worked by full-time, non-exempt employees is 40 hours in a work week. Overtime is defined as work that exceeds an employee's regular daily schedule on pay status or exceeds 40 hours on pay status in a work week. Overtime by non-exempt employees must be approved in advance. All employees are expected to seek advanced approval for overtime work, and to report overtime worked at the time of reporting other hours worked in a work-reporting period.

The Compensatory Time Off (CTO) agreement allows certain non-exempt employees to voluntarily select

overtime compensation in the form of time off in lieu of compensation. CTO eligibility is dependent upon bargaining unit agreement and the discretion of departmental management. The agreement forms are used to indicate whether overtime will be compensated in the form of premium pay or compensatory time off.

Please refer to the University of California Compensation Policy, or applicable collective bargaining agreement, for specific policy content and procedures.

EXEMPT EMPLOYEES AND HOURS OF WORK

Exempt employees are defined as employees who, based on duties performed and manner of compensation, shall be exempt from the Fair Labor Standards Act (FLSA) minimum wage and overtime provisions. Exempt employees shall be paid an established monthly or annual salary and are expected to fulfill the duties of the positions regardless of hours worked. Exempt employees are not eligible to receive overtime compensation, or compensatory time off, and are not required to adhere to strict time record keeping and attendance rules for pay purposes. Exempt titles are identified in the University-wide Title and Pay Plans.

The work week for full-time, exempt employees is normally considered to be 40 hours, and for part-time employees the proportion of 40 hours equivalent to their appointment percentage. There is a greater emphasis on meeting responsibilities assigned to the position rather than working a specific number of hours. Exempt employees do not receive overtime compensation or compensatory time off, or additional compensation beyond established salary for the position.

Please refer to the University of California Compensation Policy for specific policy content and procedures.

BREAKS AND REST PERIODS

Any work period of six (6) continuous hours or more shall provide for a meal period of at least ½ hour (30 minutes). Meal periods are duty-free and neither time worked nor time on pay status. A full-time employee may be granted two 15-minute rest periods, one to be taken in the work period prior to the meal period and one in the work period following the meal period. Speak with a supervisor in advance regarding requests to combine break and meal periods. Employees should not clock out for rest periods, but must punch out for meal periods.

ATTENDANCE AND PUNCTUALITY

Auxiliary Services recognizes that employees may require time away from work due to illness or other health and well-being needs periodically. The purpose of the Auxiliary Services Attendance and Punctuality policy (400-006) is to ensure excellent customer service, provide vital services and minimize operational impact in the event of employee absence and late arrival to work. Please refer to the Auxiliary Services Attendance and Punctuality policy (400-006), in the Appendix for specific policy and procedures content.

The general procedure by which employees are to call in absences or tardiness is as follows:

▶ In case of late arrival to work or scheduled shift, or absence, employees must call their supervisor/manager directly. Calling a co-worker is not acceptable.

▶ If a supervisor/manager does not answer the call, employees should leave a voice message containing the following information:

  ◊ Your name
  ◊ Day and time of the call
  ◊ A contact number where you can be reached
  ◊ The approximate duration of your tardiness, or absence
  ◊ Work schedule for the day

▶ If a supervisor/manager does not answer and you have left a message, employees must call again during business hours. Employees must make verbal contact with a supervisor/manager regarding tardiness or absence.

  ◊ Texting may not be an acceptable form of communication when calling in for absences or tardiness. Employees should speak with their supervisor to determine whether texting is acceptable in their department.

General guidelines and policies for absences or tardiness are as follows:

▶ Employees must notify their manager/ supervisor of the probable duration of their leave of absence. Employees do not need to call in each day of reported duration of absence. Employees need to call in if the notified duration of absence has changed.

▶ Employees may be required to provide medical documentation when returning to work after three days or more of absence due to illness. Additionally, they may be asked to provide medical documentation when absent for less than three days in some circumstances, per applicable bargaining unit contract or applicable University policy.

▶ If the absence, due to illness, is the day preceding or following a holiday, the employee may be required to provide medical documentation, regardless of the duration of absence.

▶ Unauthorized tardiness is unacceptable. Tardiness, as described in the policy, without approval is unexcused.

▶ Late arrival of 30 minutes or longer after the start of your scheduled shift or work hours, without advanced approval, notice or viable explanation that failure to notify is due to extreme circumstances, may be grounds for corrective action and left to the discretion of your supervisor.

Chronic (Excessive) Absenteeism And Tardiness

1. Chronic absenteeism and tardiness is defined as frequent or excessive unauthorized absences, unscheduled absences without pay, and tardiness without a viable explanation.

2. Excessive absenteeism/tardiness will be grounds for management to take disciplinary action, up to and including dismissal. Employees who are on leave for more than three (3) days will be sent information related to the Family Medical Leave Act to make them aware of this benefit available to them.

Please refer to the Auxiliary Services Attendance and Punctuality policy (400-006) in the Appendix for specific policy and procedures content.

TIMEKEEPING AND ATTENDANCE SYSTEMS

▶ Kronos Automated Timekeeping Systems are used to record hours worked and are official records used for payroll. Employees are required to clock in when reporting to work and clock out at the end of their workday. Employees provided with a uniform must be in uniform when they clock in and/or out. The action of registering time is known as "to clock in/out", which may also be referred to as "to swipe in/out". Under no circumstances should employees register hours of work for another employee. Employees

may not work off the clock and/or work hours that are unauthorized or not approved. Employees will be paid based on time recorded in the Kronos Automated Timekeeping System. Punctuality is based upon the designated work schedule and break/rest period time(s); clocking in early or clocking out late or noncompliance to the designated work schedule, without prior approval from a supervisor, may be subject to corrective action. Employees may also have the option of logging in to Kronos via a computer workstation to record their hours worked. Employees are responsible to properly record hours worked; failure to properly record time or falsifying time records may result in paycheck errors (over or under payment), a delay receiving your paycheck or the transfer of funds via direct deposit, and/or corrective action, up to and including dismissal.

For additional information or for questions, please speak with a supervisor or Human Resources regarding the Kronos Automated Timekeeping Systems.

▶ Timekeeping system(s) and UCR's Time & Attendance Reporting System (TARS) are used to record hours worked and are official records used for payroll. Employees will be paid based on time recorded in the timekeeping system(s) and/or TARS.

◊ The action of registering time using a timekeeping system, is referred to as "to clock in/out". Specific employees are required to clock in when reporting to work and clock out at the end of their workday/shift and for the meal period(s). Other employees record time using UCR's Time & Attendance Reporting System (TARS) and are required to complete the timesheet on a regular basis, as determined by the pay period schedule, dependent on employee status: non-exempt or exempt.

◊ Clocking in early or clocking out late or non-compliance with the designated work schedule, without prior approval from a supervisor/

manager may be subject to disciplinary action.

◊ Punctuality is based upon the designated work schedule and rest/meal period schedule(s).

◊ Employees are responsible to properly record hours worked; failure to properly record time or falsifying time records may result in paycheck errors (over or under payment) and/or may be grounds for disciplinary action, up to and including termination.

For additional information or for questions, please speak with a supervisor or Human Resources regarding TARS.

TIME OFF AND ACCOMODATIONS

REASONABLE ACCOMODATION

The Disability Management Office is designed to act as a resource to UCR departments with respect to administration of Federal and State disability laws and University policies relating to employees with disabilities. The program provides educational and early intervention services to prevent or minimize the effects of disability in the workplace.

Auxiliary Services and the University will provide support and assistance to qualified employees who are disabled, or become disabled, and need assistance to perform essential functions of their position. Please speak with a supervisor directly regarding a specific request for accommodation. Employees requesting an accommodation are required to participate in the interactive process involving ongoing dialogue between the employee and appropriate representative(s) about possible options for accommodating an employee's disability. The employee is responsible for providing medical documentation to assist in understanding the nature of the employee's limitations.

Please refer to the University of California Reasonable Accommodation Policy for specific policy and procedures content.

WORKERS' COMPENSATION

Auxiliary Services and the University seek

to provide a safe working environment for all employees and minimize the adverse impact of work related injuries. Workers' Compensation is a state-mandated benefit for employees with work-related injuries and illnesses, awarded without regard to whom is at fault. California's Workers' Compensation laws are intended to assure that employees receive prompt medical treatment, among other benefits, when they are injured on the job. Under workers' compensation, an injury must meet the test of both arising out of employment and occurring during the course of employment to be compensable.

If an injury occurs while at work or on the job:

▶ Employees are required to report an occupational injury to their supervisor immediately and seek medical care, if necessary, at an approved medical treatment location. Approved medical treatment locations can be found on the Enterprise Risk Management website under Medical Treatment Facilities, **http://risk.ucr.edu/workerscomp/treatment.html**.

▶ Injury reporting will be submitted by your supervisor via the Employer's First Report of Injury (EFR) website. This can be accessed through R'Space.

◊ It is possible for employees to submit their own claims, in which case the supervisor may receive a notification in the EFR system.

▶ Employees should be sent to one of the approved workers' compensation facilities. Employees cannot be treated by their own personal physician for industrial (work related) injuries unless they have submitted the Designation of Personal Physician Form prior to the injury.

▶ The Incident and Investigation Report form can be found on the Risk Management website; however, the paper copy of the form should only be used in rare situations, (e.g., the EFR system is down, or an (internet) connection is not available).

◊ The employee must complete the "Employee Information" section and the supervisor must complete the "Supervisor" section.

▶ An injury can also be reported by calling the 1-800 Workers' Compensation Claim Reporting Hotline (1-877-682-7778). This is a National Intake Center that is utilized by UC system wide. This National Intake Center operates 24 hours a day, 365 days a year. Once an injury is reported to the National Intake Center, the center will send an e-mail to the Workers' Compensation office within 24 hours of the call.

▶ Your supervisor will follow up with employees on all work related/on-the-job injuries to provide additional training to avoid future injuries.

If an accident results in an employee being hospitalized, other than for observation, for 24 hours or more, or a loss of a limb (amputation) or loss of life, notify Workers' Compensation Office and EH & S immediately. EH & S must report such accidents to OSHA within 8 hours of the event.

WORKERS' COMPENSATION BENEFITS
▶ Specific benefits are individually determined based on a range of factors. Generally, injured employees are eligible for the following types of benefits:

▶ **MEDICAL CARE** Doctor visits, hospital services, physical therapy, lab tests, x-rays, and medicines that are reasonably necessary to treat the injury.

▶ **TEMPORARY DISABILITY COMPENSATION** Temporary disability payments are provided to injured employees to supplement their lost wages.

▶ **PERMANENT DISABILITY COMPENSATION** Permanent disability compensation is provided when there is a permanent disability.

▶ **DEATH BENEFITS** Compensation is provided to the surviving dependents in the event of death.

Please refer to the UCR Campus Workers' Compensation Policy, or applicable collective bargaining agreements for specific policy content and procedures.

FAMILY AND MEDICAL LEAVE ACT (FMLA)
The federal Family and Medical Leave Act of 1993 (FMLA) provides a means for employees to balance their work and family responsibilities by taking unpaid, job-protected leave for certain family and medical reasons.

An employee must meet the criteria in order to be eligible for FMLA leave:

▶ Have worked for the employer for at least 12 months; and

▶ Have at least 1,250 hours of service in the 12 months before taking leave.

FMLA leave may be taken in a 12-month period for the following reasons:

▶ The birth of a child or placement of a child for adoption or foster care;

▶ To bond with a child (leave must be taken within one year of the child's birth or placement);

▶ To care for the employee's spouse, child or parent who has qualifying serious health condition;

▶ For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;

▶ For qualifying exigencies related to the foreign deployment of a military member is the employee's spouse, child or parent.

An employee does not need to take leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule. In general employees must give 30-days' notice of the need for FMLA leave. If it is not possible to give 30-days' notice, employees must give notice as soon as possible.

Employees do not have to share a medical diagnosis, but must provide enough information for HR to determine if leave qualifies for FMLA protection.

FMLA provides employees with provisions which assures reinstatement of the employee to the same or an equivalent position at the end of FMLA leave; health insurance benefit allocations continue as if the employee was not on leave; prohibits employers from considering the use of FLMA as a negative factor in employment action.

For detailed and additional information on Family and Medical Leave Act (FMLA), review the U.S Department of Labor's poster on FMLA, **https://www.dol.gov/whd/regs/compliance/posters/fmlaen.pdf**, or speak with the Auxiliary Services

TYPE OF LEAVE	REASON FOR LEAVE
Vacation (or Compensatory Time Off, CTO, if applicable)	Time off for rest, relaxation, renewal or other reasons
Sick Leave (or CTO, if applicable), Family and Medical Leave, Extended Sick Leave	You are ill or have a doctor's appointment You become disabled You have a work-related injury or illness
Pregnancy Disability Leave, Sick Leave (or CTO, if applicable), Family and Medical Leave	You are pregnant
Pregnancy Disability Leave, Family and Medical Leave, Parental Bonding Leave	You have a baby, adopted a child, or become a foster parent
Sick Leave, Family and Medical Leave	A family member or member of your household is ill
Victims of Domestic Violence or Sexual Assault Leave, Victims of Serious or Violent Felonies Leave, Sick Leave	You have suffered from domestic violence or a crime
Military Leave	You are serving a branch of the military or other uniformed service of the United States
Military Spouse/Domestic Partner Leave	Your spouse or domestic partner is on leave from deployment during a period of military conflict
Jury Duty Leave	You have jury duty
Witness Duty Leave	You are a witness in an administrative or judicial proceeding
Bereavement Leave	Someone passes away

Administration Office (HR/Payroll).

TYPES OF LEAVE OVERVIEW

The University offers a wide variety of leave types for employees to utilize when time away from work is required for various reasons in an effort to help eligible employees integrate work and personal obligations. Eligibility and leave entitlements vary under Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), California's Pregnancy Disability Leave Laws (PDLL) and other applicate laws and policies.

This section is an overview of many benefits available to assist employees in managing events requiring time away from work and responsibilities employees may have with respect to certain leaves of absences. Refer to the UCR payroll page, the University of California, Absence From Work policy or applicable collective bargaining agreement for specific policy and procedures content regarding leave provisions, types of leave and conditions.

▶ **Vacation:** The University provides vacation leave to eligible employees for personal use, such as rest, relaxation and renewal.

◊ **Accrual Overview:** An employee accrues vacation leave

based on type of appointment, years of qualifying service and hours on pay status. On-call and overtime hours are not included for the purposes of computing the amount of vacation leave accrued. Vacation leave may be accrued up to a maximum of two (2) times an employee's annual accrual.

◊ **Usage Overview:** An employee may not use vacation leave before it is accrued, except as authorized by the Chancellor during a curtailment leave. Employees are to coordinate their leave in advance with their department and must be approved by the employee's direct supervisor; refer to the Requesting Time-Off Section of the Auxiliary Services Employee Handbook for specific procedures.

▶ **Sick:** The university provides paid sick leave to continue the salary of eligible employees who are absent from work because of illness or injury, medical appointments, for parental bonding, family illness or bereavement leave, or while on specific Administrative and Other Leaves.

◊ **Accrual Overview:** An employee accrues sick leave based on hours on pay status. Generally, an employee who is on full-time pay status (40 hours a week) accrues approximately one day (8 hours) of sick leave per month. On-call and overtime hours are not included for the purposes of computing the

amount of sick leave accrued. There is no maximum limit on the amount of sick leave that can be accrued.

◊ **Usage Overview:** In general, sick leave is to be used for personal illness, personal disability or medical appointments; on a limited basis, sick leave may be used in the event of death (bereavement) or illness of a family member. For detailed information on sick leave usage, refer to the University of California, Absence From Work policy or applicable collective bargaining agreement or speak with the Auxiliary Services Administration Office (HR/Payroll).

Leave Quick Reference Guide Paid and unpaid leave of absence may be granted for a variety of reasons noted in the table below for the most common types of leave. Eligibility and leave entitlements vary under Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), California's Pregnancy Disability Leave Laws (PDLL) and other applicate laws and policies.

Please refer to the University of California, Absence From Work policy or applicable collective bargaining agreement for specific policy and procedures content regarding types of leave, or speak with the Auxiliary Services Administration Office (HR/Payroll).

REQUESTING TIME OFF

Generally, written time off request(s) are to be submitted to your supervisor 7 to 14 days prior to date being requested off. Supervisors will respond to the request in a timely manner and approve/deny requests. Submitting requests as early as possible increases the likelihood of approvals, but approvals are based on the staffing requirements to maintain quality customer service and meet business operational needs.

During specific time periods of the year, vacations and time off requests may be restricted based on departmental and unit needs. Employees should speak with their supervisor regarding blackout period(s) applicable to specific units, and concerning requests for exceptions.

The department's business is based on the University's Academic Calendar. Thus, employees should make every effort to request vacation time during academic breaks or slower operational periods. Employees should not finalize their vacation plans, including the purchase of tickets or completing reservations, until they have discussed and received written authorization from their supervisor.

HOLIDAYS
The University observes the following holidays:

▶ New Year's Day

▶ Martin Luther King Jr. Day

▶ Presidents Day

▶ Cesar Chavez Day

▶ Memorial Day

▶ Independence Day

▶ Labor Day

▶ Veterans Day

▶ Thanksgiving

▶ Friday Following Thanksgiving

▶ Christmas Eve (or announced equivalent)

▶ Christmas Day

▶ New Year's Eve (or announced equivalent)

A holiday that falls on a Saturday is observed on the preceding Friday, and a holiday that falls on a Sunday is observed on the following Monday, unless an alternative day to observe the holiday is designated by the UC President.

An employee may take time off to observe a special or religious holiday, if the supervisor determines that the time off does not cause undue hardship to the department. Employees may use accrued vacation (or PTO, if applicable) and/or compensatory time off, or they may take unpaid leave.

Please refer to the University of California Absence from Work Policy, or applicable collective bargaining agreement, for specific policy and procedures content regarding leave provisions, types of leaves and conditions.

WINTER BREAK CAMPUS CLOSURE
Each year the University observes a Winter Break campus closure with the purpose to achieve significant energy savings. The annual closure is for a specific period of time as designated by the University and UC Office of the President. University-paid

holidays
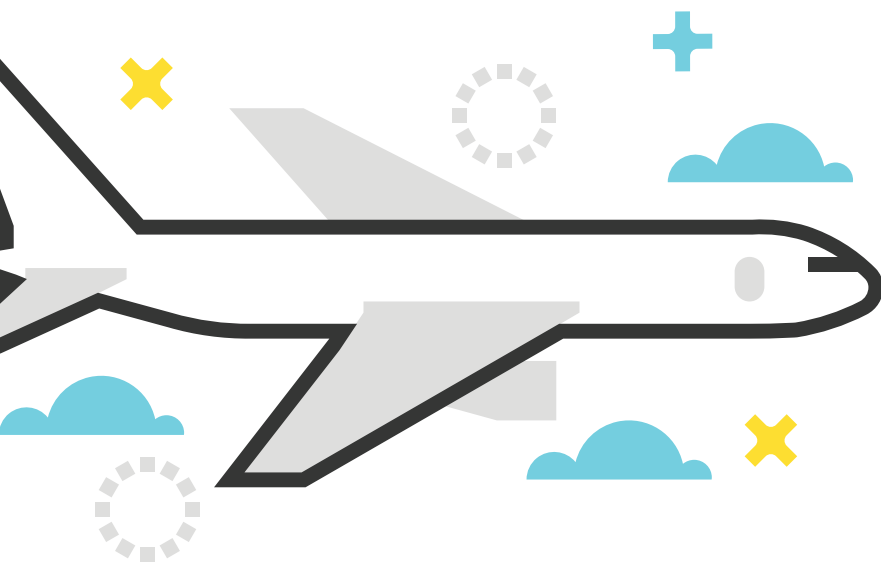
New Year's Day

Martin Luther King Jr. Day

Presidents Day

Cesar Chavez Day

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving

Friday Following Thanksgiving

Christmas Eve
(*or announced equivalent*)

Christmas Day

New Year's Eve
(*or announced equivalent*)

holidays will be observed, in accordance with the holiday observation list, while the campus is closed; however, specific days during the closure are not covered under the paid holidays list. Employees who accrue vacation leave are required to use vacation, compensatory time (if available) or take leave without pay for these days.

In accordance with University personnel policies and applicable bargaining agreements, employees have the choice of the following options to cover the non-paid days:

▶ Employees may utilize vacation days in advance of their actual accrual.

▶ Newly hired employees may utilize vacation accruals prior to having completed six continuous months on pay status.

▶ Employees with accrued compensatory time may elect to use it to cover the scheduled days off or to offset the use

of vacation time.

▶ Employees who do not wish to use vacation or compensatory time off may request leave without pay based on departmental approval.

In order to avoid delays in receiving pay during the winter break closure period, and to improve efficiency and reduce cost, employees receiving paper paychecks are encouraged to immediately enroll in Direct Deposit. For additional information and benefits of direct deposit reference the Payroll Check Distribution section in the Appendix.

For additional information or questions, please speak with a supervisor or with the Auxiliary Services Administration Office (HR/Payroll) regarding the Winter Break campus closure.

PERFORMANCE EXPECTATIONS & EVALUATIONS

EMPLOYEE CONDUCT
The Auxiliary Services team welcomes around 7,000 students into their new home each fall, and students living in the Residence Halls and UCR Campus Apartments embark on a journey each year. It is our responsibility to provide an enriching environment to foster learning, education and growth within the community.

Excellent customer service and professionalism are essential to provide each student, staff member and guest with the best experience at the University. Employees should take pride in their work each day, and always remember that they are a representative of Auxiliary Services and the University of California, Riverside.

PROBATIONARY PERIOD
All professional and support staff employees who hold career appointments (with some exceptions) shall serve a probationary period during which time their work performance and general

suitability for University employment shall be evaluated in writing. Probationary employees will receive both a 3-month and a 6-month written evaluation. The probationary period is completed following six months of continuous service, at least 50% FTE. Time on leave with or without pay is not qualifying service for the completion of the probationary period. Employees who are rehired following a break in service shall serve a new probationary period whether or not they previously completed a probationary period. An employee who has satisfactorily completed the probationary period shall be informed in writing of this attainment of regular employee status.

Please refer to the University of California Probationary Period Policy for specific policy content and procedures.

PERFORMANCE MANAGEMENT & EVALUATIONS

Performance management is an ongoing process of communication between a supervisor and employee that occurs throughout the year in support of accomplishing the strategic objectives of the organization. The communication process includes setting objectives, identifying goals, providing feedback and evaluating results.

In May of each year, or more frequently, if necessary, the performance of each employee will be appraised in writing by the employee's immediate supervisor.

The written appraisal is an opportunity for the supervisor and employee to review whether previously discussed performance expectations and goals have been met, to discuss professional development opportunities and to identify options for acquisition of additional skills and knowledge to foster performance improvement and career growth. Additionally, the appraisal provides appropriate documentation to support any recommendation for merit increases and/ or other performance-based awards, if available.

Please refer to the University of California

Performance Management Policy for specific policy content and procedures.

REQUIRED TRAINING AND DEVELOPMENT

By the nature of the position held, Auxiliary Services employees may be required to attend training sessions, both online and in classroom settings, as determined by the direct supervisor. Supervisors will identify the training that employees will need to perform their job duties and the ongoing training that may be required by the department or the University.

Employees will be given access to the Learning Management System (LMS) to register for training courses, to track progress and completion of courses, and to request additional training, as approved by a supervisor. There are three required training courses assigned to all UC employees when they are hired:

1. General Compliance Briefing: University of California Ethical Values and Conduct

2. UC Cyber Security Awareness Training

3. UC Sexual Violence and Sexual Harassment Prevention Training for Staff

You will receive an email notification from LMS indicating the course was assigned and the completion due date. The email will provide instructions to access the training and completion of each course will result in a "certification" that is valid for one or two years, depending on the course. You should receive an email notification via LMS when it is time to complete a refresher course.

Additional classes and programs to support employee development may be available. LinkedIn Learning Online Training is a powerful and extensive online training service featuring more than 1,000 online courses. All UCR faculty and staff employees have access to LinkedIn Learning via R'Space Authorized Applications. Additional information on LinkedIn Learning can be found on the Computing & Communications website, **cnc.ucr.edu**. Discuss development plans or interests with a direct supervisor to learn

about available opportunities.

CONFLICT RESOLUTION

Auxiliary Services promotes a positive approach to resolving problems in the workplace through both informal and formal conflict management. Employees are encouraged to discuss concerns with their direct supervisor or with an Auxiliaries Team Member. When individuals work together, they may have different goals and work styles and this can sometimes result in conflict. If the conflict is handled effectively, a potentially destructive force can be turned into an opportunity for creativity and greater productivity. Informal conflict management can be initiated at an early stage, in an open manner, by the supervisor or employee or can be facilitated by the Auxiliary Services Departmental Director or a UCR Employee Relations representative.

If a conflict cannot be resolved informally, or if an employee chooses not to resolve it informally, the employee can initiate a formal conflict management process by filing a complaint or grievance. Steps in formal conflict management may include a fact-finding investigation and a hearing or arbitration. Formal conflict management is facilitated by Human Resources Employee & Labor Relations.

EXIT INTERVIEWS

Exit interviews may be requested by a supervisor or an Auxiliaries Team Member when an employee is leaving the department or the University. Employees are highly encouraged to participate in an exit interview, for it is a department goal to gather information through individual conversations. Exit interviews help increase retention, review practices and identify solutions to operational concerns.

CODE OF CONDUCT AND BUSINESS ETHICS

UCR CAMPUS WIDE PERFORMANCE STANDARDS AND GUIDELINES

The University of California (UCR) Campus Wide Performance Standards represent six areas of individual performance that are critical to UCR's success: the UCR

Principles of Community; UC Ethical Values and Standards of Ethical Conduct; diversity; health and safety; service orientation; and management/supervision (for managers and supervisors only). These standards focus on campus principles, values and goals. They supplement the employee's performance appraisal, which focuses on the individual's accomplishments and level of performance.

Please refer to the UCR Campus Wide Standards and Guidelines by UCR Human Resources, publish date of current version is January 2019, for specific content.

CONFLICTS OF INTEREST

An employee shall not engage in any activity which creates a conflict of interest between the employee's assigned functions and any other interest or obligation. No employee shall devote to private purposes any portion of time due the University, nor shall outside employment interfere with performance of University duties.

ACCEPTING AND GIVING GIFTS

Employees may from time to time receive gifts from vendors or others in appreciation for business or a job well done. In the event you are presented with a gift and it can be shared with others (i.e., baked goods, other food items, non-alcoholic beverage, etc.), these can be placed in a central location for all employees to enjoy. Other items that are more singular (i.e., gift cards, wine, etc.) should be reported and given to the Auxiliary Services Business Process Center for handling. Employees are not permitted to take gifts of this nature home for personal use.

An employee shall comply with the provisions of State and Federal law and University policy governing the acceptance of gifts and gratuities. Employees are expected to act with integrity and good judgment, and must avoid the appearance of favoritism in all dealings on behalf of Auxiliary

Services and the University. Questions regarding the propriety of a gift, disclosure of the gift or proposed gift should be made to your supervisor or the Auxiliary Services Business Process Center.

If you are unsure as to whether a conflict of interest may be present, or if you have additional questions, please refer to the UC Conflict of Interest Website.

RELATIONSHIPS

It is inappropriate for employees that are responsible for supervision of others (staff or students) to engage in a personal relationship of a romantic or sexual nature, even if consensual, with those they supervise. Consensual relationships in this context can compromise the integrity of institutional responsibility, create the potential for abuse of authority, or cause problems due to the perceptions of third parties. In addition, non-supervisory employees are highly discouraged from engaging in a consensual relationship with staff or students to avoid any perception of misconduct by others. See UCR Policy Number 650-74 for details.

EMPLOYMENT OF NEAR RELATIVES

There are specific work situations in which the employment of a near relative will require approval from Human Resources and Senior Management:

▶ An employee would have a supervisory relationship of a near relative.

▶ Employee(s) would have the same immediate supervisor.

▶ Two employees in positions in which one of the above working relationships exist then become near relatives.

A near relative is defined as a spouse, domestic partner, parent, child (including the child of a domestic

3

Work situations in which the employment of a near relative will require approval from human resources and senior management:

▶ An employee would have a supervisory relationship of a near relative.

▶ Employee(s) would have the same immediate supervisor.

▶ Two employees in positions in which one of the above working relationships exist then become near relatives.

> **Retaliation against a person who reports sexual harassment, assists someone with a report of sexual harassment, or participates in any manner in an investigation or resolution of a sexual harassment report is strictly prohibited.**

partner), or sibling. In-laws and step relatives in the relationships listed, including relatives of the domestic partner who would be covered if the domestic partner were the employee's spouse, are also defined as near relatives.

Please speak with your supervisor or Human Resources regarding employment of near relatives.

WHISTLEBLOWER

Auxiliary Services and the University encourage employees to report perceived improper activities, and will protect you from retaliation for whistleblowing. Employees can report activity by a UC employee that violates a state or federal law or regulation; or wastes money, or involves gross misconduct, gross incompetence, or gross inefficiency. Report incidents or activities to your supervisor (or other appropriate administrator within Auxiliary Services) who will report it to the Campus Investigative Unit offices. You may also report these activities to other official reporting units within UCR, or by contacting the Whistleblower Hotline. Reports can be made in writing or orally, should contain as much detail and factual information as possible, and be anonymous, if preferred.

Please refer to the University of California Whistleblower Policy for specific policy content and procedures.

FERPA & HIPAA

Auxiliary Services employees are responsible for understanding and respecting the privacy of our customers and the campus community. Employees should be aware of the federal regulations and privacy acts known as FERPA and HIPAA and understand their responsibility to maintain the privacy of campus customers.

FERPA stands for the Family Educational Rights and Privacy Act of 1974, and its purpose is to protect the privacy rights of students. As an employee of the University, you have the responsibility to protect the confidentially of a student and their educational record. You may not disclose personally identifiable information about a student (e.g., their living arrangements in Housing). Nor may you disclose information regarding a student's educational record without the student's written consent; an example of a student's educational record is any content related to their Housing and Dining Services Contract or student employment record with Housing Services. A student's educational record or personal information may not be shared with any requesting party, including family members, unless with the student's written consent.

HIPAA stands for Health Insurance Portability and Accountability Act (HIPAA), which defines the scope of Protected Health Information (PHI). HIPAA sets standards to protect patients from inappropriate disclosures of their PHI through the "Privacy Rule." HIPAA also sets standards for the creation, storage, and transmission of electronic PHI through the "Security Rule." Together, the Privacy Rule and Security Rule both serve to protect patients against unauthorized uses and disclosures of PHI that may cause harm to their insurability, employability, reputation, and/or their privacy rights.

Auxiliary Services strongly encourages for all employees to defer to a supervisor or manager when unsure in situations regarding FERPA or HIPAA. For additional information on FERPA, please speak with your supervisor or contact the Office of the Registrar. For additional information on HIPAA, please speak with your supervisor or contact Human Resources.

PROHIBITED CONDUCT

SEXUAL HARASSMENT

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when submission to or rejection of this conduct explicitly or implicitly affects a person's employment or education, or which unreasonably interferes with a person's work performance, or creates an intimidating, hostile or offensive working or learning environment.

Auxiliary Services and the University are committed to creating and maintaining a community where all persons who participate in University programs and activities can work and learn together in an atmosphere free of all forms of harassment, exploitation, or intimidation. Auxiliary Services and the University will respond promptly and effectively to reports of sexual harassment, and will take appropriate action to prevent, to correct, and if necessary, to discipline behavior that violates the Sexual Harassment Policy. Retaliation against a person who reports sexual harassment, assists someone with a report of sexual harassment, or participates in any manner in an investigation or resolution of a sexual harassment report is strictly prohibited. Retaliation includes threats, intimidation, reprisals, and/or adverse actions related to employment or education.

Incidents of sexual harassment conduct should be reported immediately, and in totality of the circumstances, and context to any supervisor, manager or Title IX Officer. Supervisors, managers and other designated employees are responsible for taking action whenever necessary to prevent sexual harassment, to correct it when it occurs, and to report it promptly to a Title IX Compliance Officer or appropriate official for review and investigation.

It is the intention of the University to take whatever action may be needed to prevent, correct and if necessary, discipline behavior that violates this policy. Individuals, who make reports that are later found to have been intentionally false, or made maliciously without regard for truth, may be subject to disciplinary action.

Please refer to the University of California Sexual Harassment and Sexual Violence Policy and UC Riverside Policy, Responding to Reports of Sexual Harassment and Sexual Violence, for specific policy and procedure content. Additional questions can be directed towards one of the following resources: Equal Employment & Affirmative Action (EEAA) at (951) 827-5604, the University Ombudsman at (951) 827-3213, or the Women's Resource Center (WRC) at (951) 827-3337.

"Retaliation against a person who reports sexual harassment, assists someone with a report of sexual harassment, or participates in any manner in an investigation or resolution of a sexual harassment report is strictly prohibited."

DRUGS & ALCOHOL IN THE WORKPLACE

Auxiliary Services and the University strive to maintain a workplace free from illegal use, possession, or distribution of controlled substances, as defined by federal law, alcohol or prescribed substances that may impair judgment. Unlawful manufacture, distribution, dispensation, possession, or use of controlled substances as defined by federal law, alcohol or prescribed substances that may impair judgment by employees in the workplace or on University business is prohibited. In addition, employees shall not use illegal substances, or abuse legal substances in a manner that impairs performance of assigned tasks. Employees found to be in violation of this policy may be subject to corrective action, up to and including dismissal, pursuant to applicable university policies and collective bargaining agreements, or may be required, at the discretion of the university, to participate

satisfactorily in a treatment program in conjunction with the Faculty and Staff Assistance Program (FSAP).

The University of California recognizes drug and alcohol dependency as treatable conditions and offers Employee Assistance Programs for University employees with substance-dependency problems. Employees are encouraged to seek assistance for drug and alcohol related problems and may request vacation or sick leave, for attending Employee Assistance Programs outside regular working hours. Information obtained regarding an employee during participation of an Employee Assistance Program will be treated as confidential.

Please refer to UCR Campus Policy on Substance Abuse in the Workplace for specific policy content and procedures.

VIOLENCE & THREATS IN THE WORKPLACE

The policy of the University of California, Riverside has a Zero Tolerance Standard with regard to threats and violent behavior in the workplace. Specifically prohibited are: threats and/or violent behavior, whether direct, indirect, implied or actual conduct from any person, including faculty, staff, students or members of the public. This type of conduct is prohibited at any UCR facility, or in connection with the conduct of UCR business without regard to location.

This policy applies to every member of the UCR community. Any employee or student who has engaged in threats or violence against co-workers, students, or any person in connection with UCR business will be subject to disciplinary action, up to and

> "Auxiliary Services and the University strive to maintain a workplace free from illegal use, possession, or distribution of controlled substances, as defined by federal law, alcohol or prescribed substances that may impair judgment."

including termination of employment or dismissal from school.

No person shall be subjected to criticism, reprisal, or retaliation for good faith reporting pursuant to this policy. This is not intended to prohibit administrative action for those who knowingly make false accusations.

Please refer to the UCR Campus Policy Violence Prevention in the UCR Community – Zero Tolerance for Violent Behavior for specific policy and procedure content.

"Auxiliary Services and the University strive to maintain a workplace free from illegal use, possession, or distribution of controlled substances, as defined by federal law, alcohol or prescribed substances that may impair judgment."

WEAPONS IN THE WORKPLACE
UCR faculty, staff and students are prohibited from possessing or using weapons or any object as a weapon during the course of UCR employment, or in connection with UCR business, or status as a student, except as specifically permitted in writing by the Police Department.

Please refer to the UCR Campus Policy Violence Prevention in the UCR Community – Zero Tolerance for Violent Behavior for specific policy and procedure content.

SMOKE- & TOBACCO-FREE ENVIRONMENT
The President of the University of California announced on January 9, 2012 that the University of California is to create a smoke-free environment on all UC campuses. As a national leader in health-care and environmental practices, the University of California is concerned about the toll smoking and tobacco use has on the health and well–being of the University community. Since January of 2014, all UC campuses are tobacco and smoke-free to provide a healthier, safe and productive work environment.

Smoke/Tobacco-Free means that smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e.g., e-cigarettes) is strictly prohibited on all University-controlled properties effective January 2014. This includes all interior buildings, outdoor areas, sidewalks, parking lots and structures (including your own vehicle while on University property), residential housing areas, and University vehicles. Cessation programs to aid in discontinuing use of tobacco products are available to all staff. Contact the UCR Wellness Program, **wellness.ucr.edu**, or the UCR Tobacco-Free website, **tobaccofree. ucr.edu**, for cessation program information.

Please refer to UCR Campus Policy, Smoke/Tobacco-Free Environment for specific policy and procedure content.

SAFETY & SECURITY

PERSONAL SAFETY
Auxiliary Services and the University strive to provide every resident, employee, and visitor a safe environment. A safe and secure work environment is the result of safe working conditions combined with awareness of common sense work practices and surroundings.

Utilize sound judgment and be aware of suspicious behavior. If you have any doubts about the intentions of any person on the premises, notify your manager/supervisor or the UCR Police (UCPD) at 911 or at (951) 827-5222.

All Auxiliary Services employees are encouraged to ROAR. ROAR stands for Resources, Observe, Act and Report—the four pillars of our safety and security program for residents, staff and visitors. ROAR gives a name to the many ways in which Auxiliary Services is actively promoting safety and security in our communities for our community members. The ultimate goals of ROAR are to increase awareness and empower individuals to take an active role in their own safety, and the safety of others in their community.

EMERGENCY MANAGEMENT
During an emergency or disaster, the charge of the Auxiliary Services Staff is as follows:

▶ Protect life, health, and safety of students, faculty, and staff.

▶ Protect and secure University facilities, property, and equipment from loss.

▶ Restore facilities, functions and services as quickly as possible.

▶ Maintain essential business services and operations.

▶ Provide support as needed and able for the overall campus community.

In an emergency, coordination of response activities will occur through the Auxiliary Services Satellite Emergency Operations Center (SEOC), currently designated as the Housing Services Administrative Building.

Each employee should become familiar with the Emergency Assembly Areas nearest to their workstation, as well as other locations on campus. Click here to view a map of Emergency Assembly Areas near our facilities. Employees should know the Emergency Assembly Area in case of a building evacuation. Moreover, employees should become familiar with the UCR emergency procedures. Please visit Environmental Health & Safety's (EH&S) quick reference guide, **https://ehs.ucr.edu/ emergency/procedures/index.html**, and consult a supervisor, UCPD, EH&S or a trained emergency responder in the event of an emergency.

Auxiliary Services and EH&S highly recommend each employee to be fully prepared for an emergency with a personal disaster supply kit readily available. Kits should be kept where you spend most of your time, so they can be accessed even if your building is badly damaged; for example, a personal disaster supply kit can be stored in your car and at your workstation.

Below is a list of highly recommended items to include in your kit:

▶ Medications, prescription list, copy of medical insurance and doctor/physician information

- ▶ First aid kit

- ▶ Spare eyeglasses, or contact lenses with cleaning solution

- ▶ Bottled water

- ▶ Whistle

- ▶ Flash light & batteries

- ▶ Snacks (high in protein, calories and water)

- ▶ Emergency cash

- ▶ Copies of personal identification

- ▶ Comfortable shoes and warm clothing

For more information on a personal disaster supply kit, please visit the UCR EH&S website, **ehs.ucr.edu**.

CAMPUS EMERGENCY STATUS
UCR provides information on whether the campus is Open, Closed or Restricted on the Campus Emergency Status website, **campusstatus.ucr.edu**. In the event a major emergency (earthquake, fire, or hazardous material accident) threatens the campus, this website will inform you of official actions, advisories and important instructions.

- ▶ Emergency Notification: UCR has an Emergency Notification System for which everyone on campus is highly encouraged to sign up. The Emergency Notification System is used when a dangerous situation exists on campus that could impact your safety, to assist in locating an offender, or when urgent conditions affect the status of the campus. Sign up for the Emergency Notification System, **cnc.ucr.edu/ ens/signupfacstaff.html**. For more information, visit **cnc.ucr.edu/ens**.

POLICE & SAFETY ESCORTS
The UCR Police are State Police Officers responsible for law enforcement duties on and about the campus. The UCR Police has a direct line to a 24-hour emergency service, which responds to all emergencies, including medical emergencies. For a police

or medical emergency, you should call 9-1-1. For all non-emergencies, you may call extension 2-5222 or (951) 827-5222 or visit **https://police.ucr.edu**/.

UCR's volunteer escort service is available for use when you walk on campus at night. The Escort Service is administered by the Women's Resource Center, and is available during the academic year from sundown to midnight, Sunday through Thursday. Please call (951) 827-3772 for an escort.

PARKING
The University requires all motorized vehicles to display a valid UCR parking permit when parking on UCR property. Permits for employees are lot specific, and permits must be properly displayed, clearly visible through the front windshield, or placed on the front right shock of motorcycles or mopeds. Permits can be purchased from Transportation and Parking Services (TAPS) and monthly payroll deductions are available for career employees.

Parking on campus is a privilege, as such, Transportation and Parking Services reserves the right to refuse, revoke, or deny parking privileges. The University and Auxiliary Services do not assume responsibility for any vehicle or its contents while being operated or parked on UCR Property.

Please visit the Transportation and Parking Services website, **parking.ucr.edu**, for additional details and information.

VIDEO SURVEILLANCE
Auxiliary Services facilities may have video surveillance cameras installed in most common areas, including lobbies, elevators, building entrances and exits, cashiering locations, loading docks, some parking lots and secured supply storage locations. Video surveillance has been installed to assist with the safety and security of those living and working in all Auxiliary Services facilities. Strict restrictions regarding access and viewing of video surveillance exist in order to protect the privacy of employees.

Please speak with your supervisor or Auxiliary Services Human Resources should you have any questions or concerns

regarding video surveillance.

WORKPLACE PROFESSIONALISM

WORK DRESS CODE GUIDELINES
Auxiliary Services seeks to create a professional work environment, where students, staff and visitors obtain the best customer service experience daily. Neat, clean and professional attire establishes the professional setting.

As a representative of the University and Auxiliary Services, employees should refer to the dress guidelines below. If you are required to wear a uniform, please refer to the appropriate uniform section.

- ▶ Attire should be business professional to business casual. Please keep in mind the business aspect when making your business casual attire choices.

- ▶ Clothing should be pressed, clean, neat and free of wrinkles. Torn, dirty, faded or frayed clothing is unacceptable.

- ▶ Hats are inappropriate to be worn in the office.

- ▶ Dining & Hospitality Services Name Tags or Housing Services Identification Badges are required while performing official responsibilities on behalf of the University.

- ▶ Examples of business casual clothing:

  - ◊ Slacks/chinos, cotton/synthetic material pants, or dress pants.
  - ◊ Dresses and skirts at appropriate length with which you can sit comfortably in public.
  - ◊ Collared button-down dress shirts, sweaters, polo shirts and blouses.
  - ◊ Leather or synthetic shoes, loafers, boots, flats and dress shoes. Shoes must be appropriate to the work performed and should provide protection from the environment and equipment.
  - ◊ Halter-tops, tops with bare shoulders, t-shirts, shorts, athletic-style and capri-style pants are not considered business casual clothing.

▶ Jeans may be allowed to be worn on Fridays; check with your supervisor. However, please be conscientious of the business professional to business casual standards, and if appropriate to your business schedule or professional obligations.

　◊ Dark wash jeans are most appropriate, and one should refrain from jeans that are faded or frayed, regardless of current fashion trends.

▶ Auxiliary Services or University-branded apparel is encouraged, but please be conscientious of the business professional to business casual attire standard.

▶ Employees may be asked to wear uniform shirts at or during special events. Uniform shirt allotment is dependent on the availability of funding each fiscal year.

▶ Exceptions to the work dress code may be made at the discretion of the Department Head for special events or during specific seasons.

Please speak with your supervisor or Auxiliary Services Human Resources should you have any questions or concerns regarding work dress code guidelines.

FOOTWEAR GUIDELINES
PURPOSE
The University of California is committed to providing a healthy and safe working environment for all members of the campus community. The Auxiliary Services Safety and Accident Prevention Program provides guidelines for footwear requirements by classifications and reimbursement to eligible employees for Personal Protective Equipment (PPE) footwear due to potential work hazards.

BACKGROUND
The University of California Personal Protective Equipment (PPE) policies and the California Division of Occupational Safety and Health (Cal/OSHA), **http://www.dir.ca.gov/Title8/3385.html** and **http://www.dir.ca.gov/Title8/3380.html**, regulatory standards require employees who are exposed to foot injuries to wear appropriate foot protection. The University will ensure that each employee identified in eligible job classifications will wear required footwear when working in areas while performing their job duties.

Footwear is considered Personal Protective

Equipment (PPE) and proper footwear is essential for employees to ensure a safe and healthy working environment.

The UC Slip-Resistant Footwear Program (SRF Program) is available to employees who work in environments that are determined to be abnormally wet or slippery. The objective of this program is to reduce the frequency and severity of slips and falls for employees working in such environments. The SRF Program does not typically cover employees working in environments with carpet, outdoor surfaces, or uneven surfaces.

Housing, Dining & Hospitality Services employees are designated to wear pre-approved slip-resistant footwear from UCOP's approved provider. Employees from other departments who spend time in dining facilities (e.g., Cash Office) may also be designated to wear slip-resistant footwear or slip-resistant overshoes. Designated TAPS and Fleet employees should speak to their supervisor about ordering required footwear and other PPE items.

Please speak with your supervisor should you have any questions or concerns regarding footwear guidelines or UCOP's approved provider.

R'CARD
All Career and Limited employees will be provided a multi-functional campus ID card, R'Card, when hired. All employees are required to bring their R'Card with them to work every day. The R'Card provides a number of services, such as the following:

▶ Identity verification throughout campus and the campus community.

▶ Using Kronos Automated Time- keeping Systems.

▶ Library Card for books and other privileges.

▶ Entrance to athletic events and discounts.

▶ Building access to designated campus buildings.

▶ Dining plan and/or Dining Dollar Account.

▶ R'Card Debit Account (Bear Bucks).

▶ Use of Riverside Transit Agency (RTA).

If your R'Card is lost, stolen or misplaced, report it immediately to a supervisor and login to My Card Account, **ucrcard.ucr.edu**, to deactivate your card.

Please contact the UCR Card Office by calling (951) 827-2273.

WORKPLACE VISITORS

Generally, employees are not permitted to bring visitors, family members, or unauthorized vendors into their work area. Infrequent visitors must be escorted by the employee at all times and visits are not to disturb the work environment. Employees should discuss with their supervisor in the event of a special circumstance.

TRAVEL FOR BUSINESS

Auxiliary Services and University business travelers are strongly encouraged to purchase travel services, when available, from Preferred Suppliers with whom the University has strategic and collaborative sourcing primary agreements. Employees should consult with their Auxiliary Services Travel Coordinator to assist with all travel arrangements prior to approving travel.

Please refer to UCR Campus Policy, Travel-Policy, Regulations and Procedures, for specific policy content and procedures.

GOSSIP

In a caring, cooperative work place human dignity is respected, professional satisfaction is promoted, and positive relationships are modeled. Our primary responsibility in this area is to establish and maintain relationships that support positive productive work and meet professional needs. We recognize that gossip can undermine the ethical responsibilities we have towards each other as co-workers in Auxiliary Services. While on the job employees are expected to:

▶ Uphold confidentiality of Auxiliaries-related business.

▶ Refrain from idle conversation that might include rumors or behind-the-scenes information about others.

▶ Refrain from spreading rumors, especially of a personal, sensational or intimate nature.

▶ Treat each other with dignity and respect.

WORK RESOURCES

MATERIALS, EQUIPMENT & FACILITIES

Auxiliary Services and University materials, equipment, vehicles and facilities (including utilities) may only be used for purposes directly related to the University's primary functions. Use of these resources for personal use or private gain is prohibited.

Please refer to the UCR Campus Policy, Use of University Materials, Equipment and Facilities, for specific policy content and procedures.

USE OF ELECTRONIC COMMUNICATION AND COMPUTERS

Auxiliary Services understands and encourages the use of electronic information resources to conduct University business. The use of electronic communication resources is limited by restrictions that apply to all University property and by constraints necessary for the reliable operation of electronic communications systems and services. The University reserves the right to deny use of its electronic communication services when necessary to satisfy these restrictions and constraints.

As a general rule, electronic communications may not be used for unlawful activities, commercial purposes not under the auspices of the university, personal financial gain or for any other purpose that violates other University or campus policies or guidelines (the latter includes, but is not limited to, policies and guidelines regarding intellectual property and sexual or other forms of harassment). California law prohibits malicious access, alteration, and deletion of programs, data or information, physical damage to any computer system, program or network.

Employees with access to UC or UCR, computers, electronic systems and applications are required to take the UC Cyber Security Awareness Training, annually, as an effort to address threats to the security of UC information systems and data. Staff who do not use campus systems, but use electronic systems at home, are encouraged to take the training even though it is not required.

Employees that have access to University systems must respect the confidentiality of information; employees must use safe practices when storing data files and electronic communications. Employees are responsible to take all necessary precautions to maintain confidentiality of the university and departmental information. Adhering to and following these procedures can safeguard the security of UC information systems and data:

▶ Do not disclose personal or confidential information to unauthorized persons, nor should employees use this information for their own

interest or advantage. Employees who misuse confidential information or maliciously damage computer hardware or software may be subject to disciplinary action up to and including dismissal.

▶ One may not use another employee's passwords or access to the University's computer systems or programs.

▶ All active faculty, students, and staff will be required to enroll in Multi-Factor Authentication (MFA).

▶ You must always log-off the computer when you leave it to protect your access.

▶ Files saved on computers attended by multiple users must be saved to each user's specific drive, on servers or encrypted flash drives; do not save files or information to the computer's C-Drive as this may be accessed by anyone using that computer.

▶ Misuse of electronic communication and computers may be grounds for disciplinary action up to and including termination, at the discretion of management.

Information Technology Services (ITS) manages the campus technology infrastructure and provides desktop support services. Employees who are experiencing hardware or software malfunctions may report issues to ITS via a Service Link Request at ucrsupport. service-now.com/ucr_portal/?id=sc_cat_ item&sysid=d10c39ee0f348300138942 bce1050e8b. Employees should discuss directly with their supervisor regarding requests for new hardware or software that may be required to perform their job duties.

Please refer to the Electronic Communications Policy (ECP) Overview and Implementation at UCR for additional information on the UCR Electronic Communications Policy. UCR encourages the use of electronic communications resources and makes them widely available to the university community.

Nevertheless, as with all university assets, any single individual's use of campus electronic resources is limited by the constraints required for reliable operations of the systems and services that provide electronic communications. Visit the UCOP Electronic Communications Policy for the complete text of the policy.

USE AND REPLACEMENT OF COMPUTERS
Auxiliary Services understands and encourages the use of computers to conduct University business. Employees that have access to University systems must respect the confidentiality of information. Employees are responsible to take all necessary precautions to maintain confidentiality of University or Auxiliary Services information. Employees shall not disclose personal or confidential information to unauthorized persons, nor should they use this information for their own interest or advantage.

Employees who are assigned a computer will typically have equipment replaced every four years. Employees should discuss directly with their supervisor in the event that new hardware or software may be required to perform their job duties.

Employees who are experiencing hardware or software malfunctions may report issues via a Technology Services work order at **https:// ucr.service-now.com/ucr_ess/main.do**.

TELEPHONES
University-issued telephones are intended for business use. Employee phone and contact lists are confidential and are to be used for business use only. In case of emergencies, exceptions may be granted, but employees must communicate needs with their supervisor. Friends and relatives are not to call during work, except in an emergency. The unit's office staff will take and deliver emergency messages only. Long distance or "toll" calls must be placed collect or charged to an employee's personal calling card account.

Personal phones should be stored during work hours and may be used during breaks, meal periods or before/after work hours/ work-shifts. Auxiliary Services understands

the need for employees to be reached in the event of an emergency. Please discuss special circumstances with a supervisor in advance.

CELLULAR PHONES & ELECTRONIC RESOURCES
There are many work-related situations that require a designated employee's off-site or after hours use of electronic resources. Some designated employees need to be accessible at all times by electronic means, including cellular phones, pagers, computers or other electronic devices. Electronic resources provided by Auxiliary Services and the University, shall be used primarily for business-related purposes.

▶ Employees may be responsible for overage charges or noticeable incremental costs to the University.

▶ Employees are responsible for safe-guarding the equipment, data stored on devices and controlling its use.

▶ Employees should report mislaid, damaged or stolen devices immediately to the department and service carrier, if applicable.

▶ Upon separation from University employment, employees are required to promptly return such equipment to the University.

The use of personal electronic equipment during work hours, including but not limited to televisions, handheld electronic devices, and portable music players (including iPods and other personal music players) is not permitted without prior approval from a supervisor.

SUSTAINABILITY
The UCR Sustainability program seeks the continuous improvement in the quality of all environments affected by the University. Auxiliary Services employees are encouraged to use the best practices for all resources (i.e., supplies, utilities, financial resources) in order to meet our sustainability goals.

For more information on sustainable

practices, please visit the Housing sustainability page, **housing.ucr.edu/liveucr/green-your-scene.aspx**, or the Dining sustainability page, **dining.ucr.edu/resources/sustainability.html**.

KEYS

Keys are an essential part of the daily operation in Auxiliary Services and a vital part of the University's security system. Key procedures are established as part of this commitment.

Employees who are issued keys must observe the following:

▶ Keep keys with you, or locked in a safe location at all times.

▶ Do not open doors for unauthorized students, staff or customers.

▶ Never loan your keys to anyone.

▶ Only use keys while performing departmental duties and during established working hours.

Supervisors are responsible for collecting keys from employees upon resignation, termination or leave of absence. They are required to account for the keys and return them to Access Control, as they are no longer needed.

USE OF VEHICLES

University vehicles are for official University use and may only be driven or operated by authorized employees. Drivers must have a valid California driver's license and maintain a safe driving record. Drivers will be subject to periodic Department of Motor Vehicle license and driving record verification. Drivers of University vehicles, including electric carts, are required to take a safety class designed for these vehicles prior to operating the vehicle.

Authorized drivers are expected to obey all traffic laws. Any vehicle safety hazard should be reported promptly. Any accident should be immediately reported in detail to your supervisor and immediately reported to our insurance company per reporting procedures. The University is not liable for any traffic violations committed by the driver.

Vehicles are not to be taken off campus for meals, breaks or for any personal reason. If you need to go off campus for work-related business, make sure your supervisor is aware and has approved the business need. University vehicles should only be left in appropriate, designated areas when left

unattended. Keys are not to be left in vehicles, and no vehicle is to be left running while it is unattended. Seatbelts must be used and traffic laws must be followed at all times while operating University vehicles. California text messaging and cellular phone laws state that:

▶ it is legal to use a Bluetooth or other earpiece while driving, but you cannot have both ears covered

▶ you may use the speaker phone function while driving as long as you are not holding the phone

▶ sending, receiving, or reading texts is prohibited while operating a motor vehicle

Always keep all of your body limbs inside of University vehicles while in motion. Be aware of your surroundings. Watch for obstructions while operating University vehicles. Remember that faculty, staff and students may be in your area while you are working.

Please refer to UCR Campus Policy, Use of University Vehicles, for specific policy content and procedures and the new Wireless Communications Device and Wireless Telephone Laws FAQ.

RADIOS/AUDIO PLAYERS

Generally, employees who have direct contact with customers, such as those in serving areas or other areas where customers are present, are not permitted to use radios or audio players. With the approval of the supervisor, they may be used in other areas providing they pose no potential danger or disruption and the volume is kept at a low level.

Electronic devices are not allowed while working. Earbuds/headphones are not allowed while working in any work setting. Music may be made available for employees while working at the discretion of the manager in each unit. Music will not be permitted if it poses an impact on attentiveness to work assignments and/or safety of employees. Music will also not be permitted if it negatively impacts guest service. Please see your manager for more details and/or questions in your assigned unit.

Appendix

APPENDIX OF SYSTEM-WIDE, UCR & AUXILIARY SERVICES POLICY & PROCEDURES & RESOURCES

POLICY/RESOURCE	UC SYSTEM-WIDE POLICY URL	UCR LOCAL POLICY URL
Absence From Work Policy	http://policy.ucop.edu/doc/4010406/PPSM%202.210	
Conflict Of Interest	https://www.ucop.edu/general-counsel/legal-resources/conflict-of-interest-code.html	
Compensation	http://policy.ucop.edu/doc/4010400/PPSM-30	
Consensual Intimate (Sexual Or Romantic) Relationships In The Workplace		https://basapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=650-74
Electronic Communications Policy	https://policy.ucop.edu/doc/7000470/ElectronicCommunications	http://fboapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=400-31; http://cnc.ucr.edu/policies/ECP_Guidelines.pdf
Environmental Health & Safety		https://ehs.ucr.edu/
Equal Employment & Affirmative Action		http://hr.ucr.edu/eeaa.html
Information Technology Solutions (Formerly Known As Computing & Communications (C&C))		http://cnc.ucr.edu/
Non-Discrimination & Affirmative Action	http://policy.ucop.edu/doc/4000376/NondiscrimAffirmAct	
Office Of Emergency Management		https://ehs.ucr.edu/services/emergency.html
Office Of The Ombudsperson (Office Of Administrative Resolution)		http://administrativeresolution.ucr.edu/ombudsperson.html
Performance Management	http://policy.ucop.edu/doc/4010397/PPSM-23	
Probationary Period	http://policy.ucop.edu/doc/4010396/PPSM-22	
Reasonable Accommodation	http://policy.ucop.edu/doc/4010420/PPSM-81	
Sexual Harassment	http://titleix.ucr.edu/harass/UC-HR-14-0220_Sexual_Harassment_Sexual_Violence.pdf	http://titleix.ucr.edu/harass/2014_UCR_Sexual_Harassment_Sexual_Violence_Policy.pdf
SHOES FOR CREWS (Now The "UC Slip-Resistant Footwear Program" Handled Through SR Max)	The UC Shoes for Crews Program is now the UC Slip-Resistant Footwear Program. For more information, please visit our new page: http://www.ucop.edu/risk-services/loss-prevention-control/slip-resistant.html	

Appendix

POLICY/RESOURCE	UC SYSTEM-WIDE POLICY URL	UCR LOCAL POLICY URL
Smoke/Tobacco- Free Environment		http://tobaccofree.ucr.edu/pdf/tobaccopolicy.pdf
Staff Personnel Records	http://policy.ucop.edu/doc/4010419/PPSM-80	
Substance Abuse In The Workplace		http://fboapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=650-83
Title And Pay Plan		http://tpp.ucr.edu/tpp/tpp_main.mainpage
Travel Policy, Regulations And Procedures		http://fboapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=900-20
Use Of University Materials, Equipment, And Facilities		http://fboapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=700-90
Use Of University Vehicles		http://fboapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=900-50

Recommendation: The UCR Human Resources **Policies & Contracts** site includes a collection of links and pages covering most, if not all of the ones in the table, above. Categories include:

▶ **A-Z Policy & Contract Finder**: The A-Z Policy & Contract Finder search tool has been developed to allow you to search alphabetically to find answers to the most common human resources topics.

▶ **Bargaining Unit Contracts**: The Bargaining Unit Contracts section contains the common bargaining unit names, the union affiliation, the current status of each contract, the two letter code applicable to each bargaining unit, as well as links to each contract.

▶ **Personnel Policies & Local Procedures**: The Personnel Policies & Local Procedures section contains system-wide Personnel Policies for Staff Members (PPSM) along with the corresponding local procedures governing non-represented employees.

▶ **Policies Governing Workplace Conduct**: The Policies Governing Workplace Conduct section contains guidance specifically related to employee conduct.

▶ **Additional Local Procedures**: The Additional Local Procedures section contains local guidance which is not specifically linked to a PPSM or a policy/procedure governing workplace conduct.

ATTENDANCE AND PUNCTUALITY POLICY (400-006)

ATTENDANCE AND PUNCTUALITY

PURPOSE
To ensure excellent customer service, provide vital services and minimize operational problems in the event of employee absence and late arrival to work.

BACKGROUND
Considering our customers and other employees rely on Auxiliary Services personnel to provide vital services, employee absences and/or late arrival (tardiness) to work can severely impact productivity, workload, and coverage. In addition, it makes scheduling difficult and may cause delays in vital services, and/or missed deadlines on critical assignments. In order to avoid disruptions in operations, it becomes the Department's responsibility to establish and enforce policies to ensure employee attendance issues are minimized.

POLICY
It is the policy of Auxiliary Services that:

Recognizing that employees are valuable resources and that from time to time employees may be required to be away from work due to illness, or other health and well-being needs, Auxiliary Services has established a method by which employees are to call in for absences or when they will be late/tardy to work.

I. ABSENCE

1. Employees must call their manager/supervisor directly. Calling and notifying a co-worker is not acceptable. Each manager/supervisor will provide a list of contact numbers to the employee to be used for reporting absent. It is the employee's responsibility to have the provided list of phone numbers of their manager/supervisor(s); they are responsible for notifying in the event of an absence. Employees are required to follow the procedure outlined below:

   a. **Non-Shift Employees:** Employees who work normal business hours (7:00 a.m. to 5:00 p.m.) must make verbal contact with a supervisor/manager.

   b. **Shift Employees:** Employees that work a set shift and call before or after normal business hours are required to make verbal contact with a manager/supervisor. If they are unable to make verbal contact, they must leave a message as outlined in 1.A., below, and must call again during business hours to reach the shift supervisor.

   c. **Education Staff/Teachers:** Education staff/teachers are to follow their department's Staff Absence Procedures and contact the Program Coordinator as outlined in the Staff Employee Handbook.

      ▶ 1. A. Call-In message for employees:

      ◊ Your Name
      ◊ The day and time of the call
      ◊ The number where you can be reached
      ◊ The probable duration of your absence
      ◊ Work schedule for the day

2. Employees must notify their manager/supervisor if the probable duration of their leave of absence changes from probable duration previously indicated. Employees do not need to call in each day of the reported duration of absence. Employees need to call in if the notified duration of absence has changed.

3. Employees may be required to provide medical documentation when returning to work after three days or more of absence due to illness. Additionally, they may be asked to provide medical documentation when absent for less than three days in some circumstances, per applicable bargaining unit contract or applicable university policy.

4. Medical documentation shall be from a doctor/health practitioner licensed by the state in which the individual practices.

5. If the absence, due to illness, is the day preceding or following a holiday, the employee may be required to provide medical documentation, regardless of the duration of absence.

6. An employee may be required to submit satisfactory medical documentation of personal or family illness, disability, or death (bereavement) to the Department in order to receive an excused absence from work and sick leave pay. The employee shall be given notice prior to returning to work that this documentation is required.

7. For represented staff, the University may treat failure to report to work for five (5) or more consecutive scheduled work days without notice as an employee's abandonment of, and resignation from the individual's University position, in accordance with provisions outlined in the applicable collective bargaining agreement.

8. Scheduling medical appointments: In order to lessen the impact your absence will have on your co-workers and customers, employees should schedule medical appointments before or after their shift, whenever possible. If this is not possible, the employee must advise their manager of the appointment at the time the appointment is scheduled to maximize advance notice.

II. LATE/TARDY

1. If an employee anticipates that they will arrive to work later than their scheduled shift (work hours), they must call their manager/supervisor directly. Calling and notifying a co-worker is not acceptable. If the supervisor does not answer the call, employees should leave a message and call again during business hours to reach the shift supervisor and leave the following message:

   ▶ Your Name

   ▶ The day and time of the call

   ▶ The number where you can be reached

   ▶ The approximate time you will be in to work

   ▶ Work schedule for the day

Texting may not be an acceptable form of communication when calling in for absences or tardiness. Employees should speak with their supervisor to determine whether texting is acceptable in their department.

2. Unauthorized tardiness is unacceptable. Tardiness without advance approval is considered unexcused.

3. Shift and Non-Shift Employees: Late arrival of thirty (30) minutes or longer after the start of your scheduled shift (work hours), without advance approval, notice, or a viable explanation that the failure to notify is due to extreme circumstances may be grounds for disciplinary action and left to the discretion of the supervisor.

III. CHRONIC (EXCESSIVE) ABSENTEEISM AND

TARDINESS

1. Chronic absenteeism and tardiness is defined as frequent or excessive unauthorized absences, unscheduled absences without pay, and tardiness without a viable explanation.

2. Excessive absenteeism/tardiness will be grounds for management to take disciplinary action, up to and including dismissal. Employees who are on leave for more than three (3) days will be sent information related to the Family Medical Leave Act to make them aware of this benefit available to them.

FOOTWEAR

PURPOSE

The University of California is committed to providing a healthy and safe working environment for all members of the campus community. The Auxiliary Services Safety and Accident Prevention Program provides guidelines for footwear requirements by classifications and reimbursement to eligible employees for Personal Protective Equipment (PPE) footwear due to potential work hazards.

BACKGROUND

The University of California Personal Protective Equipment (PPE) policies and the California Division of Occupational Safety and Health (Cal/OSHA), **http://www.dir.ca.gov/Title8/3385.html** and **http://www.dir.ca.gov/Title8/3380.html**, regulatory standards require employees who are exposed to foot injuries to wear appropriate foot protection. The University will ensure that each employee identified in eligible job classifications will wear required footwear when working in areas while performing their job duties.

Footwear is considered Personal Protective Equipment (PPE) and proper footwear is essential for employees to ensure a safe and

healthy working environment.

The **UC Slip-Resistant Footwear Program (SRF Program)** is available to employees who work in environments that are determined to be abnormally wet or slippery. The objective of this program is to reduce the frequency and severity of slips and falls for employees working in such environments. The SRF Program does not typically cover employees working in environments with carpet, outdoor surfaces, or uneven surfaces.

Housing, Dining & Hospitality Services employees are designated to wear pre-approved slip-resistant footwear from UCOP's approved provider. Employees from other departments who spend time in dining facilities (e.g., Cash Office) may also be designated to wear slip-resistant footwear or slip-resistant overshoes. Designated TAPS and Fleet employees should speak to their supervisor about ordering required footwear and other PPE items.

Please speak with your supervisor should you have any questions or concerns regarding footwear guidelines or UCOP's approved provider.

UCR HOUSING SERVICES EMPLOYEE IDENTIFICATION BADGE
(Policy Number: 400-007)

PURPOSE

To provide a unified means by which employees of UCR Housing Services and certain specific strategic partners can identify themselves as affiliated, authorized agents and resources of UCR Housing Services.

BACKGROUND

HDHS and its strategic partners interact with a large portion of the campus population on a 24/7 basis. Providing a safe and secure living environment depends in part on the ability of staff to make residents comfortable with their presence in the community. Standard visual identification helps legitimate the presence and roles of staff to residents, other campus staff and partners.

POLICY

All HDHS employees and the employees of certain specific strategic partners such as Residential Life, must appropriately display an assigned Employee Identification Badge (ID Badge) to visually identify themselves as affiliated and authorized agents and resources of HDHS. The ID Badge shall be worn whenever the employee is performing official responsibilities of or on behalf of the University.

1. Badge Display

   a. Only an official, assigned ID Badge and means of attachment are permitted for display.

   b. The ID Badge shall be visibly displayed on the employee's physical person in an unobstructed manner.

   c. Attaching ID Badges to anything other than the employee's physical person (e.g. backpacks; tool boxes/bags; laptop, or other mobile device cases; purses/belt cases; brief cases/ luggage, etc.) is deemed inappropriate.

   d. The ID Badge and the issued means of attachment may not be used to display items such as recognition pins, professional affiliation pins or the like except as specifically mentioned in amendments to this policy.

The following guidelines/policies are unique to Dining & Hospitality Services:

HOURS OF WORK & ATTENDANCE
Scheduled Work Shut Downs – Dining & Hospitality Services

CODE OF CONDUCT & BUSINESS ETHICS
Employer & Employee Confidentiality Agreement — Dining & Hospitality Services

COMPENSATION & BENEFITS
Meal Benefits – Dining & Hospitality

SAFETY & SECURITY
Property Searches — Dining & Hospitality Services

WORKPLACE PROFESSIONALISM
Uniform Dress Guidelines — Dining & Hospitality Services
Footwear Guidelines — Dining & Hospitality Services
Sanitation Standards — Dining & Hospitality Services

DINING & HOSPITALITY SERVICES EMPLOYEE GUIDELINES

HOURS OF WORK & ATTENDANCE

SCHEDULED WORK SHUT DOWNS – DINING & HOSPITALITY SERVICES

During scheduled school breaks or renovations, some Dining & Hospitality Services facilities will be closed or will operate on a limited basis. Shutdown periods may vary from unit to unit and year to year. These breaks may require some employees to be assigned to different work locations, duties, or schedules. It may also require some employees to take vacation time, or leave without pay. We recommend that employees save vacation time to be used during these break periods to avoid the possibility of being placed on leave without pay.

CODE OF CONDUCT & BUSINESS ETHICS

EMPLOYER & EMPLOYEE CONFIDENTIALITY AGREEMENT — DINING & HOSPITALITY SERVICES

Dining & Hospitality Services operates a number of franchise operations and lease agreements with branded restaurant chains. Examples include Subway and Starbucks. While working within these operations, employees will have the opportunity to review operations manuals and training materials which contain the guidelines and requirements needed to perform daily duties. These materials have been developed and designed at great expense and over lengthy periods of time, and are secret, confidential and unique, and are the exclusive property and trade secrets of these companies. As such, you are not permitted to make any copies of the materials, or any provisions contained within them, including handwritten notes which summarize or quote these materials. Your employment in these locations is contingent on your agreement that you will not, without prior consent, communicate, divulge, or use for the benefit of any authorized individual or entity, any confidential information provided.

Please note that all materials created by Dining & Hospitality Services are also confidential, and should not be shared or communicated without prior consent.

COMPENSATION & BENEFITS

Meal Perquisite Policy for Dining & Hospitality Services career and student staff:

Meal perquisite policy purpose - The primary purpose of providing Dining & Hospitality Services staff with meal options is for the staff to try food being served to ensure food quality meets or exceeds recipe expectations. Additionally, it is important to experience the service from a guest's perspective. Feedback should be provided to Dining & Hospitality Services leadership to assist in identifying any area that might need attention to improve the food quality or service experience.

Full-time employees:

1. Are entitled to one meal per day for a six (6) to eight (8) hour shift worked. Employees working ten (10) hours or more will be provided two meals per day, with the second meal requiring management approval. Employees must work a minimum of a six (6) hour shift and the meal must be consumed during their designated meal break. Meals may not be consumed prior to or after a shift.

2. Meals are to be consumed during the designated meal break. Breaks will be at the discretion of the manager or supervisor and every employee must clock out for their meal period before they begin to purchase their meal.

3. Full-time employees may eat in any Dining managed facility. For

example, Residential Restaurant employees are welcome to eat in any Campus Dining facility or Convenience Store. Campus Dining employees are welcome to eat in Residential Restaurant facility, or Convenience Store. Any Convenience Store employee can eat at a Residential Restaurant or Campus Dining facility. Catering, Hospitality and or Administration Support Staff can eat in any Residential Restaurant, Campus Dining facility or Convenience Store. Catering crew meals during catering events may be provided at leadership's discretion and are intended for the exclusive consumption of the employee while on premise, and it should not be taken to-go.

4. During designated breaks on shifts worked, full-time employees will be allowed fountain beverages, brewed coffee and iced tea at "no-cost". Bottled beverages, hand-crafted drinks, espresso based coffee drinks and ice-blended coffee drinks are not permitted as "no-cost" beverages.

Location specific meal guidelines for full-time employees:

1. **Residential Dining:**

   a. **A-I and Lothian -** the meal is the equivalent to one (1) all-you-care-to-eat breakfast, lunch or dinner meal. Meals in the all-you-care-to-eat facilities are for the exclusive consumption of the employee while on premise.

   b. **Sizzle and Savor at the Market -** The Savor platform offers a "Market Combo" which includes a bottled beverage as part of the "swipe", otherwise, bottled beverages are charged separately. Open-air merchandisers, and Shop convenience foods & beverages at The Market are not included.

2. **Campus Dining (Bytes, Ivan's, Subway, Starbucks, Food Trucks, Emerbee's [2019])** - the meal is a maximum of a ten ($10) dollar value, including tax. Meals can only be purchased from one location, per meal period. If the allotted $10 amount is not spent, cash refunds for remaining monies are not permitted. Full-time employees may order from the menu, or have any item in an open-air refrigerator, any bottle beverage (only one (1) bottle beverage per meal) in the bottle beverage cooler or fresh brewed Starbucks Coffee and Iced Tea up to the ten ($10) dollar value. Any amount above the ten ($10) dollar value is to be paid by the employee. Open-air merchandisers at Starbucks are not included.

3. **Convenience Store (Scotty's)** – the meal is a maximum of a ten ($10) dollar value, including tax. If the allotted $10 amount is not spent, cash refunds for remaining monies are not permitted. Convenience store employees may have any item in the designated salad and sandwich open-air refrigerator, any bottle beverage (only one (1) bottle beverage per meal) in the bottle

beverage cooler or fresh brewed Starbucks Coffee, up to the ten ($10) dollar value. Any amount above the ten ($10) dollar value is to be paid by the employee.

Student employees:

1. Are entitled to a five ($5) dollar discount towards any food purchased **within the facility that the employee works***. It can only be utilized either immediately prior to (no earlier than 30 minutes before their shift), during or immediately after their scheduled shift (no later than 30 minutes after their shift). Students must be in uniform and name badge when utilizing their discount.

2. Student employees must work a minimum of a three (3) hour shift to receive a five ($5) dollar discount. No more than one (1) five ($5) dollar discount per day.

3. Students that are assigned to an All-You-Care-To-Eat (AYCE) Residential Restaurant, may purchase a $5 soup, salad bar & deli bar meal combo, cereal bar and beverage for their $5 discount. This would not include any other food platforms or desserts. If they choose to have the full AYCE meal, then their $5 discount would be applied to the door rate. Meals may not be taken to-go.

4. Students not assigned to a dining facility (for example: Catering, Hospitality, HUB, and Administration students) can use their five ($5) discount towards any Residential Restaurant, Campus Dining facility or Convenience Store through a "student meal card". These cards are provided to students by their managers each shift (HUB students pick up their cards from the manager at Scotty's HUB or Subway). These students must be in uniform and must present a "student meal card" and their UCR R-Card to the cashier. The "student meal card" is only good for the date listed, shift listed, and only for the student's name listed on the card. The cashier will ring-up the transaction (prompting the 5-digit code on the "student meal card"), collect the card, staple the receipt to the card, and include it in the cash drawer for audit purposes.

5. Catering crew meals during catering events may be provided at leadership's discretion and are intended for the exclusive consumption of the employee while on premise, and it should not be taken to-go.

6. During designated breaks on shifts worked, student employees will be allowed fountain beverages, brewed coffee and iced tea at "no-cost". Bottled beverages, hand-crafted drinks, espresso based coffee drinks and ice-blended coffee drinks are not permitted as "no-cost" beverages.

*Students assigned to Starbucks are to use their discounts at

Sizzle, Savor and SHOP at the Market.

*Students assigned to food trucks can also use their discount at Scotty's HUB.

Meal policy procedures (all full-time and student employees):

1. Dining Services employees **must** present their UCR R-Card to be swiped in order to receive a Meal during their meal period. If the employee does not present their card, the cashier must receive management approval.

2. The employee meal shall consist of food and beverage items only, and meals purchased are to be consumed during meal breaks, they are not intended for to-go meals.

3. Food, beverages or snacks, should not be consumed at work stations except for bona fide food tastings.

4. Dining Service employees wishing to obtain a meal from any Dining Services operation must pay for their items through the cashier line, or swipe a meal, in the same manner as a guest. Employees may not ring up their own meal transaction.

5. Employee meals should only consist of offerings on the menu, unless approved by management, due to special programming, such as Highlander Orientation, Summer Conferences, County Fair etc.

6. Employees must remove their visor/hat and apron while on their rest break or meal break.

7. Employees may not store any food from home in any UCR storage location (walk-ins, reach-ins, freezers or dry goods area etc.) other than their employee locker.

8. Every employee must keep their meal receipts through the duration of their shift, and Dining leadership reserves the right to request an employee's paid meal receipt, review and monitor employee Blackboard accounts at any time, to ensure compliance of this policy.

Any violation of this policy could result in disciplinary action up to and including termination of employment.

See table on page 43 for details.

SAFETY & SECURITY

PROPERTY SEARCHES — DINING & HOSPITALITY SERVICES

LOCKERS

Lockers in the work unit are for the temporary storage of employees' personal belongings and clothing during work hours. Lockers are considered University property and may be accessed by University personnel as needed. Personal items, including handbags, are not permitted in work areas. Employees must provide their own lock for securing personal belongings. Dining is not responsible for any losses to personal items. Locks left on for extended periods of time may be cut off.

THEFT/REMOVAL OF PROPERTY
Employees are not allowed to remove any cash, University funds, equipment, supplies (including, but not limited to scraps, waste, day-old food, or items in dumpsters), recyclable items, or non-self-purchased food or beverages from any Dining & Hospitality Services area. Employees doing so will be subject to disciplinary action and/or criminal charges, up to and including dismissal, regardless of the value of the items. Employees who would like empty boxes or recyclable items for home use must obtain permission from their supervisor. Employees observed leaving their facilities with boxes who have not obtained permission from their supervisor will be subject to a search.

For employees participating in the meal perquisite program, any meals or any portion of a meal that is not eaten during work hours may not be taken from assigned eating areas without written approval from a supervisor.

UNIFORM DRESS GUIDELINES — DINING & HOSPITALITY SERVICES CAREER STAFF

Dining & Hospitality Services provides uniforms for specific positions to be identifiable and visible to the campus community, presenting a neat, clean and professional appearance to the customer. Uniforms are issued upon hire and a uniform replacement exchange program occurs annually in approximately August or September. Employees are to bring soiled, worn, and torn items to be replaced. Specific date and times for uniform exchange week are posted in each Dining Facility. Upon separation, all uniforms must be returned to their supervisor. Each employee is responsible for the care of the provided uniform, unless laundered service is noted by position.

Please speak with a unit level manager for specific information on the provided uniform allotments by position and location.

As a representative of Dining & Hospitality Services, employees are to refer to the guidelines below regarding uniform dress.

▶ Uniformed dress should be neat, clean and free of wrinkles or tears; clothing should be appropriate in size with expectation of maintaining a professional appearance.

> ❝ **The University of California is committed to providing a safe and healthy working environment for all members of the campus community.** ❞

▶ Uniform hats are to be worn front facing forward, not backwards or sideways. Only Dining & Hospitality Services provided uniform hats are permitted.

▶ Uniform shirts are to be worn with durable, long, solid-colored black pants and black socks. Slacks/chinos or cotton/ synthetic material pants are highly recommended; leggings, tights, capris and shorts are not permitted.

▶ Jewelry must be kept to a minimum because of safety and sanitation. Excessive or dangling jewelry is not allowed. Acceptable items are a plain, smooth metal ring, a watch, and stud earrings. If you wear a necklace, tuck it inside your uniform shirt or chef coat. *

▶ Employees may not wear sunglasses indoors unless it is by physician's order.

▶ Shoes must be appropriate to the work performed and should provide protection from the environment and equipment. Employees designated to wear SR Max footwear should refer to the Footwear Guidelines below.

▶ No buttons, badges, pins or other adornments are allowed to be worn except those provided and approved by Dining & Hospitality Services.

▶ Garments worn under the uniform are not to extend outside the uniform. No printed or colored undershirts or t-shirts are allowed. A white undershirt or t-shirt may be worn under chef jackets.

Nametag is to be worn on the upper right chest when worn without an apron. Nametag is to be worn on the upper right corner of apron bib, not on apron strap, when wearing an apron.

*Applies only to food production and service employees.

Please speak with your supervisor should you have any questions or concerns regarding uniform dress guidelines.

UNIFORM DRESS GUIDELINES — DINING & HOSPITALITY SERVICES STUDENT EMPLOYEES

As a representative of Dining & Hospitality Services, student employees are to refer to the guidelines below regarding uniform dress.

▶ With the exception of Catering and Subway, all employees must wear blue or black jeans. Ripped, torn, or khaki jeans as well as leggings, shorts, or any other form of pants are not allowed.

▶ All facility employees must wear black non-slip shoes with proper non-slip labeling. They must be closed-toed and fully cover the top of the foot.

▶ Hair must be neat, clean, completely covered, and confined in an approved hair restraint such as a hairnet or hat. Long hair (shoulder length or longer) needs to be braided, tied back, constrained and off the face. Employees who work with food are required to wear hats or visors and must wear them correctly, not backward or sideways.

▶ Nametags must be worn as part of the uniform; however, they cannot be worn on the hat or visor and must always be worn on the top right hand side of the Dining shirt. A nametag is issued upon initial hire. Nametag is to be worn on the upper right chest when worn without an apron. Nametag is to be worn on the upper right corner of apron bib, not on apron strap, when wearing an apron.

▶ Each employee is issued a visor as a required part of the uniform. If the visor is forgotten, then a hairnet must be worn for the duration of the shift. Your facility may require you to wear a hairnet with your visor.

▶ Each employee is issued one Dining Shirt and an apron upon initial hire. A second shirt is issued after two weeks of employment. Student Managers are eligible to receive a third shirt. It is the employee's responsibility to keep their shirt(s) and apron clean and presentable for every shift. If an item becomes stained, faded, or torn it can be exchanged at the Student Employment Office.

▶ Student Employees are required to carry their UCR ID card as part of their uniform since it used for clocking in and out.

▶ Any additional items, like buttons or stickers, must be Dining Services issued or approved.

Please speak with your supervisor should you have any questions or concerns regarding uniform dress guidelines.

SANITATION STANDARDS — DINING & HOSPITALITY SERVICES

Dining & Hospitality Services must ensure an extremely high standard of sanitations; thus, employees must adhere to the following regulations:

1. Hair must be kept neat, clean, completely covered, and confined in an approved hair restraint such as a hairnet or hat. Long hair (shoulder length or longer) needs to be braided, tied back, constrained and off the face.

2. Facial hair must be shaved daily. However, a neatly trimmed and clean mustache, sideburns, or beard may be permitted at the discretion of the manager. Longer beards will require a beard guard for positions in production or where food is being served.

3. Before starting work, employees must wash their hands and arms to the elbows with soap and warm water for a minimum of twenty (20) seconds. Washing hands after using the restroom, smoking, taking a break, working with raw food products or touching any part of the face or hair is also a requirement. Infrequent and improper hand washing is a major cause of food-borne illness.

4. Chewing gum or toothpicks while on duty is not permitted.

5. Any employee with a skin infection may be required to submit a doctor's release before returning to work. Any employee with a serious cold, especially accompanied by uncontrollable coughing and sneezing, will be strongly urged to stay home, may not be allowed to work, and may be required to submit a doctor's release before returning to work.

6. Fingernails must be clean and neatly trimmed. Fingernail polish or false fingernails may not be worn by any food production or service employees, without the use of gloves over the polish.

7. Eating or drinking is not permitted in the kitchen, production areas, storeroom, or service areas. However, production employees are permitted to taste products before they are served.

Meal Perquisite Summary Table	AYCE for Swipe	Grab-n-Go Sandwiches & Salads in designated open-air merchandiser, plus 1 bottled beverage ($10 max)	Order from the menu ($10 max)	Savor Market Combo (entrée, 2 sides and	"No Cost" beverages (fountain, brewed coffee and iced tea)	$5 Student meal at AYCE (soup, salad & sandwich bar, cereal bar)	Student $5 discount	"No Cost" beverages (fountain, brewed coffee and iced tea)
Lothian Residential Restaurant	✓				✓	✓	✓	✓
A-I Residential Restaurant	✓				✓	✓	✓	✓
The Market - Sizzle			✓	✓	✓		✓	✓
The Market - Shop							✓	
The Market - Savor		✓					✓	✓
Scotty's Glen Mor Grill		✓	✓		✓		✓	✓
Scotty's Convenience Stores		✓	✓		✓		✓	✓
Bytes		✓	✓		✓		✓	✓
Ivan's		✓	✓		✓		✓	✓
Subway		✓	✓		✓		✓	✓
Emerbee's		✓	✓		✓		✓	✓
Starbucks					✓		✓	✓

8. Heavy use of perfume or cologne is strongly discouraged and employees may be asked to remove it.

9. If you have to sneeze, cough or blow your nose, do so away from the food and cover your mouth and nose when you do so. Immediately after, wash your hands.

10. Gloves are required in specific production and services areas. Check with your manager for duties that require gloves.

11. The health department code does not allow the storage of personal food in restaurant refrigerators or freezers, so any personal meals must be stored in employee lockers.

12. Valid ServSafe Certification is a requirement for all Dining & Hospitality Services leadership (refer to job descriptions).

13. Valid Food Handlers Cards are a requirement for all Dining & Hospitality Services full-time career and student staff (refer to job descriptions).

Please speak with your supervisor or Dining & Hospitality Services manager should you have any questions or concerns regarding sanitation standards.

The following guidelines/policies are unique to Housing Services.

HOUSING SERVICES EMPLOYEE GUIDELINES

WORKPLACE PROFESSIONALISM

EMPLOYEE IDENTIFICATION BADGES — HOUSING SERVICES

Housing Services issues an employee identification badge to all Housing Services employees to provide a unified means by which employees of UCR Housing Services and certain specific strategic partners can identify themselves as affiliated, authorized agents and resources of UCR Housing Services. All UCR Housing Services employees and the employees of certain specific strategic partners such as Residential Life, must appropriately display an assigned Employee Identification Badge (ID Badge) to visually identify themselves as affiliated and authorized agents and resources of

UCR Housing Services. ID Badges and/or means of attachment that are damaged, lost or stolen must be reported immediately to the Supervisor. Such items will be replaced free of charge. Supervisors are responsible to collect the Employee Identification Badge upon employee resignation, termination or extended leave of absence.

Please refer to the UCR Housing Services Policy, **APPENDIX – UCR HOUSING SERVICES EMPLOYEE IDENTIFICATION BADGE (400-007)**, or contact your supervisor for specific policy content and procedures.

The following guidelines/policies are unique to Transportation Services.

TRANSPORTATION SERVICES EMPLOYEE GUIDELINES

WORK RULES

Every organization is governed by established standards designed for the safety of all, and to ensure certain equalities are guaranteed for everyone in the performance of their assigned duties. Everyone is to be treated fairly and judged by the same performance standards. Everyone is entitled to a safe work environment. Therefore, basic work rules are established for all to abide by and adhere to.

The following are basic rules for the Transportation Services unit:

1. **Appearance:** You are a representative of the Transportation Services unit of the University. Your appearance is a direct reflection as to how the campus sees all of us. It is necessary that this image be positive and not detract from the effort exhibited in your performance.

   You should always be clean, professional and well-groomed; clothes are to be clean and free of tears and frays (regardless of current fashion). Attire must not display any logos other than those representing the unit, University or employee groups. Shoes must be appropriate to the work performed so as to provide protection from the environment and equipment with which you will be working. Jewelry, such as rings, watches, earrings, bracelets, necklaces may be worn with safety in mind.

2. **Department Representative:** As representative of the Transportation Services unit of the University, your behavior is a direct reflection as to how the division and by extension, how the University is perceived. Our campus community is a place where mutual respect among individuals and groups is demonstrated by our behaviors.

3. **Lost and Found:** It is common to find articles that faculty, students, staff or visitors may have lost or left behind. Any time such articles are found, regardless what you may assume the value to be, turn the items the owner or turn the item in to the Police Station.

4. **Radios and Other Electronic Equipment:** Hand-held, two-way work radios or other similar electronic items should be used at a volume appropriate to the location and circumstances in which you are working. You do not want to cause a disturbance or disruption to those in the area where you are assigned. Remember to only use appropriate, professional radio language when using the hand-held, two-way radios in the course of your work. Hand-held radios are not to be used for playing music or noise. Radios are to be kept on and with the assigned employee during work hours.

5. **Alarm Codes, Security Access Devices, Passwords and Keys:** Employees may be assigned various alarm codes, keys, passwords or other forms of secure access to doors, buildings, gates or other areas. These codes/keys/passwords are intended to be kept confidential and secured. Employees are not to share keys, codes, or passwords with other individuals. Individuals must report loss or theft of keys to their supervisor as soon as possible. Allowing access to secured areas to unauthorized individuals is strictly prohibited and is the responsibility of the UCR Police Department, who has the authority to ensure that the requesting party is authorized to be in the area.

   Employees allowing unauthorized access, sharing passwords or failing to report compromised, lost or stolen access codes/keys or passwords may be subject to disciplinary action. Should there be personnel in buildings or areas, who appear suspicious or whom you question as to whether they should be there, contact the police or your supervisor immediately for assistance. Key and access control is a major concern. Once you pick up your keys, or codes, you must keep them in your personal possession or secured at all times. Make sure that all of the keys or codes assigned are accounted for at the end of each work day.

6. **University Vehicles:** University vehicles are for University business. If you need to go off campus for work related business, make sure your supervisor is aware and has approved the business need. University vehicles should only be left in appropriate, designated areas when left unattended. Keys are not to be left in vehicles, and no vehicle is to be left running, while it is unattended. Seatbelts must be used and traffic laws must be followed at all times while operating University vehicles.

SAFETY REQUIREMENTS

Safety is everyone's concern. Safety is everyone's responsibility. Periodic safety classes, staff meetings & training are provided to employees. Attendance at these classes and meetings is required. The following items are the rules and expectations for compliance with campus safety.

REPORTING UNSAFE CONDITIONS
As part of your routine, while performing your assigned duties, you should always be aware of problems in and around you, which may result in serious consequences. Example, a light out may not appear to be of much significance, but imagine the potential consequence of someone being injured due to a danger not visible as the light was out. Your supervisor has condition reports, in order to notify the correct department as to the existing problems. In short, be aware of the problems existing in your work area, and report them as you observe them.

DEFECTIVE EQUIPMENT
Prior to using any piece of equipment, you should always inspect the unit for deficiencies, which may include broken electrical plugs, frayed cords, damaged housing, etc. **DO NOT USE DEFECTIVE EQUIPMENT**. Notify your supervisor of the problem immediately, in order to have the item repaired or have the appropriate lock out/tag out device applied to the defective equipment. Do not attempt to repair the unit yourself.

HYGIENE
Wash your hands thoroughly and frequently during the course of your job. Poor hygienic habits present not only a potential health risk to yourself, but may also endanger those with whom you may come in contact. If you feel ill while at work, contact your supervisor immediately and seek medical assistance in order to protect yourself and others.

PROTECTIVE EQUIPMENT
In order to provide you with a safe work environment, protective equipment is provided to protect you from the hazards that you may encounter as you perform your job duties. These include, but are not necessarily limited to:

REFLECTIVE JACKETS OR VESTS
These items are provided to protect you while working in areas where there is vehicular traffic and to make your presence immediately recognizable to vehicle operators. These are to be used whenever employees are working around vehicle traffic or in/around streets. Ask your supervisor about other protective equipment used in performing your work.

GENERAL SAFETY RULES
1. Do not rush or hurry through tasks. There is plenty of work to do and little time to do it in, but remember to work efficiently, safely and carefully.

2. Do not run. Walk to your destination.

3. Always keep all of your body limbs inside of University vehicles while in motion.

4. Use all safety belts on vehicles and equipment, at all times.

5. Use the appropriate work methods, tools and safety equipment to safeguard against accidents and injury.

6. Be aware of your surroundings. Watch for obstructions while operating equipment and machinery. Remember that faculty, staff and students may be in your area while you are working.

7. NO HORSEPLAY! The expense is too high.

Work safe, work smart.

HOURS OF WORK AND REST PERIODS

The actual hours worked may vary, and may be altered by your supervisor to satisfy University needs or requirements. Typical hours of operation for Transportation and Parking Services are 8 am to 5 pm and Fleet Services are 7:30 am to 4:30 pm Monday through Friday. Extra hours may be provided based on campus events, during enrollment and commencement and during emergencies. These hours will be announced or posted based on circumstances.

START OF SHIFT
Each individual is responsible for arriving at work promptly at the scheduled start of their assigned work shift. If you are to be delayed in your arrival, you must notify your immediate supervisor, or designated alternate prior to the start of the shift to avoid disciplinary action. You must be clocked in by the start of your shift or you will be considered late. Habitual or excessive tardiness may result in Corrective (Disciplinary) Action.

CALL BACK
On occasion the department may need to call employees in to work extra hours based on departmental needs. Employees who are not scheduled as on-call/standby status that are called back to work after completing a shift and leaving the premises, shall be paid according to the applicable bargaining agreement. Call-back time, whether worked or not, is considered time worked for the purpose of calculating hours of overtime.

WEEKEND ASSIGNMENTS
Weekend assignments are necessary in a few areas of Transportation Services, such as Special Events or Parking Enforcement. These assignments are covered by rotating staff

on a periodic basis. Hours are arranged based on specific needs, events and activities occurring on specific dates. These hours may be increased or decreased depending upon campus needs and departmental demands.

The following guidelines/policies are unique to Early Childhood Services:

EARLY CHILDHOOD SERVICES EMPLOYEE GUIDELINES

THE UNIVERSITY OF CALIFORNIA RIVERSIDE EARLY CHILDHOOD SERVICES (ECS) PHILOSOPHY AND MISSION STATEMENT:
The UCR ECS team provides high-quality child development programs in a safe, nurturing environment that promotes the social, emotional, cognitive, linguistic, and physical development of each child. Our developmentally and culturally competent programs are implemented by professional and credentialed staff which are actively supported by our parents, the community and UCR volunteers.

EARLY CHILDHOOD SERVICES GOALS:

▶ Foster independence by giving children choices and freedom within structure.

▶ Provide an environment that encourages growth and positive self-esteem.

▶ Provide an environment that supports a love of learning.

▶ Provide an environment that gives opportunity for social interaction.

▶ Provide a loving atmosphere that develops respect for self and property.

▶ Provide an environment that helps children to feel secure.

▶ Support children as they learn to work in systems and cooperative groups

▶ Support children as they learn to recognize and own feelings of like and dislike

▶ Provide a developmentally appropriate curriculum that nourishes all aspects of a child's being.

▶ Provide education, support and encouragement

▶ Provide staff with support and education in their interactions with children, peers, and parents.

CODE OF ETHICAL STANDARDS AND EXPECTATIONS

The following is an excerpt from The National Association for the Education of Young Children's Code of Ethical Standards. Standards of ethical behavior in early childhood education are based on commitment to core values that are deeply rooted in the history of our field. We have committed ourselves to:

▶ Appreciate childhood as a unique and valuable stage of the human life cycle

▶ Base our work with children on knowledge of child development

▶ Appreciate and support the close ties between the child and family recognize that children are best understood in the context of the family, culture and society.

▶ Help children and adults achieve their full potential in the context of relations that are based on trust, respect and positive regard.

The code sets forth a conception of professional responsibilities in four sections, each addressing an area of professional relationships.

SECTION 1: ETHICAL RESPONSIBILITIES TO CHILDREN

► Be familiar with the knowledge base of early childhood education and to keep current through continuing education and in-service training.

► Base program practices upon current knowledge in the field of child development and related disciplines and upon particular knowledge of each child.

► Recognize and respect the uniqueness and the potential of each child.

► Appreciate the vulnerability of children.

► Create and maintain safe and healthy settings that foster development and that respect their dignity and their contributions.

► Support the rights of children with special needs to participate consistent with their ability, in regular early childhood programs.

SECTION 2: ETHICAL RESPONSIBILITIES TO FAMILIES

► Develop relationships of mutual trust with the families we serve.

► Acknowledge and build upon strengths and competencies as we support families in their task of nurturing children.

► Respect the dignity of each family and its culture, customs, and beliefs.

► Respect families' child rearing values and their right to make decisions for their children.

► Interpret each child's progress to parents within the framework of a developmental perspective and help families understand and appreciate the values of developmentally appropriate early childhood programs.

► Help family members to improve their understanding of their children and to enhance their skills as parents.

► Participate in building support networks for families by providing them with opportunities to interact with program staff and families.

SECTION 3: ETHICAL RESPONSIBILITIES TO

COLLEAGUES

► Establish and maintain relationships of trust and cooperation with co-workers.

► Share resources and information with co-workers.

► Support co-workers in meeting their needs in their professional development.

► Accord co-workers due recognition of professional achievement.

► Assist the program in providing the highest quality of service.

► Maintain loyalty to the program and uphold its reputation.

RESPONSIBILITIES TO EMPLOYEES

► Promote policies and working conditions that foster competence, well-being and self-esteem in staff members.

► Create a climate of trust and candor that will enable staff to speak and act in the best interests of children, families and the field of early childhood education.

► Strive to secure an adequate livelihood for those who work with or on behalf of young children.

SECTION 4: ETHICAL RESPONSIBILITIES TO COMMUNITY AND SOCIETY

► Provide the community with high-quality, culturally sensitive programs and services.

► Promote cooperation among agencies and professions concerned with the welfare of young children, their families and their teachers.

► Work, through education, research and advocacy, toward an environmentally safe world in which all children are adequately fed, sheltered, and nurtured.

► Work through education, research and advocacy, toward a society in which all young children have access to quality programs.

► Promote knowledge and understanding of young children and their needs, working toward greater social acknowledgement of children's rights and greater social acceptance of responsibility for their well-being.

► Support policies and laws that promote the well-being of

children and families, oppose those that impair their well-being of children and families, oppose those that impair their well-being, and cooperate with individuals and groups in this effort.

▶ Maintain and support the professional development of the field of early childhood education and to strengthen its commitment to realizing its core values.

TEACHING STAFF DUTIES AND RESPONSIBILITIES

NEW FAMILY ORIENTATIONS
When a family is accepted into the center, an orientation is provided by both the Site Supervisor and the classroom teacher. Parents then have an opportunity to introduce their child to the program, ask questions and discuss their needs. This process is completed prior to the child entering the program.

PARENT CONFERENCE
Parents and guardians can better support the endeavors of the child development program when they are partners in the care and education of their children. They become proactive partners when given the opportunity to know and understand the policies and procedures of the agency, the education experiences of the program, and the basics of child development.

Two Parent-Teacher conferences are planned and offered to parents/guardians of the children enrolled in the UCR ECS programs. The major focus of each is to share the developmental and educational progress of children. Dates for conferences are to be chosen so that one occurs near the start of the school year and one near the close of the school year. Parents/guardians are given a written notice at least 2 weeks in advance along with a sign-up sheet. Each classroom teacher is responsible for organizing a sign-up sheet and having it available to parents.

In preparation for the conference a written developmental progress report must be prepared along with children's' work samples. Parent/guardians must sign the complete conference report and be provided with a copy. Follow-up should be conducted as necessary.

STAFF MEETINGS
All career staff members are required to attend staff meetings. Most meetings will include staff development training. Every effort is made to hold lead teacher meetings as needed.

TEACHER TEAM MEETINGS
Lead teachers hold weekly meetings with their classroom staff to address issues of concern to the group and to disseminate information presented at lead teacher meetings. In addition, curriculum planning, staffing schedules and discussion of children's progress takes place.

WORK SHIFTS
Teachers will work a complete 8-hour shift with a 1-hour unpaid lunch break. On occasion, a teacher may request a ½-hour lunch break to accommodate an appointment, but it must be approved by the Site Supervisor prior to the date.

Opening teachers are responsible for arriving at 7:15 a.m. to prepare the classrooms and center for the arrival of children. Tasks such as putting down chairs, wiping down tables, and preparing activities to welcome the children are to be completed before the children arrive.

Each center will remain open until 5:30 p.m. serving children. Closing teachers, with the assistance of student aides, are responsible for putting the center in order for the custodial staff to clean and the classroom environment tidy for the next day's program. After the last child leaves the center, the closing teacher must ensure the classrooms environment is ready to receive children for the next program day – shelves tidy, paint cups cleaned, blocks straightened, windows/doors locked and materials prepped.

HAND WASHING
Upon entry into the classroom in the morning or after break, staff will wash their hands. Children will be asked to wash their hands when entering the classroom in the morning.

Hand washing will also occur before food activities, before tooth brushing, after toileting or nose blowing and after other activities as needed. Paper towels will be used to turn off water faucets for those faucets with manual handles.

STANDARD PRECAUTIONS
For all contact with bodily fluids, standard precautions must be practiced. This includes wearing gloves, hand washing and disinfecting any surface contaminated. Custodial services should be called for large cleaning needs.

DIAPER CHANGING
Single-use disposable gloves are to be used. When soiled, they are properly removed (inverted) and disposed of. Diaper changing surfaces are cleaned with Decon 30, wiped with a disposable paper towel. Teachers and children wash their hands after diapering. At the end of the day, the entire changing table surface will also be sprayed with the bleach water solution.

PLAYGROUND SUPERVISION
Teachers need to be engaged with the children while on the playground. This includes ensuring that one staff member is near active play areas, especially the playhouse, slide and the rocks. Teachers should not be clustering, unless a majority of the children are with them. Teachers and student aides/volunteers are allowed to sit, if they are engaged with children.

If the children are out in the sun, the adults need to be out with them. When sitting, position yourself in such a manner that you can see the overall yard. On hot days and bad air days, please make sure that cool, quiet activities are planned for the children. If you are feeling it's hot with your smock on, it is probably too hot outside for the children.

MANDATED REPORTING OF CHILD ABUSE
The State of California requires under law that staff members of child care centers report suspicion of child abuse and neglect. A protocol must be understood and followed. Child abuse and neglect are to be reported by UCR ECS staff members when one "...has knowledge of or observes a child in [their] professional capacity or within the scope of [their] employment whom [the staff member] knows or reasonably suspects has been a victim of child abuse or neglect..."

NUTRITION PROGRAM
UCR ECS participates in the California Adult and Child Food Program (CACFP). This program, a federally-funded food program managed by the California State Department of Education, provides reimbursement to our center for certain expenses if standards and procedures for documentation and food preparation are followed. Families have the option to opt out of our meal programs. In doing so, they forfeit all meals and snacks.

DAILY MEAL COUNTS
Teachers must count and record the number of children eating each meal and snack at point of service (POS). At every meal time, it is the responsibility of the classroom teachers to verify that all children present are accounted for on the meal count form. The count must match the sign-in/out sheet for the number of children present in care for the day. If a child is offered a meal or snack and chooses not to eat, s/he can still be counted.

Nutrition counts must be accurate and up to date. Check your report for accuracy. These numbers are used to complete the monthly request for reimbursement.

*Infants are included in the nutrition program as long as we are feeding them either their formula or breast milk. Infants have individual feeding schedules and menus which meet the nutrition program requirements. Teachers add new foods to the infants' diets only after parents have introduced the new foods at home. Young infants are held during feedings. The CACFP Administrators and the program coordinator will provide more detailed information about feeding infants.

BREAKFAST, LUNCH AND P.M. SNACK
All meals provided by the center are prepared by UCR Dining & Hospitality Services. Teachers must engage in family style serving practices when serving the children.

MENU
UCR Early Childhood Services follows the child care nutrition guidelines recommended by the USDA Child and Adult Care Food Program (CACFP) for all the foods we serve: To provide a healthy and balanced diet that includes fruits, vegetables, and whole grains and limits foods and beverages that are high in sugar, and/or fat.

Our menus are carefully planned to follow the child care nutrition guidelines at every meal. Each menu is designed to provide a variety of nutritious foods that are different in color, shape, size and texture. All of our child care menus include foods that are culturally diverse and seasonally appropriate. We also like to introduce new and different foods and include children's favorite recipes in our menu planning. Menus are rotated on a 2-week cycle period with new recipes every 3 months to provide the children with a balance of variety and familiarity. Menus are adapted to incorporate local and fresh in-season produce when available. The menu must be posted in each classroom, and any changes to the printed menu must be recorded before the meal begins. When planning with parents for special celebration snacks, remember that the food on the menu must still be served.

FOOD HEALTH AND SAFETY
Teachers and children must wash their hands thoroughly before preparing, serving, or eating food. Adults who are preparing food must wear gloves. Tables must be washed with a cleaning agent and then sanitized with solution provided by the program before and after serving food. The sanitizing solution must sit for a minimum of 2 minutes. Be careful not to spray when children are near the tables. Teaching staff must be aware of food allergies and know steps to take if a child consumes a problem food. Allergy lists must be posted in classrooms and updated monthly or as needed. If a special diet is required due to cultural or religious reasons, Centers must have written, dated and signed instructions from the parent/guardian.

Children must be closely supervised during cooking activities. Try to model good behavior (manners and turn taking) and have open-ended conversations during meals. Children should be encouraged to serve themselves as much as possible for new skill development.

SITE MONITORING REPORT
The designated administrator monitors the program to ensure that the children are getting nutritious food and that the teachers are following the policies and procedures outlined in the CACFP program at a minimum of three times per program year. The CACFP center monitoring review report form is used to document timelines.

DAILY HEALTH CHECKS/CONTAGIOUS ILLNESSES
We will casually check the child for any indications of illness upon arrival on a daily basis. If there is any question of the child's health, the teacher can refuse admittance to the program for the day.

Please double check with your co-teacher unless the symptom is extreme.

Should any contagious illnesses be going around the classroom, please verbally inform the other parents of the symptoms. If the illness is on the "contagious illness posting" from the resource and referral, we will post the notice on the classroom door or another visible location.

HEAD COUNTS

Teachers should have an on-going "head count" of the number of children in their care. This information should be relayed when teachers return from break, to inform the cook of numbers or when asked by the Coordinator. This is a mandatory "habit." It is the first question a licensing analyst will ask.

The following methods are recommended to ensure that there are accurate counts of children at all times:

► Attendance rosters – checking off children on a roster type paper

► Writing children's names down on paper upon arrival and crossing off as they leave

► Wipe board – writing the number of children on the parent board

► Flip cards – having a ring of numbers available and flip the card to the number of children present in the room

No matter what method is used, there will be ongoing discussions between staff members during the program day of the number of children present. Attendance sheets will be provided for weekly use at the beginning of the month with all children and their schedules listed.

RATIOS

Title 5 (California Department of Education, Program Standards)- These staffing standards are designed to meet the developmental needs of children who are eligible to receive state and federally-subsidized child care services. These children typically come from very low-income families, have special needs, or are at risk of abuse or neglect. The state is required to fund contracting agencies at a level sufficient to meet these standards.

Title 22 (California Department of Social Services, Licensing Requirements)- Child care programs must meet Title 22 Staffing standards as a condition of licensure. These standards are designed to assure the basic health and safety of the children in the absence of their parents. While many child care programs exceed these standards, no center or home may operate without meeting them.

Compliance with these ratios shall be determined based on actual attendance. Whenever groups of children of two age categories are commingled and the younger age group exceeds fifty percent (50%) of the total number of children present, the ratios for the entire group must meet the ratios required for the younger age group. If the younger age group does not exceed fifty percent (50%) of the total number of the children present, the teacher-child and adult-child ratios shall be computed separately for each group.

NAP TIMES

Children who are no longer napping (due to their own habits or parents who feel it better meets their home routines) can be given books to look at on their mats. They cannot be provided activities, only books. These children should be set apart from those who routinely nap in the classroom for the rest period.

READING TO CHILDREN

Reading to children should be happening throughout the day, not only during the assigned Story Time. Invite a child or small group of children to sit and read outside or in the library area during activity time. Reading should not be used only as a transition. Reading time should be valued and not used only as an activity to get from one activity to another.

TRANSITIONS

Transitions should be done with the children in mind. One must look at what you want to get accomplished and you must plan for the success of the children.

Children, as well as each team member, need a warning prior to the transition. Each teacher should be aware of the transition prior to the children being called to clean up or get ready to go inside. Check in with your team prior to each transition to ensure that the timing will work. If a teacher is engaged with a hurt child or with a group of children totally engrossed in an activity – it is not the appropriate time to initiate a transition. The handbook states "subject to change depending on the needs of the children" where the daily schedule is listed and this of adapting the schedule to the needs of the children is to be practiced.

Children do not need to be waiting in line for long periods of time for a single child nor should they be waiting sitting in chairs at a table either or to use the sink during tooth brushing. How to reduce waiting time during transitions is each teacher's responsibility. This may be done by staggering children in smaller groups during transitions or singing songs so the children waiting are engaged and not restless.

Books and reading are not to be used as a transition tool. Book reading should be used for the purpose of reading and enjoyment of the activity – not to look at briefly and then cast aside to go to another activity. Using books as a transition tool lessens the child's perception of reading as a valued activity and will not be allowed.

FIELD-TRIP PROCEDURES

Please plan off-campus fieldtrips to have a "purpose" linked to the curriculum or study of interest being explored in the classroom. If money is needed (entrance fees, etc.), at least a few weeks is needed to ensure a check for payment.

▶ ECS t-shirts must be worn for off-campus fieldtrips. If you have student volunteers or parents – please provide t-shirts for them also.

▶ Teachers are responsible for all children at all times, even when parents are present. Teachers must accompany children on bathroom runs and have visual supervision.

▶ When walking – a teacher must be at the head of the group (to set the pace of the walk) and a teacher must be at the rear of the group (to gather stragglers and watch for wandering individuals).

Parents/student volunteers will be given the following guidelines:

▶ No purchasing of any types of gifts, food, treats or goodies on a fieldtrip.

▶ Parents/volunteers must remain with the group or the teacher they have been assigned to.

▶ Parents/volunteers are responsible for the children they have been assigned for the fieldtrip.

When on the fieldtrip and riding public transportation, all children will be checked on the roster upon entry and exit of the bus. The Fieldtrip with Transportation form will be used on such trips.

Should there be a medical emergency on a fieldtrip, please contact the center supervisor for phone support immediately. They can help contact the parent/guardian while you administer the care the child needs. Should the child need emergency services, call 911 and then the center when safe. Upon return, all the necessary paperwork will be completed (dependent on type of event/ situation).

PARENT PARTICIPATION

All parents are invited to volunteer. Some examples of parent involvement are: attending parent conferences and meetings, providing assistance with facility maintenance, supporting the children's program, donating materials, and fund-raising. Program staff provides parents with opportunities for involvement and facilitates reporting parent participation credit.

OPEN DOOR POLICY

Parents/Guardians are free to talk with child development services personnel (administrators, classroom staff) at any time.

NEWSLETTER ARTICLES

Lead teachers are expected to provide monthly newsletters, which update families on news of the center. The newsletter should provide information and should not be too long. The newsletter should be submitted to the site supervisor for approval prior to dissemination.

CLASSROOM TEACHER EVALUATIONS

The site supervisor provides yearly written evaluations of all lead teachers based on criteria for best practices and competencies which are given to each teacher prior to evaluations taking place. The site supervisor is responsible for providing teachers with copies of any memos placed in their personnel files concerning their job performance.

EVALUATION OF CLASSROOM PROGRAMS

Classroom programs will be evaluated according to:

▶ The criteria and procedures of the Accreditation Project of the National Association for the Education of Young Children (NAEYC).

▶ Desired Results Developmental Profile (DRDP) -an evaluation system of the Child Development Division of the California State Department of Education. The Desired Results System includes an evaluation of the classroom environment using the Early Childhood Environmental Rating Scale (ECERS) – Infant/ Toddler Environmental Rating Scale (ITERS), parent surveys, a developmental check list, and parent conferencing.

▶ Quality Rating Improvement Systems (QRIS)- an evaluation of overall program quality monitored by the Riverside County Office of Education (RCOE) Early Childhood Services Division race to the top initiative.

▶ Community Care Licensing (CCL)- an evaluation of the program's adherence to the health and safety regulations as outlined in Title 22.

OFFICE STAFF EVALUATIONS

The evaluations of the office staff are completed and conducted by the UCR ECS Center Director.

PROGRAM EVALUATION PROCESS

All employees of UCR ECS will receive a confidential Employee Satisfaction Survey annually through campus email. Employees are encouraged to give feedback about the program. Teacher surveys are also completed with self-study process of NAEYC prior to renewal.

REGULATIONS

The regulations of Title 22 and Title 5 apply. These regulations and any updates or changes to the law are accessible online at

http://www.cdss.ca.gov/inforesources/Letters-Regulations/Legislation-and-Regulations/Community-Care-Licensing-Regulations/Child-Care.

RELIGIOUS INSTRUCTION
UCR ECS refrains from religious instruction or worship, as mandated by Title 5 contract terms and conditions.

CONFIDENTIALITY
In the course of your work with UCR ECS, you may have access to confidential information regarding your students, families, co-workers and other "sensitive" information. We expect you to be responsible with regard to this information, and not divulge or reveal any information to any person, employee or non-employee, either verbally or in writing. Only if you are specifically authorized in writing or required in the daily course of your duties to divulge such information are you to do so in a discreet and appropriate manner. (This includes business telephone conversations requiring the use of this information.) Access to confidential information should be on a "need-to-know" basis, and authorization from the Director is mandatory. Any breach of this policy will not be tolerated, and disciplinary action will be taken, when appropriate. Confidential information includes, but is not limited to:

▶ Any information about children, families, or co-workers

▶ Plans for research, development and lobbying

▶ Information regarding business plans, budgets and unpublished financial statements

▶ Salary information and/or other incentives

▶ Information regarding the skills and compensations of employees

▶ Information designated by UCR ECS as confidential

The Early Childhood Services Program as operated by UCR is governed by University policies, procedures and practices. Similarly, the Director and Site Supervisor are bound by the rules of conduct for University employees, specifically UCR Staff members. These rules of conduct specify that disclosure of information in personnel files, medical records, or other similar confidential reports constitutes an unwarranted invasion and violation of an employee's privacy.

Although everyone has right of access to non-personal information, personal/confidential information, as defined by law, has restricted access. Examples of types of restricted information are as follows:

▶ Birth date

▶ Social Security #

▶ Income Tax Withholdings

▶ Personnel Actions such as Staff Performance Evaluations

▶ Letters of Corrective Action

▶ Citizenship

▶ Home Address & phone #

▶ Assignment or Re-assignment of staff

Providing a safe, reliable, appropriate environment for children is a priority at ECS. We take pride in our belief that parents and staff are partners in this endeavor. We also strongly believe that the contribution of parents to the decision-making process relating to new and existing programs is instrumental to a center's success. To assist in the decision-making process affecting implementation of programs or changes in policy, the center forms a committee comprised of parents that represent students, staff and faculty. Although a significant amount of information is shared with this committee in an effort to implement appropriate programs, we are obligated to inform everyone that certain information of a sensitive and confidential nature is restricted by University policy as noted above and therefore not made available to parent/staff committees. We have an obligation and a duty to respect the privacy rights of our families and our employees.

COMMUNICATION
Any request for reference or recommendations, whether from staff members or parents, should be referred to the Human Resources (HR) Department.

In addition, the director and/or site supervisors must pre-approve:

▶ All written material prior to posting or distribution.

▶ Use of departmental letterhead.

In classes or professional development meetings, maintain confidentiality by using the phrase, "at my school..." Please do not say "at UCR ECS..." Do not use children's, parents', or teachers' names when contributing to discussions or making reports.

PUBLIC RELATIONS

The reputation of UCR ECS has been built on excellent service and quality work. The active participation of everyone is required to maintain this reputation. The opinions and attitudes that the community has toward UCR ECS may be determined for a long period of time by the actions of one employee. We must all

be sensitive to the importance of courtesy in all relationships. Subordinates, co-workers, and management must be treated cordially and professionally. Public criticism of UCR ECS, its positions on early care and education, employees, or services will not be tolerated. If you have a concern you wish to have addressed, bring it to the attention of management in a manner that does not disrupt work or undermine trust. Gossip about families or staff is never appropriate and will not be tolerated.

CHILDREN AS THE ABSOLUTE PRIORITY

Part of your job is to smile, be cheerful and maintain a positive attitude. You are here to care for children. Adult needs are to be met away from the children's space. This includes visiting, eating and adult problem solving.

You may need to delay taking a break or performing routine tasks (cleaning, etc.) when children are upset or need assistance in any way. Become fully engaged with the children, ask them questions about what they're doing, refrain from interrupting, but remain an alert observer and stay nearby. Notice what needs to be done. Take responsibility by doing what needs to be done. Report all incidents, even those that may seem minor to you. Communicate fully with other staff.

STAFF ASSIGNMENTS

Teaching staff are assigned to classrooms by the Director in consultation with the Site Supervisor. Assignments may be changed from time to time in order to best meet program needs, with or without consultation of other staff.

PARENT COMMUNICATION

Maintain a friendly, professional relationship with parents. Teachers are responsible for building relationships with the parents/families of the children in their primary care group, their classroom, and the center overall. It is the responsibility of the teacher to initiate and maintain the relationship between home and the center. Greeting every child and parent upon arrival and also when they leave the center. When a child is absent, the primary teacher should call the parent and check on the reason for the absence (on the second day if they have not called in to the front office).

Teachers should also initiate regular interactions with parents. If the parent seems to be in a rush, you can email them something later that day or leave them a little note at the end of the day to help with engagement and communication. If one person in the classroom is more outgoing than the other, that's fine, but each teacher needs to build the communication and trust with all families in the classroom (especially primary families). Building a working relationship with the parents is the expected responsibility of each teacher.

HIRING PROCEDURES

Career and Limited appointed teaching staff at UCR ECS are required to have Child Development Permits issued by the California Commission on Teacher Credentialing through the California Department of Education. Any employee who does not already have a permit at the time of hire will be given a Child Development Permit application packet by the program coordinator and must possess the requirements to successfully obtain a permit at the Associate Teacher level or higher. It is the responsibility of the employee to apply for a permit at the appropriate level and to maintain the permit during employment at ECS. The center Director can help with a professional development plan and/or recommend a professional development advisor.

PERSONNEL FILES

Employees must make an appointment with the center Director to review their personnel files.

You have the right to review personnel information obtained about you in accordance with University Policy.

PAYROLL

PAID STAFF MEETINGS AND PLANNING TIME

Some staff meetings are held after work hours and you are paid for the time as overtime.

IN-SERVICE TRAINING

Staff meetings will be used to provide information, resources, skills and techniques for on-site training opportunities. The University provides 10% employee discount for UCR Extension class fees for career staff and limited appointment staff working 50% or more. All teaching staff are responsible for updating their credentials and keeping abreast of new research and knowledge by registering for additional early childhood units.

VACATION AND SICK LEAVE

VACATION

Vacation leave is calculated every month based on the number of hours worked during that pay period. Vacation time cannot be used before it is earned. It must also be used in accordance with the number of hours you are scheduled to work for any particular day. If the vacation leave used exceeds the number hours available, those hours will be deducted from your next paycheck.

Vacation leave is scheduled at the convenience of the University. The center director is responsible for assuring that the operational needs of the center are met. In order to fulfill the staffing requirements of Title 22 and Title 5, all career staff must confer with their supervisor and request vacation time in writing a minimum of two weeks in advance. The center director and program coordinators are jointly responsible for hiring qualified substitutes as needed.

Newly hired Career and Limited appointment staff begin to accrue vacation hours from the date of hire; however, no vacation leave can be used until your six-month probationary period has ended and you have worked 50% time or more continuously for those six months.

SICK LEAVE
Site Supervisors should be immediately informed of absences due to illness. They are responsible for scheduling a substitute.

When sick leave is being used for medical appointments during work hours, the Site Supervisor and/or the director must be informed, in advance, with written notice if there are scheduling changes.

MISCELLANEOUS

MAIL
Each employee has a mailbox or mail folder located in the front office. Please check your mail folder when you arrive and when you leave. Center information, as well as important announcements and phone messages, will be placed in that folder.

E-MAIL
Each employee has a University e-mail account. This is how the University, the UC System and ECS send out notifications; it is recommended that you check your e-mails account at least twice a week.

TELEPHONE
Early care and education is different from many other jobs in that it's not easy to leave your work station. Please limit your phone use to necessary calls, 2-3 minutes in length, and make them before or after work or during your designated break. There is a phone in the staff lounge for personal calls. Center phone lines must be kept open for parent and center business calls. Cell phones may not be used in the classroom or on the play yard.

Please ask friends and family to call you at home, except in cases of emergency. The office cannot become a message center for our many employees. Attention should not be taken from the children and classrooms should not be interrupted by personal phone calls. Please use consideration and good sense in your phone use at the center.

USE OF OFFICE EQUIPMENT AND COMPUTERS
Always check with office staff before using the copier, computer, or other office equipment. All career teachers and administrative staff members are given an email address and log-on name and create their own password. Before printing, check your printer setting to make sure your document will print from the desired printer.

IDENTIFICATION BADGES
All staff members must wear the identification badge issued by the University (UCR Card) while on duty at the child care center. This I.D. card should be inserted into the plastic holder provided by ECS and may be clipped to apparel or worn on a lanyard around the neck. Employees picking up paychecks at the administrative office must present the UCR Card for identification purposes. This card is also used to gain entrance into the corridors.

VISITORS
If you have a friend or family member coming to meet you, they must arrive at the Center office first and get a visitor's name tag if they will be going beyond the reception area. Visitors must be accompanied by Center staff if they are in the children's program area. You must understand that children's safety is our first concern; it can be disruptive and scary for children to have adults that they don't know come into their rooms.

STAFF BABYSITTING POLICY
Center employees are not permitted to sign out children nor transport them home in their cars. Staff members are not permitted to babysit for children enrolled at the Center in their home during the evening or weekends.

This policy has been established, after much consideration and consultation, because of your personal and our program liability and because of our experience with the difficulties that arise when the relationship between a family and a staff member becomes too complex and confusing.

MEDICAL EMERGENCIES
If there is a medical emergency that requires telephoning 2-5222 (UCR Police Department), do so immediately. Use your co-workers to support you through this emergency. All staff have been first aid/CPR/AED trained.

After calling 2-5222 and receiving confirmation from dispatch, have another staff member telephone the parent and inform them of the status of the emergency. If the child needs to go to the hospital, the director or a staff member will accompany the child in the ambulance, unless the parent arrives and can accompany the child. Please make note of any information during the emergency (injury information, times, names of doctors, etc.).

Following the incident, the appropriate paperwork must be completed for ECS and licensing by all those who participated in the medical emergency.

CENTER ACCESS
UCR ECS has restricted access to the Center as a safety precaution. Parents and staff must have a R'Card to access the security doors.

EARLY CHILDHOOD SERVICES DRESS CODE POLICY

PURPOSE:
To establish standards for professional casual business attire for staff of Early Childhood Services.

POLICY:
Early Childhood Services is a professional agency within the prestigious University of California Riverside. Staff attire is a visible representation of departmental professionalism. The appropriateness of attire influences the perceptions of parents and others regarding our professionalism and has a bearing on their interactions with us. Impressions of our credibility are related to personal appearance and dress. An impression conveyed by personal appearance and dress impacts our credibility.

The type of dress varies with the employee's particular assignment; however, whether in the office, or in the classroom, we are observed by fellow employees, clients, and the public. Therefore, all employees are expected to dress in a casual business and professional manner.

GENERAL GUIDELINES:
The intent of this policy is to provide basic guidelines and is in no way meant to address all the variables. The dress code relies on supervisory judgment with consideration of the guidelines listed below. Director and Program Coordinator may approve exceptions to the dress code for specific employees based on the specific duties and responsibilities involved, including circumstances such as a field trip, classroom cleaning, and special school events.

▶ Clothing should reflect professionalism.

▶ Clothes should be clean (i.e., not torn or frayed)

▶ Clothing should not impair the safety of employees or children in their care.

▶ Clothes should fit properly.

▶ Casual Business attire is observed throughout the year.

INAPPROPRIATE ATTIRE:
The following items are inappropriate for the workplace.

▶ Clothing

1. Sun dresses with spaghetti, narrow, or no straps which expose the back and shoulders, and tank tops unless worn with a jacket or an over shirt.

2. Clothing that exposes the stomach or midriff area; is tight or clinging; or over-exposes the breast and buttock area. Skirts that end above the knee.

3. See-through garments.

4. Clothes that are generally used for recreation, workouts, or exercise, including work-out/ warm-up wear, leggings or spandex pants, and short shorts. Leggings with long tops.

5. No shorts above the knees.

6. Clothing should allow comfortable movements as you bend over, bend down, sit on the floor, reach and climb. These are all actions necessary when working with children.

7. Any clothing, including hats, and caps containing emblems, printing, lettering, or pictures pertaining to sex, drugs, gangs, profanity, alcohol, tobacco, violence, illegal, and obscene behavior.

8. Hats or caps are not to be worn indoors.

▶ Footwear:

1. Rubber and plastic sandals commonly referred to as thongs or flip flops.

2. High-heeled shoes that prevent ease in supervising children indoors and outdoors, and compromise safety when walking in the childcare environment. They are also damaging to the poured rubber surface.

3. Shoes without backs or straps.

4. Not wearing shoes.

5. No open toe sandals.

It is important to remember that we set the example for our student assistants and volunteers in our center. We require a dress code to be observed by them.

OUTDOOR LEARNING

The outdoor learning environment is considered an extension of the indoor learning; both indoor and outdoor is an integral part of the Early Childhood Services Program. Walking around and supervising the entirety of the play yard is required. Children are NOT to go inside unsupervised. Please have a teacher stay by the door to monitor children inside getting a jacket, going to the bathroom, etc. UCR student assistants, as well as parents, are not

allowed to ever be alone with children which also includes taking a child inside for a short period of time.

Teachers plan for outdoor play with the same considerations for active participation that is used with indoor activities. All areas of the playground need to be considered when planning the outdoor program. A variety of vigorous and less rigorous physical activities are implemented daily throughout the year. Lead Teachers, Teachers, and UCR student assistants are involved outdoors with the children in various parts of the playground rather than positioned in "adult groups" talking with each other. **Outdoor play is more interactive and thoughtful than recess.**

Keep the black first-aid back pack outside on the wall next to the classroom door from the playground.

Before returning indoors, inspect the play yard for a child who may be hiding and do a head count to make sure each child is present.

STAFF ABSENCE PROCEDURE
You are responsible for maintaining regular attendance according to your work schedule. When you are absent due to an unexpected illness or family illness, the following apply:

▶ It is your responsibility to call the Site Supervisor or the Director as early as 5:30am or the prior evening if you will be off work.

▶ It is important to remember the impact your absence has on the children, your team, co-workers and the Center operation. Please try to make medical appointments at a time that is outside your work hours or, if necessary, in consultation with the Site Supervisor.

▶ Your absence, planned or unexpected, is an administrative concern between you and the office. It is your responsibility to make it clear what the purpose of your absence is so that records can be appropriately maintained.

▶ Staff is responsible to submit an absence request form for planned or unplanned absences to the Site Supervisor so it may be approved or denied. The absence request form must be submitted to the Site Supervisor at least two weeks in advance for a planned absence. In a child care center, an absent lead teacher or teacher assistant means an interruption in the program and an adjustment for the children. Excessive absences cannot be tolerated. Continuity of staff (as with children) is the standard of a high quality program. Your presence each day makes that happen.

NAEYC ACCREDITATION CRITERIA FOR TEACHING: STANDARD 3

▶ **3. C.01 –** Teaching staff by positioning themselves to see as many children as possible. (Infant, toddler/twos, and preschool)

▶ **3. C.02 –** Teaching staff supervise infant and toddler/two by sight and sound at all times. (Infant, Toddler/twos)
(This is a required criterion)

▶ **3. C.04 –** Teaching staff supervise children by sight. (Preschool)
(This is a required criterion)

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

The information provided in the UC Riverside Auxiliary Services Employee Handbook is provided for the convenience of employees and is to be used as an informational resource, but not as a complete guide for employment. The policies, procedures, and standard practices described in the handbook are not a complete list of conditions of employment, nor are they a replacement for specific terms of Auxiliary Services' or University's specific policies, procedures, and contractual bargaining unit agreements.

The University and Auxiliary Services reserve the right to amend its policies and procedures as it determines to be in the best interest of the department and University; amendments and new policies instituted by the University of California or Auxiliary Services will be effective as of the date of their enactment, unless otherwise specified.

Employees are advised to consult with their direct supervisor or Human Resources on specific policies or procedures, for the most updated and current policy or regarding any questions.

AUXILIARY SERVICES EMPLOYEES
I have received my copy of the handbook, and I understand my responsibility to read and comply with the policies and procedures and any revisions made by the University and Auxiliary Services.

_____ Employee Initials

EMPLOYEE'S SIGNATURE   DATE

EMPLOYEE'S NAME (PRINTED)   DATE

Notes

Notes