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INTRODUCTION

Welcome to Facility Operations! Because of your skills, attitude, and experience you will be a valuable member of one of the largest departments on campus.

The work employees of Facility Operations do is critical to day-to-day operations at the University of Utah. We are tasked with keeping the lights on, the heating and cooling systems functioning efficiently and maintaining most all aspects that make education at this institution possible.

We believe that each employee contributes directly to our growth and success and we hope you will take pride in being a member of our team.

This manual serves to introduce you to Facility Operations so you can better understand the important role we play on campus. Also contained here are procedures that if followed will guarantee continued success within the organization.

Note: The most current version of this handbook is available on the Facilities Staff Resources website. http://facilities.utah.edu/facility-operations/staff-resource.php
MISSION, VISION AND VALUES

MISSION: To be the service providers of campus and assist our customers in achieving their missions.

VISION: To provide state-of-the-art environments for learning, education and research for the campus community.

Facility Operations strives for continuous improvement to attain the highest standards of excellence and integrity, demonstrating the following values:

CUSTOMER SERVICE. SAFETY. INNOVATION. TEAMWORK. EXCELLENCE.

CONDUCT AND STANDARDS

Conflicts of Interest

The State of Utah and the University have very strict rules concerning the acceptance of gifts, favors, and/or compensation by their employees. This includes provisions regarding gifts and outside compensation; prohibits disclosure of confidential information for personal gain, and provides enforcement and disciplinary action when violated. Areas of particular note for Facility Operations employees include:

- State employees may not have a financial or other interest, or engage in any business or professional activity that is in conflict with their official duties.
- State employees may not use their official position to secure special privileges for themselves or any other person.
- State employees may not receive any compensation or gift from a source for performing or deferring the performance of any official duty.
- State employees may not receive a gift or favor if it could be reasonably expected to influence or reward their vote, judgment, action, or inaction.

The University’s resources may not be used under any circumstances for any of the following:

- Conducting an outside business
- Supporting, promoting, or soliciting for an outside organization or group unless otherwise provided by law
- Political campaigning
- Commercial purposes such as advertising or selling
- Internet browsing unless directly job-related or is little or no cost to the State
- Illegal activities
A University employee may not use his/her position at the University to support or represent the employee’s outside activities including businesses, hobbies and/or political activities. The following are examples of University resources which may not be used by an employee to support or represent his/her own outside activities.

- University telephone numbers, and office, e-mail or web addresses
- University affiliations and titles may not be used for advertising
- University stationary, office supplies, computing resources and equipment such as photocopiers and fax machines
- University tools, equipment and machinery

Facility Operations is committed to its stewardship of University and state resources, and expects its employees to adhere to the highest standards of integrity and ethical behavior.

If employees have any questions about the University’s policies on personal use of state resources and conflict of interest, they should contact their supervisor or administrative support personnel. More information on “Individual Financial Conflict of Interest” is also available on the University website.

More information can be located at: [http://regulations.utah.edu/general/1-006.php](http://regulations.utah.edu/general/1-006.php)

**Conflicts Outside of Work**

It is expected that all University employees understand and comply with the requirements of the State of Utah and the University regarding employee conflict of interest. Facility Operations employees must secure advance review and approval for outside work. This requirement applies whether or not the work is compensated and/or conflicts with the employee's official duties or status as a University employee.

Following are some examples of situations that could create and/or might appear to create the potential for a conflict of interest for an employee:

- If the outside job business, or consulting services are in the same trade, profession, or industry as the employee's University job
- If the outside business uses or sells any of the same materials, tools or other resources as the employee’s University job
- If the outside business employs or otherwise involves ANY University employee
- If the outside business does any business with the University, or provides information or services to businesses that contract with the University
- If you the employee is working for a business that has a contract to do business with the University

Any employee who has other employment, owns an outside business, or performs
consulting services in addition to his or her University of Utah employment should review and comply with the supplemental procedure for Facilities Management Annual Conflict Reporting Form.

In order to protect both the University’s and the individuals’ interests in minimizing employee involvement in activities that conflict with or may appear to conflict with the State of Utah and related University policies, all Facility Operations employees must complete the Facilities Management Annual Conflict Reporting Form.

### Appropriate Apparel

<table>
<thead>
<tr>
<th>i.</th>
<th>Facility Operations Lanyards.</th>
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<tr>
<td>a.</td>
<td>Will be worn at all times during working hours.</td>
</tr>
<tr>
<td>b.</td>
<td>Will be worn in such a way that the lanyard and I.D.’s are visible.</td>
</tr>
<tr>
<td>ii.</td>
<td>Shirt or capped sleeved blouse, preferably collared, gray, red or black with University of Utah logo.</td>
</tr>
<tr>
<td>iii.</td>
<td>Levi jeans or khaki pants.</td>
</tr>
<tr>
<td>iv.</td>
<td>Appropriate undergarments must be worn, but must not be exposed at anytime while in the work place.</td>
</tr>
<tr>
<td>v.</td>
<td>Individuals who work contracted events shall dress according to the following standards if no specific standards have been set by the event organizer.</td>
</tr>
<tr>
<td>b.</td>
<td>Levi or khaki pants supported by a belt.</td>
</tr>
<tr>
<td>c.</td>
<td>No hats.</td>
</tr>
<tr>
<td>d.</td>
<td>Comfortable work shoes.</td>
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### Inappropriate Apparel

| i. | Sweats and shorts. |
| ii. | Tank tops, tube tops, sleeveless blouses, bare midriff tops, bikini tops, swimsuits, etc. |
| iii. | Shirts should not bear any political statements, offensive text of graphics, or logos that do not represent the University of Utah. |
| iv. | Facial and body jewelry that may compromise the safety of the employee or his/her coworkers while performing his/her job. |
| v. | Any offensive tattoos consisting of obscene language, symbols, visual depictions of nudity, violence and racial connotations must be covered at all times. |
| vii. | Any articles of clothing that have holes, are frayed, or are unacceptably soiled at the beginning of a shift. |
## Hospitable Workplace

Facility Operations is committed to providing a non-hostile environment; the following types of conduct are prohibited:

1. Sexual in nature (unwelcome sexual jokes, remarks or physical contact, etc.).
2. Discrimination of race, color, religion, national origin, sex, sexual orientation, age, status as a disabled individual, disabled veteran, or veteran.
3. Theft by any employee will not be tolerated and will result in immediate termination.
4. Alcohol and illegal drugs are prohibited on University of Utah property.
5. Employees are expected to practice good personal hygiene. Offensive body odors to students, faculty, and staff will not be tolerated.
6. Employees are not to give out the departmental phone numbers as a point of contact for non-business related communications. Your department will not serve as an answering service for personal communications.
7. All employees are to behave in a professional, courteous manner. Behavior of a violent, menacing or threatening nature will not be tolerated and will result in immediate termination.

Also see the following policies:

- Policy 5-106: Equal Opportunity and Nondiscrimination Employment
- Policy 5-107: Sexual Harassment and Consensual Relationships
- Policy 5-210: Discrimination and Sexual Harassment Complaint Policy
- Policy 5-111: Corrective Action and Termination Policy for Staff Employees
- Policy 5-210: Discrimination and Sexual Harassment Complaint Policy

## Smoking Policy

Smoking is prohibited in all University facilities and vehicles, and within 25 feet outside any enclosed area. This is to ensure that secondhand smoke does not enter the area through entrances, windows, ventilation systems, or any other means. Be aware that E-Cigarettes are held to these same standards.

The University of Utah encourages smoking cessation counseling and treatment for staff through the Employee Assistance Program. Other cessation resources can be found through the Huntsman Cancer Institute.
Use of University Equipment and Supplies

Any abuse towards University owned equipment will be subject to disciplinary action up to and including termination of employment:

i. Employees are to use University equipment and supplies, only to perform their assigned work.

ii. Supplies that are unauthorized for use by Facility Operations are not allowed for use on campus. Any violation of this policy will be subject to immediate disciplinary action up to and including termination.

iii. Employees are to use University tools, equipment or supplies only for University of Utah purposes.

iv. Cell phones, MP3 players (I Pods), tape players or headphones may not be used while in operation of University equipment.

v. University equipment will be properly cleaned and maintained on a daily plus weekly basis or as mandated by your department’s supervisor.

vi. Damage to equipment must be immediately reported to your direct supervisor.

vii. No University materials are to be taken off campus, even if those materials were taken from the dumpster or trash containers.

University Vehicles

i. Employees must have a valid driver’s license and successfully complete the University driving safety course within the previous two years.

ii. Seat belts are to be worn while operating or riding in university vehicles.

iii. University vehicles are to be used only to perform work for Facility Operations.

iv. Vehicles are not to be driven on the campus sidewalks, unless it is necessary to make a delivery to a building and a sidewalk pass has been issued.

Sidewalk Policy

In order to protect property and landscaping, the operation of motorized vehicles on University sidewalks and plazas is generally prohibited. However, since building access is occasionally far from appropriate loading zones, permits allowing limited sidewalk parking may be obtained.
Sidewalks are for pedestrians, and motor vehicles may not have continuous access on campus walkways. When sidewalk access is not absolutely essential, vehicles must be relocated to a parking lot. Sidewalk permits may be revoked for inappropriate use. These policies govern appropriate use:

1. Hazard lights must be flashing while the vehicle travels along the sidewalk. Once parked, flashers may only be turned off if the permit is stamped “Parking Permitted.”
2. Permits must be prominently displayed so that relevant information can be observed from outside the vehicle.
3. While traveling on the sidewalk, the speed limit is 5 mph.
4. Vehicle operators must defer to pedestrians and keep the wheels of the vehicle on hardscape at all times.
5. Vehicles may not block building entrances, wheelchair accessible ramps, or fire lanes.
6. Vehicles are never allowed to park on or drive across the Marriott Library Plaza or the plaza between Orson Spencer Hall and the Language and Communication Building.

**Behavior Expectations**

- Be professional in providing our services and products, constantly aware of customer needs, and continually improving.
- Be open and honest in all communications with employees, customers, and suppliers. Listen for understanding, write/speak with clarity.
- Care for the individuals, their personal safety, their opinions, their work products with respect and in the spirit of working together.
- Take personal responsibility for your actions and work. Stand behind the quality of your products or services.
- Adhere to the department administrative guidelines.
- Additionally, supervisors and leaders are expected to set the direction and pace which work of individuals is to be performed and to clearly and continually communicate that direction and pace to each individual they supervise.

**Performance Evaluations**

Performance evaluations are intended to be a constructive process to enhance communication and encourage an employee’s successful performance in his or her position. The supervisor will discuss specific performance criteria and expectations with the employee and will provide a copy of the job description for the position. Formal performance evaluations are conducted during the probationary period and annually thereafter.
Evaluations may be conducted at other times if deemed appropriate by the supervisor. If at any time you have a concern related to your own job performance, first speak to your supervisor.

**Recognition**

Facility Operations participates in the following employee recognition programs:

- Caught In The Act
- HERO cards (Helping Employees Recognize Others)
- Service Anniversaries
- Service Excellence Awards
- Facilities Management Scholarship program each semester

Please see your supervisor or administrative support contact for more details. Please take the time to recognize others whenever possible.

**TIME AND ATTENDANCE**

**Attendance Abuse**

i. Patterns of attendance abuse will be subject to disciplinary action up to and including termination of employment. Patterns of attendance abuse may include but are not limited to:

   a. Excessive or unapproved absence
   b. Use of sick leave as soon as accrued
   c. Use of sick leave before or after a holiday, weekend, vacation or other scheduled time off
   d. Rise in use of sick leave by employees who have given notice of resignation
   e. Absences on shifts previously requested off by an employee and denied by the supervisor
   f. Excessive tardiness
   g. Taking unapproved extended breaks
   h. Failure to personally notify a Supervisor of an unscheduled absence prior to or within the first 30 minutes of an employee’s work shift. An employee’s Area Supervisor may under exceptional circumstance accept notification of absence by a third party
   i. Use of sick, vacation or PPH leave for which there is no accrual available
## Tardiness

i. Each employee is expected to know and adhere to his or her schedule, including breaks, and supervisors are expected to consistently enforce compliance.

ii. If an employee arrives at the job site after the start of that employee’s shift but within the first 8 minutes, the employee will be required to make up that time at the end of the employee’s work shift.

iii. The time entered into AIM will be to the nearest 15-minute increment.

iv. Employees who will be late are expected to contact their supervisor in accordance with the department’s reporting guidelines. Calling in does not constitute approval of leave.

## Time Entry & Management

i. AIM is a work management system utilized by Facility Operations. This system is used to report the actual work time for each staff member. Proper time entry protocol is as follows:

   a. Time entry should be placed into AIM to the nearest 15-minute increment.
   
   b. Time entry will indicate the correct daily work locations that correspond with correct Work Order and Phase.
   
   c. Time entry should be entered daily
   
   d. Supervisors will approve employee’s time entries daily
   
   e. Employee is responsible for his/her own time; any time entry corrections due to employee error may be made in the following pay period.
   
   f. False Time Entry or knowingly approving a false time entry is considered theft and is grounds for immediate termination.

## Holidays

A list of the University of Utah’s Holiday Calendar can be found on-line at:

https://www.hr.utah.edu/benefits/holiday.php

Employees at the University receive a total of ten holidays over the course of a calendar year. Additionally, each benefited employee is entitled to two paid personal preference days per calendar year.

## Vacation

i. Eligible staff members are encouraged to take vacations periodically pursuant to schedules arranged in advance to prevent disruption of departmental operations. The length of time being requested and amount of advance notice will be factors in the consideration of requests for vacation leave. (Generally,
the more vacation time the employee is requesting the further in advance the request should be made.

ii. Use of accrued vacation or accrued Personal Preference Holiday (PPH) must be arranged with the responsible supervisor so that the efficiency of the work area is not compromised. A minimum of 24 hours advance notice must be given for a request to schedule vacation or PPH to be considered by a crew leader. An Area supervisor may consider a request to schedule the use of vacation or PPH with less than 24 hours advance notice under exceptional circumstances.

iii. Paid Holidays which occur during a vacation leave are not charged against accrued vacation leave.

**Personal Preference Holiday**

i. Personal Preference Holiday use is treated as a day worked for the purpose of overtime calculations only.

ii. Unscheduled Vacation or PPH will be treated as unapproved leave.

iii. An employee is responsible for managing his/her own vacation and PPH. Use of vacation or PPH in excess of accrued leave will be considered to be unapproved leave and leave without pay.

iv. An employee may submit an appeal of unapproved leave to his/her Area Supervisor. The supervisor under exceptional circumstance may upon evaluation approve leave which was not scheduled. Appeals of unapproved leave must be submitted to a Supervisor within 48 hours of the employee's return to work.

**Sick Leave**

i. Sick is unapproved leave.

ii. Sick leave is only to be used when an employee has a sick leave eligible condition. Sick leave may be taken by benefit eligible employees who are unable to perform the functions of their position because of an illness or serious health condition or because they are needed to care for an immediate family member with an illness or serious health condition.
   a. In general, employees should arrange routine health care appointments during nonworking hours; however, in cases where these appointments must take place during regular working hours, non-exempt employees may charge the time used for these appointments to sick leave.
   b. Whenever possible, supervisors should be notified at least 48 hours in advance of such appointments.

iii. Sick leave may not be used for vacation purposes.

iv. It is the employee's responsibility to manage his/her accrued sick leave.
   a. Use of vacation leave or PPH to cover for exhausted sick leave will be considered unapproved leave unless the leave time has been designated as protected leave under the FMLA.
Family Medical Leave Act

i. Eligible employees may use sick leave for Family Medical Leave Act (FMLA) leave.

ii. The University may require certification of all absences charged to sick leave. If an employee is on sick leave for a period of more than three consecutive days, such leave may be designated as Family Medical Leave Act (“FMLA”).
   a. The Human Resources Division will notify the employee, in writing, that such leave is being designated as FMLA leave within five business days of becoming aware that such leave also qualifies as FMLA leave.
   b. All conditions of FMLA leave, including certification and notice of intent to return to work, may apply to such leave. Under certain circumstances, the University may retroactively designate sick leave as FMLA leave.

iii. All leave used under FMLA will be considered approved leave.
   a. After all sick leave has been exhausted, additional absences due to an illness, injury, or a Serious Health Condition of the employee or employee’s immediate family member must be charged to earned PPH then vacation benefits.

iv. For more information on FMLA refer to University of Utah Rule 5-200A: Scope, Eligibility and Limitations for Leave of Absence (http://www.regulations.utah.edu/humanResources/rules/rule_5-200A.html)

v. Verification from a health care provider may be required for any use of sick leave.

vi. Certification or verification will be required for any use of Non-FMLA sick leave in excess of a total of 48 hours in a rolling calendar year.

SAFETY

It is the policy of the University and Facility Operations to provide and maintain a safe work environment. Each employee is expected to promote safe work practices, to participate in occupational health assessment programs and to help maintain property and equipment in a safe operating condition. If employees have questions about the safety of their work environment or whether precautions are unnecessary, they should contact their supervisor.

Employees are expected to report unsafe conditions and work practices immediately to their supervisor or Facility Operations administrative support contact and follow departmental protocols.

Facility Operations has an established safety training program conducted through Environmental Health and Safety. Personal protective equipment required for an employee’s job is provided by Facility Operations and must be worn as required. Employees should talk to their supervisor to obtain required safety equipment.
**Reporting an Accident, Incident or Near Miss**

Employees must report all work-related injuries, illnesses and near miss incidents to their supervisor as soon as possible. The employer’s first report of injury or illness for Worker’s Compensation needs to be filled out within 24 hours after an incident that could have resulted in an accident, a work-related illness and/or near miss.

In case of serious or fatal accident or hospitalization, Environmental Health and Safety (EH&S) must be notified immediately (within 8 hours) at 801-581-6590; after hours contact the University Police Dispatch 801-585-2677. Do not move any equipment involved in these types of serious accidents until EH&S has authorized. Employees are covered for work-related injuries and illnesses by Worker’s Comp. For more information contact your HR Representative.

**Workers Compensation**

This section addresses the employee’s responsibilities when a work-related injury or illness occurs.

i. Notify your direct supervisor immediately.

ii. Seek medical treatment as directed by your direct supervisor; preferably from a University medical provider.

iii. Universities compensation carrier is Workers Compensation Fund (WCF)

iv. Complete and have manager/supervisor sign the “Employers first report if injury or illness form”
   a. Complete Facility Operations follow up form.

v. Ask physician to send all relevant information to WCF.

vi. Inform supervisor of the outcome of your treatment.
   a. Any note releasing /returning you from/to work must be provided to your supervisor.

vii. Additional medical services may need pre-authorization.

viii. WCF does not cover the first 3-days off due to injury

viii. Upon approval the Department will cover the hours missed from work on first day of injury requiring medical attention.

x. For more information on Workers Compensation please read University Rule 5-404: Scope, Eligibility and Limitations for Workers Compensation Insurance.

**OCCMed Clinic at Redwood Health Center: 1525 W. 2100 South, SLC**

After Hours: Urgent Care at the Redwood Health Center (801) 213-9700 or University of Utah emergency (801) 581-2291.

If your injury is life threatening go to the nearest emergency medical provider.
**Safety Hazard Review**

An employee's supervisor has the responsibility of assuring that safe working conditions exist and require their employees to be aware of, and adhere to, safe work practices. Before scheduling a job or assigning work, an employee's supervisor, or anyone else who oversees or assigns work, must review the job for potential hazards. Any identified hazard must be addressed prior to the start of work.

**Safety Committee**

All Facility Operations shops are represented by a safety representative who attends monthly Facility Operations Safety meetings. Safety Representatives review accident reports, raise safety questions and concerns and share information from the meetings with their represented areas. Safety is everyone's responsibility. If you see a process that could be made more safe, bring it to the attention of your supervisor or safety committee representative.

**University of Utah Campus Alert**

The University has developed Campus Alert to send official information during emergencies or crisis situations that may disrupt the normal operation of the University or threaten the health or safety of members of the University community. Campus Alert delivers messages to subscribers on a “best effort” basis to email and to Short Message Service (SMS) text-capable wireless devices, such as cellular telephones. Effective emergency response requires personal preparedness and planning. While no emergency communication system can be guaranteed to be effective and reliable in every situation, all employees are encouraged to sign up for Campus Alert as one part of their emergency preparedness plan. For more information visit http://www.campusalert.utah.edu/

**Emergency Preparedness Plan**

As a member of Facilities Management you are considered critical staff in all emergency situations.

Know that in an emergency an incident command center will be established and you may take directions from someone who is not your typical supervisor. Also be aware, you may be expected to perform tasks that are outside your normal duties. Your new role in an emergency will be explained to you by the staff of incident command. For more information please visit the sites listed below.

- **General Safety**
  https://ehs.utah.edu/general-safety
- **FEMA Courses**
  http://www.fema.gov/training-0
Facility Operations employees play an important role in the security of the University campus. Facility Operations employees should not let anyone other than authorized personnel who have a legitimate business reason into a locked room or building on campus. Employees should refer unauthorized personnel requesting entry or suspicious persons/objects to Public Safety at 801-585-2677. Please program their number into your phone.

Keys and C Cure

All University keys, C Cure and other means of electronic access must be safeguarded while on duty. Employees who are subject to be on campus after hours are allowed to take home only those keys that are necessary to access their shop or office. Keys must be kept on your person and not loaned to anyone, taken away from the University, or duplicated. Lost keys must be reported immediately to the employee’s supervisor.

More information can be found at: http://regulations.utah.edu/administration/3-234.php

BENEFITS

There are many advantages to working at the University of Utah. Some of the great resources the campus community makes available to employees are listed below. Please reach out to any of your co-workers or an administrative assistant for more details.

- Phone: 801-581-7447
- Website: https://www.hr.utah.edu/benefits/

For more information on benefits eligibility: https://www.hr.utah.edu/forms/lib/5-308.Matrix.pdf

Employee Assistance Program

Blomquist Hale Consulting is contracted to provide the Employee Assistance Program (EAP) to employees and household members with confidential counseling services for a variety of personal concerns at no cost. EAP counselors are available during regular and extended hours, and Crisis Line support is available 24/7. Services can be obtained through the EAP by calling: (801) 587-9319 or (800) 926-9619.

More information can be found at: https://www.hr.utah.edu/benefits/eap.php
The University recognizes the competing demands in all our lives, and offers programs and services that support the integration of work and personal lives, providing resources for faculty, staff and students through different stages of life, promoting health lifestyles, and creating a quality work environment.

More information can be found at the following sites:

- Peak: [http://www.health.utah.edu/peak/](http://www.health.utah.edu/peak/)
- Continuing Education: [https://continue.utah.edu/](https://continue.utah.edu/)

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### Other Benefits

University employment offers many additional benefits and privileges including tuition reduction, reduced ticket prices for cultural and athletic events, etc.

More information can be found at: [https://www.hr.utah.edu/benefits/](https://www.hr.utah.edu/benefits/)

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### Useful Resources

Campus Information Services (CIS) is a web based resource where employees can view their benefits information, payroll, taxes, and salary. In CIS, employees also have the ability to update or change personal information such as direct deposit, W-4 and home address.

Log on here with your employee uNID and Password: [www.cis.utah.edu](http://www.cis.utah.edu)

Facility Operations developed a frequently used forms and resources list on the Staff Resources website. Included with this are slides intended to assist new and current staff to better use AiM, the Facility Operations maintenance management system.

Facility Operations Staff Resources at: [http://facilities.utah.edu/facility-operations/staff-resource.php](http://facilities.utah.edu/facility-operations/staff-resource.php)
TRANSPORTATION AND PARKING

The University offers the use of mass transit and carpooling as opposed to single-occupant vehicles for commuting to campus. Employees have access to use UTA mass transit through their U Card and are highly encouraged to use it whenever possible.

Campus parking of personal vehicles is assigned by area and can be paid for through payroll deduction.

Parking information may be found on-line at: http://commuterservices.utah.edu/permit-types/faculty-staff.php

DEFINITIONS

EXEMPT
A position paid based on an annual rate of compensation; classified as exempt from the overtime provisions of the FLSA.

NON-EXEMPT
A position paid based on number of hours worked. Employees in these positions are eligible for overtime pay in accordance with the Fair Labor Standards Act (FLSA); classified non-exempt from the overtime provisions of the FLSA.

PROBATIONARY PERIOD
The six-month time period (unless extended) for new Staff Members holding Benefits Eligible positions, which is considered At-Will Employment. Extensions must be processed through Human Resources (UUHC excepted).

For more information, refer to the University’s Employee Definitions policy at: http://regulations.utah.edu/human-resources/5-001.php

OVERTIME
The University provides overtime pay or compensatory time off to Non-Exempt employees whose work exceeds 40 hours in a workweek. Employees shall obtain their supervisor’s approval prior to working overtime hours. The pay week runs Saturday 00:00 (midnight) to Friday 23:59, regardless of pay period. Overtime will occur any time an employee physically works over 40 hours within that work week.

ON CALL
An employee is required by his or her assigned Supervisor to be available to respond to work situations before or after normal work hours and may be called to work without prior notice. On-Call shifts are generally 12 hours long and are assigned on a rotating basis among department employees as determined by the Supervisor.
CALL IN/ CALL BACK
An employee is requested by his or her Supervisor to physically report to the primary work site by the time designated by the Supervisor with short notice.

SCHEDULE/ SHIFT CHANGE
An employee may be required by his or her Supervisor to physically report to the primary work location by the time designated by the Supervisor with at least 12 hours prior notice.

For more information, refer to the University’s Overtime/Compensatory Time policy at: http://regulations.utah.edu/human-resources/5-401.php