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Working Together to Deliver Outstanding Spartan Experiences

As an integral component of a world-class research university, Residential and Hospitality Services is woven throughout the very fabric of the MSU community. We are built on a foundation of integrity, service and effectiveness. We believe in creating and delivering unequaled experiences, products and services to the students and many guests of Michigan State University. We believe in a culture of learning and collaboration that empowers staff to achieve collectively far more than is possible for any one individual. Our vision and mission will be realized by adhering to the following values:

Purpose

Commitment to Student and Guest Experience
We exist simply to exceed their expectations.

Quality Throughout
In everything we do – from beginning to end – we will be passionate about delivering an outstanding customer experience.

Social Responsibility
We will care today about those things that will define this world’s future.

Practice

Strategic Thinking
As individuals and as teams, we will pursue excellence in strategic thought.

A Mindset of Innovation
We will be an organization that appreciates and learns from the past, while keeping our focus on the future.

Fiscal Responsibility
Smart decisions for future success, based on quality information, will guide the actions of our entire organization.

People

Spirit of Partnership
Within our division and in the University community, we commit to a spirit of collaboration.

Teamwork and Inclusion
We will succeed individually only when we are passionate about prospering as a team.

Staff Development
We will be an organization dedicated to continuous learning and the development of staff. We will provide and support quality learning opportunities and encourage all staff to take advantage of them.

Effective Communication
We will strive for organizational clarity through honest, open, accurate and timely two-way communication.
Guest Service Standards

Our Philosophy
Inspired by our passion for MSU, we take pride in delivering outstanding Spartan experiences in all we do and to all we serve.

Our Strategy
We exist simply to exceed our guests’ expectations.

Our Tactic
Paying attention to every detail in all we do and to all we serve.

Our Effort
Mountain climber intensity.

People
• I am MSU
• I immediately own and address guest concerns
• I am proud of my professional appearance, language and behavior

Purpose
• I am responsive to the needs of my guests, partners and team members
• I am responsible for creating a clean, safe, and accident-free environment

Practice
• I am personally accountable for ensuring a spirit of collaboration
• I actively participate in daily lineup meetings and the planning of my work

Guidelines
• Seek out guest contact
• Greet and welcome each guest
• Display appropriate body language
• Anticipate guest needs
• Provide timely follow-up service
• Thank each guest
On-Call Employment Information

Residential and Hospitality Services is made up of student, on-call, part-time and regular team members. All on-call employees in this division are to adhere to specific Michigan State University rules, policies and procedures regarding employment.

Definition of an On-Call Employee
An on-call employee is a part-time employee who is hired to work an irregular schedule of hours equating to less than half-time, or a schedule of 19 hours or less per week. On-call employees are limited to 1,039 work hours in the preceding 12 month period. You are considered an at-will employee, and your employment is dependent on the business needs of your hiring unit.

On-Call Employee Responsibilities
The work performed by on-call employees contributes to the success of their departments and the University. As MSU employees, on-calls have certain work-related responsibilities:

- On-call employees must complete the I-9 document and payroll information accurately and in a timely manner.
- On-call employees must adhere to the rules, policies and procedures of the University and the hiring department.
- On-call employees have a responsibility to learn their jobs and perform them to the best of their ability.
- On-call employees have a responsibility to treat others in the workplace with fairness and respect.

Criminal Background Checks
Criminal background checks will be completed for all on-call positions. The MSU Staffing Services Office will complete a criminal background search upon receiving a completed and signed copy of the MSU Criminal Background Check Authorization and Consent Form.

EEO: Equal Employment Opportunity
In its commitment to diversity and equal opportunity, the University has established policies regarding employment. The University is an equal opportunity employer and offers uniform employment opportunities without regard to race, color, national origin, ancestry, sex, age, height, weight, marital status, sexual orientation, political persuasion, religion, veteran status or disability status. In addition, the University applies equal opportunity guidelines during interviews, hiring, compensation and wages.

Requests for Verification of Employment
Requests for employment verifications and other inquiries by off-campus sources should be referred to MSU Human Resources, 517-353-4330. Your individual department cannot respond directly to an off-campus request. MSU Human Resources requires a mailed or faxed authorization signed by the employee subject of the inquiry.

Human Resources
Michigan State University
MSU Employee Records
1407 S. Harrison Rd. Ste.110
East Lansing, MI 48823
(517)353-4330
Fax: (517)432-3862

Hours: 8am-5pm
Monday through Friday
Closed on University Holidays
RHS Policies and Procedures

Even though we are all a part of Residential and Dining Services and work together as a team to uphold our Mission Statement, every operation functions independent of one another. In line with excellent service, Residential and Hospitality Services offers a wide variety of services and products to the entire community. While this handbook serves as a general guideline for on-call employment, there will be times where the policies and procedures differ from one unit to another. The management team in your unit will go over duties, policies, and procedures specific to the operation in which you are employed.

Work Schedules
Your schedule is planned within the framework of our operation. Some schedules may stay the same during the entire semester, while others may change on a regular basis. You may be scheduled to work weekends, holidays and academic breaks. Please review your schedule weekly. If you have questions please see your full-time supervisor.

Attendance Policies
Every job is important and yours is no exception. It is necessary that you report to work according to your schedule.

- You are expected to report on-time for your scheduled shifts. Failure to do so may result in disciplinary action.
- If you are ill and unable to work, inform your supervisor as soon as possible prior to the start of your scheduled shift.
- If you fail to report to work, the absence will be unexcused. Unexcused absences may result in termination and a negative evaluation.
- Major emergencies or illnesses will be taken into consideration on an individual basis. Discuss such situations with your supervisor.

Reporting an Absence
- When absent from work, you must personally speak to a supervisor regarding the reason for such an absence prior to the beginning of the shift/work day.
- If the absence is to continue beyond the first day, you must notify a supervisor on a daily basis prior to the beginning of the shift/work day unless otherwise arranged.
- Absence for three (3) consecutive working days without notifying a supervisor is considered a voluntary termination.

Please see your supervisor for any department specific policies related to attendance.

Hours Worked Per Week
You may work up to nineteen (19) hours per week. You may work up to 1,039 hours in the preceding 12 month period. Please ask your full-time supervisor for further details.

Holiday and Break Scheduling
Many units are open and operating during holidays and academic breaks. Please see your supervisor as to the method of scheduling during these breaks.
**Rest Periods**
Rest periods will be scheduled by the supervisor and may vary depending on business needs and the length of the work shift.

- On-call employees are permitted one 15-minute rest period during each continuous four hours of work.
- The rest period will be scheduled at a time and in a manner that does not interfere with the efficiency of the work unit.
- The rest period is intended to be a recess which is preceded and followed by an extended work period; thus, it may not be used to cover late arrival to work nor early departure, to extend the lunch period, nor may it be accumulated if not taken.

**Meals**
We offer a discounted meal plan for on-call employees. Please remember to bring your MSU ID card with you when you eat. Your supervisor will provide you with details.

**Severe Weather**
In the event of severe weather conditions, only on-call employees whose services are required for maintenance, food service and other essential operations should report to work. On-call employees should be paid at their normal rate for the hours they actually work during a period of severe weather. On-call employees who do not work will not be paid.

**Getting Paid**
**Accurate Reporting of Time**
As a Residential and Hospitality Service’s on-call employee you are expected to report to your work area, properly dressed, by the start of your scheduled work shift.

- In addition to scanning in and out, you must also sign in and out for each work shift. Doing so ensures you will be paid correctly even if the time clock malfunctions.
- Before leaving your work area, let your supervisor know.
- Work only the hours you are scheduled, unless a change is approved by your supervisor.
- A habitual pattern of not using your MSU ID card to clock in and out may result in disciplinary action.
- Arrive at and leave your work area promptly. Time-keeping fraud will result in termination. Fraudulent activity includes, but is not limited to:
  - Clocking in or out for someone else
  - Altering beginning or ending times of your scheduled work hours (unless approved by your supervisor)
  - Not clocking out for meal times or when leaving the work site
  - Reporting hours not actually worked.

**Overtime**
Work beyond 40 hours in a workweek is overtime and will be paid at time and one-half. Overtime is permitted with supervisory approval only.
Compensation and Payday
On-call employees are paid bi-weekly based on rate of pay and the number of hours worked. Each payroll period begins on a Sunday and ends 14 days later.

While time records are kept in your unit’s payroll office, you are encouraged to keep track of the hours you work. If you believe there is an error in your paycheck, please bring it to the attention of your full-time supervisor immediately.

Direct Deposit
Direct deposit is available for all employees through the Michigan Automated Clearing House Association (MACHA) The University will deposit your paycheck electronically into an account you designate at any financial institution within the U.S. Your pay will be automatically deposited into your checking or savings account safely and confidentially on pay day.

Job Performance and Evaluations

Training and Supervision
You will be trained in all aspects of your job by designated RHS team members. These team members may train you in areas that require a certain amount of skill. They will teach you the proper techniques and safety procedures to ensure that you will be successful in your job. If you are not sure of something during the course of your work day, please see your supervisor.

Most of your training will be on-the-job. You will be paid for the time you attend required meetings or training sessions. Be sure to clock in and out for these sessions. Unless you have been excused by your supervisor, missing required meetings or training sessions will be considered an unexcused absence.

Performance Evaluations
Performance evaluations are used for determining pay raises and eligibility for rehire. Your work performance will be evaluated each semester. Your supervisor, at your request, will discuss your evaluation with you so you may find out how well you are performing your job and identify ways to improve your performance to be more successful. You will also be given an opportunity to give us feedback. Remember, your evaluation remains on file even after you leave. You are welcome to use it as reference information for future employers.

Each unit will determine the frequency and type of evaluation procedure they wish to use. Listed here are general categories that may be evaluated:

Quality and Quantity of Work
- Is responsive to deadlines and notifies affected parties when meeting deadlines is not possible.
- Plans and observes work time responsibly.
- Works effectively and efficiently with all co-workers.
- Accurate and thorough in all work assignments.
- Completes work with little or no supervision.
- Completes work following specific instructions, policies and procedures.
- Demonstrates high quality standards in all interactions and work assignments.
- Exercises good judgment and makes appropriate decisions in performance of duties.
Work Characteristics and Attributes
- Presents and promotes a positive image of the institution through business-like conduct, attitude, and appearance.
- Customer service-focused, exhibiting helpful, friendly, and courteous service.
- Demonstrates punctual, reliable, and consistent attendance.
- Demonstrates the ability to appreciate and work with a diverse population.
- Proactively and willingly acquires new skills, tasks, procedures, and projects.
- Self-starter; takes action without being asked.
- Willing to accept suggestions and training; takes direction.
- Flexible.
- Asks questions when needed.

Job Knowledge and Skills
- Respects confidentiality of all student and MSU documents, information, records, etc.
- Demonstrates knowledge of the position, department, division, and institution mission and goals.
- Ability to accurately follow oral and written instructions, directions, policies and procedures of the department.
- Demonstrates the ability to make sound judgments.
- Deals with difficult situations effectively.
- Demonstrates effective and appropriate written and oral communication skills.

Unsatisfactory Performance
On-call employees who demonstrate either unsatisfactory work performance or unsatisfactory work attendance may be warned and given time to correct the problem. Extremely poor work performance or work attendance may warrant termination without warning.

These actions will be documented:
- **Warning**: Upon display of unsatisfactory performance or attendance, you should be told in private how job requirements are not being met and allowed a reasonable period to improve your performance. You must understand that unless work performance or attendance is improved, you will be terminated. Your supervisor should take steps toward improved communication or instruction allowing you to achieve satisfactory performance.
- **Written Warning**: If your work performance continues to fall below required standards, you should be informed in writing of the unsatisfactory performance.
- **Termination**: If, after at least one written warning, your performance has not improved, you may be terminated.

Problem Resolution
In an effort to promote good communication and the best possible outcome, Residential and Hospitality Services requests all on-call employees raise issues of concern with their immediate supervisor in an attempt to find an informal solution to the problem. A neutral route, such as the RHS Human Resources Department, is an option for on-calls that feel uncomfortable directing their concerns to their supervisor. It is the philosophy of RHS, however, that it is often best to attempt to work through concerns with the staff that is "closest" to the issue.
**Resignation**
In the unfortunate event that you have to leave your position, please see your supervisor BEFORE you resign. If there is a conflict, we may be able to help you work out the problem. If you are sure that you must resign, we ask that you give us at least a two (2) week notice. This will allow you to remain eligible for future employment. In addition, this courtesy will give supervisors and co-workers time to replace your shifts.

**Termination**
On-call employees are hired for short term employment. Departments should provide at least two weeks written notice prior to releasing on-calls from their work. Termination without warning is warranted for poor work performance or attendance; flagrant; willful violation of RHS or University rules; budget constraints; lack of work; and improper conduct.

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**RHS Policies**

**Personal Appearance/Dress Code Policy**
Personal appearance at work influences first impressions of guests and has a direct impact on the reputation of Residential and Hospitality Services. Therefore, appropriate work attire and personal grooming is required of all team members. The following is expected of all team members:

- Work uniforms and/or nametags provided by RHS must be worn appropriately at all times during work hours.
- Uniforms and appropriate attire must be properly laundered, neatly ironed, and free from stains and tears.
- Footwear should be protective, slip-resistant, and appropriate for the work assignment.

Due to varied work assignments and/or working conditions, some departments will have additional expectations that will be communicated at the time of hire. Please see your supervisor for any department specific policies related to personal appearance or dress code policy.

**Phone Use Policy**
Use of phones by Residential and Hospitality Services team members must be held to a minimum and must not interfere with the team member’s work and/or the operation of the department.

**Department/Office Phone:**
- Personal calls made from department/office phones require prior approval from supervisor.
- Personal calls may only be made during designated break periods.
- Team members must inform their supervisor if an urgent matter arises that requires a personal call to be made outside of the designated break period.
- Personal long-distance calls made from work phones are prohibited.

**Personal Cell Phone:**
- Personal calls may only be made during designated break periods.
- Team members must inform their supervisor if an urgent matter arises that requires a personal call to be made outside of the designated break period.
- During a work shift, the cell phone must be turned off or on silent mode, and not visible to guests.
- Cell phones may not be used while working, in a work area, or in public areas unless it is for a business reason.
Musical Devices:
Use of iPods, or other musical devices, and headphones are not permitted while on duty unless they are approved for use by your supervisor.

Recording Devices:
No team member may tape record conversations or video tape any activity in the workplace without the consent and/or permission of all persons involved.

Removal of Property from the Workplace Policy
All team members employed within the Division of Residential and Hospitality Services are prohibited from carrying out of their workplace any box, package or container without the consent of their supervisor. Unauthorized removal of any property not owned by the team member may result in disciplinary action, up to and including termination.

Lost and abandoned items must be turned into the designated area in your unit.

RHS Acceptable Use of Computer Systems Policy
The use of computing systems in the Division of Residential and Hospitality Services has become part of our everyday jobs. Although using these systems is required to complete many business functions, computer use is also a privilege.

All Residential and Hospitality Services Computing Systems are provided primarily for the purpose of, or in support of, the fulfillment of job functions. To this end, RHS may restrict access to certain off-campus networks or communications protocols.

Acceptable use is based on respect: respect for the privacy of others (their passwords, files, data and mail), respect for copyrights and licenses, respect for the integrity of computing and network systems. Use should be consistent with guiding ethical statements and accepted community standards, as well as guiding principles of the University and the Division of Residential and Hospitality Services.

Rules Governing Personal Conduct of Employees
The Rules Governing Personal Conduct of Employees are intended to promote the orderly and efficient operation of Michigan State University, as well as to protect the rights of all employees. Violations, therefore, shall be regarded as cause for disciplinary action, up to and including discharge. Discharge may result from an accumulation of minor infractions, or for a single serious infraction. Disciplinary action under these rules does not preclude an employee from discipline for violation of University policies or ordinances, criminal liability or sanctions for violation of local, state or federal laws. These rules do not preclude any University department from establishing additional rules for its employees that are necessary for the effective operation of that department. This is not a comprehensive list of rules, and the University reserves the right to discipline employees for acts or omissions not stated below.

Each employee is required to conduct himself/herself in a professional manner at all times. The following are examples of prohibited conduct:
1. Sexual Harassment:
Sexual harassment is a form of unlawful gender (sex) discrimination and is not tolerated at Michigan State University. All employees should be familiar with the University Policy on Relationship Violence & Sexual Misconduct available on the web.

2. Sexual Conduct:
Behavior of a sexual nature that is not sexual harassment may, nonetheless, be unprofessional in the workplace, disruptive in the classroom or violate other University policies; and, like other behavior that is unprofessional, disruptive, or violates a University policy or ordinance, it could warrant discipline. Many types of behavior may constitute sexual harassment or sexual conduct including, but not limited to, the following:

- Sexual assault
- Threats or insinuations that lead the affected individual reasonably to believe that granting or denying sexual favors will affect his/her reputation, education, employment, advancement, or standing within the University
- Sexual advances, sexual propositions, or sexual demands that are not agreeable to both parties
- Unwelcome and persistent sexually explicit statements or stories that are not related to employment
- Sexually explicit e-mails or text messages
- Sexual misconduct such as stalking, cyber stalking, voyeurism, or recording or transmitting sexual images
- Repeated use of sexually degrading language or sounds to describe a person
- Unwanted and unnecessary touching, patting, hugging, or other physical contact
- Comments or questions about an individual's sexual prowess, sexual deficiencies, or sexual behavior
- Dissemination of sexually explicit materials through the University's information technology resources
- Creation, dissemination, or display of offensive items or materials that disrupt the work environment including, but not limited to, photographs, graphics, symbols or video or audio recordings

3. Other Prohibited Harassment or Inappropriate Conduct:
Other Unlawful Harassment may occur when a University community member is subject to unwelcome conduct based on a category protected in the Anti-Discrimination Policy. These categories include: age, color, gender, gender identity, genetic information, disability status, height, marital status, national origin, political persuasion, race, religion, sexual orientation, veteran status, or weight. Unwelcome conduct that is objectively and subjectively severe, persistent or pervasive and creates an unreasonable interference with the individual's work or education experience is considered harassment. For more details, see the ADP User's Manual online.

Behavior that is based on a protected category, but does not rise to the level of prohibited harassment under the ADP, may nonetheless be unprofessional in the workplace, disruptive in the classroom, or violate other University policies and, like other behavior that is unprofessional, disruptive, or violates a University policy or ordinance, could warrant discipline.

4. Misconduct related to the use or possession of alcohol, illegal drugs, or controlled substances:

- Unauthorized consumption or possession of alcohol on University premises
- Consuming, distributing or possessing illegal drugs, as determined by state or federal law, on University premises
• Consuming, distributing, or possessing controlled substances on University premises without a prescription
• Selling or conspiracy to possess illegal drugs or controlled substances
• Unlawfully manufacturing, distributing, dispensing or using illegal drugs or controlled substances
• Being under the influence of alcohol when reporting to or while at work
• Being under the influence of illegal drugs (as determined by state or federal law) when reporting to or while at work
• Being under the influence of controlled substances without a prescription when reporting to or while at work
• Failing a required drug or alcohol screen
• Falsifying laboratory test results or samples
• Adulterating or attempting to adulterate a drug screening specimen

5. Noncompliance with safety rules and regulations:
• Failing to immediately report all accidents and/or injuries
• Failing to comply with safety rules and regulations established by unit supervisors, the Michigan State University Police Department, the Office of Radiation, Chemical and Biological Safety, or local, state or federal statute
• Failing to use safety apparel and equipment
• Failing to report unsafe conditions or practices
• Creating or contributing to disorderly, unclean, or unsafe working conditions

6. Improper behavior relating to attendance:
• Excessive absenteeism or tardiness
• Leaving work early or taking extended break periods
• Leaving the work area without permission
• Making preparation to leave work before the lunch period, break period, or the specified quitting time
• Failing to report for overtime work when scheduled
• Failing to start work at the designated time
• Failing to return from an authorized leave of absence or vacation at the designated time
• Improper use of leave time to cover an absence (e.g., sick leave, bereavement leave, Family Medical Leave Act, jury duty)
• Failure to properly and/or promptly report the reason(s) for being absent, if no previous arrangements were made with an appropriate supervisor

7. Negligent behavior relating to University property or the property of others:
• Malicious, negligent, or intentional destruction, damage, defacement or willful neglect of property of the University or another person
• Using/possessing the University's or another's property without authorization, including but not limited to, non-business use of University computers and peripheral equipment
• Unauthorized taking or attempting to take, misappropriate, conceal, or remove property of the University or of an employee, student, customer, supplier, vendor, visitor, patron or guest of the University
• Unauthorized use of the University telephones, computers, electronics, or other equipment during working or nonworking hours
• Knowingly admitting, or providing means of access to, an unauthorized person into any locked or restricted University building and/or area of the campus
- Knowingly providing means of access to the University's information technology resources to an unauthorized person
- Being on University premises without authorization unless on duty or have business as a member of the public
- Failing to report inappropriate use of University equipment or electronic systems

8. Poor work performance as evidenced by:
- Refusal or willful failure to carry out a supervisor's instructions, including the assigned duties of the position, when such instructions do not require unsafe or illegal acts
- Neglect of duty and/or lack of due care or diligence in the performance of duties
- Unsatisfactory work performance or failure to maintain reasonable standards of performance, production, or professionalism
- Improper documentation, destruction, falsification, alteration, deletion, or omission related to University forms, records, or reports (e.g., production records, time records, employment applications, and medical records), including, but not limited to, false claims for wages, benefits, insurance, leave of absence, and/or providing false information for personal gain
- Unauthorized disclosure or misuse of records or other business information
- Non-work related use of official position and influence for personal gain
- Conducting personal use while on duty

9. Inappropriate behavior or conduct related to the treatment of others:
- Utterance or publication of any threat, threatening, intimidating, obstructing, and/or harassing other persons
- Fighting and/or instigating a fight
- Bullying (using verbal, physical, or psychological abuse) or otherwise mistreating a supervisor, co-worker, student, member of the public, supplier, vendor, or guest
- Engaging in aggressive, hostile, or violent behavior, such as intimidation of others
- Attempting to instill fear in others
- Engaging in belligerent speech, excessive arguing or swearing
- Sabotage or threats of sabotage

10. Other misconduct including but not limited to:
- Using vulgar or obscene language
- Gambling or engaging in other games of lottery on University time or premises
- Exhibiting immoral conduct
- Retaliating against an individual who makes a complaint of harassment
- Possessing weapons, firearms, hazardous materials or explosives on University premises (unless authorized in the course of employment)
- Engaging in horseplay or practical jokes that endanger or disrupt employees or University property
- Smoking in unauthorized areas or inappropriately disposing of smoking materials including the use or improper disposal of electronic cigarettes
- Sleeping, loitering, or loafing on the job
- Failing to maintain proper grooming, dress, cleanliness, or hygiene. Dress or appearance should not be distracting to other employees and should be within acceptable standards of health, safety, and public contact
- Working for pay at other employment while on leave (e.g., medical or sick leave) from the University without prior authorization
• Failing to disclose outside interests that may conflict with the interests of the University including, but not limited to, financial, employment, or other business interests
• Vending, soliciting, or collecting contributions on University time or premises without prior appropriate authorization
• Making defamatory statements about other University employees, including supervisors, or making disparaging statements to the public concerning University business
• Knowingly making false statements about University business or employees
• Failing to maintain appropriate licensures and/or certifications in accordance with job requirements
• Off duty misconduct, including committing illegal acts, that reflects adversely upon the University or adversely affects the employee's ability/credibility to fulfill his/her job responsibilities
• Obtaining, or attempting to obtain, unemployment benefits to which the employee is not entitled. This includes, but is not limited to, providing false information to the Michigan Unemployment Insurance Agency (MUIA), failing to report all wages to the Michigan UIA while collecting unemployment benefits, or failing to promptly notify the Michigan UIA when benefits are paid in excess of those allowed by law or when benefit payments should cease
• Failure to disclose and/or inform the employer of convictions that would result in the inability or restriction to operate University equipment or vehicles

Workplace Expectations

Sustainable Practices
Every day, MSU Spartans work to create life-changing solutions for a better world.

One of the values of the Division of Residential and Hospitality Services states that, "We will care today about those things that will define this world's future."

Our actions are powered by more than a century-and-a-half commitment to empowering ordinary people to do extraordinary things. Working together and collaboratively, we can move mountains--or preserve them for future generations.

Today, MSU is one of the world's top research universities and one of the nation's top five sustainable campuses. And every day--through teaching, research, outreach, and campus innovation--Spartans are working to improve the quality of life at MSU and in communities around the globe.


Tolerance and Civility
MSU strives to build an academic community with living and learning environments that expects tolerance of viewpoints and civility toward others, whether at public forums, athletic events, in residential communities, classrooms, or laboratories.

We call upon all who participate in university events to promote tolerance and civil behavior and to hold themselves to high standards that reflect the university's commitment to respect viewpoints that may be different from their own. Only by respecting individuals with diverse perspectives and ideas can we build an environment of civility that is conductive to advancing knowledge and transforming lives.
University Reporting Protocols
The University strives to offer a safe and supportive learning and working environment for all individuals. In support of that goal, the University has reporting protocols for its employees with respect to certain conduct involving suspected child abuse, child pornography, allegations of sexual assault, relationship violence, and stalking.

The reporting protocols for University employees are straightforward:

- **Suspected Child Abuse**: If, in your position at MSU, you suspect a child may be abused or neglected, you must contact the MSU Police Department immediately. The MSU Police will advise you as to whether you are considered a “mandatory reporter” under Michigan law and also must file a report with Children’s Protective Services. Employees who work with children are encouraged to review the Michigan Department of Human Services website for information about recognizing child abuse and neglect.

- **Sexual Assault, Relationship Violence, and Stalking**: If you receive an allegation of sexual assault, relationship violence, or stalking related to a member of the University community (faculty, staff or student), you must report the allegation to the MSU Police Department and the Office of Institutional Equity (OIE). This would include an allegation a MSU community member has sexually assaulted a child. The only employees who may honor a request for confidentiality from an adult victim of an alleged sexual assault are the University Ombudsman and those whose conversations are protected by a legally recognized privilege (i.e., doctor-patient, counselor-patient). Employees are encouraged to review materials and documents related to Relationship Violence and Sexual Misconduct at the website www.oie.msu.edu.

- **Child Pornography**: If you become aware of suspected child pornography on MSU IT Resources, you must contact the MSU Police Department immediately.

Employees who have questions about the reporting protocols may contact the MSU Police Department or the Office of Institutional Equity.

Contact Information:

MSU Police Department
87 Red Cedar Road
East Lansing, MI 48824
(517) 355-2221
Emergencies: 911
www.police.msu.edu

Office of Institutional Equity
408 W. Circle Drive, Room 4, Olds Hall
East Lansing, MI 48824
(517) 353-3922
oie@msu.edu
www.oie.msu.edu
Employment Laws and Regulations

Americans with Disabilities Act (ADA) and Michigan Persons with Disabilities Civil Rights Act (MPDCRA)
Under the ADA and the MPDCRA, an employer is required to make reasonable accommodations for qualified persons with disabilities, unless the accommodations would cause undue hardship on the employer. Accommodation requests and issues must be directed to your hiring department. Under the MPDCRA, you are required to notify an employer that you are in need of an accommodation within 182 days of becoming aware of the need for accommodation.

Anti-Discrimination Policy
The MSU Anti-Discrimination Policy states that unlawful acts of discrimination are prohibited. University community members shall not 1) discriminate against any University community member(s) through inappropriate limitation of employment opportunity, access to University activities on the basis of age, color, gender, gender identity, disability status, height, marital status, national origin, political persuasion, race, religion, sexual orientation, veteran status, or weight; or 2) harass any University community member(s) on the basis of age, color, gender, gender identity, disability status, height, marital status, national origin, political persuasion, race, religion, sexual orientation, veteran status, or weight.

Driver and Chauffeur Licenses
There are several on-call employee job descriptions that require driver and/or chauffeur licenses for on-call employees. All departments should review the duties being performed by their on-call employees as far as driving motor vehicles is concerned and, where necessary, require that on-call employees obtain a chauffeur license. In addition, when recruiting to fill vacancies, requisitions should clearly state those instances where chauffeur licenses are required.
- Where an on-call employee is required to operate a motor vehicle for the purpose of transporting merchandise or persons on a regular basis, that on-call employee should be required to possess a chauffeur license. A chauffeur license should be required where a primary responsibility is the operation of a motor vehicle with a seating capacity of twelve or more persons or which is regularly involved in the delivery of goods and materials on the public highway.

Drug-Free Workplace Policy
Consistent with state and federal law, Michigan State University will maintain a workplace free from the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances. The unlawful manufacture, distribution, dispensation, possession, or use of controlled substances, illicit drugs and alcohol are prohibited on any property under the control of and governed by the Board of Trustees of Michigan State University, and at any site where work is performed by individuals on behalf of Michigan State University.

Firearms Policy
Except as otherwise provided, members of the university workforce are prohibited at any time while on any property owned, leased, or otherwise controlled by the University, or elsewhere in the course of their employment with the University, from possessing or using any firearm. This Policy applies regardless of whether the member of the workforce has a concealed weapon permit or is otherwise authorized by law to possess, discharge, or use a firearm.
MSU Computer Use Policy
Access to modern information technology is essential to the pursuit and achievement of excellence across the MSU mission of instruction, research, and service outreach. The privilege of use of computing systems and software, as well as internal and external data networks, is important to all members of the university community. The preservation of that privilege for the full community requires that each individual faculty member, staff member, and student comply with institutional and external standards for appropriate use.

MSU Ordinances
The Board of Trustees of Michigan State University adopts ordinances that provide for the care, preservation and protection of the property governed by the Board, for the security and well-being of persons on said property, to promote the University’s successful operation, to maintain good order, and to ensure against undue interference with the lawful activities of persons coming upon land governed by the Board.

Relationship Violence and Sexual Misconduct Policy
Michigan State University is committed to maintaining a learning and working environment for all students, faculty, and staff that is fair, humane, and responsible - an environment that supports career and educational advancement on the basis of job and academic performance. Relationship violence and sexual misconduct subvert the mission of the University and offend the integrity of the University community. Relationship violence and sexual misconduct are not tolerated at Michigan State University.

“Relationship violence” and “sexual misconduct” are broad terms that encompass sexual harassment, sexual violence, domestic violence, dating violence, and stalking.

The purpose of the Relationship Violence and Sexual Misconduct Policy is to define relationship violence and sexual misconduct, describe the process for reporting violations of the policy, outline the process used to investigate and adjudicate alleged violations of policy, and identify resources available to members of the University community who are involved in an incident of relationship violence or sexual misconduct.

This policy applies to all members of the University community - faculty, staff, and students – regardless of gender, sexual orientation, or gender identity. Members of the University community shall not engage in relationship violence or sexual misconduct. Persons who do so are subject to disciplinary action, up to and including discharge for employees and dismissal for students. The University also prohibits sexual misconduct by third parties towards members of the University community.

If you have any questions please contact Jennifer Roberts, RHS HR unit liaison to the Office of Institutional Equity, at (517)353-7260 or hartjen4@rhs.msu.edu.
Smoke-Free Policy
Michigan State University is committed to eliminating harmful exposures to environmental tobacco smoke unwanted by students, faculty, staff and visitors and adopts the following Smoke-Free Policy:

• Smoking will not be permitted in any closed space, regardless of location, except specifically designated private residential space and hotel rooms. Smoking will not be permitted near exits and entrances of buildings, except at a reasonable distance or unless otherwise designated.
• Reasonable Distance Guideline: Smoking is permitted outside of buildings and must be 25 feet away from exits and entrances, unless otherwise designated.
• Cigarettes and other tobacco products will not be sold on university grounds.
• This smoke-free policy applies to all Michigan State University facilities and vehicles, owned or leased.

All on-call employees share in the responsibility for adhering to and enforcing this policy.

Safety Policies and Procedures

All on-call employees employed within the Division of Residential and Hospitality Services shall be in compliance with safe practice standards in the workplace. These standards are a matter of professional knowledge and within official codes and regulations of the university. Each department is responsible for the establishment and preservation of safe conditions and safe practices within the work area. On-call employees are expected to comply with all established safety practices and procedures and are to immediately report any accidents or safety problems, regardless of the degree of severity, to a supervisor.

As an on-call employee, you share in the responsibility for the health and safety of yourself, our residents and guests, your co-workers and other members of the MSU community.

• Ask for instructions before using unfamiliar equipment.
• Ask for help when lifting heavy items.
• Keep your work area clean.
• Use safety devices that are provided.
• Wear personal protective equipment when necessary or instructed to do so.
• Wash your hands after using the restroom, coughing, sneezing, touching your hair, eating, or wiping your face.
• Report unsafe working conditions.

If you are injured on the job, regardless of the degree of severity, notify your supervisor immediately. Your supervisor is required to fill out an accident report and see that you get medical attention if necessary.

General Emergencies

Each unit has posted emergency procedures for employees to follow. Safe areas have been designated for each building and are prominently displayed. It is your responsibility to know which area is safest during a crisis. All employees will be expected to help in directing guests to shelter areas or appropriate exits of the building.
FOR EMERGENCIES SUPERVISORS WILL CONTACT MSU POLICE

Fire Alarm
Remain Calm. Usher customers and staff to the designated safe location outside the building and remain there until further instructions.

Severe Weather Warning
Usher customers and staff to the recommended safe location within the building and remain inside until further instructions.

Tornado Warning
Remain Calm. Stay away from windows, doors, large objects and electrical power equipment. Usher customers and staff to the recommended safe location within the building and remain inside until further instructions.

Power Outage
Remain Calm. Wait until your supervisor can advise you and be prepared to assist disabled persons.

Guest Emergencies
In the event of a guest injury, employees must render initial assistance and then inform a supervisor or manager about the accident so they may determine a further course of action.

Michigan Right-To-Know Law
On-call employees will be told their rights under the law if they will be or could be exposed to hazardous chemicals. You must be informed of the specific safety procedures necessary to work with these materials.
Access Control
The access control system at MSU is the responsibility of MSU Police. Electronic access control replaces the need for a key. Many of the buildings on campus are replacing exterior keys with electronic access control.

How to Use Door Access
Think of your ID card as a key. When the doors are locked simply place your card up to the reader and if you are authorized, the strike on the door will unlock and you can open the door. The process is fairly quick and what is actually happening involves communication between the reader and your MSU ID card. If you have been authorized to access that door when it is locked, the reader will activate the door strike permitting you to open the door.

ID Card/Spartan Card Support
The MSU ID Office serves as the single point of contact for all identity management activities at MSU and provides first-level support for a variety of services tied to MSU NetIDs and Spartan Cards.

The MSU ID Office also provides support for a wide variety of services tied to Spartan Cards, including electronic access control to buildings and parking gates, MSU Library services, Spartan Cash, and residence hall meal plans.

Note: Your MSU ID card is used to clock in and out for work.

MSU ID Office
International Center
427 N. Shaw Lane, Room 170
East Lansing, MI 48824
(517)355-4500

Hours of Operation
Monday through Friday
8am to 4:45pm
Closed on University Holidays
Helpful Links for On-Call Employees

Interactive Campus Map
RHS Human Resources
Direct Deposit
MSU Police Department
Office of Institutional Equity
Office for Inclusion and Intercultural Initiatives
MSU Neighborhoods
MSU ID Office
CATA Transportation Services
MSU Federal Credit Union
Recreational Sports and Fitness Services
MSU Support Staff Policies and Procedures
MSU Human Resources
MSU Employment Opportunities
MSU On-Call and Temporary Employment
University Reporting Protocols Acknowledgement

I, ____________________________________ (First-Middle-Last Name), a team member of the Division of Residential and Hospitality Services at Michigan State University, acknowledge that I have received a copy of the RHS On-Call Team Member Guide and applicable unit addendum(s), that I have reviewed and understand them and will abide by their provisions.

Signature _______________________________ Date _______________________________

Name of Department _______________________________ PRINT Supervisor Name _______________________________

Team Member Guide Acknowledgement

I, ____________________________________ (First-Middle-Last Name), a team member of the Division of Residential and Hospitality Services at Michigan State University, acknowledge that I will abide by the provisions outlined in the University Reporting Protocols for suspected child abuse, child pornography, allegations of sexual assault, relationship violence, and stalking:

- **Suspected Child Abuse**: If I have reason to suspect a child may be abused or neglected, I will contact the MSU Police Department immediately.

- **Sexual Assault, Relationship Violence, and Stalking**: If I receive an allegation of sexual assault, relationship violence, or stalking related to a member of the University community (faculty, staff or student), I will report the allegation to the MSU Police Department and the Office of Institutional Equity (OIE).

- **Child Pornography**: If I become aware of suspected child pornography on MSU IT Resources, I will contact the MSU Police Department immediately.


Signature _______________________________ Date _______________________________

Name of Department _______________________________ PRINT Supervisor Name _______________________________

______________________________ ______________________
Signature Date