



# VANDERBILT UNIVERSITY MAINTENANCE AND OPERATIONS **HANDBOOK**

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# MISSION STATEMENT

*To inspire, enable, and support the Vanderbilt community by maintaining a healthy, comfortable, beautiful, and sustainable campus environment through safety, quality, reliability, and collaboration.*

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Vanderbilt is a special place, a university frequently rated among the best in the nation, and even one of the best in the world. Some of the brightest students, teachers, scholars, and researchers converge amidst historic buildings on one of the most beautiful campuses you will find. As a member of the Facilities staff you are a steward of this jewel of the American South.

No matter what your job is you directly impact the success of this institution. Your job will not always be easy. In fact, it will be downright difficult at times. But my hope for you is that over time you will find your job a rewarding experience. We have the privilege of seeing our work positively impact the lives of our students, and the productivity of our faculty and staff.



As essential workers there are thousands of people that depend on us every single day of the year. I encourage you to rise to every challenge, bring excitement and creativity to your job, and be proud of the work you do.

My commitment to you is to work on your behalf by continually improving the environment we work in, including organizational improvements, physical improvements, safety, training, policies, and stakeholder relationships. I do my best to have a positive outlook each day, and I hope you will too. A positive attitude and respect for others will take you very far.

Whether you are new to Vanderbilt or have been here for many years I hope that you find this handbook helpful. This will be a living document with frequent updates, so print it if that helps you, but otherwise please access this handbook on our [website](#) so that you have the latest updates.

Anchor Down!  
Paul Goodman



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# SAFETY

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Your safety comes first. That's why it is the first topic in this handbook. Getting you home safe every day is a Vanderbilt priority. Unsafe work practices not only put you at risk, but those around you as well, and may result in disciplinary action including termination of your employment. Take care of yourself and your teammates around you by working safely.

Following are mandatory practices for a safe work environment:



1. Complete all of the training that is assigned to you, on time.
2. Follow our safety policies (see Policies section below):
3. Report accidents, injuries, and unsafe work practices to your supervisor immediately.
4. Wear personal protective equipment (PPE) when required.
5. Be on the lookout for slip, trip, and fall hazards for yourself and the Vanderbilt community.
6. Operate power tools, machinery, equipment, and vehicles only if properly trained.
7. Lift with your legs, not your back, and do not lift anything beyond your capacity.
8. Stop work and contact your supervisor if you encounter what you believe may be asbestos, lead, or mold.
9. Take appropriate precautions when working in extreme weather conditions.
10. Never enter an animal care facility without the proper permission and training.
11. Never enter a hazardous material storage facility without the proper permission and training.
12. Never work alone when performing hazardous work, and ensure BSC is aware of your location.

## In the Event of an Injury

- If severe or life threatening: Call 911 or use VU Safe app to call VUPD
- If non-emergent: Notify a manager and proceed to Occupational Health immediately

### Questions for you

How would your life change if you were seriously injured?  
Are you looking out for those around you?





# SERVICE

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Facilities is a service organization. We strive to provide a very high level of service. I encourage you to become acquainted with the people you serve. Put yourself in their shoes to understand their needs and see their perspective. Help them achieve their goals by listening, responding quickly, and providing creative solutions.

Following are a few key practices to provide a high level of service:

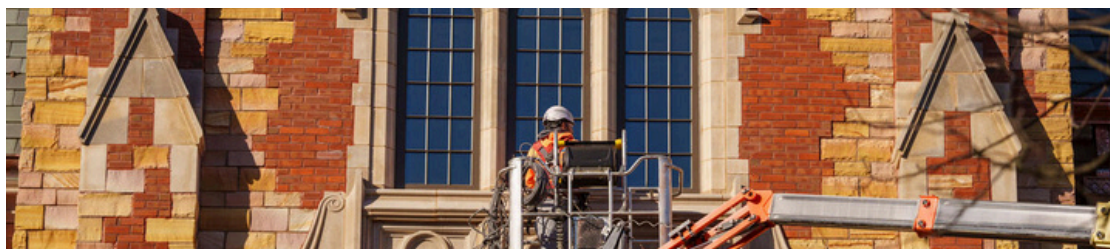
1. Do not touch our customers' personal items in the course of your work.
2. Exhibit professional behavior including the way you speak, look, and act.
3. Vulgar language is prohibited.
4. Respect our campus. Do not litter. Pick up trash you find along the way.
5. Be friendly. Help visitors and new students find their way.
6. Watch out for others.
7. Come to work in a clean uniform each day.

## **And specifically for work orders:**

8. Let people know in advance that you will be in their work area to complete a work order.
9. Let the work order requestor know that you have arrived.
10. Eliminate or minimize noise, dust, and obstructions when completing a work order.
11. Show a sense of urgency when completing work orders.
12. Clean up your job site after completing a work order.
13. Let the work order requestor know that you have completed a work order.
14. Follow up later in the day or the next day to see if the requestor is satisfied.

## **QUESTIONS FOR YOU**

- *What level of service do you expect when you shop at a store, go out to eat, etc?*
- *How would the students, faculty, and staff that you serve rate your level of service?*





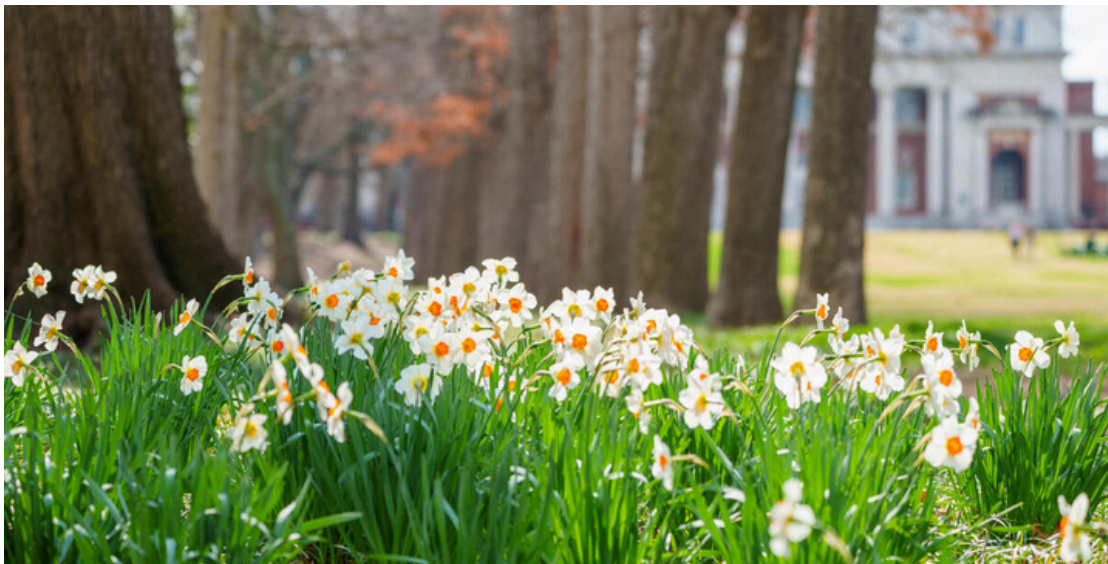
# WORK ENVIRONMENT

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Facilities strives to provide every employee with a safe, respectful, and enjoyable work environment. This type of environment can only exist if every employee does their part.

Following are best practices to achieve a great work environment:

1. Treat everyone around you with respect.
2. Don't criticize, demean, or discriminate against others.
3. Don't make assumptions.
4. Tell the truth.
5. Communicate clearly.
6. Communicate without using foul language.
7. Communicate without making personal comments about people.
8. Don't take things personally.
9. Lend a helping hand when someone needs it.
10. Keep your supervisor informed.
11. Always do your best.



# ENTERING STUDENT ROOMS AND OTHER LIVING QUARTERS



Residential Halls are the students' home away from home. Treat their home the way you would want someone to treat your home.

Following are mandatory rules for entering student, faculty, staff, or guest living quarters:



1. Do not enter residential facilities until after 9:00am
2. Knock on the door and loudly announce who you are (maintenance, housekeeping, etc.)
3. Wait for a response.
4. If the occupant answers the door, introduce yourself and let them know what service you are there to provide and ask if this is a good time to do the work.
5. If the occupant does not answer the door, knock on the door and loudly announce yourself again.
6. Wait for a response.
7. Open the door about two inches and again announce who you are, again.
8. If there is no answer, then enter room while announcing maintenance.
9. Keep the door open at all times
10. For rooms of opposite gender, have a co-worker with you when available.
11. Proceed into the room and complete the work you are there to do.
12. Leave an entry notification in an obvious and visible location such as the interior light switch closest to the door.
13. Always make sure the room is locked as you leave, even if the door was unlocked when you arrived.
14. Unsecured Animals In Student Rooms: If there is an unsecured animal, do not enter the room. Notify Housing so they can contact the occupant. The animal must be secured before work can proceed.
15. Fraternity and Sorority Houses: 24 hour notice is required before entry.

# VEHICLE OPERATIONS

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Vehicles are essential tools in our business. Vehicles include automobiles, trucks, golf carts, and other mobile machinery.

Following are mandatory rules for operating vehicles:

1. Pedestrians have the right-of-way, *always* !
2. **Never** look at or operate your phone or other smart device while operating a vehicle.
3. Only authorized employees are allowed to operate a vehicle.
4. Passengers may include contractors or persons on official Vanderbilt business.
5. Do not transport students or anyone for non-business reasons.
6. No one under the age of eighteen (18) is allowed to operate a vehicle.
7. Tobacco products are prohibited in university vehicles.
8. Automobiles, pickup trucks, and other large vehicles must be preceded by a flagman walking in front of the vehicle.
9. When walkways are crowded, golf cart operators must either stop and wait, or proceed cautiously at the pace of the pedestrians.
10. Golf cart operators must keep all hands, arms, legs, and feet within the cart while it is in motion.
11. Always set the brake when leaving a cart.
12. Driver and passengers must remain seated whenever a cart is moving. Do not stand on or ride on the bumpers, fenders, or club storage area.
13. Avoid skidding, high speed turns, and any form of horseplay.
14. Security of ignition keys is your responsibility. Any time a cart is unattended, the ignition should be turned off, the key removed from the ignition.
15. **Never** drive golf carts over the North pedestrian bridge at 21st Ave and Edgehill Ave. Use these routes for travel between the Main Campus and Peabody Campus:
16. Pierce Ave and 21st Ave intersection traveling through South Drive. Between the Wyatt Center and the Vanderbilt Apartments. (See Figure 1)
17. Through Lot #6B (next to the General Library), crossing 21st Ave to Scarritt Pl, making a right onto 19th Ave. South, then crossing over Edgehill to Appleton Pl. (See Figure 2)
18. **Vehicle Accidents:** Drivers involved in an accident must remain at the site of the accident and immediately report the incident to their supervisor, regardless of whether property damage or personal injury occurred, and a first injury report should be made as soon as possible.



# PERSONAL APPEARANCE



Your personal appearance is a reflection not only of you, but of Vanderbilt. If you aren't taking care of yourself, how well are you taking care of Vanderbilt? Take pride in every aspect of your appearance including clothing, cleanliness, and odor.

Following are basic requirements for personal appearance:

1. **ID Badges** must be worn during shift visible to all others on a lanyard or clipped to clothing, unless it poses a safety hazard.
2. **Hats** with other logos are not permitted.
3. **Shirts** should be clean and shirt tails must always be tucked in when visible to the customers.
4. **Pants** should be properly positioned so that no undergarments are visible and properly hemmed so that the pant legs do not drag.
5. **Hats** with Vanderbilt logo, no logo, or official US military emblem are allowed to be worn during working hours. Do not wear ball caps backwards around customers. Hats should be in good condition and not look worn out.
6. **Shorts** are not allowed during working hours unless preapproved by the Assistant Vice Chancellor.
7. **Shoes** are for your personal safety. Open-toe or open-heel shoes shall not be worn during working hours or in your work area before or after work hours.
8. **T-Shirts** are allowed under the approved uniform. No graphic t-shirts shall be worn if visible through a uniform shirt.





# WORK, MEALS, & BREAKS

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## 1. Arriving at work :

- Proceed to your work area as soon as you clock in.
- Notify your supervisor if you plan to arrive early or leave before your scheduled shift ends.
- Notify BSC (when appropriate for 2nd and 3rd shift) to let them know you are on campus and available.

## 2. Breaks:

- Follow break guidelines as outlined in VU-LIUNA Collective Bargaining Agreement Article 9, Section 1, (f).
- Supervisors are responsible for defining when breaks occur.
- Do not leave campus during a break.

## 3. Breaks for breastfeeding mothers:

- Reasonable break periods will be provided for breastfeeding mothers to express breast milk for her child for one (1) year after the child's birth.
- Use lactation rooms where available.
- Work with your supervisor to establish the frequency and document the time report the breaks as non-worked time.

## 4. Lunch

- The lunch break must be taken during the time designated by your supervisor.
- Employees may leave campus during lunch but must return to work on time.
- University vehicles and equipment belonging to the university shall not leave campus during the lunch break.

## 5. End of shift

- Return all vehicles, tools, keys, and material to their appropriate locations.

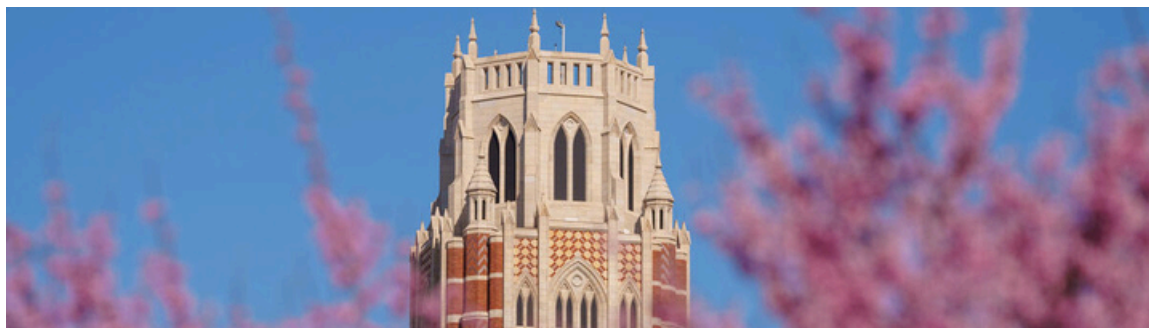




# GIFTS AND TRAVEL

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Vanderbilt strives to maintain the highest standards of ethical conduct. Acceptance of gifts may create conflicts of interest and has the potential to influence decisions. You and your immediate family members are prohibited from receiving gifts from outside organizations, vendors or individuals, with the few exceptions that are noted below. Please refer to the full university policy. *No gift is worth your job!*



Vanderbilt employees can accept the following:

1. A plaque or an award.
2. Items of insignificant value (i.e. less than \$25) that are given to everyone (such as key chains, T-shirts, coffee mugs, pens, bags).
3. Information materials that are provided by vendors to everyone (such as booklets, audio or video tapes).
4. Non-cash raffle prizes or drawings at a conference or similar event where the employee is representing the university.
5. An occasional business meal (less than \$25) where business is being discussed. Repetitive mealtime meetings are discouraged.
6. Plants, food or holiday gift baskets may be accepted if shared with other departmental staff.
7. For all travel, consult with your supervisor and refer to the travel policy.

**Consult with your supervisor if you have uncertainty about gifts or travel.**

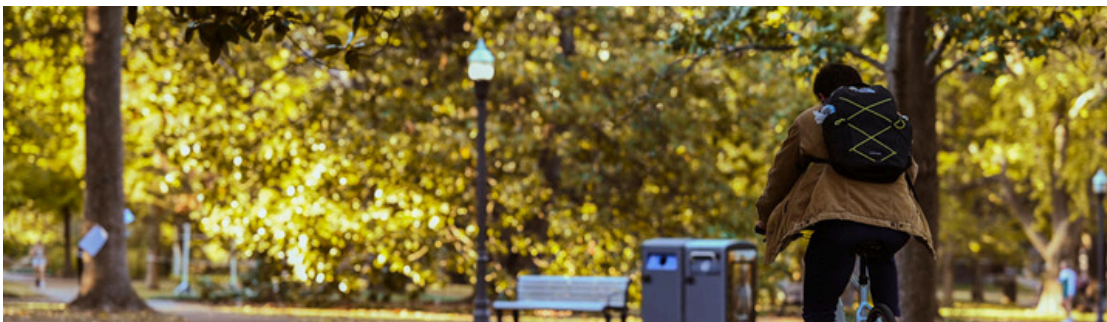
# POLICIES

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These policies can be found on our [Facilities website](#). Please familiarize yourself with all of them:

1. Lockout Tagout
2. Hot Work
3. Confined Space
4. Fall Protection
5. Removing Items From Vanderbilt Premises
6. Recording Work Time
7. Vehicle Operation
8. University Issued Communication Devices
9. Travel
10. Keys
11. Notification of Utility Outages
12. Conflict of Interest
13. [Relationships in the Workplace](#)
14. [Arrests or Convictions Policy](#)





# ADDITIONAL RESOURCES



## STAFF EXPRESS CARE AND MENTAL HEALTH CARE

For minor ailments, an Express Care clinic is available on campus at no cost to you. A Vanderbilt ID is required. The clinic is open from 7:30 a.m. until 4 p.m. weekdays (excluding holidays). Call ahead at 615-936-3300 if possible; or just walk in. The clinic is located in Suite 112 on the 1st Floor of the Medical Arts Building. Enter the clinic lobby directly from the outside of the building facing 21st Avenue.

Vanderbilt employees and their families are eligible to receive mental health care 24/7/365 through Lyra. Sign up at [vanderbilt.lyrahealth.com](http://vanderbilt.lyrahealth.com) or call 1-877-804-2856.

## OWL LIBRARY

Many operating and maintenance manuals plus other building resources are available in the Online Web Library (OWL) which can be accessed by request. To request access please fill out the OWL Authorization Agreement on the [Facilities Business Operations website](#).

## PARKING AND TRANSPORTATION

1. For information on parking or to purchase campus parking permits visit the VU traffic and parking website: [www.vanderbilt.edu/traffic\\_parking](http://www.vanderbilt.edu/traffic_parking) or call Parking Services at 615-322-2554.
2. You may use payroll deduction as a pre-tax alternative for paying parking costs.
3. You can also take advantage of the **WEGO FREE** ride to work programs, vanpools, express buses, Music city Star discounts, & much more. Lot 127, located 10 minutes from campus on Chestnut Street is **FREE** and the lot is serviced by shuttles traveling to the main campus until 9 p.m. each weekday.

## CHANGE OF ADDRESS OR PHONE NUMBER

If you have a change of address or change in phone number, this information **MUST** be updated in Oracle (HR System). Let your supervisor know if you are having difficulty making an update.

## SMOKE FREE UNIVERSITY

Vanderbilt University is a smoke free institution including but not limited to cigarettes, e-cigarettes, pipes, and vaporizers. Smoking is prohibited on all property owned by the University except in designated smoking areas. Smoking is permitted only during meal or rest breaks.

Vanderbilt University is committed to providing a healthy, comfortable, and productive environment and offers several resources for smoking cessation. Resources can be found on the Vanderbilt Occupational Health website, or you can call the Occupational Health Clinic at 615-936-0955 and request an appointment.