



HOUSTON INDEPENDENT SCHOOL DISTRICT

Hattie Mae White Educational Support Facility EMPLOYEE GUIDELINES



2011-2012

HATTIE MAE WHITE EDUCATIONAL SUPPORT CENTER | 4400 WEST 18TH STREET | HOUSTON, TEXAS 77092

www.houstonisd.org

Table of Contents

WELCOME MESSAGE	5
1. BUILDING OPERATIONS	6
1.1 General Building Layout	6
<i>First Floor</i>	6
<i>Second Floor</i>	6
<i>Third Floor</i>	6
1.2 Hours of Operation – Building	7
1.3 Hours of Operation – Business	7
1.4 Building Management	7
<i>Service Requests / Suggestions</i>	7
1.5 Building Maintenance	7
<i>Building Modifications</i>	7
<i>Freight Elevator</i>	7
1.6 Wireless Internet	7
1.7 Conference and Training Rooms	8
<i>Capacity</i>	8
<i>Furniture and Equipment</i>	8
<i>Conference Room Set Ups</i>	8
<i>Audio / Visual</i>	8
<i>Conference Room Walls</i>	8
<i>Conference Room Cleaning</i>	8
<i>Conference Room Reservations / Contact</i>	8
1.8 Copy Rooms	8
<i>Copier Access Authorization</i>	8
<i>Departmental Copiers</i>	9
1.9 Dining Amenities	9
<i>Hours</i>	9
<i>Dining and Catering Options</i>	9
1.10 Smoking	9
<i>Smoking Policy</i>	9
1.11 Weapons	9
1.12 Wall Decorations, Window Coverings, and Public Displays	9
<i>Public Wall Displays</i>	9

Office Displays	9
Mini-blinds	9
1.13 Recycling.....	10
1.14 Telephones.....	10
New Telephone Requests	10
Telephone Modifications	10
1.15 Departmental Moves/Expansion Procedures	10
Expansions	10
Moves	10
Move/Expansion Approvals.....	10
Unauthorized Cubicle / Office Use or Expansion	10
Cubicle Customization	10
1.16 Energy Management.....	11
Computers and Peripherals	11
Other electronics	11
Task Lighting.....	11
Room Lighting.....	11
Small Appliances.....	11
1.17 New and Departing Employees	11
Telephones and Nameplates	11
Building Identification	11
Exiting Employees.....	11
Key Retention and Badge Deactivation.....	11
2. PARKING	12
2.1 Parking	12
Visitors Parking	12
Employee Parking.....	12
Reserved Parking.....	12
Parking Lot Entrances and Exits	12
Parking Security.....	12
2.2 General Parking Guidelines	12
Regulations and Policies.....	12
Parking Spaces	12
Speed Limit	12

<i>Overnight Parking</i>	13
<i>Inoperative / Abandoned Vehicles</i>	13
<i>Parking Violations</i>	13
<i>Loss, Theft, Damage</i>	13
<i>Motorist Assistance</i>	13
<i>Special Event Parking</i>	13
3. SAFETY AND SECURITY	13
3.1 General Building Security	13
3.2 Defibrillators	13
3.3 Emergency Evacuation Procedures	13
3.4 Identification Badges	14
<i>ID Badge Requirements</i>	14
<i>Visitor Badges</i>	14
<i>ID Badge Intended Use</i>	14
<i>ID Badge Requests</i>	14
<i>Lost or missing badges</i>	14
<i>Temporary Access Cards</i>	14
3.5 Card Readers	14
3.6 Access Levels	14
3.7 HISD School Employee Access	15
<i>Employee Sign In</i>	15
<i>Photo ID Stickers</i>	15
3.8 Public Visitor Access	15
<i>Visitor Check In</i>	15
<i>Contact Areas</i>	15
<i>Family and Friend Check In</i>	15
3.9 Keys	15
4. CUSTOMER SERVICE.....	15
4.1 Customer Service	15
4.2 Telephone Etiquette	15
4.3 Dress Code	16
5. WORKSTATION ETIQUETTE.....	16
5.1 Workstations	16
5.2 Privacy	16

5.3 Telephones.....	16
5.4 Talking	17
5.5 General Noise.....	17
5.6 Odors	17
5.7 Decorations/Amenities/Miscellaneous.....	17
5.8 Files and Storage.....	18
<i>File/Storage Rooms</i>	<i>18</i>
<i>Filing Cabinets</i>	<i>18</i>

WELCOME MESSAGE

Welcome to the Hattie Mae White Educational Support Center (HMWESC). We are delighted that you are here. The Houston Independent School District (HISD) provides students with an education that prepares them for academic excellence, leadership, and service to the community.

The concept of community is fundamental to the design and operation of the Hattie Mae White Educational Support Center. Whatever your job responsibilities, your efforts make an important contribution to the overall quality of life within the building.

The Employee Guidelines contains important information concerning the operations of our facility. Information is presented in the following categories:

- ▶ Building Operations
- ▶ Parking
- ▶ Security
- ▶ Workstation Etiquette

Our goal is to provide an environment that is conducive to productivity, thinking, learning, and service.

Please note that as we continue to work in our facility, some operations may be adjusted to accommodate our needs. The Employee Guidelines should be considered a working document that is subject to change. A copy of the guide can be obtained online at <http://www.houstonisd.org/portal/site/hmwbuilding>.

1. BUILDING OPERATIONS

Please be considerate of the workplace environment. Everyone should play a role in creating an atmosphere of professionalism and teamwork. By respecting our neighbors, picking up after ourselves, and treating the building with care we will be contributing to a positive and welcoming workplace setting.

1.1 General Building Layout

HISD's headquarters has 300,000 square feet of floor space, or 100,000 on each of its three stories. There are separate entrances, corridors, and meeting rooms for employees and members of the public. To enter non-public areas, employees swipe their ID cards through scanners that unlock the doors. Security staff members at the Front Desk are on duty 24 hours a day, seven days a week. See Exhibit 1, 2, and 3.

First Floor

Departments that the public visits most often are located on the first floor. The Board Auditorium, which has a capacity to comfortably seat 310 people, is located on the first floor, along with the Board Services Office, Human Resources, Employee Services, Strategic Partnerships, the Parent Center, Inactive Student Records, Student Transfer, and Administrative Services. Large training rooms, the Marketplace dining room, the television studio, the mail room, and the copy center are also located on the first floor.

Second Floor

The center section of the second floor houses conference and training rooms. The east and west wings are devoted to open-office work areas, with modular furniture organized around interior core areas containing offices, smaller conference rooms, file/storage rooms, copy/break centers, and restrooms. This arrangement allows daylight from large windows to reach the open work areas.

Third Floor

Conference rooms and the data center occupy the center section of the third floor. The east and west wings are similar to those on the second floor. The southeast corner of the third floor includes the Office of the Superintendent of Schools. Four elevators and large stairways with windows connect the floors.

Elevators and Stairwells

Elevators are located in the east and west entrance corridors and are available at all times. Stairways to each floor are adjacent to the elevators on the east and west sides of the building and are also located in the northeast and northwest employee entrances. These stairways are designed with strategically placed curtain walls that provide natural day lighting to the interior and invite employees to use the stairs instead of the elevators.

Employee Health and Wellness Center

In an effort to provide convenient and affordable medical care for benefits-eligible employees, HISD opened a new Health and Wellness Center adjacent to the Hattie Mae White Educational Support Center. The clinic, located on the southeast corner of the east parking lot, is open Mondays and Fridays from 7:00 a.m. to 4:00 p.m. and Tuesday through Thursday from 9:00 a.m. to 6:00 p.m. The clinic is closed for lunch from 1:00 p.m. to 2:00 p.m. each day.

Benefits eligible employees and covered medical dependents (spouses and children ages 5 and older) are welcome to use the HISD Health and Wellness Center. The cost for employees and covered medical dependents is \$35 including all lab work and vaccines/immunizations. Employees can call 713-957-3908 to schedule an appointment, but walk-ins are also welcome.

1.2 Hours of Operation – Building

The HMWESC building is open from 6:00 a.m. to 11:00 p.m. Monday through Friday.

1.3 Hours of Operation – Business

The HMWESC's hours of business operation are from 8:00 a.m. to 5:00 p.m. Monday through Friday.

Employees at the HMWESC are expected to work one of the following schedules:

7:30 a.m. to 4:30 p.m.

8:00 a.m. to 5:00 p.m.

8:30 a.m. to 5:30 p.m.

Workplace supervisors will assign employees to one of the three options listed above and ensure that the workplace and reception areas are adequately staffed during business hours. (Departments that operate more than one shift may set their own work schedules as long as the department is adequately staffed from 8:00 a.m. to 5:00 p.m.)

1.4 Building Management

Building Services is responsible for the management and general operation of the HMWESC. Building Services personnel are responsible for the distribution of access cards, parking lot management, building maintenance, and custodial services.

Service Requests / Suggestions

Employees may submit service requests, suggestions, or concerns to Building Services personnel at 713-556-66174 or buildingservices@houstonisd.org. This e-mail account is monitored frequently throughout each day to address specific building-management needs.

1.5 Building Maintenance

Building maintenance, air temperature, plumbing, lighting, building cleanliness, and repairs are managed by Building Services and Construction and Facility Services personnel. Employees are responsible for maintaining the cleanliness and orderliness of their workspaces.

Building Modifications

All changes or modifications to the building such as lighting, window coverings, modular furniture, or movement of conference tables must be approved and coordinated by Building Services. Hallways should be kept clear at all times.

Freight Elevator

A freight elevator is located in the northeast section of the building and is designated for delivery purposes only. This elevator is not intended for employee use. Doors to the freight elevator from the second and third floors are to remain locked at all times. Contact the Front Desk at 713-556-7777 to request assistance with the freight elevator.

1.6 Wireless Internet

The HMWESC is equipped throughout with wireless internet access for both employees and guests. Employees using district computers are automatically logged in to the security-enabled wireless network. HMWESC guest may log in using the unsecured wireless network for guests. Please see the Technology website at <http://www.houstonisd.org/Technology/Home/Technology%20Manual/InternetandIntranet.pdf> for access to the Appropriate Use Policy regarding Internet resources.

1.7 Conference and Training Rooms

Conference and training rooms are identified by location within the building, first by floor number (1, 2, 3), directional orientation (northeast, northwest, southeast, southwest, central), and room number.

Capacity

Capacity is measured by a function of the size of the room and the number and width of the exit doors. Increased conference-room seating capacity requires approval from Building Services.

Furniture and Equipment

Each conference room is set up for an optimum level of seating according to capacity standards. Movement of furniture beyond the normal set-up must be requested at the time a conference room is reserved. All furniture must be moved by Building Services personnel. Users are responsible for straightening chairs, removing signs from easels, returning screens to their stored position, storing all equipment, and turning off all the lights. Additional tables and chairs that were used will be returned to the appropriate room by Building Services personnel.

Conference Room Set Ups

Building Services is available to assist with all conference room set ups and table / chair configurations. Please contact Building Services for assistance at 713-556-66174 or buildingservices@houstonisd.org.

Audio / Visual

Large conference rooms are equipped with audio and visual equipment. For audio/visual troubleshooting or assistance with the equipment please contact HISD TV at 713-556-6066.

Conference Room Walls

Using transparent adhesive tape ("scotch tape") to hang items on conference room walls is prohibited, as paint may be peeled off the walls upon removal. Masking/painters tape or "post-it" type adhesives are permissible for these purposes.

Conference Room Cleaning

Each group reserving a room is responsible for cleaning up the area immediately after the meeting. **Please do not use scotch tape to hang items on conference room walls. ** The room should be left as it was found. No cups, napkins, plastic-ware, drinks, food, trays, etc., are to be left in the room. In addition, all table surfaces are to be cleared and wiped down after use. The host of the event may incur the costs for security officer coverage in addition to custodial coverage with the coordination of each scheduled event.

Conference Room Reservations / Contact

Conference rooms are reserved online through SAP. Contact Alberteen Laws in Professional Development Services at 713-696-0600 for inquiries related to the scheduling and use of conference rooms.

1.8 Copy Rooms

Printing Services, located on the first floor, is responsible for the upkeep and maintenance of the copier machines in the shared open copier rooms on each floor. Contact Reba Jelks at 713-556-66041 or by e-mail at copycenter@houstonisd.org if assistance is required.

Copier Access Authorization

Copier use is based on a chargeback basis using your employee identification badge. The Fleet Copier Access Authorization Form for copier use can be found in the Printing Services Department (L1E).

Departmental Copiers

Some copiers are currently owned by individual departments; those departments are responsible for maintaining and developing their own procedures.

1.9 Dining Amenities

The Marketplace Café offers traditional cafeteria-style dining with the season's finest in freshly made meals for breakfast and lunch. Look for specials and tasting events sponsored by the Marketplace Café.

Hours

The Market Place Café is open daily from 6:30AM to 2:00PM.

Dining and Catering Options

Choose from the Deli Bar for hand-made sandwiches and wraps, the Chef's Station for daily hot entrées, or the Grill for burgers and baskets. If you're in a hurry, try the Grab n' Go items available all day. The Marketplace also has a catering option that delivers to your meetings and conferences. Call 713-556-6155 for details.

1.10 Smoking

HISD is committed to a completely smoke and tobacco-free environment for all employees and for all other individuals who enter district properties. No smoking signs are posted at all building entrances.

Smoking Policy

HISD employees shall not smoke or use tobacco products in district buildings or parking facilities at a school-related or school-sanctioned activity on or off school property. This policy is enforced at the HMESC. *DH and GKA(LEGAL) and Education Code 38.006.*

1.11 Weapons

No weapons are allowed on the premises of the HMWESC. No weapons signs are posted at all buildings entrances.

1.12 Wall Decorations, Window Coverings, and Public Displays

Public Wall Displays

All artwork, announcements, advertisements, miscellaneous flyers, and decorations in the common and public areas of the building must be approved by Building Services prior to display. Artwork, announcements, advertisements, or miscellaneous flyers may not be placed on restroom doors, glass, or windows. Easels and artwork hangars are provided throughout the building for approved displays. Applying any type of signs or displays to any public wall in HMWESC, including conference-room walls, without Building Services permission is prohibited.

Office Displays

Employees assigned to offices may hang pictures, diplomas, or any other related items on their interior office walls. Only drywall screws, number 6, are allowed for hanging wall decorations in offices.

Mini-blinds

Mini-blinds are installed on all exterior windows. The addition of mini-blinds to any interior office is considered a modification to the building and requires approval from Building Services prior to installation.

1.13 Recycling

The HMW building currently participates in a limited recycling program. Receptacles are located in specially designated areas and in the lunch rooms on each floor. A renewed emphasis on recycling and an expansion of the program within HMWESC is forthcoming. Information related to this initiative will be communicated to all HMESC employees at a future date.

1.14 Telephones

New Telephone Requests

New telephone requests require approval from the immediate supervisor. Approval can be submitted via e-mail by the supervisor to buildingservices@houstonisd.org. Telephone-request e-mail's should provide the department, employee's name, and intended location of the telephone.

Telephone Modifications

Requests to modify individual telephone information, e.g., the number or name on a telephone, should be submitted to Technology via the Houston ISD Service Desk at 713-892-7378.

1.15 Departmental Moves/Expansion Procedures

Expansions

Proper approval is required for expansion of department personnel to an unassigned cubicle or office area within the HMWESC. All department expansions require written approval from the department head, direct report/chief officer, and the Building Services. Please contact Building Services at buildingservices@houstonisd.org or 713-556-6174 for more information

Moves

Departmental moves are permissible within existing department areas within the HMWESC. A move to areas outside of the department's defined space requires written approval from the department heads involved, direct report/chief officer, and Building Services.

Move/Expansion Approvals

A meeting may be held to review the criteria of the move or expansion request. Approvals are made on the basis of available space and building logistics. For liability purposes, only authorized HISD personnel are allowed to move office furniture, etc.

Unauthorized Cubicle / Office Use or Expansion

Personnel who have occupied cubicle or office areas without proper approvals must obtain written approval to remain in place.

Office Assignments

Offices are assigned individually by departments based on reporting structure and management hierarchy. Generally, offices are designed for management staff in paygrades 32 and above, however discretion is given to direct reports to modify this arrangement based on the individual department's needs.

Cubicle Customization

No customization of the office or cubicle layout is allowed (e.g., move walls, partitions, drops, or electrical outlets) without Building Services permission and support.

1.16 Energy Management

A building's plug load, energy consumed by any electronic device plugged into a socket, can make up a significant amount of the energy consumed at a building. This load can be greatly decreased by taking reasonable steps and result in significant financial savings for the district. The Construction and Facility Services Energy Management Division requires that all district schools and facilities take steps to reduce appliance and equipment plug load.

Computers and Peripherals

Turn off all computers, computer monitor and peripherals when not in use. If a power strip/surge protector is available flip the switch off when equipment is not in use.

Other electronics

Turn off all other electronics, such as copiers, scanners, smart boards, and A/V equipment. If a power strip/surge protector is available flip the switch off when equipment is not in use.

Task Lighting

Remove all unnecessary task lighting.

Room Lighting

Turn off all room lighting and task lighting when not in use. This excludes room lighting that is controlled by an occupancy sensor/motion detector.

Small Appliances

Remove all microwaves, toaster ovens, hot plates, coffee makers, refrigerators, etc. from individual rooms and offices. All of these services can be provided at a central location in the facility.

1.17 New and Departing Employees

A new employee will need an ID badge, keys, a telephone, and a nameplate for his or her work area.

Telephones and Nameplates

The immediate supervisor should send an e-mail to buildingservices@houstonisd.org to request and arrange for a telephone (see section 1.14 Telephones) or nameplate.

Building Identification

Individuals should complete an ID Badge Request Form for building access and identification. Forms are available online at:

<http://www.houstonisd.org/portal/site/hmwbuilding>.

(Refer to section 3.1, Identification Badges for more information)

Exiting Employees

It is the responsibility of Human Resources and the employee's home department to notify Building Services when an employee has exited his or her employment from the district or from the need to access the HMWESC.

Key Retention and Badge Deactivation

An individual's ID badge and keys should be collected when he or she exits employment at the HMWESC. A supervisor may keep keys collected from the employee for further departmental use. Contact Building Services if new keys are determined to be made. An email notification requesting badge deactivation should be sent to buildingservices@houstonisd.org and the ID badge should be returned to the Front Desk, to the attention of Building Services.

2. PARKING

2.1 Parking

Parking in the appropriate areas leaves spaces for our visitors and guests and will allow HISD to maintain a service-oriented culture that warmly welcomes the community to our building. There are 1,200 parking spaces immediately outside the HMWESC building.

Visitors Parking

The front HMWESC (south side along West 18th Street) parking lot has approximately 125 spaces and is reserved for visitors. This includes the three sections of parking located at the front of the building. All visitor parking spaces are indicated with “visitors only” on the curb or in the parking space. The fire lane immediately in front of the building should remain clear at all times. See Exhibit 6.

Employee Parking

Employees park in the east and west lots and enter and exit on either side of the building.

Reserved Parking

Reserved parking spaces for the Board of Education are on the north side of the building, and there is a small number of reserved spaces for the superintendent of schools and his direct reports on both the east and west sides. Unauthorized vehicles parked in reserved parking spaces are subject to a parking notice and may be towed at the owner’s expense.

Parking Lot Entrances and Exits

Parking lot entrances and exits are conveniently located on West 18th street and on the US 290 Frontage Road.

The front entrance gates on West 18th street are open from 5:00 a.m. to 8:00 p.m. Monday through Friday and opened weekends in support of weekend activities when needed. The exit gate is open 24 hours a day seven days a week. Afterhours entrance to the parking lot is available by entering the parking lot cautiously through the exit gate on West 18th street.

For security purposes all other access gates are opened from 5:00 a.m. to 9:00 a.m. in the morning and from 4:00 p.m. to 8:00 p.m. in the evening. For convenience, a green flag is flown near the entrance gate adjacent to the Health and Wellness Center (gate #9) when the gate is open to allow for motorist to know if the gate is open from a distance.

Parking Security

Security is responsible for all parking operations at the HMWESC. This includes parking operations, motorist assistance, and enforcement. Contact Security through the Front Desk @ 713-556-7777 with any parking inquiries.

2.2 General Parking Guidelines

Regulations and Policies

All motor-vehicle regulations are in effect 24 hours a day, seven days a week. All central-office employees parking vehicles at the HMWESC must comply with all parking regulations, policies, and procedures.

Parking Spaces

Vehicles must be parked in a valid parking space, between two white parallel-parking stall lines. Vehicles are not to be parked over the lines regardless of how other vehicles are parked. In addition, vehicles are not to be parked in areas that are not designated by two parallel-parking stall lines. At no time should vehicles be parked alongside yellow curbs or the fire lanes.

Speed Limit

The maximum speed in the parking lot is 10 mph.

Overnight Parking

Anyone who leaves a vehicle overnight or for any length of time must notify Security through the Front Desk personnel. Vehicles that are left on the property must have a current parking permit, or they can be subject to immediate towing.

Inoperative / Abandoned Vehicles

HISD reserves the right to tow vehicles that remain on the property in an inoperative or abandoned condition and/or vehicles that are not in compliance with state regulations. HISD parking facilities may not be used for long-term storage. Reasonable effort will be made by HISD to contact the owner prior to removal.

Parking Violations

HISD is authorized to remove or impound motor vehicles from district property at the owners' expense when the vehicles are in violation of the parking regulations. The towing fee is subject to change depending on the availability of the vendor providing the towing service.

Loss, Theft, Damage

HISD is not responsible for loss, theft, or damage to any vehicle or its contents while parked in a district lot.

Motorist Assistance

In the event of vehicular breakdowns, please contact Security through the Front Desk personnel at 713-556-7777. Please make sure to give your name, contact information, a description of the vehicle, license plate number, lot location, and estimated time expected for repair/removal of the vehicle. Security personnel may be able to assist with battery charging and other minor problems.

Special Event Parking

HISD may restrict the use of spaces on a temporary basis to accommodate special meetings, activities, or construction. This may include reserving temporary parking areas for monthly principals' meetings. On these occasions, the parking lots on the Delmar Sports Complex may be opened for overflow parking. Building Services must be contacted to receive approval prior to a special event so that personnel can make the necessary arrangements to accommodate the event.

3. SAFETY AND SECURITY

3.1 General Building Security

The HMWESC is monitored 24 hours a day 7 days a week by onsite HISD Police and Security Guard personnel. Security can be reached in the building by calling the Front Desk at 713-556-7777. In the case of an emergency call 911.

3.2 Defibrillators

Emergency Automated External Defibrillators (AEDs) are located on each floor adjacent to the elevators on the west and east sides of the building. AEDs are portable electronic devices used to diagnose and treat cardiac arrhythmias. Each AED box contains a listing (with phone numbers) of employees within the HMWESC that have been trained in the use of the AED device. Security can be reached in the building by calling the Front Desk at 713-556-7777. In the case of an emergency call 911.

3.3 Emergency Evacuation Procedures

An emergency evacuation plan for the HMWESC is available online at <https://www.houstonisd.org/portal/site/hmwbuilding/>. The emergency evacuation plan is designed to provide a safe, orderly, controlled and expeditious evacuation from the Hattie Mae

White (HMW) Educational Support Center. The evacuation plan delineates responsibility for all critical emergency response issues and provides a line of authority for emergency response decisions.

3.4 Identification Badges

ID Badge Requirements

All employees and individuals who enter the HMWESC are required to wear an identification badge. Employee ID or visitor badges must be worn where the photo is visible at all times while the individual is in the building. (See section 1.8 for information on copier access authorization using ID badges).

Visitor Badges

Employees who re-enter the building with family members or friends during business, evening, or weekend hours must obtain an ID badge for all visitors (including children) prior to entry into work locations. All visitors are required to sign in at the Front Desk upon entering the building.

ID Badge Intended Use

The HMW ID badge is intended for those with offices in the HMWESC and for others needing regular and frequent access. The HMW ID badge is not intended for field personnel.

ID Badge Requests

HMWESC employees are issued an employee ID badge. Employees should complete an ID Badge Request Form to obtain a new or replacement employee ID badge. Forms can be downloaded from <http://www.houstonisd.org/portal/site/HMWBuilding>. Once completed the forms should be dropped off at the Front Desk. Building Services personnel will set up an appointment to take your photo if one is needed. The employee will be contacted when the badge is ready. Employee badges can be obtained from 10:30 am – 3:30 pm at 1SW28c. Call Hank Hauffe @713-556-6156 for assistance. Employees may also contact buildingservices@houstonisd.org with any inquiries.

Lost or missing badges

If an employee has lost or forgotten his or her ID Badge, the employee must be issued a temporary photo-identification sticker available from Front Desk personnel. If your badge is lost or damaged, a new badge can be obtained through Building Services at a cost \$5.00.

Temporary Access Cards

Front Desk personnel can issue a Temporary Access Card that will allow entry to employee-designated areas throughout the building.

A Multiday Access Card can also be issued for special needs involving more than a single day. Any employee with an office in the HMWESC can present their badge and co-sign for the card at the Front Desk.

3.5 Card Readers

The HMWESC is equipped with card readers at selected employee entrances. Each employee will scan the ID badge in front of a card reader mounted in the proximity of the secure door. The door will allow the employee entrance based on access-level approvals.

3.6 Access Levels

Employees in the HMWESC are allowed full access to all departmental areas between the hours of 6:00 a.m. and 11:00 p.m. Certain areas, such as the Technology Data Center, are restricted and limited to authorized personnel for that area. The Additional Access Level Request Form can be downloaded from <http://www.houstonisd.org/portal/site/HMWBuilding> if additional access is needed.

3.7 HISD School Employee Access

All HISD school employees must wear their ID badge with the photo visible when in the HMWESC.

Employee Sign In

Upon entering the front of the building, HISD employees are not required to check in with Front Desk personnel; however they must sign in on the sheets provided at the Front Desk.

Photo ID Stickers

If the HISD school employee does not have his or her ID badge, a temporary photo-identification sticker similar to that for other guests will be issued to the employee. Front Desk personnel can issue a temporary access card that will allow entry to employee-designated areas throughout the building.

3.8 Public Visitor Access

Visitor Check In

All visitors must check in at the Front Desk. Visitors will be issued a photo-identification sticker, which must be visible at all times while in the building.

Contact Areas

Front Desk personnel will direct visitors to the appropriate contact area for the departments they wish to visit.

Family and Friend Check In

Family members or friends who enter the building with an HISD employee during business, evening, or weekend hours must obtain an ID badge for each visitor (including children) prior to entry into work locations. All visitors are required to sign in at the Front Desk upon entering the building.

3.9 Keys

All key requests require approval from an immediate supervisor. Key requests should be e-mailed to BuildingServices@houstonisd.org by the supervisor granting the approval. The e-mail must describe the exact type of key needed (i.e., office, cubicle, cabinet, etc.), and the location (e.g., office 2W47; cubicle 2NW44d; file cabinet 2W47 – near office 2W47; etc.) should be included, as well.

4. CUSTOMER SERVICE

4.1 Customer Service

The Houston Independent School District plays an important role in the community, and all employees should be mindful that we are a publicly supported organization. For that reason, courteous, responsive customer service is a high priority; and professional behavior, conduct, and appearance are expected of all district employees

4.2 Telephone Etiquette

HISD offices serve the schools and the community; therefore, all telephone calls to the main lines of departments located at these facilities are to be answered by a staff person (no voicemails) during the hours from 8:00 a.m. to 5:00 p.m. Telephone calls are to be answered by or before the third ring and answered courteously and professionally. Please see the *Telephone Quick Reference* in Exhibit 4 for guidelines on answering, placing, and forwarding calls.

4.3 Dress Code

Employees are expected to project a professional image in the office throughout the school year. Please refer to the dress-code directives that outline appropriate and inappropriate attire for employees who work in the HMWESC offices. The guidelines are not all-inclusive; good judgment is expected. Questions regarding the dress code may be directed to your manager/supervisor or to the Office of Human Resources.

For more information on Customer-Service and Dress-Code Directives please see the information provided by Human Resources on the webpage linked below. Included on the webpage is an additional link to an overview presentation that includes examples of appropriate and inappropriate attire. (Tip: copy and paste this link to your web browser to navigate to the site.)

<https://www.houstonisd.org/portal/site/HumanResources/menuitem.d59757c6b765b2e580bea611e041f76a/?vqnextoid=adcb495fbd3d5110VgnVCM10000028147fa6RCRD&vqnextchannel=b93a210fa27ee010VgnVCM10000028147fa6RCRD>

5. WORKSTATION ETIQUETTE

5.1 Workstations

The work environment at the HMWESC is open, and most employees are assigned to clusters of workstations rather than offices. Each 8' x 8' workstation is within a "six-pack" that is positioned to take advantage of the abundant natural light coming in from the windows, and to allow employees to work in close proximity to one another. For that reason, certain protocols and rules of etiquette have been established to ensure a respect for privacy, a low level of noise, and an overall professional atmosphere.

5.2 Privacy

- Do not enter someone's workstation without permission. Behave as if workstations have doors. Wait until you are invited to enter.
- Announce yourself at the entryway or lightly knock on the wall.
- If possible, develop a sign or signal at the entrance to your workstation to inform visitors if you can be interrupted.
- Refrain from peeking over the walls into your neighbors' workstations.
- If the person is busy, return at another time instead of waiting outside the entrance.
- Avoid reading someone's computer screen or commenting on conversations that you have overheard.
- Conduct personnel meetings in a conference room or office. Discuss these matters in private.

5.3 Telephones

- Try to pick up your phone after one or two rings, and set the ringer volume on "low."
- Do not use speakerphones in the workstations. Use a meeting room or a private phone room for conference calls.
- Keep your voice low when talking on the phone.
- When you leave your workstation, set your phone on "voice mail" or forward your phone number to where you will be.
- Be aware that personal telephone calls in workstations will be overheard. If necessary, go to one of the private phone rooms to ensure privacy.
- Please refer to the *Telephone Quick Reference* in Exhibit 4 for more information.

5.4 Talking

- Be aware that your voice carries, so modulate your voice level. The new office environment is open to several different departments, with many other employees nearby.
- Do not shout or carry on loud conversations with your neighbors over the walls when sitting in your workstation.
- Take clients or visitors to meet in an office or conference room.
- Avoid confidential discussions on the phone or with visitors in your workstation.

5.5 General Noise

- Be respectful of your neighbors and keep noise and conversations at a low volume.
- Use e-mail to communicate silently with coworkers (but remember that e-mails are open records).
- Abide by specific protocols developed by your department regarding radios in the workstations. Use headphones, if permitted by your supervisor.
- Turn off screen savers and/or computer sound effects and music.
- Set cell phones on “vibrate” when you are working in your workstation.
- Take your cell phone with you when you leave your workstation, or change it to the “silent” or “vibrate” mode.

5.6 Odors

- Practice good personal hygiene, since employees are working in close proximity to each other.
- Refrain from eating food, including microwave-oven popcorn, at your desk. Use the break room for meals or go to the building dining area. The odor of food will affect the entire work area.
- Be sensitive about the amount of perfume or cologne that you use. Too much can be overpowering for your neighbor.
- Keep your shoes on in your workstation.

5.7 Decorations/Amenities/Miscellaneous

- All miniblinds facing the exterior of the building should be drawn down at all times to maintain a proper appearance from the outside and to help block the sun and keep the building cool during warm months.
- Do not display artwork, news clippings, memos, bulletin boards, and/or decorations on any exterior wall of the workstation.
- Do not bring space heaters to offices or workstations. Building Services monitors and regulates the temperature control and airflow frequently.
- Abide by specific protocols developed by your department regarding mini-fans and personal lamps.
- Live plants have significant potential to cause water damage and mold in the workstation and carpet; therefore, live plants, with the exception of holiday plants placed in proper containers, will not be allowed.
- Do not hang objects from the overhead light fixtures.
- Keep personal effects (photos, books, artwork, and electronics) to a minimum and display them in a neat and organized manner. Your workstation is a public area and is a reflection of you.

- Decorate your workstation for holidays using only decorations that are not powered by electricity. Keep them to a minimum and display them in a neat and organized manner. Holiday decorations should be removed before leaving for the Winter Break.
- Use the standard wall clocks and wastebaskets that the district has purchased for the entire building.
- To maintain consistency within the building at the present time and in the future, the overhead bins will be installed in the center, not to the sides, within the workstations. Customizing installation would also be more costly and time-consuming. Employees with larger computer screens will need to place them on the side work surfaces.
- Don't take supplies from your neighbor's workstation without his or her permission.
- Be sensitive to other people's sensibilities when you hang posters or other artwork in your workstation.
- Do not bring your personal valuables to keep in your workstation. The district cannot be responsible for these items if they are left in an open workstation.
- Do not place items in your workstation that will inhibit light, intrude on your neighbor's space, or fall in your neighbor's space.
- Lighting candles in the building is strictly prohibited.

5.8 Files and Storage

File/Storage Rooms

Departments are expected to share file and storage rooms with other departments in the immediate area. These rooms are designed for this purpose and, therefore, can accommodate several filing cabinets and shelves. Departments are asked to negotiate among themselves the division of space in these rooms.

Filing Cabinets

The filing cabinets in the open areas in and around the workstations are color-coordinated with the workstations and office furnishings. These are also to be shared between departments, with specific use negotiated among the members of the departments' staff members.

North

Exhibit 1

Level 1 NW

- 1 Instructional Media
- 2 Television Studios
- 3 Payroll
- 4 Benefits
- 5 Marketing and Business Development
- 6 Policy Administration
- 7 Information Center
- 8 Equal Employment Opportunity (EEOC)
- 9 Compensation/Service Records
- 10 EEOC
- 11 Employee File Room
- 12 Online Applications
- 32 Professional Standards

Level 1 Center

- 18 Board Auditorium
- 19 Board Conference Room
- 20 Board Services

Level 1 NE

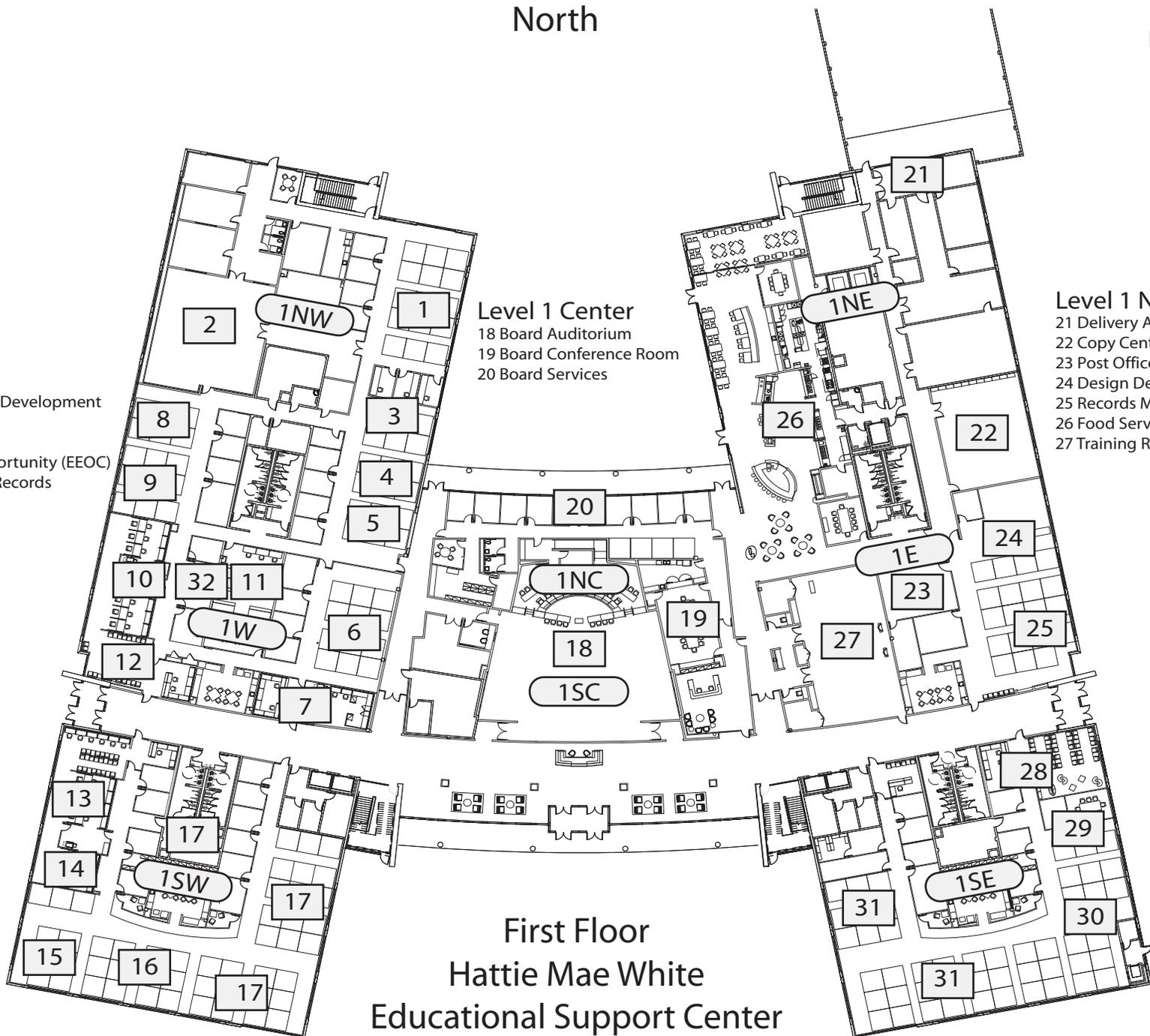
- 21 Delivery Area
- 22 Copy Center
- 23 Post Office / Mail room
- 24 Design Department
- 25 Records Management
- 26 Food Services / Cafeteria
- 27 Training Rooms

Level 1 SE

- 12 Online Applications
- 13 Customer Service Building Services/ Acctg.
- 14 Customer Services Payroll
- 15 Certification
- 16 Recruiters
- 17 HR Generalists

Level 1 SE

- 28 School Administration
- 29 Student Transfer
- 30 Inactive Student Records
- 31 Strategic Partnerships
- 31 HISD Foundation
- 31 Business Assistance



First Floor
Hattie Mae White
Educational Support Center

South

North

Level 2 NW

- 1 Research and Accountability
- 2 Athletics
- 3 Budgeting and Financial Planning

Level 2 NE

- 8 Inspector General
- 9 Procurement Services

Level 2 Center

- 15 Chief School Officer
- School Improvement Officer

Level 2 W

- 4 Secondary Curriculum
- 5 Curriculum/School Improvement Officers

Level 2 E

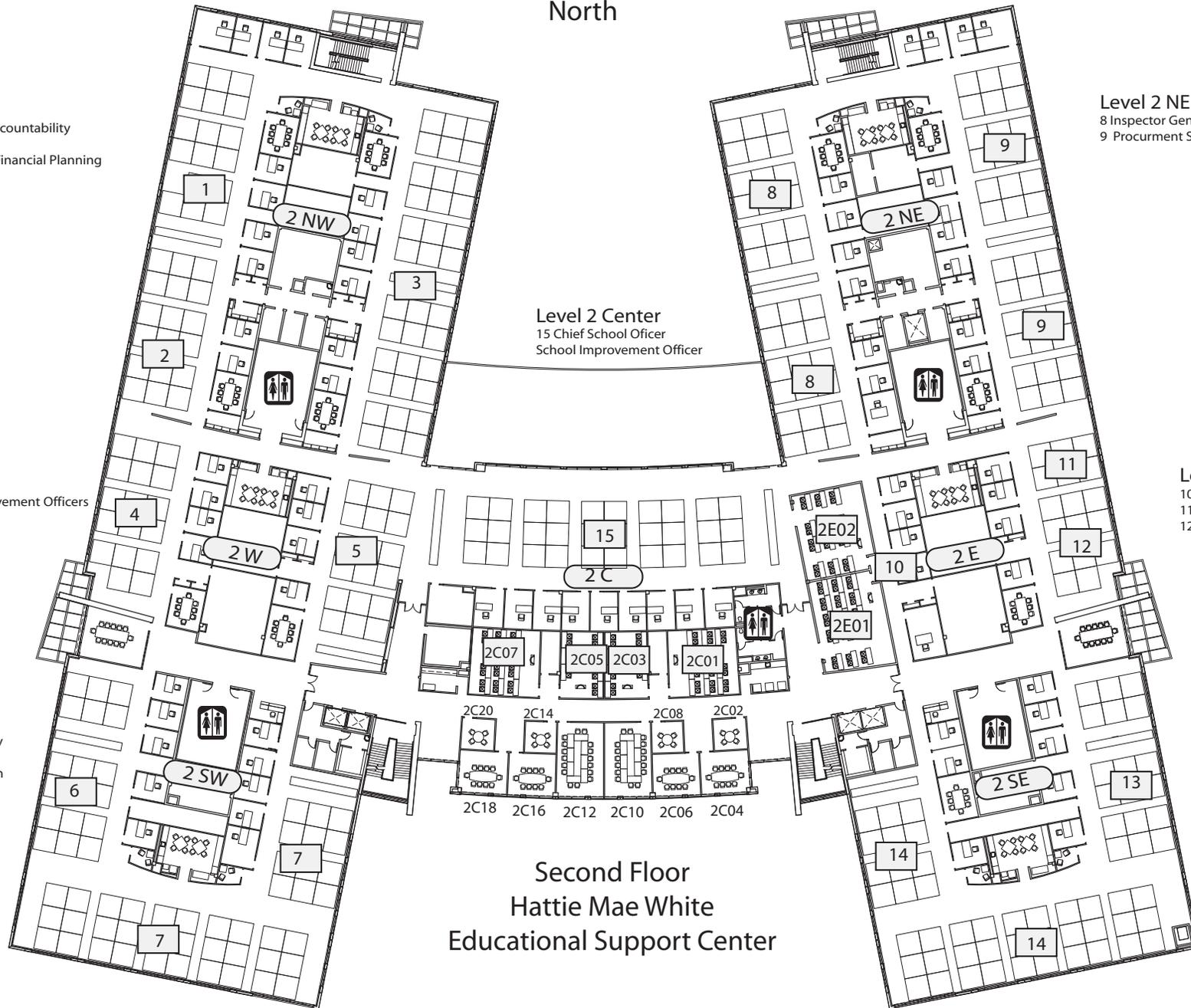
- 10 Press Office
- 11 External Funding
- 12 Gifted and Talented

Level 2 SE

- 6 Career and Technology Education
- 7 Elementary Curriculum

Level 2 SE

- 13 Multilingual Programs
- 14 Special Education



South

Second Floor
Hattie Mae White
Educational Support Center

Exhibit 3



Third Floor
Hattie Mae White
Educational Support Center

North

South



CENTRAL SERVICES TELEPHONE QUICK REFERENCE

TELEPHONES

Answering Incoming Calls . . .

Be Prepared

- Keep message pads and pens at every phone station.
- Answer phone in a timely manner, three rings or less.
- Answer the phone politely, and speak clearly.
- Handle all calls in a professional, business-like manner, remaining calm, confident, and objective in difficult situations.

Identify the department's name, identify yourself, and ask how you can help the caller.

- "Transportation Services, this is "*your name*", how may I help you?" **OR**
- "Transportation Services, "*your name*" speaking, may I help you?"

Announcing the calls to the appropriate person helps them to be prepared to accept the calls.

• Ask: Who is calling & who they are with (dept/company) . . .

- "May I tell *Somebody* who is calling?", **OR**
- "May I say who is calling?" **followed by**, "What company/dept. are you with?"

• Ask: The nature of the call . . .

- "What is this call in reference to?" **OR**
- "What is the nature of the call?"

Check the availability of office personnel.

- "Please hold while I check to see if (he/she) is available."
- "*Somebody*, is not available at the moment, can I take a message"
- "Would you like (his/her) voicemail?" **OR**
- "*Somebody* is on another line right now, would you like to hold or can I take a message?"

Directing the call, provide caller's name, dept/company name, nature of call and which line to pick up. Wait for a response from person before hanging up.

- "Ms. *Somebody*, Mr. Doe from ABC Co is calling regarding [nature of call . . .]. He is on line 123." [wait for a response, thank you or take a message]

Ending Calls . . .

End calls courteously by thanking the caller by using his/her name.

- "Thank you Mr/Ms. *Somebody* for calling."
- Put the receiver back in the phone cradle gently

TELEPHONES

Placing Outgoing Calls . . .

Be Prepared

- Be polite; speak clearly, and with confidence when you make a business call.
- Your voice reflects your courtesy. Your "tone of voice" will express your feelings.

Identify yourself, identify the department's name, and ask if the person is available. State the nature of your call.

- "Good morning/afternoon, this is "*your name*" with "*dept name*", is "*Somebody*" available? I'm calling regarding "*nature of call*"
- OR**

- "Good morning/afternoon, this is "*your name*" with "*dept name*", I am returning a call to "*Somebody*", is he/she available?"

Expected Calls, Upon connection with your party, remind of prior conversations and appointment..

- "Good morning/afternoon, this is {*your name*" with "*dept name*", I'm calling regarding our conversation concerning . . ."
- OR**

- "Good morning/afternoon, this is "*your name*" with "*dept name*", I am following up on our conversation regarding "*nature of call*"

Notes, Take notes in your phone journal or note pad. This will help you recap at the end of the call and requires active listening.

Wrong Number Dialed. Apologize to the person who answers the phone—do not just hang up. People have Caller ID on their phone lines. All they have to do is check their device to find out who just rudely hung up on them.

- "I'm sorry, I dialed the wrong number." Promptly hang up the receiver.

End Calls - - See Ending Calls

Calls Placed on HOLD . . .

- It is courteous to give the caller an option, "Would you prefer to hold or would you like to leave a message?"
- Phone systems equipped with call reminder (rings back automatically)
- **Ask the caller**, "Would you like to continue to hold?"
- If the phone system is not equipped with call reminder feature check, return back to caller every one to two minutes and ASK, "Would you like to continue to hold?, or would you like to leave a message?"

VOICE MESSAGES . . . (if applicable)

Forward voice message.

- Place call on HOLD, DIAL the station number and hang up
- **OR** PRESS voice mail button and dial station number

Retrieving voice messages.

- PRESS voice mail button, follow the prompts
- Record message in voice message log book

PHONE MESSAGES

Taking Phone Messages . . .

- A complete message using a telephone message pad.
- Ask for the correct spelling of the caller's name
- Phone number(s) i.e., office, home, cellular or fax.
- Date and time called and Nature of call
- Initial/sign at bottom of message sheet and deliver messages

Forwarding Phone Messages . . .

Student transportation problems forward to appropriate terminal manager by phone, e-mail or fax. Complete message should include,

- Name and phone number of patron
- Date and time of call
- Rt. Number, School, and detail message of concern

Telephone messages forward – For Your Record

Message forward - Indicate date/time on the original message to whom the message was forward and give the message to the manager;

E-Mail - always cc your supervisor and/or manager

Fax - keep the faxed confirmation sheet and notify supervisor/manager of process

SUPPLIES/MATERIALS REQUIRED

- Phone Message pad, pen
- Phone journal or note pad
- Voice Message log book if applicable
- Phone directory
- Frequently called number list

Department Phone listing of supervisors and departments

Paging Instructions with Telephone Messages . . .



CENTRAL SERVICES TELEPHONE QUICK REFERENCE

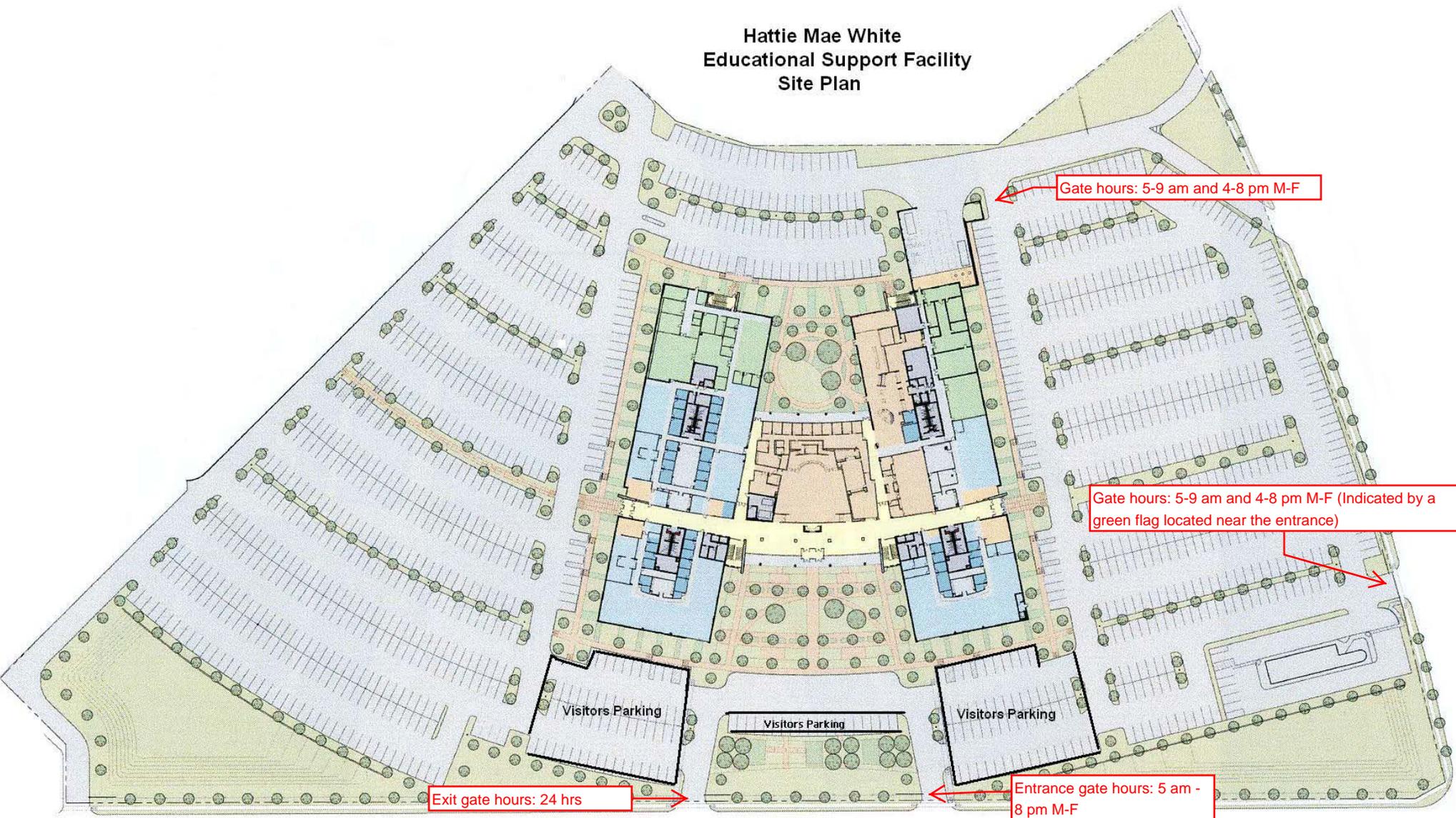
Exhibit 4

HELPFUL TIPS

- Listen attentively without interrupting the caller.
- Never be rude to a caller, no matter how nasty they are. Always remember to handle yourself in a professional, business-like manner. This includes handling the situation in a calm, cool manner.
- Learn the names and phones number of managers and supervisors for Transportations.
- Keep your Phone directory by the phone.
- If you don't know the answer, offer to find the information and return the phone call.
- **Never** make promises you may have to break.



Hattie Mae White Educational Support Facility Site Plan



Gate hours: 5-9 am and 4-8 pm M-F

Gate hours: 5-9 am and 4-8 pm M-F (Indicated by a green flag located near the entrance)

Exit gate hours: 24 hrs

Entrance gate hours: 5 am - 8 pm M-F

18th Street