

# Support Staff Procedures

## FAQs

Frequently Asked Questions

## Table of Contents

<b>Communication FAQs</b> .....	1
<b>Media Interviews</b> .....	1
What do I do if a reporter calls for an interview? .....	1
How do I respond to news media that show up at school during an emergency? .....	1
<b>Publicity for my school</b> .....	1
When do I invite the news media to my school? .....	1
What's the best way to publicize events/activities at my school? .....	2
<b>Letter Home to Parents</b> .....	2
If I need to send a letter home to parents about a sensitive matter at school, can someone from the Communications Department help me? .....	2
<b>Rapid Communication System: Alert Now</b> .....	2
Does Parkway have a rapid communications system that allows me to communicate with parents and staff in my school? .....	2
<b>Inclement Weather Notification</b> .....	2
If school is cancelled due to inclement weather, who notifies parents and staff at my school? .....	2
<b>Facilities FAQs</b> .....	3
<b>911 calls</b> .....	3
What should I do if a 911 call is made from my building? .....	3
<b>Repairs</b> .....	3
How do I get something fixed in my building?.....	3
What if I have a water leak? .....	3
What if I have a power failure?.....	3
How do I submit a work order? .....	3
What should I do if my fob isn't unlocking my door or I can't get my key into the door lock?.....	4
Our trash/recycling bins are overflowing. Can you send someone out to empty them? How can we get a special trash pick-up arranged? .....	4
What should I do if Room 2407 is too hot/too cold? .....	4
Linda Wader is out and we have a maintenance issue. Who do we contact?.....	4
<b>What does Facilities do?</b> .....	4
What can Facilities do for us? .....	4
Who do I call for ...? .....	5
<b>Request Meeting Space</b> .....	6
How do I request meeting space in other buildings (including Use of Premise request)? .....	6
Who do I call to get heat/air conditioning in Gym A tonight? .....	6
How do I schedule use of my building during after-hours or on non-school days?.....	6

## Table of Contents

<b>Bond Money</b> .....	6
How do I request bond money for improvements in my buildings?.....	6
<b>Line of Credit</b> .....	6
Who do I talk to about our school's Line of Credit?.....	6
Can I make purchases against my line of credit? .....	6
<b>Custodian Supervisors</b> .....	6
Each school has a Custodian Supervisor assigned to support the Head Custodian and Custodian staff. When do I need to contact them? .....	6
<b>Outside Contractors</b> .....	7
Who do I contact regarding issues with outside contractors?.....	7
<b>Fire Drill Notification</b> .....	7
Should I notify anyone of my building's fire drills? .....	7
<b>Vehicle Use</b> .....	7
Can we use district vehicles to travel out-of-district (i.e., transport district equipment to out-of-district locations, pick up donated items, deliver donated items to disaster victims, etc.)? .....	7
A piano has been donated to our building? Can you get it picked up and delivered to us? .....	7
<b>Security: Fred Crawford</b> .....	7
Does each school have a security camera at the front door?.....	7
How do I view recorded security camera video?.....	7
<b>Environmental Services: Juliette Travous</b> .....	8
<b>Asbestos</b> .....	8
Where is asbestos located in my building?.....	8
What kind of material contains asbestos? .....	8
What do I do if someone damages asbestos in my building?.....	8
There are people working on asbestos in my building. What do I need to do? .....	8
<b>Indoor Air Quality</b> .....	9
My room smells musty. What do I do?.....	9
There is a dark stain on my ceiling. Is it Mold? .....	9
I have allergies to mold and I sneeze and have watery eyes when I go into my room. I think its mold so what do I do? .....	9
There was a water leak in my room -- do I need to worry about mold? .....	9
<b>Hazardous Waste – Hazardous Chemicals</b> .....	10
Who do I call to get rid of hazardous materials/chemicals?.....	10
What chemicals can be thrown in the trash or dumped down the drain? .....	10
What do we do with old paint? .....	10
What do we do with used batteries?.....	11
Can I throw light bulbs in the trash? .....	11
Who do I call if there is a chemical spill? .....	11
<b>Fire Extinguishers</b> .....	11
How long are fire extinguishers good to use?.....	11

## Table of Contents

What do I do if I find an outdated or under/over charged extinguisher?.....	11
Who should be trained in the use of fire extinguishers?.....	11
What do I do if an extinguisher is accidentally discharged?.....	12
Is the dry powder inside fire extinguishers toxic?.....	12
<b>Pest Control</b> .....	12
What do I do if there are pests, such as ants or bugs, in my building? .....	12
What do I do if there are unwanted animals (squirrels, raccoons, birds, etc.) or stinging insects in the building?.....	12
What about brown recluse spiders? .....	12
Can you spray for mosquitoes in the building or on the ball fields? .....	12
Can the custodian or teacher bring their own can of "Raid" from home and use it in their classroom? .....	13
What do I do if I find a baby animal in the building or on the property? .....	13
<b>Safety and Workers Compensation</b> .....	13
What is the procedure if an employee is injured on the job? .....	13
I use chemicals (cleaning, etc.) on a regular basis at work. How can I find out what the hazards of these chemicals are, what protective equipment I should be wearing, what do I do with the waste chemical once I am done using it, and what to do if I have an emergency concerning a chemical (ingestion, in eyes, etc.)?.....	14
I need training in the use of certain equipment for work purposes; including ladders, chemical safety, asbestos awareness, forklift, lifting and back safety, lockout tagout, and confined space just to name a few. Where do I find out what is required and when the classes are available?.....	14
The equipment I am required to use is or may be broken or faulty. Who do I contact if I need an immediate replacement?.....	14
I noticed a safety issue at my building. Who do I call?.....	14
<b>Warehouse: Greg Allen, Manager of Distribution Facilities</b> .....	14
How do I order copy paper?.....	14
Has the Warehouse received my out-of-district merchandise orders? When can I get them?.....	14
Who do I talk to about issues and/or questions with food related deliveries? Other deliveries? .....	15
How can I find out if there are any extra desks or other items available for district use?.....	15
When and where is the book sale/equipment auction? Where do I find the list of items up for auction? .....	15
<b>Mailroom: Diane Barnes</b> .....	15
How often is mail picked up and delivered to buildings in the district?.....	15
If I put an envelope in the mailbag today when will it reach its destination? .....	15
What is needed to mail a letter in U.S. mail that the district pays for? .....	15
Bulk mailings: How many pieces equal a bulk mailing? How do I send a database of address over to the mailing company?.....	15
How can I get fundraiser envelopes bar coded? .....	15
Do I need to put an endorsement on that? .....	15
Can I mail teabags, sunflower seeds and assorted other items in an envelope?.....	16
How should I address different size envelopes? .....	16

## Table of Contents

How much will it cost to send this package? Which method of shipment is cheaper?.....	16
Note from Diane: .....	16
<b>Print Shop: Donovan Rook</b> .....	16
What do I need to do to submit a project to be printed at the print shop? .....	16
<b>Finance FAQ'S</b> .....	17
When do approved Timesheets need to be turned in to Payroll? .....	17
What happens if I forget to approve the time in Workforce?.....	17
What happens if we need to overspend on a line item?.....	17
What needs to be done with payments over \$500.00 on an Order for Payment? .....	17
When will I be able to expect payment on my travel expense report after it has been submitted? ....	17
<b>Food Services FAQs</b> .....	18
What does Food Services do? .....	18
How does the Point of Sale (POS) system work? .....	18
What menus are offered? .....	18
What is the Dot Project and how is it used? .....	19
How do I check on the nutritional value of the foods served in the cafeteria?.....	19
How do students enroll in the USDA Free/Reduced Meal Program?.....	19
How is the Food Service Department funded? .....	19
How does Food Services ensure compliance with the County Health Department? .....	20
What professional development is provided to Food Service staff? .....	20
<b>Health Services FAQs</b> .....	21
What annual screenings do the school nurses provide to students? .....	21
What services do nurses provide to staff?.....	21
What vaccinations do nurses provide? .....	21
How are communicable disease(s) controlled? .....	21
What happens if I get hurt at work?.....	22
How do I sign up for a CPR/AED/First Aid course? .....	22
Where are the Department of Health guidelines for classroom treats?.....	23
What records are required to be kept for students by Nurse's office? .....	24
What evaluation tool is used for Nurses? .....	24
What evaluation tool is used for Nurse Assistants? .....	24
Where do I find information on Air Quality Guide? .....	24
<b>AIR QUALITY GUIDE</b> .....	25
Another way to interpret the above:.....	25
What is the Heat Index Table?.....	26
What is the Wind Chill Table? .....	27
<b>Human Resources FAQs</b> .....	28
<b>Calendars</b> .....	28
Where do I find staff Work Calendars?.....	28

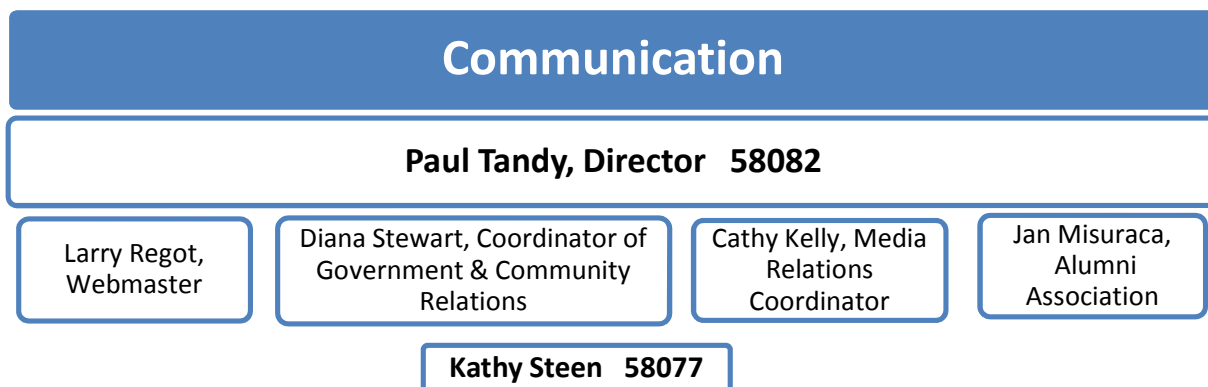
## Table of Contents

<b>Union Agreements</b> .....	28
Where do I find district bargaining agreements for staff? .....	28
<b>Required Training</b> .....	28
What training is required for all district employees? .....	28
<b>Performance Appraisals</b> .....	28
Where do I find employee performance appraisals forms? .....	28
<b>Subs</b> .....	28
How are substitute teachers requested? .....	28
How are substitute nurses requested? .....	28
How are substitute secretaries requested?.....	29
<b>Tuition Reimbursement</b> .....	29
What is the process for Tuition Reimbursement? .....	29
<b>Leaves of Absence</b> .....	29
What if an employee receives a Jury Summons? .....	29
What if an employee needs FMLA? .....	29
<b>Transfer Requests</b> .....	29
What is the process if an employee applies for another position in the district? .....	29
<b>Pay Information</b> .....	29
Where do I find district pay schedules? .....	29
How do I view my paycheck on-line? .....	29
<b>PARKWAY BOARD of EDUCATION POLICIES</b> .....	29
Where can I find a copy of BOE policies? .....	29
<b>Support Staff Development &amp; Training FAQs</b> .....	30
What staff development is available for support staff? .....	30
Are there standards for support staff work and development? .....	30
What resources are available for support staff on the website? .....	30
Is there a professional development committee (PDC) for support staff? .....	30
What computer training is available for support staff?.....	30
What is the support staff conference? .....	31
How does support staff register for the support staff conference?.....	31
Can I schedule computer training for the support staff in just my building? .....	31
<b>Sustainability &amp; Purchasing FAQs</b> .....	32
<b>FAQs – Sustainability</b> .....	32
What is recyclable in the district? .....	32
<b>FAQs - Purchasing</b> .....	32
How do I purchase things for the school through the district? .....	32
Are there any Pre-Approved Vendors?.....	33
How do I purchase from a vendor that’s not pre-approved?.....	33
How do I generate a Purchase Order? .....	33

## Table of Contents

Who approves the use of professional services?.....	33
Am I able to sign a contract / agreement with an outside vendor? .....	33
<b>Technology FAQs</b> .....	34
What do I need to do to monitor the security cameras in my school?.....	34
What if I have a problem with the computers in my building?.....	34
What should I do if my password isn't working? .....	34
How do I get the correct help when I call the Help Desk at 58181?.....	34
<b>Home Access</b> .....	35
Can I access GroupWise from home?.....	35
How do I access district applications such as OCG, PARS, Workforce, Infinite Campus, etc. from home? .....	35
How do I access my Network (K Drive)? .....	35
When I have been working out of the district using the Path option and come back into the district, why can't I access my K Drive?.....	35
Can I access GroupWise Client from home?.....	35
<b>Network Drives</b> .....	36
What is the difference between network drives?.....	36
How do I save back up files to the K drive? .....	36
<b>Out of Office</b> .....	36
How do I place an Out Of Office greeting on my telephone? .....	36
<b>Transportation FAQs</b> .....	37
<b>Field trips, Athletic and Activity trips</b> .....	37
Who do I call to schedule a field trip or, Athletic/ Activity trip?.....	37
What are the hours of the day I can schedule a field trip? .....	37
What are the rates? .....	37
<b>Driver meetings at your schools</b> .....	37
When is the best time to schedule a group drivers meeting at your school? .....	37
<b>Bus camera video requests</b> .....	38
How do we request bus videos? .....	38
<b>Routing, bus stops and bus passes</b> .....	38
Who do we call for bus stops and bus passes?.....	38
<b>Bus Safety Violation Report</b> .....	38
What is the Bus Safety Violation Report? .....	38

## Support Staff Procedures FAQs



## Communication FAQs

### Media Interviews

#### **What do I do if a reporter calls for an interview?**

*Under most circumstances, it is best to contact the Communications Department and let us follow up with the reporter before deciding whether to do the interview. Take down the reporter's name and contact information, ask what the story is about, and tell them someone from the Communications Department will follow up with them. Then refer the information to the Communications Department.*

#### **How do I respond to news media that show up at school during an emergency?**

*You should designate one member of your school's crisis team to handle communications. That person should receive media relations training from the Communications Department. If a reporter shows up at school during an emergency, this person (or another designee) should introduce herself/himself to the reporter and let them know that we have a Communications Department that coordinates media interviews. Then contact the Communications Department to determine next steps. You should remain with the reporter until someone from the Communications Department arrives.*

### Publicity for my school

#### **When do I invite the news media to my school?**

*The short answer is any time! It is best to identify someone each year to serve as your school's public relations "Ambassador." The Communications Department offers training annually for Ambassadors to help them get positive news coverage of your school. We prefer to work together before pitching story ideas to reporters, and we often prefer to contact the news media for you. We can also help draft and disseminate a news release if it is needed. The best advice is to contact the Communications Department if you have a story idea and we can help determine the best way to get news coverage.*

## **Support Staff Procedures FAQs**

### **What's the best way to publicize events/activities at my school?**

*Contact the Communications Department and we'll take it from there! It's best to identify someone at your school to serve as your Ambassador (see above), but you don't have to. Just give us a call and we'll help get the word out internally with staff and/or externally with parents and the general community.*

### **Letter Home to Parents**

#### **If I need to send a letter home to parents about a sensitive matter at school, can someone from the Communications Department help me?**

*Yes! We maintain a large database of sample letters for this purpose, and can help you write a letter very quickly. In fact, the Director of Communications should review and approve any letters of a sensitive nature before they are sent home.*

### **Rapid Communication System: Alert Now**

#### **Does Parkway have a rapid communications system that allows me to communicate with parents and staff in my school?**

*Yes! Each summer, the Communications Department provides training for administrators and support staff on how to effectively use our rapid communications system, which is called AlertNow. Each school and most district-level departments have AlertNow accounts. You can use AlertNow to send e-mails, telephone calls and/or text messages to parents and staff. Our system allows you to send messages to multiple phone numbers and e-mail addresses at home or work if you desire. You can even send these messages from your home or anywhere that you have Internet access. Contact the Communications Department if you would like to receive the AlertNow training.*

### **Inclement Weather Notification**

#### **If school is cancelled due to inclement weather, who notifies parents and staff at my school?**

*The Communications Department will send an AlertNow message (phone, e-mail and text) to all Parkway parents and staff, usually between 5:30 – 6:30 a.m. As a school administrator, you do not need to send your own AlertNow notification unless you need to communicate something specific that was not contained in the district wide message (e.g., rescheduling a PTO meeting or athletic event).*

## Support Staff Procedures FAQs

### Facilities

Mike Mertens 58268

Jan Carpenter 58259

## Facilities FAQs

### Facilities FAQs:

Mike Mertens, Fred Crawford, Juliette Travous, Maggie Wells, Darin Varble, Orlando Lewis, Alvin Smith

### 911 calls

#### **What should I do if a 911 call is made from my building?**

*Be sure to notify Parkway Security at 58200 or 58202 anytime 911 is called from your building.*

### Repairs

#### **How do I get something fixed in my building?**

*For emergencies and/or safety issues, call the Emergency Line, 58202; for general building maintenance issues, submit a work order through the SchoolDude system.*

#### **What if I have a water leak?**

*The process for reporting building issues is:*

- *If it's an emergency, creates a safety issue, prevents normal building operations, etc., call the Emergency Line at 58202.*
- *If the issue does not create an emergency, safety issue, or prevent the normal operations of the building, submit a work order through the SchoolDude system.*

#### **What if I have a power failure?**

*Call the Emergency Line at 58202.*

#### **How do I submit a work order?**

*SchoolDude training is handled by Dale Rapp, 58152.*

## Support Staff Procedures FAQs

### **What should I do if my fob isn't unlocking my door or I can't get my key into the door lock?**

*Report fob and/or door lock issues to:*

- *Key fobs and/or Best keys* Russ Jackson, Security 58274
- *Schlage keys/door locks* Call Emergency Line 58202

### **Our trash/recycling bins are overflowing. Can you send someone out to empty them? How can we get a special trash pick-up arranged?**

*Contact Erik Lueders at 58278 for all trash and recycling questions/issues.*

### **What should I do if Room 2407 is too hot/too cold?**

*Call the Emergency Line, 58202, to report an Emergency Work Order.*

### **Linda Wader is out and we have a maintenance issue. Who do we contact?**

*Call the Emergency Line, 58202. This line is always covered.*

### **What does Facilities do?**

*The primary goal of the Facilities Division is to provide the district's students, teachers and staff with clean, safe, and well maintained schools, buildings and grounds which are conducive to growth and learning. See our Mission and Vision Statements on the Facilities website.*

### **What can Facilities do for us?**

*Facilities is organized into seven groups which perform the housekeeping, exterior site maintenance, building maintenance, security, facilities planning, construction management, environmental, delivery and other operational duties assigned to the Department. These groups are:*

- **Custodial Group** (custodial and special crew)
- **Grounds Group** (exterior site maintenance)
- **Maintenance/Construction Group** (construction management & liaison between Facilities, administrators, and contractors)
- **Maintenance Group** (building maintenance and site utilities maintenance)
- **Planning and Engineering Group** (facilities planning, design and engineering, long-range planning)
- **Security Group** (district security, security officers, SRO's)
- **Environmental Services Group** (asbestos management, Indoor Air Quality, pest control, hazardous materials, environmental compliance, employee safety and workers compensation, and any other environmental issue that may concern the District)
- **Warehouse Group** (Storeroom, Mailroom, Print Shop, Warehouse/Food Service and Surplus Property)

## Support Staff Procedures FAQs

### Who do I call for ...?

Security Issues	Emergency Line	58202
General Maintenance Issues		Submit Work Order
Emergency Maintenance Issues		58202
Environmental Questions/Issues	Juliette Travous	58294
General Pest Control		Submit Work Order
Emergency Pest Control	Terry Plesia	c) 314-393-6607
<i>Bees/Wasps/Hornets/Wildlife/Stray Dogs, etc.</i>		
Work Order Questions	Linda Wader	58221
Construction Questions	Area Construction Supervisors	
	<i>Lead Construction Supervisor</i>	58218
	- Mike Tate	
	<i>Central Area</i>	58219
	- Frank McCarty	
	<i>South Area</i>	58287
	- Bill McDaniel	
	<i>District-Wide</i>	58270
	- Mark Tesreau	
Custodial Issues	Custodial Supervisors	
	<i>North Area – Maggie Wells</i>	58236
	<i>South Area – Darin Varble</i>	58238
	<i>West Area – Orlando Lewis</i>	58299
	<i>Special Crew – Alvin Smith</i>	58266
Grounds Questions/Issues	Matt Jenne	54915
Delivery Questions/Issues	Greg Allen	58201
Mail Room Questions	Diane Barnes	58241
Print Room Questions	Donovan Rook	58240

## Support Staff Procedures FAQs

### **Request Meeting Space**

**How do I request meeting space in other buildings (including Use of Premise request)?**

*To reserve most district meeting rooms, go to:*

*Inside Parkway → Resources → Admin/ISC Meeting Rooms*

*To reserve an Operations Building conference room:*

*Contact Linda Wader at 58221.*

**Who do I call to get heat/air conditioning in Gym A tonight?**

*HVAC needs are scheduled through SchoolDude. Ensure after-hours events are scheduled properly.*

**How do I schedule use of my building during after-hours or on non-school days?**

*The Building Administrator and/or Building Manager have access to the SchoolDude system and can enter the request. If you need access to SchoolDude, contact Dale Rapp at 58152 to be added as a requester and for instructions.*

### **Bond Money**

**How do I request bond money for improvements in my buildings?**

*The use of Bond money must be pre-approved by the Board of Education. Contact Scott Bennett, Manager of Planning and Engineering, at 58231 for the process.*

### **Line of Credit**

**Who do I talk to about our school's Line of Credit?**

*Contact your building's Construction Supervisor.*

**Can I make purchases against my line of credit?**

*Contact your area Construction Supervisor.*

### **Custodian Supervisors**

**Each school has a Custodian Supervisor assigned to support the Head Custodian and Custodian staff. When do I need to contact them?**

*Your Building Manager should be contacted for day-to-day needs. Your building's Custodial Supervisor should be contacted for any concerns or issues pertaining to personnel, work performance, disciplinary action, scheduling changes, when extra coverage is needed, for support with moves, and/or any time you have questions or issues your Head Custodian is unable to address.*

## Support Staff Procedures FAQs

### Outside Contractors

#### **Who do I contact regarding issues with outside contractors?**

*Contact your area Construction Supervisor:*

- North Area      Mike Tate              58218
- Central Area    Frank McCarty        58219
- South Area      Bill McDaniel        58287
- District-Wide   Mark Tesreau        58270

### Fire Drill Notification

#### **Should I notify anyone of my building's fire drills?**

*Contact Parkway Security at 58200 or 58202 prior to conducting fire drills. They will notify the appropriate fire districts.*

### Vehicle Use

**Can we use district vehicles to travel out-of-district (i.e., transport district equipment to out-of-district locations, pick up donated items, deliver donated items to disaster victims, etc.)?**

*Requests are reviewed on a case-by-case basis. Contact Alvin Smith at 58266 to begin the process.*

**A piano has been donated to our building? Can you get it picked up and delivered to us?**

*Contact Alvin Smith at 58266.*

### Security: Fred Crawford

**Does each school have a security camera at the front door?**

*Elementary schools utilize an Iphone security camera system for access.*

**How do I view recorded security camera video?**

*Contact your building Principal with any requests.*

## Support Staff Procedures FAQs

### **Environmental Services: Juliette Travous**

#### **Asbestos**

##### **Where is asbestos located in my building?**

*The Environmental Services Department developed Asbestos Management Plan for every Parkway building. These books can be found in the main office of each school, with additional copies located at the district operations building. Parkway School District has asbestos in all but two of its buildings and it is kept in good condition until it is removed due to renovation or maintenance activities.*

*Asbestos was used in the construction of public and private buildings for many years.*

*Contact the Environmental Services Department at 415-8295 for any questions as to what materials are asbestos in your building.*

##### **What kind of material contains asbestos?**

*Hundreds of different building products contain asbestos. The most prevalent building materials containing asbestos in Parkway are floor tile and mastic, spray applied acoustical ceiling material and mudded thermal insulation on pipes and fittings. Other materials are chalk boards and chalk board/bulletin board mastic, fire rated doors, drywall joint compound, window caulk, and many others.*

##### **What do I do if someone damages asbestos in my building?**

*If you find damaged asbestos containing material in your building, immediately contact Juliette Travous (393-3832) or Lance Gibler (393-3833). If you cannot reach either of these two people, contact Security immediately. If the damaged area is greater than 3 square feet, keep everyone out of that area and do not re-enter until Environmental Services gives the go ahead. If less than 3 square feet, cordon off the area to keep people from tracking through any debris and cover any debris with wet paper towels.*

##### **There are people working on asbestos in my building. What do I need to do?**

*The building administrator will be contacted prior to any asbestos work is done in your building. Plastic containment areas will be built and access to the work areas will be restricted to allow only authorized asbestos trained personnel.*

*Signs will also be posted at the entrance to the containment areas warning of asbestos and the health hazards associated with it. Please make sure that you notify all of your staff that will be in the building about the asbestos project and remind them to stay out of the containment area. If there will be groups using the building during the day or after hours while the asbestos work is going on, please let the Environmental Services Department know ahead of time and let the groups using the building know that asbestos work is being done in the building.*

## Support Staff Procedures FAQs

### **Indoor Air Quality**

#### **My room smells musty. What do I do?**

*A musty smell can be caused by many reasons. Has the HVAC system been shut off for a long period of time (several days), has there been a water leak in the room, or has the carpets been recently cleaned? Many times this smell is a temporary problem and can be remedied easily by opening up the room and running fans when there has been a water leak or carpets are being cleaned. If these simple steps do not help write a work order to have the room inspected by the Environmental Services Department. The first thing that is checked is the HVAC system and if there has been a water problem in the area.*

#### **There is a dark stain on my ceiling. Is it Mold?**

*Dark stains are not always mold. Sometimes they are roofing tars brought in through tiny cracks in the ceilings and sometimes they are an accumulation of dirt on a rough ceiling surface. If you suspect a ceiling tile to be moldy, have it taken out and replaced immediately. Do not leave it for days or weeks. If the ceiling tile is wet, contact maintenance to find the leak so it can be fixed before another ceiling tile is ruined and must be replaced. If you suspect water behind a wall, in a section of ductwork or other hidden area in the area please write a work order for an indoor air quality inspection. If there is obvious water leakage problems call the emergency help line for maintenance. They will repair the leak and contact the Environmental Services Dept. for any needed indoor air quality issues.*

#### **I have allergies to mold and I sneeze and have watery eyes when I go into my room. I think its mold so what do I do?**

*Mold is seldom the cause of allergy issues in a building. However, there can be other things in a room that can cause allergic reactions besides mold. Please contact the Environmental Services Department (Email Juliette for a copy of this form to complete) for an Indoor Air Quality (IAQ) complaint form. Complete the Initial Phase Environmental Short Form section of this form and return a copy to Juliette Travous in the Environmental Services Department.*

*An IAQ inspection will be conducted and the person with the allergic symptoms will be asked several questions about their symptoms and when they have them, the room will be visually inspected and the HVAC system will be checked. The inspection will also include speaking with the building administrator concerning the room in question and all activities that occur in the area.*

#### **There was a water leak in my room -- do I need to worry about mold?**

*Some questions to consider include:*

*Has the leak been repaired? If not, contact the maintenance department immediately to repair the leak.*

*Has the leak been cleaned up? Have the carpets been extracted and any water been removed?*

*Have walls been checked for moisture and any paper or cardboard products that had gotten wet during the water leak been removed?*

## Support Staff Procedures FAQs

*If all of these things have been done within the first 48 hours after the leak, then mold should not be an issue in your room. Occasionally additional work may need to be done such as having a dehumidifier placed in the room to remove excess moisture from the air.*

*However, once the leak has been fixed and the area dried out, your room should be back to normal. If you notice any discoloration to the walls, or materials in the room; contact the Environmental Services Department immediately so that a room inspection can be completed.*

### **Hazardous Waste - Hazardous Chemicals**

#### **Who do I call to get rid of hazardous materials/chemicals?**

*Contact the Environmental Services Department at 415-8295 for disposal of hazardous chemicals. A list of the chemicals with the size and number of containers needs to be submitted so that disposal can be arranged.*

*The materials must stay at your building until picked up for disposal. Also do not add to the list without first contacting Environmental Services. It takes a minimum of 2 weeks to schedule a hazardous waste pick up. Once a pick up date is scheduled, you will be contacted with the date and approximate time.*

*Someone from Environmental Services will be at your building to sign the hazardous waste manifest and ensure safe packing and removal of the chemicals.*

#### **What chemicals can be thrown in the trash or dumped down the drain?**

*Do not throw any chemical in the trash or down the drain without first contacting the Environmental Services Department at 415-8295 or contact Juliette Travous at 393-3832 for help with chemical disposal.*

*Every chemical is different and the product label and the material safety data sheet must be reviewed prior to making a determination if the material is hazardous or non-hazardous. **HAZARDOUS MATERIALS CAN NOT BE THROWN IN THE TRASH OR DOWN THE DRAIN.***

#### **What do we do with old paint?**

*Unwanted latex paint can be thrown in the trash as long as it is not in liquid form. In other words it needs to have sand, or kitty litter or oil dry mixed in it so it will not leak out of the dumpster. You can also pour it out on old cardboard or newspaper and allow it to dry then put the "painted" cardboard or paper in the dumpster.*

*Oil based paint and used solvents are considered hazardous waste and must be disposed of as such. Contact Juliette Travous (393-3832) of the Environmental Services Department to dispose of these products.*

## Support Staff Procedures FAQs

### **What do we do with used batteries?**

*The district does not have a program to recycle used alkaline batteries. These can be put directly into the trash.*

*However, cell phone batteries, rechargeable batteries, computer batteries, lead acid batteries, etc. must all be recycled. Do not throw these batteries in the trash. Contact the Environmental Services Department at 415-8295 or put in a work order for these batteries to be recycled.*

### **Can I throw light bulbs in the trash?**

*NO, never put florescent bulbs in the trash. Florescent light bulbs must be recycled per federal and state law. These bulbs contain mercury and would be considered a hazardous waste if not recycled. These bulbs must be stored on site in their original boxes to prevent breakage. Once you have a full box, contact the Environmental Services Department to pick up of your bulbs. If you have any questions concerning light bulb recycling please contact Erik Lueders at 58278.*

### **Who do I call if there is a chemical spill?**

*Call Security 415-8200 immediately. Security will contact the Environmental Services Department who will come to your building immediately and may contact an outside chemical emergency response contractor to clean up the spill. Leave the area of the spill immediately; do not attempt to clean it up yourself. Do not walk through spilled material. If possible try to prevent it from entering any floor drains or exterior storm drains. If you know what has spilled get the Material Safety Data Sheet (MSDS) for this chemical and have it available for review.*

## **Fire Extinguishers**

### **How long are fire extinguishers good to use?**

*Fire extinguishers are good for 6 years. If you have an extinguisher that is over 6 years old please send a work order to the Environmental Services Department under the fire extinguisher icon on School Dude. The extinguishers are inspected on an annual basis during the summer, before school begins.*

### **What do I do if I find an outdated or under/over charged extinguisher?**

*Enter a work order using the extinguisher icon on School Dude. Make sure you state the room number and where it is located within the room and if it is outdated, or over/under charged.*

### **Who should be trained in the use of fire extinguishers?**

*All custodians should be trained in the use of the fire extinguisher. Also, it would be helpful for the building administrator to be trained. Please contact the Environmental Services Department at 415-8295 to schedule training for your building.*

## Support Staff Procedures FAQs

### **What do I do if an extinguisher is accidentally discharged?**

*The dry powder is non-toxic; however, it can be corrosive to electronic equipment. The powder must be cleaned with a damp cloth and the carpet must be cleaned with a vacuum equipped with a HEPA filter. Contact the Environmental Services Department at 415-8295 that will determine if more extensive cleaning will need to be done.*

### **Is the dry powder inside fire extinguishers toxic?**

*The dry chemical powder in the ABC fire extinguishers is non-toxic. However, it can be irritating to your mucous membranes, such as eyes, nose and mouth. So, if an extinguisher is discharged for any reason, do not stay in the room for long periods of time until the dust has settled. Clean up any powder with wet wash cloths and vacuums equipped with HEPA filters. This powder can also be corrosive to delicate computer circuit boards so cell phones, computers, projectors, etc. in the room may need to be cleaned right away after an extinguisher is discharged in the area.*

## **Pest Control**

### **What do I do if there are pests, such as ants or bugs, in my building?**

*Write a work order using the spider icon in School Dude. It will be sent directly to Terry Plesia our district licensed pest control operator. Terry will come out and inspect your building. Make sure you state the room number(s) and the type of pest (ants, roaches, mice, etc.)*

### **What do I do if there are unwanted animals (squirrels, raccoons, birds, etc.) or stinging insects in the building?**

*Live wild animals running around or stinging insects inside your building should be treated as an emergency. Call the facilities emergency line or call Terry Plesia directly on his cell phone at 393-6607. He will come out immediately.*

### **What about brown recluse spiders?**

*Although many people are terrified of these spiders, it is a fact that most if not all buildings in this part of the country, have some amount of these spiders. If there is an overabundance of them concentrated in a room or area, Terry can put out traps to reduce their numbers. The best prevention of brown recluse spiders is to have a clutter free area. Do not keep open cardboard boxes in your classrooms, use plastic containers with tight lids to store supplies. If you think you have an infestation of brown recluse spiders please write a work order through School Dude using the spider icon.*

### **Can you spray for mosquitoes in the building or on the ball fields?**

*The District does not spray for mosquitoes like some municipalities do. If we have standing stagnant water on site, we can treat the water to kill mosquito larvae and try to get rid of the standing water. Staff and parents of students may apply mosquito repellent if they so choose.*

## Support Staff Procedures FAQs

### **Can the custodian or teacher bring their own can of “Raid” from home and use it in their classroom?**

*No one is allowed to bring in pesticides from their home or purchased from a store to apply to a room in a building. Our district pest control technician will not be able to treat a room that has been “pre-treated” using other pesticides. A pesticide purchased from the store can be toxic and leaves a residue that can be picked up by students on their hands and school supplies.*

### **What do I do if I find a baby animal in the building or on the property?**

*Sometimes baby birds or animals have been found in the building or on the school property. Remember these are still wild animals and should not be picked up or played with by staff or students. The parents of these babies may be close by and could potentially be aggressive, such as a raccoon or squirrel. Please contact our pest control operator, Terry Plesia, on his cell, 393-6607 and he will come out right away and pick up the animals/birds and take them away. Do not worry, he does not kill them.*

## **Safety and Workers Compensation**

### **What is the procedure if an employee is injured on the job?**

- *If the injury occurs while a nurse is present, she should be notified and will handle it from there.*
- *If no nurse is available, and it is NOT an emergency, then from 8 a.m. to 4 p.m. Monday through Friday the injured employee should proceed (or be taken) to a St. Johns Mercy Corporate Health office or a St. Lukes Urgent Care office. The locations are listed on the posters which are located in the staff lounge and the custodial office.*
- *If it is after 4 p.m. but before 8 p.m. Monday through Friday or anytime Saturday or Sunday the employee should be directed to St. Lukes Urgent Care, 233 Clarkson Rd., Ellisville, 63011. 636-256-8644.*
- *If it is after 8 p.m. anytime proceed to St. Lukes Hospital Emergency Room (however, any hospital emergency room is ok if necessary).*
- *Important note: 911 can be called anytime if it is absolutely necessary.*
- *If a nurse is not available and you have to follow one of the above directions, please call Jim Akers (24/7) as soon as possible at 314-267-2807. Also, make sure your building nurse is made aware no later than the next morning.*

## Support Staff Procedures FAQs

**I use chemicals (cleaning, etc.) on a regular basis at work. How can I find out what the hazards of these chemicals are, what protective equipment I should be wearing, what do I do with the waste chemical once I am done using it, and what to do if I have an emergency concerning a chemical (ingestion, in eyes, etc.)?**

*All chemicals in every building must have a Material Safety Data Sheet (MSDS) in the building; this sheet answers every one of these questions and more. The sheets are located in the custodial office, and are also available through Environmental Services as well as the Stockroom Office.*

**I need training in the use of certain equipment for work purposes; including ladders, chemical safety, asbestos awareness, forklift, lifting and back safety, lockout tagout, and confined space just to name a few. Where do I find out what is required and when the classes are available?**

*Contact anyone in the Environmental Services. They can tell you if certain training is required or simply suggested. Your Supervisor also has this information.*

**The equipment I am required to use is or may be broken or faulty. Who do I contact if I need an immediate replacement?**

*Contact your Supervisor IMMEDIATELY. Under no circumstances should you just use it until the end of your shift or until you have time to call your Supervisor. In addition to Facilities equipment, this also applies to items like chairs, stepladders, etc.*

**I noticed a safety issue at my building. Who do I call?**

*Notify your building manager, principal, custodian, Facilities or Environmental Services IMMEDIATELY. Again, never let a safety issue, even if you're not sure it is an issue, go for any amount of time. Examples could be ice & snow on a walkway, a badly broken sidewalk, unsecure exterior door, etc.*

### **Warehouse: Greg Allen, Manager of Distribution Facilities**

**How do I order copy paper?**

*Order through SchoolDude. Contact Bev Nobel at 58257 if you have questions.*

**Has the Warehouse received my out-of-district merchandise orders? When can I get them?**

*Orders are processed when received by the Warehouse and are usually delivered to the building destination within five (5) working days. During extremely high volume times (i.e., beginning/end of school, garage sale time, holidays, etc.) deliveries may take additional time.*

## Support Staff Procedures FAQs

### **Who do I talk to about issues and/or questions with food related deliveries? Other deliveries?**

*For Food Service related deliveries, contact Mike Kanak, Director of Food Services, at 58242. For concerns/issues with other deliveries, contact Greg Allen in the Warehouse at 58201.*

### **How can I find out if there are any extra desks or other items available for district use?**

*Contact Tim Lokey at 56944 and/or to view the surplus inventory, go to Inside Parkway's home page, then to Resources then Surplus Property Requests. Click here to go to the myschoolbuilding request page.*

### **When and where is the book sale/equipment auction? Where do I find the list of items up for auction?**

*Contact Bev Nobel at 58257 for information regarding these sales.*

### **Mailroom: Diane Barnes**

#### **How often is mail picked up and delivered to buildings in the district?**

*Mail is delivered daily to the schools. There are multiple pick-ups and deliveries to the Administration Building and ISC daily.*

#### **If I put an envelope in the mailbag today when will it reach its destination?**

***Inter-district mail:** There is a 24-hour turn around. Inter-office mail put in the mailbag before pick up time on Monday will be delivered on Tuesday.*

***U.S. Mail:** All out going U.S. mail put in the bags before pick up time goes out that day-that afternoon. No mail is held.*

#### **What is needed to mail a letter in U.S. mail that the district pays for?**

*Be sure the envelope is addressed properly and has a return address. Just place it in the blue mailbag designated for out-going mail.*

#### **Bulk mailings: How many pieces equal a bulk mailing? How do I send a database of address over to the mailing company?**

*It takes (200) pieces of mail to make a bulk mailing. Send the address database to Diane in the Mailroom in an Excel spreadsheet format by email.*

#### **How can I get fundraiser envelopes bar coded?**

*A request must be submitted to the post office who, working with the district's mailing company, will design a barcode for that envelope. The mailing company does the printing to USPS standards.*

#### **Do I need to put an endorsement on that?**

*Yes. The endorsement selected by the District is "Return Service Requested." That means if the mail sent out is to an undeliverable address, the mail is returned to the district so that we may correct it.*

## Support Staff Procedures FAQs

### **Can I mail teabags, sunflower seeds and assorted other items in an envelope?**

*Yes, some items of this nature can be sent through the mail. Contact Diane at 58241.*

### **How should I address different size envelopes?**

*Call Diane in the Mailroom, 58241 to request a "tip sheet" to help.*

### **How much will it cost to send this package? Which method of shipment is cheaper?**

*When shipping a package, the mail room can compare the costs of sending it by U.S. Mail or by UPS.*

### **Note from Diane:**

"With the postal regulations changing all the time, I prefer that everyone call before they mail to make sure that what they want to do is permissible by the Post Office. Answers to questions vary depending upon different factors like weight, design and quantity of a mailing. Also, to fix a mailing if it does not meet postal regulations after the fact usually ends up being a very expensive proposition so I recommend people call first before mailing."

*Diane Barnes, Mail Room*

## **Print Shop: Donovan Rook**

### **What do I need to do to submit a project to be printed at the print shop?**

*Complete a Printing Request (Form #403), including account code and date needed (enter an actual date **not ASAP**), for each print job and submit to the Print Shop with your master document. In some instances, a PDF file of your master document can be sent to the Print Shop. Contact Donovan Rook at 58240 for instructions. Contact Diane Barnes in the Mailroom at 58241 for forms.*

## Support Staff Procedures FAQs

### Finance

Maureen Dennis 58060

Leanne Pennington 58047

Sharon Slinkard 58052

Sue Reno 58051

### Finance FAQ'S

#### **When do approved Timesheets need to be turned in to Payroll?**

*The approved time sheets are due at noon on Tuesday following each Payroll. If they are not received by that time, the employee will not be paid until the following pay period. If you have any questions please contact the Payroll Supervisor at 314-415-8047.*

#### **What happens if I forget to approve the time in Workforce?**

*The approvals are due by noon on Tuesday following each Payroll. If it is not approved by then you will be contacted by the Payroll Supervisor. Please contact the Payroll Supervisor at 314-415-8047 with any questions.*

#### **What happens if we need to overspend on a line item?**

*As long as there is sufficient budget within your building/program, line items can be overspent. We want to make sure we are coding expenditures properly so the key is to look at the bottom line of available resources.*

#### **What needs to be done with payments over \$500.00 on an Order for Payment?**

*If there is an invoice of \$500 or over and it is put on an Order for Payment, it first has to go to your Area Superintendent for approval and then to Finance. If it comes to Finance first it will be sent back to the school/department so they can obtain the signature. Please call the Accounts Payable/Accounts Receivable ( A/P-A/R) Supervisor at 314-415-8052 with any questions.*

#### **When will I be able to expect payment on my travel expense report after it has been submitted?**

*All paperwork received by Accounts Payable by noon on Tuesday of each week will be paid that week as long as all proper signature and paperwork is included. Please contact the A/P-A/R Supervisor at 314-415-8052 with any questions.*

## Support Staff Procedures FAQs

### Food Services

Mike Kanak, Director 58242

Marlene Pfeiffer, Dietitian/Supervisor 58248

Susan Barks 58246

## Food Services FAQs

### What does Food Services do?

*Food Services produces 10,000 meals and processes 12,500 individual ala carte sales each day in a three-hour time span. It is a satellite operation, with 162 employees, operating four production centers producing food for 25 satellite schools. Special food preparation consideration must be given to products, which must ship properly in planning for a satellite operation. Food Service caters over 1,000 events and inter-office orders each year from coffees to sit down dinners.*

*Budget: \$6,300,000.*

*Breakfasts served: 300,000 – Lunches: 1,500,000 – Ala Carte sales: 1,540,000.*

### How does the Point of Sale (POS) system work?

*Food Services has been using a computerized "Point of Sale Information System" for 14 year. The system provides all students and staff a virtual bank account to pay for meals.*

*The system provides security for student funds, ease of service, protects the anonymity of free/reduced price lunch students and enables parents to restrict the type of food and beverages that their children can purchase. There has been wide acceptance and usage of the system by both parents and students.*

*Last year, we introduced internet access which includes purchase and deposit histories, account controls and on-line deposits in addition to account balance queries. Approximately 2,000 households make use of the internet deposit system. See the Food Services web site for details.*

### What menus are offered?

*Each elementary and middle school has an individualized menu, based on a six week rotating cycle, which is then modified based on an annual review (Meal Service Profile) of each school's request for range of services.*

*Monthly elementary and middle school menus are accessible on Parkway's home page on the Internet. Current prices are listed on the menus.*

## **Support Staff Procedures FAQs**

### **What is the Dot Project and how is it used?**

*Food Services uses a simple guide for our elementary and middle school students called the Dot Project. Color coded dots are placed on serving lines for easy identification of foods. Green indicates always desirable foods such as fresh fruits and vegetables. Yellow indicates occasional such as pizza or hamburger and red indicates rarely such as cookies or ice cream.*

### **How do I check on the nutritional value of the foods served in the cafeteria?**

*Parkway was one of the first school districts in the area to do nutritional analysis - 1989. Each month, the nutritional analysis for all of our menus is posted on the Food Services web site.*

*The Allergy Guide - We have had numerous requests over the last few years for the ingredient makeup of our menu items. We have been offering nutritional analyses for many years but more and more parents are taking a proactive approach to their child(ren)'s food allergies. We have been sending the product labels to our parents and nursing staff for the last couple of years but recent technology advances now make it possible for us to provide this information online in an interactive way. See the Food Services web site to view the Allergy Guide.*

### **How do students enroll in the USDA Free/Reduced Meal Program?**

*Food Service administers the USDA Free/Reduced Meal Program for needy students. Currently, over 3,000 students participate in the program.*

*The Federal Free and Reduced Meal Program is for families needing financial assistance. Detailed information is available on the web site. Information includes how to complete an application for assistance and guidelines on the program.*

*The program is strictly regulated by USDA and is subject to audit every five years by the Department of Elementary and Secondary Education.*

### **How is the Food Service Department funded?**

*The department is designed to be self-supporting. No district budget funds are provided. All purchases of food, equipment, vehicles, salaries and benefits are covered by revenue generated within the department. In recent years, some bond money has been used for very large renovation projects.*

*A five-year capital improvement plan ensures timely upgrade and replacement of critical equipment.*

*All operating systems in the department are fully computerized i.e. inventory, payroll, revenue management, menu planning, nutritional analysis and Free/Reduced program databases.*

*The department receives funding from USDA for reimbursable meals. Meals are*

## **Support Staff Procedures FAQs**

*classified as Free, Reduced or Paid and must meet USDA guidelines for nutritional content in order to receive reimbursement. The department also receives program cash from ala carte sales, intro-department catering and supply purchases.*

*The department receives approximately \$200,000 worth of government commodity food stuffs per year.*

### **How does Food Services ensure compliance with the County Health Department?**

*While the St. Louis County Health department requires one person in each school to have a certificate in food service sanitation, Food Services requires all employees to be certified in sanitation within two years. Currently 90% of our employees have their sanitation certificates. The course is taught on-site, by a member of our staff, a supervisor/dietitian.*

*The average St. Louis County Health Department sanitation inspection rating for all 29 sites last year was 99.0%.*

*Parkway was the first school district in the area to offer Hepatitis A shots - Sept. 1998. Now, all department personnel are immunized per county ordinance.*

### **What professional development is provided to Food Service staff?**

*All Food Service staff members participate in regularly scheduled professional development programs and workshops. Topics include customer service, communications, security and safety.*

## Support Staff Procedures FAQs

### Health Services

Lisa Harnacker 55064

Sandy Braden 55066

## Health Services FAQs

**What annual screenings do the school nurses provide to students?**

<b>Screening</b>	<b>Grades</b>
<i>Vision</i>	<i>1, 3, 5, 7, 9, 11</i>
<i>Hearing</i>	<i>K, 1, 3, 5, 7, 9, 11</i>
<i>Scoliosis</i>	<i>6 &amp; 8 – Girls 8 - Boys</i>

**What services do nurses provide to staff?**

- *Urgent illness or injury care*
- *Blood Pressure Monitoring*
- *Healthy Lifestyle Information*
- *Medical Resources*
- *Tb testing upon hire*

**What vaccinations do nurses provide?**

*Hepatitis A vaccine for food service, lunch room monitors, or any staff member assigned to assist with student meals or feedings on a regular basis, and to Special Crew members.*

*Hepatitis B vaccine to Special Crew members*

*There is no charge for the vaccines for these specific employees.*

**How are communicable disease(s) controlled?**

*The Health Services Program and the nurses in their buildings are very alert to any communicable disease reported to them by parents or staff. They work closely with the St. Louis County Department of Health to minimize the effect of any disease in the school setting. Hand washing technique, cough etiquette and other measure are taught by the nurses and encouraged to decrease risk of*

## Support Staff Procedures FAQs

*disease spreading. The Missouri Department of Health, Department of Health and Senior Services have published guidelines on communicable diseases which are followed by the Health Services Program in Parkway.*

### **What happens if I get hurt at work?**

*Please see the nurse immediately to report the injury and receive care. If you are not able to go to the nurse, please have someone call the nurse and she will come to you. If necessary, you will be sent to see a doctor within the Worker's Compensation system.*

### **How do I sign up for a CPR/AED/First Aid course?**

*You are invited to participate in Standard First Aid and/or CPR taught by an American Red Cross certified Parkway nurse. All CPR classes will include AED training. First Aid certification is good for 3 years; CPR/AED certification is good for 2 year. There is no charge for these classes.*

*Be sure to dress comfortably. Classes will be held at ISC, 12657 Fee Fee Road. For classes lasting longer than 4 hours, there will be a lunch break. You can bring your lunch or go out to eat.*

*To register for above classes, go to PEERS on Inside Parkway. Registration closes 48 hours prior to start of class. Please call 314-415-5066 with questions.*

<b>Class</b>	<b>PEERS Course #</b>	<b>Date</b>	<b>Day of Week</b>	<b>Time</b>
Adult CPR/AED & First Aid	HLT-12-05	September 8, 2011	Thursday	8:30 - 2:30
Adult CPR/AED & First Aid	HLT-12-07	October 13, 2011	Thursday	8:30 - 2:30
Adult CPR/AED & First Aid	HLT-12-09	November 9, 2011	Wednesday	8:30 - 2:30
Adult CPR/AED & First Aid	HLT-12-10	December 7, 2011	Wednesday	8:30 - 2:30
Adult CPR/AED & First Aid	HLT-12-11	January 11, 2012	Wednesday	8:30 – 2:30
Adult CPR/AED & First Aid	HLT-12-13	March 8, 2012	Thursday	8:30 – 2:30

## Support Staff Procedures FAQs

Specific CPR/ AED courses with certification good for two years below.

Adult CPR & AED	HLT-12-03	August 25, 2011	Thursday	8:30 - 12:00
Adult CPR & AED	HLT-12-06	September 21, 2011	Wednesday	8:30 - 12:00
Adult CPR & AED	HLT-12-08	October 27, 2011	Thursday	8:30 - 12:00
Adult CPR & AED	HLT-12-12	February 8, 2012	Wednesday	8:30 - 12:00
Adult CPR/ AED	HLT-12-14	March 29, 2012	Thursday	8:30 - 12:00
Adult/ Child/Infant CPR & AED	HLT-12-15	April 11, 2012	Wednesday	8:30 – 2:30

### **Where are the Department of Health guidelines for classroom treats?**

*The St. Louis County Health Department has provided the following direction related to food in schools:*

*As of December 7, 1999 and until further notice:*

- *Food at parties and other functions in schools is to be limited to commercially prepared, individually packaged treats.*
- *Food prepared at home is not to be brought into the classroom for sharing.*
- *Distribution and handling of food is to be limited to teachers and staff. Gloves are to be worn by those serving the food.*
- *Good hygiene is the simplest and most effective way to prevent the spread of germs. Students and staff should practice careful hand washing with soap and water, especially after using the bathroom and before eating or handling food.*

*Those measures strictly limit the numbers of different people who touch the food during the preparation and serving. The fewer kitchens/people involved in the preparation of food served, the lower the risk of disease being spread to those eating the food. Understanding and practicing these measures heighten the awareness of all food handlers as to the importance of hands and utensils being washed thoroughly with soap and water to limit the increase of diseases that are spread from hand and hand-contaminated items (food or utensils) to mouth.*

## **Support Staff Procedures FAQs**

### **What records are required to be kept for students by Nurse's office?**

*The nurses utilize Infinite Campus to record all immunization data as required by Missouri state law. The daily documentation of visits, medication administration etc. are completed in Health Office, the software specific to the nurse and her building.*

### **What evaluation tool is used for Nurses?**

*The principal and manager should work in collaboration to complete and discuss the evaluations.*

*The nurse can be evaluated by the principal in the building using the Performance Appraisal form for Non Certified Staff, specifically the form: Classified and Professional, Supervisory, and Confidential. This form is found on Inside Parkway under the HR/Benefits tab.*

*The nurse is also evaluated by the Manager of Health Services, using a nursing standards based form.*

### **What evaluation tool is used for Nurse Assistants?**

*Performance Appraisal form for Non Certified Staff, specifically the form: Classified and Professional, Supervisory, and Confidential. This form is found on Inside Parkway under the HR/Benefits tab. This form is generally completed by the nurse in the building and the principal.*

*A copy will be sent to the Manager of Health Services after the discussion. The Manager can be included in the writing and presentation of the evaluation if desired by employee or nurse/principal.*

### **Where do I find information on Air Quality Guide?**

*Please contact your school nurse. Our information comes from the American Lung Association. The following is a guideline to assist in making an informed decision about outdoor PE or recess.*

## Support Staff Procedures FAQs

### AIR QUALITY GUIDE

*The Air Quality Index (AQI) is a standardized method of reporting air pollution values. The AQI converts the measured pollutant concentration in St. Louis' air to a number on a scale of 0 to 500. The most important number on this scale is 100, the number which corresponds to the standard established under the Clean Air Act. An AQI above this number is indicative of unhealthy air, as the number increases so does the health risk.*

**AQI:**

**Cautionary Statement:**

*0 to 50 (Green Days)*

*None*

*51 to 100 (Yellow Days)*

*Extremely sensitive children and adults should limit prolonged exertion outdoors*

*101 to 150 (Orange Days)*

*Children and adults with respiratory conditions such as asthma should limit prolonged moderate exertion outdoors*

*151 to 200 (Red Days)*

*Health Advisory - children and adults with respiratory conditions such as asthma should avoid physical exertion outdoors. Everyone else, especially children, should limit prolonged moderate exertion outdoors.*

### **Another way to interpret the above:**

*Red Days, after 9:00 AM, no strenuous PE or recess outdoors, for anyone.*

*Orange Days, after 9:00 AM, no strenuous PE or recess out doors for the students with asthma.*

*Yellow Days, no restrictions unless you have received a notice from a parent or physician that a particular child is to be restricted due to his/her health.*

## Support Staff Procedures FAQs

### What is the Heat Index Table?

*This table is another tool that can be utilized as a guideline to assist in making an informed decision about outdoor PE or recess. Heat Index Table*

*HEAT INDEX*

*Affects on the Human Body*

*87-89*

*Caution: Fatigue possible*

*90-103*

*Extreme Caution: Sunstroke, Muscle Cramps, and/or Heat Exhaustion possible*

*104-127*

*Danger: Sunstroke, Muscle Cramps, and/or Heat Exhaustion likely*

*128 or higher*

*Extreme Danger: Heat Stroke or Sunstroke likely*

Heat Index Table													
	Relative Humidity (%)												
Temp °F	40	45	50	55	60	65	70	75	80	85	90	95	100
110	136												
108	130	137											
106	124	130	137										
104	119	124	131	137									
102	114	119	124	130	137								
100	109	114	118	124	129	136							
98	105	109	113	117	123	128	134						
96	101	104	108	112	116	121	126	132					
94	97	100	102	106	110	114	119	124	129	135			
92	94	96	99	101	105	108	112	116	121	126	131		
90	91	93	95	97	100	103	106	109	113	117	122	127	132
88	88	89	91	93	95	98	100	103	106	110	113	117	121
86	85	87	88	89	91	93	95	97	100	102	105	108	112
84	83	84	85	86	88	89	90	92	94	96	98	100	103
82	81	82	83	84	84	85	86	88	89	90	91	93	95
80	80	80	81	81	82	82	83	84	84	85	86	86	87

## Support Staff Procedures FAQs

### What is the Wind Chill Table?

*This table is another tool that can be utilized as a guideline to assist in making an informed decision about outdoor PE or recess.*

## WIND CHILL CHART

		Temperature (°F)																			
		40	35	30	25	20	15	10	5	0	-5	-10	-15	-20	-25	-30	-35	-40	-45		
Wind (mph)	Cal m																				
	5	36	31	25	19	13	7	1	-5	-11	-16	-22	-28	-34	-40	-46	-52	-57	-63		
	10	34	27	21	15	9	3	-4	-10	-16	-22	-28	-35	-41	-47	-53	-59	-66	-72		
	15	32	25	19	13	6	0	-7	-13	-19	-26	-32	-39	-45	-51	-58	-64	-71	-77		
	20	30	24	17	11	4	-2	-9	-15	-22	-29	-35	-42	-48	-55	-61	-68	-74	-81		
	25	29	23	16	9	3	-4	-11	-17	-24	-31	-37	-44	-51	-58	-64	-71	-78	-84		
	30	28	22	15	8	1	-5	-12	-19	-26	-33	-39	-46	-53	-60	-67	-73	-80	-87		
	35	28	21	14	7	0	-7	-14	-21	-27	-34	-41	-48	-55	-62	-69	-76	-82	-89		
	40	27	20	13	6	-1	-8	-15	-22	-29	-36	-43	-50	-57	-64	-71	-78	-84	-91		
	45	26	19	12	5	-2	-9	-16	-23	-30	-37	-44	-51	-58	-65	-72	-79	-86	-93		
	50	26	19	12	4	-3	-10	-17	-24	-31	-38	-45	-52	-60	-67	-74	-81	-88	-95		
	55	25	18	11	4	-3	-11	-18	-25	-32	-39	-46	-54	-61	-68	-75	-82	-89	-97		
60	25	17	10	3	-4	-11	-19	-26	-33	-40	-48	-55	-62	-69	-76	-84	-91	-98			
FROSTBITE OCCURS IN:									30 minutes			10 minutes			5 minutes						

## Support Staff Procedures FAQs

### Human Resources

Dr. Joy Torgerson, Director 58092

Nancy Davis, Manager 58021

## Human Resources FAQs

### Calendars

**Where do I find staff Work Calendars?**

*On Inside Parkway under HUMAN RESOURCES/BENEFITS, OTHER, WORK YEAR CALENDARS*

### Union Agreements

**Where do I find district bargaining agreements for staff?**

*On Inside Parkway under HUMAN RESOURCES/BENEFITS, BARGAINING AGREEMENTS*

### Required Training

**What training is required for all district employees?**

*Go to Inside Parkway under HUMAN RESOURCES/BENEFITS, REQUIRED TRAINING to view a list of the training required for all district employees.*

### Performance Appraisals

**Where do I find employee performance appraisals forms?**

*On Inside Parkway under HUMAN RESOURCES/BENEFITS, EVALUATION FORMS*

### Subs

**How are substitute teachers requested?**

*The Principal or designee contacts the HR sub caller and requests a sub to cover an absence*

**How are substitute nurses requested?**

*The Principal or designee contacts Lisa Harnacker (55064) and requests a sub to cover an absence*

## **Support Staff Procedures FAQs**

### **How are substitute secretaries requested?**

*Only long-term absences are covered. The Principal or designee contacts the Human Resources (58020) and requests a sub to cover a long-term absence*

### **Tuition Reimbursement**

#### **What is the process for Tuition Reimbursement?**

*An eligible employee must complete form 378c, Tuition Reimbursement Application, found on Inside Parkway under HUMAN RESOURCES/BENEFITS, OTHER, HR FORMS and have it approved by HR before enrolling in a class*

### **Leaves of Absence**

#### **What if an employee receives a Jury Summons?**

*The employee should request the time off in Workforce and send a copy of the summons to Human Resources*

#### **What if an employee needs FMLA?**

*The employee should notify his/her supervisor and contact Human Resources to request a FMLA application*

### **Transfer Requests**

#### **What is the process if an employee applies for another position in the district?**

*The employee should complete a Request for Transfer form found in his/her school or department office. Instructions are at the bottom of the form.*

### **Pay Information**

#### **Where do I find district pay schedules?**

*On Inside Parkway under HUMAN RESOURCES/BENEFITS, SALARY SCHEDULES*

#### **How do I view my paycheck on-line?**

*On Inside Parkway under HUMAN RESOURCES/BENEFITS, OTHER, EMPLOYEE SELF SERVICE. Use your Novell ID as your user ID and the last four digits of your social security number as your initial password.*

### **PARKWAY BOARD of EDUCATION POLICIES**

#### **Where can I find a copy of BOE policies?**

*On Inside Parkway under Board of Education, District Policies*

## Support Staff Procedures FAQs

# Support Staff Development & Training

Elizabeth Mayes, Manager 55094

Tammy Knott 57051

## Support Staff Development & Training FAQs

### **What staff development is available for support staff?**

*Every employee is expected to participate in annual professional development. Employees are encouraged to participate in classes provided by departments or the district, as well as learning opportunities outside the district. District classes are listed on the support staff website under Course Guide & PEERS. The Support Staff Course Guide 2011 – 2012 posted on the Support Staff website also lists recommended and required training for most positions.*

### **Are there standards for support staff work and development?**

*Yes, there are five Support Staff Standards of Professional Practice that are used as a basis for performance appraisals and daily work.*

### **What resources are available for support staff on the website?**

*The support staff website has numerous information resources. Go to Inside Parkway, click on Development, click on Classified/Support Staff/Directors/then click on any of the links on the left or on the page. There is a Parkway Support Staff Information & Resources Brochure that provides more information on what is available for support staff.*

### **Is there a professional development committee (PDC) for support staff?**

*Yes, there is a Support Staff Professional Development Committee (SSPDC) of 14 support staff that are representative of the district work groups that act as an advisory and planning committee.*

### **What computer training is available for support staff?**

*Most of the Microsoft Office applications are offered as 3 hour classes in the district. The classes are differentiated by Introduction, Intermediate and Advanced levels. Classes are posted on the Support Staff website under the Course Guide & PEERS heading and registration is done in PEERS.*

## **Support Staff Procedures FAQs**

### **What is the support staff conference?**

*An annual Support Staff district conference is held in the fall. (This year the conference will be held on November 4, 2011). The conference provides professional development for all support staff work groups. There is usually a keynote speaker along with two times that offer concurrent multiple sessions. Support staff register in PEERS for the sessions they wish to attend. The sessions are listed with brief descriptions in PEERS about a month in advance of the conference.*

### **How does support staff register for the support staff conference?**

Support staff register in PEERS with their Novell login. If they are not able to access PEERS, contact Tammy Knott (57051) to ensure registration.

### **Can I schedule computer training for the support staff in just my building?**

*Yes, contact Elizabeth Mayes at 55094 for more details and scheduling.*

## Support Staff Procedures FAQs

### Sustainability & Purchasing

Erik Lueders 58278

John Hribar 58254

Kurt Mandernach 58253

Terry Reddy 58251

## Sustainability & Purchasing FAQs

### FAQs - Sustainability

#### **What is recyclable in the district?**

Almost everything. The following materials require the listed process:

- Single Stream Recyclables (paper – all types, plastic containers, cans, cardboard, milk cartons, no Styrofoam) – place in recycling bins throughout your school
- Other Metals (metal cabinets, desks, etc.) – put a work order in SchoolDude for Environmental or Special Crew to pick up items and bring to centralized metal recycling bin
- Electronics (computers, AV equipment, peripherals) – contact Technology to take to electronic recycling vendor
- Light Bulbs – put work order in for Environmental to pick up and send to recycling hauler
- Surplus Equipment – contact Warehouse to store for annual Garage Sale

### FAQs - Purchasing

#### **How do I purchase things for the school through the district?**

In order to purchase items for district use Purchase Orders must be generated, multiple bids may be required to be solicited based on anticipated annual dollar amounts for products.

- < \$1,000, bids are not typically required
- \$1,000 - \$5,000, a minimum of a telephone bid process is required.
- \$5,000 - \$15,000, a minimum of a written bid process is required
- > \$15,000, a sealed bid process is required and purchase must be pre-approved by the Board of Education

## **Support Staff Procedures FAQs**

### **Are there any Pre-Approved Vendors?**

Yes. The district's Purchasing Department utilizes several purchasing cooperatives such as Business Services. All items successfully bid through these cooperatives may be purchased by the Parkway School District at the stated bid price without the district obtaining additional bids. For certain products and goods, such as office supplies, batteries, and furniture certain vendors have been pre-approved for purchases throughout the year. As these vendors may change each year, please contact the Purchasing Department with questions.

### **How do I purchase from a vendor that's not pre-approved?**

This would include using the bidding process and contacting the department for specific directions.

### **How do I generate a Purchase Order?**

Purchase Orders must be created through a Requisition approval process using the software MUNIS. Please refer to the MUNIS Teaching Guide and Reference Manual for information on this process.

### **Who approves the use of professional services?**

- < \$2,500 must have prior approval from the Superintendent
- > \$2,500 must have prior approval from the Board of Education

### **Am I able to sign a contract / agreement with an outside vendor?**

No. The superintendent or a designee - chief financial officer and/or purchasing manager - may execute and award contracts and purchase orders for the district when district funds are available to pay such obligation and the purchase is in accordance with the district purchasing policy.

## Support Staff Procedures FAQs

### Technology

Steve Van Mater 58034

Help Desk 58181

## Technology FAQs

### What do I need to do to monitor the security cameras in my school?

*Ensure that someone in the building is assigned to check the cameras are working at the minimum of weekly.*

*If there is a problem with the cameras, contact the Computer Resource Specialist (CRS) who will submit a ticket for repairs in the Technology Ticket System. An e-mail message is received by the person who reported the problem to the CRS regarding the status of the ticket.*

*If the problem occurs during the summer, contact the Help Desk at 58181.*

### What if I have a problem with the computers in my building?

*Contact your CRS first who will determine if they can solve the problem. If not, they will enter a ticket to ensure it is resolved as soon as possible. If the CRS is not available, contact the Help Desk at 58181 to report the issue.*

### What should I do if my password isn't working?

*Contact the Help Desk at 58181 and you will be given a generic password to reset your login as well as support to walk through the process.*

### How do I get the correct help when I call the Help Desk at 58181?

The current prompts are:

Press #1 for support for:

Infinite Campus

Press #2 for support for:

Telephone  
Voice Mail  
Mobile Phones  
Walkie Talkie  
Pager

Press #3 for support for:

Computer  
E-Mail  
Internet  
Network

## Support Staff Procedures FAQs

### Home Access

#### **Can I access GroupWise from home?**

*Yes, you can access GroupWise through webmail at:*

*<http://webmail.pkwy.k12.mo.us> or <http://webmail2.pkwy.k12.mo.us>*

#### **How do I access district applications such as OCG, PARS, Workforce, Infinite Campus, etc. from home?**

*Anytime you are out of the district, as you enter your Novell login, be sure to select the Workstation Only box below the login.*

*Currently, you can access these Parkway web applications from home (inside and outside the district) as administrators using Parkway AT Home (PATH) secure website using the <https://path.pkwy.k12.mo.us> address.*

*A Connect to Path.pkwy.k12.mo.us login box will display. In the Username box, type pkwy\ Novell user name and in the Password box, type you Novell password. Click the OK button.*

*You will see "A message from the webpage" prompting you to "Please read and agree to this confidentiality agreement by checking the box." Click OK.*

*Then read and select "I have read and understand this confidentiality agreement." Click on the Accept Agreement button.*

*You will now see a list of Parkway web applications. Click on the application that you wish to work in. Several of them will prompt you to enter your specific login for that application.*

#### **How do I access my Network (K Drive)?**

*If accessing through Path web application option, click on Network Drive (K Drive). The "Connect to vo.pkwy.k12.mo.us box will appear.*

*Log in this time with your regular Novell login username (**not adding the pkwy\**) this time.*

*You will need to down the file to work on it. Save your work, then you will need to upload it back to the K Drive.*

#### **When I have been working out of the district using the Path option and come back into the district, why can't I access my K Drive?**

*When accessing the district network out of the district, you selected the Workstation Only box. You can go to the system tray (bottom right corner of your screen and right click to select the red N. Select Novell Login. Your username will be automatically entered but you will need to enter your password. Click OK. You will now have access to the District drives. (Or you can restart your computer and uncheck the Workstation Only box and use your usual Novell login)*

#### **Can I access GroupWise Client from home?**

*Contact the Help Desk at 58181 for specific information.*

## Support Staff Procedures FAQs

### Network Drives

#### **What is the difference between network drives?**

**K Drive:** Individual storage of work related files with a 1GB limit. No personal files, pictures or videos should be stored on this drive.

**H Drive:** School or building collaboration and has a 10GB limit. Private folders can be created in this drive (contact your CRS to set up the files).

**I Drive:** District drive used for collaboration. Check with your CRS for more information.

**L Drive:** Teachers use to access their student's work that was put in the drop box during class time. (deleted at the end of the school year)

#### **How do I save back up files to the K drive?**

When you are ready to save the file, go to Save As and in the Save In: select My Computer from the drop down menu. Select your K drive, click on the Open button, then click the Save button.

### Out of Office

#### **How do I place an Out Of Office greeting on my telephone?**

To record an Out of Office greeting:

Dial into your voicemail and enter your security code

Press 4, for phone manager functions

Press 6 to record your Out of Office message

At the tone, record your Out of Office greeting, press any key when finished

Select the # to save the new Out of Office greeting or press \* to quit

To restore you normal personal greeting

Dial into your voicemail and enter your security code

You will be asked if you want retain your Out of Office Greeting

Press 4 to delete your Out of Office greeting (your normal personal greeting message will be restored).

## Support Staff Procedures FAQs

### Transportation

Will Rosa, Director 58401

Judy Ellerman 58415

## Transportation FAQs

### Field trips, Athletic and Activity trips

#### **Who do I call to schedule a field trip or, Athletic/ Activity trip?**

*Leslie Stuart @ 58407 can help you schedule all of your events requiring a bus.*

#### **What are the hours of the day I can schedule a field trip?**

*Field trips can be scheduled after 9:00 AM and returning by 1:30 PM.*

#### **What are the rates?**

*Rates change each year. Please contact Leslie Stuart.*

*The minimum and hourly charges generally increase as cost of wages increase. The mileage component of charges is driven by fuel costs and maintenance expenses. Rising fuel costs this past year will result in a slight increase in per mileage charge.*

*Our contracted services (First student in 2010-11) are bid out each year and rates will vary. New contracted rates are available in July.*

### Driver meetings at your schools

#### **When is the best time to schedule a group drivers meeting at your school?**

*All schools can schedule AM meetings after 9:00 AM. If you are a first tier school, you may elect to have a PM meeting just prior to dismissal. Drivers are paid by Transportation Department to attend these meetings.*

*We budget two meeting for each school each school year.*

## **Support Staff Procedures FAQs**

### **Bus camera video requests**

#### **How do we request bus videos?**

*If you would like to view video from a specific event please call our office. We will ask you for the bus number/ route number and whether it is an AM or PM route.*

*It is also helpful to know the approximate time and reason for request.*

*The video (s) will be placed in the "I" drive in the bus video folder for your viewing.*

### **Routing, bus stops and bus passes**

#### **Who do we call for bus stops and bus passes?**

*Please call JoAnn Heinemann, Dispatcher @ 58409*

*Or Linda Elliot, Operations Supervisor @ 58406*

### **Bus Safety Violation Report**

#### **What is the Bus Safety Violation Report?**

*Drivers are directed to fill out a Safety Violation Report when a student has violated safety rules on the bus that need to be addressed by a school administrator. The form will be forwarded to the school and in turn, the school shall return a copy of the form to the Transportation Office with the disposition section filled out.*