

**OFFICE OPERATION GUIDELINES**  
**(In Development)**

Based on University Guidelines and the [NYU Code of Ethical Conduct](#), the following procedures and policies regarding work hours, staffing protocol, work planning and general policies will allow us to provide top-notch customer service to all of our constituents.

**OFFICE HOURS AND PROTOCOL**

Silver School offices generally open at 9:00 a.m. and close at 5:00 p.m. Staff members are asked to enter through the front reception desk entrance by 9:00 a.m. (or your appointed start time) and log-in via [myTime](#). NYU myTime is a NYU-wide, web-based timekeeping system that provides NYU with a system for tracking time worked and time off balances at SSSW.

All Code 100/110 administrators, Code 103/113 researchers/trainers, Code 104/114 technical staff, and 106/116 clerical staff should process time-off requests of all types via myTime, and will have online access to vacation, sick, and personal time balances. Clerical and technical staff must log in and out each day, being sure not to accumulate unauthorized over-time. School staff members are prohibited from logging in or out from external devices.

If you are running late or need to be out of the office unexpectedly, please call your supervisor so that s/he is in the loop and your duties are covered. You should also leave word with your supervisor even if s/he is out of the office, as they may assume that you are in the office at particular times. Please also email/text as a back-up for the phone call.

**LUNCH HOUR**

Staff members should take a one-hour lunch between the hours of 12:00-2:00 p.m. so that all staff members are back to work by 2:00 p.m. Please notify your supervisor when you leave for lunch and coordinate with fellow staff so that everyone is not out at once.

**OUT OF OFFICE PLANNING**

Prior to any vacation, sick time or other time out of the office, please update your voice-mail message and activate an auto reply message for your email to indicate your absence. Indicate your time period out of the office, whether or not you will check messages, and who to contact via email and phone in your absence. This should be coordinated with your supervisor.

**WORKLOAD**

Please coordinate your workload and pending projects directly with your supervisor. If you have completed all of your assignments and do not have assignments pending, alert your supervisor. If your supervisor is not available at that time, please alert other supervisors you may work with that you are available to help out with their projects.

Kindly refrain from handling personal responsibilities during business hours, including use of the Internet, personal emails, homework or phone calls. Please limit these to during your lunch hours and approved breaks. While we understand that occasional emergencies arise, handling personal

matters during work hours should be reserved for those situations. If there is downtime in your area, please email all administrators to indicate your availability for projects. See [University facilities guidelines](#).

### **OFFICE EQUIPMENT**

Use of office equipment, including computers, telephones, copiers and fax, for personal matters is not permitted except during lunch hours and approved breaks. Please use your lunch hour to handle personal matters. Please coordinate any “after hours” use of computer, copier, fax, telephone, with your supervisor. All use of University PCs, laptops and mobile devices must be in accordance with [NYU ITS policies](#). Please also see [guidelines](#) for the use of University facilities.

### **HEADPHONES/MUSIC**

With the approval of your supervisor, staff may play music or news with the use of headphones. In these limited cases, you must ensure that you can hear your phone ring or someone speak to you in a regular tone. Please do not play music on any equipment that is audible to others.

### **DRESS CODE**

All School administrators, staff and student workers must maintain a professional appearance that reflects a sense of pride in themselves and the School and models appropriate attire for the students who utilize our services. To assist employees in choosing their attire, we offer the following guidelines for daily use or for special events:

#### Business Casual:

A collared shirt or polo shirt  
Slacks, skirts or dresses of appropriate length  
Shoes or dress sandals

#### Business Formal:

A collared shirt and tie  
A dark jacket or blazer  
Suit, dress slacks, skirts or dresses  
Dress shoes or dress sandals

Business formal attire is customary for special events such as Convocation. Business formal attire is customary in those offices that regularly deal with external publics (i.e. applicants, alumni, donors, media, etc.) or that serve as role models for our students. When we interact primarily with internal clients (i.e. faculty, students and staff) to provide internal services, business casual guidelines are appropriate.

There are some forms of dress that are not appropriate in a professional setting at any time, including shorts, tank tops, flip flops, sneakers, athletic wear, sweatshirts, T-shirts and any other clothing that could be regarded as inappropriate for an office environment.

Please refrain from wearing heavy perfumes and colognes that may trigger other people’s allergies or sensitivities. Please do not burn candles, spray freshener or use strong scents in the office.

## **OFFICE MANAGEMENT**

If supplies are needed, please alert the local office manager so that s/he may obtain approval for ordering. Please participate as needed in general office duties such as filling the copier or fax with paper, keeping coffee stations clean and maintaining a tidy workplace. Please keep your office and cubicle as professional as possible so that it is always visitor-ready. Building services has asked that we report any heating or cooling issues to them only after you have checked with your neighbors to see how they feel about the temperature. They cannot field multiple and differing requests in the same workspace.

Building maintenance needs of all types should be called in promptly at (212) 998-1001 (ext. 8-1001), e-mailed to FCM Client Services Center at [fc.helpdesk@nyu.edu](mailto:fc.helpdesk@nyu.edu), or submitted via the web at <http://www.nyu.edu/fcm>.

## **FIRE SAFETY/SECURITY**

The school has a well-developed fire safety system, which includes a fire warden, deputy fire warden, and searcher for each floor. The wardens and deputy wardens are in charge of supervising the evacuation of their floor when the fire alarm sounds, especially directing people to the nearest exit rather than the front door. The searchers are responsible for alerting everyone in the bathrooms and classrooms about the alarm and the need to leave. Fire wardens and searchers should assist with other emergencies that may arise.

Wardens should also look for and assist any disabled students who may be on their floor. Students in wheelchairs, with guide dogs, etc., do not need to leave and should be escorted to each floor's reception area by the elevator. The warden and student should keep the reception area door closed and wait for further instructions from Public Safety or the Fire Department. Should assistance not be forthcoming, call Public Safety at (212) 998-2222 (ext. 8-2222) for emergency instructions.

In addition to assisting with fire alarms and drills, Public Safety opens the building before 8:00 a.m. each weekday morning and provides a guard for 1 Washington Square North from 4:00-10:00 p.m. every weekday night. Public Safety officers occasionally patrol the building and should be called as soon as possible if there is an accident or intruder. Again, that number is (212) 998-2222 (ext. 8-2222).

## **ENERGY SAVINGS**

The [NYU Sustainability Office](#) has a campaign underway to reduce energy use by 50% by 2017 compared to 2006 (when the Office was founded). We have already come a long way, but there are a few simple steps we can all take to continue to make a measurable impact on campus energy usage reductions. Before you leave for the weekend or vacation, please make sure that:

- Computers are fully shut down at the end of the day
- Printers and other office equipment are turned off
- Power strips for desktop loads are turned off and/or unplugged
- All lights except those in the hallways are turned off
- Common printers and copiers are turned off

- Windows are tightly shut and locked
- Blinds or curtains are closed

## **INCLEMENT WEATHER**

With the increase in severe weather events, the University has begun to more frequently cancel or delay classes and other operations. Please see the University's home page for postings on weather warnings and closings. Additional information is available online at [www.nyu.edu/life/safety-health-wellness/info-alerts.html](http://www.nyu.edu/life/safety-health-wellness/info-alerts.html) or on the NYU Mobile app, which can be downloaded at [www.nyu.edu/mobile](http://www.nyu.edu/mobile). In addition, the University maintains an information hotline at (212) 998-1220.

Since closings sometimes are not finalized until just before work hours, please be sure to check repeatedly before leaving home for news of cancellations or delays. The University treats official weather-related closings as excused and paid time off, but additional weather related time off will need to be charged against vacation balances.

## **Right to Change or Amend the *Office Operation Guidelines***

*NYU Silver School of Social Work reserves the right to discontinue or change the Office Operation Guidelines at any time. Nothing in this document should be interpreted as implying a contract. It does not imply any right of continued employment with the University.*

*The issue date of this document is March 2013.*