



## Section 2: EMPLOYMENT STANDARDS

### PERFORMANCE STANDARDS

Delgado Community College has made a commitment to students and to the community to provide the best service possible. In order to achieve this goal, the College has established certain standards that should help employees meet this commitment. While employed with the College, an employee should follow these guidelines. When an employee fails to meet these guidelines, a supervisor may choose to take disciplinary action. The guidelines should not be construed as complete and the employee should understand that additional standards may be expected.

### ATTENDANCE

For unclassified, non-civil service employees, which include unclassified staff and faculty, the College has formally adopted the [Louisiana Community and Technical College System \(LCTCS\) Policy #6.003 Leave for Unclassified Employees](#) as its official policy. Regulations regarding attendance and all forms of leave for unclassified employees are addressed in LCTCS Policy #6.003. Additionally, specific responsibilities for faculty in regard to attendance and absences are outlined in the [Faculty Handbook: Responsibilities of Faculty Regarding Attendance and Leave](#).

Classified (Civil Service) employees are covered by [Louisiana Civil Service rules and regulations including Chapter 11: Hours of Work, Annual, Sick and Other Forms of Leave](#).

### Work Week

The employee must be present, on the job, for every scheduled workday. Delgado Community College can only operate at optimum efficiency when every employee understands the value of his/her position and accepts this responsibility.

#### *Classified and Unclassified Staff Members*

Full-time classified and unclassified staff salaries are based on a 40-hour work week and such employees are expected to be productive on College business during this period.

#### *Teaching Faculty Members*

Policy information on work hours, course load, office hours, and college obligations for full-time faculty are outlined in the College's [Workload Requirements for Full-Time Faculty](#) policy.

## Flexible Time

From time to time it may be in the best interest of the College for an employee to work hours that are different from the established work week. In these instances, flexible time arrangements may be negotiated on a case-by-case basis between the supervisor and the employee. Before finalizing any flexible time arrangement for an *unclassified staff* or *classified staff* member, supervisors are recommended to contact the Office of Human Resources to ensure compliance with federal Wage and Hour guidelines.

For full-time *classified staff* and *unclassified staff*, an alternate schedule must still equal 40 hours per week but may have different beginning and ending times from the College's regular service hours. Alternate schedules should be documented in writing, signed by the supervisor and employee and retained for audit compliance. Alternate schedules are not appropriate for all job situations and should not impact the services of the department.

A flexible time arrangement or alternate schedule does not change the normal attendance requirements; employees must be charged leave for time not worked during the normal or alternate work schedule. An alternate schedule is intended for long-term schedules and is not intended to permit swapping hours/days or as a mechanism to adjust for tardiness. Appropriate action may be taken for policy violations.

## Employee Work Stations and Telecommuting

In accordance with the College's [Telecommuting policy](#), Delgado Community College defines an employee's normal work station as the employee's office or elsewhere on the College's premises, or at a location other than the normal work station when representing the College in accordance with the employee's job duties and position. For example, in accordance with Delgado's [Workload Requirements for Faculty policy](#), it is understood that some faculty work may be done outside the office in places such as the library, in laboratories, or in off-campus sites.

When deemed necessary, the College Chancellor may approve requests for telecommuting, whereby a designated employee works at a location other than the employee's normal work station, to include but not limited to the employee's home or some other off-site location. Such requests require a written justification, outline of the duties to be performed, and a designated duration period, as well as the written approval of the employee's immediate supervisor up through the chain of command including the College's Chancellor.

Telecommuting does not change the conditions of employment or required compliance with Delgado policies and procedures, Civil Service Rules, or any other federal or state laws, policies, and procedures while working at the alternate work station. Additionally, a full-time employee's compensation and benefits will not change as a result of telecommuting, nor will telecommuting affect any opportunity for job mobility. However, if the employee's duties change, the new duties may not be conducive to telecommuting.

The College's Chancellor has the final authority for changing an employee's work station at any time and for approving any telecommuting arrangement. Additionally, the College Chancellor may deem it necessary to institute a mandatory telecommuting arrangement for any and all employees when it is in the best interest of the College. In cases where mandatory telecommuting arrangements are in the best interest of the College, the Chancellor shall develop and initiate immediate directives, guidelines, and procedures for mandatory telecommuting for impacted employee(s).

## Absence

(Note: Regarding absences for *faculty*, see [Faculty Handbook: Responsibilities of Faculty Regarding Attendance and Leave](#), which outlines specific faculty responsibilities for instructor absences from class, unexpected absences, and planned absences.)

There are two categories of absence: planned and unplanned.

A planned absence must be approved in advance by a supervisor. Planned absences occur when an employee takes vacation, jury duty (civil) leave if called to serve, leave of absence, compensatory time, or other scheduled absences. Approval is based upon expected business needs of the department during the time requested for leave. Because these absences must be pre-approved by a supervisor, they are generally considered excused. A planned absence may be paid or unpaid.

An unplanned absence is usually an absence due to illness, injury, or emergency and may be paid or unpaid depending upon the leave time balance available to the employee. In the event of a need for an unplanned absence, an employee should contact his/her supervisor immediately. A supervisor will determine if an unplanned absence is excused, unexcused, paid, or unpaid.

If, for any reason, an employee is unable to report for work as scheduled, it is the employee's responsibility to 1) notify the supervisor of the emergency nature of the absence, at least two hours prior to the time that the employee is expected to be on duty, but no later than the time when he or she is scheduled for duty, or 2) designate someone who will reliably give this notification within the specified time if employee is personally or physically unable to do so. The employee must still make the effort to contact the supervisor as soon as physically able. Appropriate action may be taken for failure to contact the supervisor within this time frame.

If the employee fails to contact the supervisor about an unplanned absence within a reasonable amount of time or if the reason for absence is unacceptable to the supervisor, then the absence is unexcused and therefore unpaid. When an employee has an unplanned absence for illness or injury that lasts more than three (3) consecutive days, the employee may be required to provide the Office of Human Resources with a medical release from the attending licensed physician or practitioner stating that the employee is fit to resume regular duties. The Office of Human Resources may request an attending licensed physician or practitioner's note from the employee at any time.

## **Excessive Absence**

Unplanned absences can occur with such frequency as to become unacceptable. An employee who has excessive unplanned absences may be counseled by his/her supervisor and appropriate action may be taken for excessive absences. Classified employees are subject to the provisions of [Chapter 12 of the Louisiana State Civil Service rules and regulations](#) regarding excessive absences.

## **PUNCTUALITY**

All employees must adhere to their department's standard office hours. An employee is considered tardy if he/she is not at his/her work station, ready to work, by the scheduled time, if an employee is aware that he/she is going to be tardy (i.e., oversleeping) then an immediate call to the supervisor is necessary.

An employee is expected to return from lunch or a break in a timely manner. Breaks are given at the discretion of the supervisor and vary by department or area in which an employee works. Lunch periods should not exceed the normal time allowed nor should forfeiture of breaks or the lunch period be used to arrive late or leave early.

Unexcused tardiness may result in an employee being counseled by his/her supervisor and appropriate action may be taken.

## **TIME AND ATTENDANCE RECORDS**

Time and attendance for all Delgado employees are reported through Banner web-time entry, with the exception of adjunct faculty, who must provide documentation of time worked to the respective Supervisor/Dean throughout the assignment period. Appropriate action may be taken for failure to accurately report time and attendance.

## **CARE**

An employee is responsible for taking the greatest care in completing all work accurately. Negligence in the performance of an employee's tasks, dealings with fellow employees, visitors, students or College property displays a blatant disregard for one's work.

## **STANDARDS FOR REPORTING TO WORK AND APPEARANCE**

The employee must report to work in an acceptable condition. All employees should report to work well groomed and dressed appropriately for their department. All employees should show a willingness and ability to perform their job duties in an alert manner. An employee who does not report to work in an acceptable manner may be counseled by his/her supervisor and appropriate action may be taken for repeated violations.

It is the policy of Delgado that employee attire during work hours and work-related activities will be appropriate to the duties of the position and the department, to the safety of the employee and other individuals, and to the probability of public contact. Suitable attire is expected on campus and also off campus when representing the College. Employees are expected to be considerate of co-workers with their grooming and personal hygiene in the work place.

The following attire is considered unacceptable employee attire: (1) items containing obscene, profane, discriminatory, provocative or inflammatory words or pictures that are deemed offensive to co-workers or students; (2) items that conflict with the intent of the College's Drug-Free College, Tobacco-Free College, and Weapons on Campus policy; and (3) items that inappropriately expose an employee's body in a manner not suitable for a professional environment.

## **STANDARDS OF CONDUCT**

The employees of Delgado Community College should always conduct themselves in a professional manner and must meet the requirements of the [LCTCS Code of Conduct and Conflict of Interest policy](#). Behavior that is incompatible with the mission and goals of the College will not be tolerated.

The following is a list of activities that violate accepted norms to such a degree that they may necessitate separation from employment. All cases involving any of these activities will be reviewed by the Assistant Vice Chancellor for Human Resources on an individual basis to determine what action will be taken.

### **Theft**

Employees must not take the property of other employees, students, visitors, or the College.

### **Fighting**

Fights that take place on the Campus of Delgado Community College will not be tolerated. Self-defense is not regarded as a valid excuse for fighting unless it is evident that this is the only way to escape serious physical harm. Fighting includes inciting, provoking, or instigating fights.

### **Misrepresentation or Falsification of Records**

The misuse of employee status or intentional falsification of statements made on the employment application and/or any College record will not be tolerated. Intentional misrepresentation or falsification of any record used to report or record time worked or attendance and any collaboration by employees to misrepresent or falsify any College records will be subject to disciplinary action.

### **Insubordination**

An employee is expected to carry out all assigned duties or legitimate requests made by his/her supervisor. An employee who willfully refuses to perform duties as designated by his/her supervisor or who intentionally displays a lack of respect by word or action may be considered insubordinate.

### **Violations of Law**

Any on-campus violations of criminal statutes of the city, state, parish or federal government will not be tolerated.