Residence Scholars Handbook

2014-2015

Ashton Residence Center
Division of Residential Programs and Services
- Academic Initiatives and Services –
Indiana University
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Res Scholars Contact Information

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Report maintenance concerns

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* Checking the Ground Floor chores will rotate amongst floor managers monthly
** See schedule given by Res Scholar Advisor, Emily Borra
Welcome Letter

Hello Johnston Residents!

Welcome to the Residence Scholars Community! The Residence Scholars Program provides an alternative housing unit for students who maintain a 3.0 grade point average (GPA) during their college academic pursuits. Residence Scholars are offered a reduced room rate in return for performing routine cleaning duties. The Residence Manager, Residence Scholars Advisor, and Floor Managers are committed to maintaining the integrity of the program and work together to see that all aspects of the program are adhered to and run smoothly.

The Residence Scholars Advisor and Floor Managers are primarily responsible for coordinating the custodial work of the program. The Floor Manager does daily routine checks of chores and the Advisor is responsible for inspecting the floors on a regular basis each week and maintaining the physical needs of the building. All obvious maintenance requirements either in a resident's room or in the public areas of the building should be reported to the Center Desk immediately.

The Residence Manager, Residence Scholars Advisor, Graduate Supervisors, and Johnston Residence Assistants are also responsible for seeing that the residents of each building are provided a living environment that is conducive to good study habits, strong community development, and overall student satisfaction.

The Residence Manager and Residence Scholars Advisor will work together to:
1. Select and train the Floor Managers;
2. Meet regularly with the Floor Managers;
3. Discuss the needs of the residents in the Residence Scholar unit;
4. Send email memos to and/or meet with students when necessary who have been reported for not performing their assigned duties; and
5. Decide when students should be reassigned to other living environments because they have consistently not performed their assigned duties and/or have not maintained 3.0 GPA.

The Residence Scholars Program is similar to a part-time job for residents. While it is not actually employment, some similar obligations are in effect. It is extremely important that 3.0 GPA is maintained and that all cleaning responsibilities are completed fully and by the daily deadline. Residence Scholars should keep this in mind when making class schedules and planning outside activities. If you have any questions, please find your RA or your Floor Manager.

Welcome to Ashton and Res Scholars!
Benjamin T. Agan
Ashton Residence Manager
btagan@indiana.edu
Responsibilities of the Residence Scholars Resident

1. It is mandatory to attend the group training conducted by the Floor Managers at the beginning of the year. If you are unable to attend or are a mid-semester move in, please contact your Floor Manager and arrange to meet with them one-on-one.

2. To know his/her duties, including general clean-ups. The Floor Manager will post the cleaning schedule before the beginning of each week (see Scheduling section). Schedules are typically posted on the wall as you enter the bathroom on your floor. Check with your Floor Manager for the specific location.

3. To perform the assigned duties by midnight each day they are assigned, except for vacuuming (which must be done between the hours of 9am-9pm). It is the resident’s responsibility to acquire a vacuum (from the center desk) if one is not readily available on his/her floor or in the building. Not finding one is NOT an excuse for not completing this chore.

4. To notify the Floor Manager in order to confirm the completion and time of your chore. FORGETTING TO NOTIFY THE FLOOR MANAGER ONCE YOUR CHORE HAS BEEN COMPLETED OR NOTIFYING AT A TIME OTHER THAN THAT WHICH YOU HAVE COMPLETELY FINISHED THE CHORE MAY RESULT IN AN AUTOMATIC DOCUMENTATION BY THE FLOOR MANAGER. YOU WILL RECEIVE MORE INSTRUCTION ON THE NOTIFICATION PROCESS FROM YOUR FLOOR MANAGER.

5. To perform the assigned duties in a thorough manner. It is at the discretion of the Floor Manager to decide if a chore has been completed thoroughly. Please talk to your Floor Manager about their expectations because not completing a chore thoroughly can result in documentation.

6. To secure a substitute if unable to do an assigned job. Report the substitution to the Floor Manager at least 24 hours before the scheduled job time (their e-mail addresses are listed in the front of this booklet). If the Floor Manager is not informed of the switch by both parties and the substitute fails to do the job, both parties involved will be documented.

7. To note and use suggested quantities of soap and disinfectant according to the manufacturer’s directions. All chemicals are to be used for proper purposes and NEVER mixed.

8. To rinse and hang all mops, sponges, and rags; empty buckets; and put away cleaning products.

9. To report to the Floor Manager any damages in the vicinity of the resident’s rooms. If the damage causes an immediate problem and the Floor Manager or RA cannot be contacted, the resident should report the problems directly to the Center Desk by calling 855-1415.

10. To fulfill assigned duties as specified in this manual and in accordance with the housing contract.

11. To maintain a 3.0 GPA every semester while living in Residence Scholars.

12. To complete one of the training sessions provided for thorough cleaning of chores at the beginning of the semester and sign the training sheet. To read and sign the agreement regarding bodily fluid clean up. You may obtain a copy of the agreement from your Floor Manager.

13. TO TAKE ROOM TRASH TO THE DUMPSTER AND PUT TRASH INSIDE THE DUMPSTER. DO NOT THROW ON TOP. This includes pizza boxes. DO NOT deposit room trash in the hallway, stairwell, lounge, or laundry trashcans.

14. Jobs must be completed whenever assigned, including before and after spring break, etc. We have allowed for Ashton’s Environmental Operations staff to complete cleaning during the following times for your convenience:
   - Aug. 20 – 31 to allow residents to move in, complete Floor Manager and Biohazard training and begin classes.
   - Oct. 10 – Oct. 12 for fall break, to allow students to leave if they see fit.
   - Dec. 13 – Dec. 20 to allow residents to concentrate on their first semester finals.
   - Jan. 7 – Jan. 17 to allow residents to get settled in after break and allow new students to complete training.
   - May 3 - May 9 to allow residents to concentrate on their final exams and move out.

15. If these responsibilities are not met, removal from the Residence Scholars Community will result.
Cleaning Supplies

This is a general list of the supplies that Johnston residents use to complete chores. If you have a question about any of these items, please ask your Floor Manager. Floor Managers are responsible for ordering and picking up supplies. If you cannot locate an item, please let your Floor Manager know immediately.

Brooms
Dust Pans
Vacuum Cleaner
Doodlebug Scrubbers
Mops (16 oz.)
Toilet mops (Johnny mops)
ScotchBrite pads (green scratch pads)
Sponges with white scratch pad
Dust rags
Toilet Tissue
Room trashcan liners
Blue trashcan liners
Gray trashcan liners
Rubber Gloves (non-latex)
Paper Towels
Face masks
Goggles
Non-slip foot pads (on request)
Wet floor signs
Hose
Grout brush
Germicidal cleaner (Triad II)
Glass cleaner (Glance)
Furniture Polish (Shine Up)

General Cleaning Information

When dusting, spray the furniture polish on the rag over the surface to be cleaned; do not spray over the floor. This will help prevent slips and keep the area neat. When mopping, mop from side to side in a Figure 8-like pattern to pick up more dirt. Make sure the vacuum cleaner bag is to pick up more dirt.

Safety
1. Wash your hands after you complete each task.
2. DO NOT CLEAN BIOHAZARDS—call the Center Desk immediately at 855-1415 for assistance. Try to rope off the area or use wet floor signs to caution others of the danger.
3. Wear gloves—latex and non-latex gloves are available via your Floor Manager.
4. Shoes must be worn when using chemicals and face masks will be provided upon request.
5. Use "Wet Floor" when applicable. These can be found in the supply closet or in the trash room.
6. DO NOT MIX CHEMICALS or use chemicals in unmarked bottles.
7. Clean up spills immediately.
8. Do not lift anything that is too heavy—ask for assistance.
9. Do not lift trash bags over your shoulder. Carry bags in your hand, to the side, or in front of you.
10. If you come into contact with a chemical in a harmful way, call 911 immediately. Ask someone to obtain the container that the chemical was in and read the instructions to you. Also, there is an informational booklet (MSDS) that you can obtain from your floor manager upon request.

Care of Equipment
1. EMPTY MOP BUCKET AND RINSE IT OUT. THIS IS MANDATORY.
2. Rinse mop and hang mop on rack.
3. Clean up spills in slop sink closet.
4. Rinse out slop sink and clean vent.
5. TURN OFF THE WATER TO SLOP SINKS—if this does not happen, the hot water tank will be emptied and there will be no hot water for several hours after the problem is located.
6. Empty vacuum cleaners every other day.
7. Change mop head if soured, stained, or soiled. The better the mop head is cleaned after each use, the longer it will last.
Description of Chore Duties

Residents will be assigned to perform the duties listed below on their respective floors on a rotational basis. All duties are to be performed daily unless otherwise noted and you must email your Floor Manager when the chore is completed (e.g., I have just finished my chore, which was deep cleaning the shower).

HALLWAY
1. Pick up debris and vacuum carpet. If the vacuum cleaner is broken, notify a Floor Manager. The Floor Manager will take the vacuum to the Ashton Center Desk and fill out a work order.
2. Dust fireboxes, heating units, vents, and windowsills.
3. Clean windows and entry door glass with glass cleaner.
4. Sweep edge of carpet and behind doors with a broom to get the dust away from the walls.
5. Empty vacuum cleaner bag.
6. Clean spots and drips on the wall with germicidal spray.
7. Clean up slop sink area, arrange supplies, sweep and mop the area.

STAIRWELLS
Inside & Outside: TO BE DONE EVERY OTHER DAY (rotated with kitchen and laundry areas)
1. Dust, sweep and mop stairwell from top landing to base of stairs.
2. Wipe down and clean off the landings and railings on the stairs.
3. Clean the inside and outside of the doors, especially where the door handle is.
4. Dust and sweep entrance area, windowsills, handrails, railings, and landings.
5. Display wet floor signs when needed.
7. Clean handrails with germicidal spray.
8. Mop stairwells completely with 2 gallons of water mixed with Triad cleaner. DO NOT LEAVE PUDDLES. This may need to be done more often during the winter or rainy periods.
9. Vacuum carpets in the entranceways.
10. Sweep entrance walks and outside entrance steps of all three wings.
11. Empty trashcan at north door and replace the liner. Take the trash to the dumpsters on Sunrise Drive.
12. Pick up any trash or debris near building entrances and green areas. Pay particular attention to the south entrance door area. WEAR PROTECTIVE GLOVES WHILE DOING THIS!
13. Sweep leaves and sand from steps.

SHOWER AREA
Wipe Down Chores- WEAR APPROVED UTILITY GLOVES, SHOES, & GOGGLES
1. Dust the vents over the showers with a paper towel.
2. Remove any items that have been left behind by others from the area.
3. Connect the hose to the appropriate sink and add the RTD and cleaner to the other end. Make sure that the sprayer with the germicidal spray has a large opening at the setting to not harm the grout in the shower.
4. For the wipe down shower chores, clean the showers using the Triad disinfectant.
   • Disinfect shower walls and floor with Triad disinfectant. When spraying the walls, start from the bottom and work your way up so as not to leave streaks. Use the doodlebug to scrub the walls and floor. SCRUB BEHIND THE SHOWER DOOR AS WELL! No mildew or tile buildup occurs when showers are deep cleaned properly
   • Use the grout brush to clean the grout between the blocks while spray is still on the walls.
   • Clean all stainless steel and/or chrome. Make sure to scrub with a green scratch pad.
   • Rinse the walls, door, and chrome with water.
5. Clean bench area and hooks outside of showers with cleaner.
6. Remove hair from drains daily with a paper towel and deposit it in the trash can—not in the toilet.
7. Make sure to empty the water out of the hose before putting it away.
8. If puddles occur outside of the shower area during your cleaning, make sure to mop them up.
9. Notify the Center Desk if any lights are out.
Deep Clean Chores: WEAR APPROVED UTILITY GLOVES, SHOES, & GOGGLES

1. Deep clean days are on a rotating schedule every six days. Please consult the schedule to see when it is your day to deep clean the shower, and follow the procedure listed below.
2. Dust the vents over the showers with a paper towel.
3. Remove any items that have been left behind by others from the area.
4. Connect the hose to the appropriate sink and add the RTD and cleaner to the other end. Make sure that the sprayer with the germicidal spray has a large opening at the setting so as to not harm the grout in the shower.
5. For the deep clean chores, clean the showers with the red shower cleaner.
   - Disinfect shower walls and floor with shower cleaner and leave it there for ten minutes. When spraying the walls, start from the bottom and work your way up so as not to leave streaks. Use the doodlebug to scrub the walls and floor. Make sure you create a foamy lather to ensure that proper cleaning is being done. SCRUB BEHIND THE SHOWER DOOR AS WELL! No mildew or tile buildup occurs when showers are deep cleaned properly.
   - Use the grout brush to clean the grout between the blocks while spray is still on the walls.
   - Clean all stainless steel and/or chrome. Make sure to scrub with a green scratch pad.
   - Rinse the walls, door, and chrome with water.
6. Clean bench area and hooks outside of showers with shower cleaner.
7. Remove hair from drains daily with a paper towel and deposit it in the trash can—not in the toilet.
8. Make sure to empty the water out of the hose before putting it away.
9. If puddles occur outside of the shower area during your cleaning, make sure to mop them up.
10. Notify the Center Desk if any lights are out.

BATHROOMS
WEAR APPROVED UTILITY GLOVES, SHOES, & GOGGLES
TOILETS:

1. Spray on germicidal spray and wait ten minutes.
2. While waiting, check toilet paper and restock if needed.
3. Sweep out the stalls and the area in front of the toilets.
4. Wipe toilet dividers and doors with germicidal solution. Wipe clean with a paper towel to prevent smearing. Also wipe down stall door-inside and outside.
5. Dust the vents over the toilet with a paper towel.
6. Using toilet mop (inside only), clean toilet seat (lift lid), and chrome flush valves. On all outside toilet surfaces use germicidal spray and a paper towel.
7. Using paper towel, dry off the seats and surfaces—leave seat up to ensure quick drying.
8. Mop the floor around toilets and in front of stalls with germicidal solution and water.
9. Notify a Floor Manager if any lights need changing.

SINKS:

1. Spray germicidal cleaner on sink surface, marble ledge, and window sill and wait ten minutes.
2. While waiting, check paper towel and soap dispensers—restock if needed.
3. Clean mirrors with glass cleaner.
4. Sweep the sink area.
5. Using sponge, wash sinks (inside and out), the underside of the sink, chrome, and ledge.
6. Rinse off these areas.
7. Dry the underside of sinks and ledge.
8. Wipe off paper towel dispenser with sponge.
9. Clean wall space under the sinks with germicidal spray and sponge.
10. Use glass cleaner to clean the chrome pipes under the sink.
11. Mop the entire bathroom—pay attention to area under the soap dispensers and the hallway in front of the showers.
12. Notify a Floor Manager if any lights need changing.
13. Empty and clean trash can, replace liner, clean spills on walls by trash can, and take trash to Ashton dumpster. TRASH MUST STILL BE TAKEN OUT A MINIMUM OF ONCE A DAY OR MORE, IF NEEDED.
PLEASE NOTE: Bathroom floors are to be mopped with germicidal cleaner. The RTD cleaner will have a setting that automatically mixes the proper amount of chemical for mopping when hooked up to the sink. Use this setting to fill the mop bucket.

LOUNGE
1. Use germicidal spray and rag on tables before you use furniture polish.
2. Dust and polish the furniture. Use furniture polish for wooden surfaces and glass cleaner for plastic surface.
3. Return any furniture that has been misplaced or removed to its proper place. If the lounge is in disarray it is your responsibility to clean it up.
4. Clean drinking fountain with germicidal. Run the water after cleaning to rinse away any cleaner from the spout.
5. Vacuum the carpet (must be completed between 9am-9pm).

LAUNDRY ROOM AND KITCHEN AREAS
TO BE DONE EVERY OTHER DAY (rotated with stairwells)
1. Sweep floor including between and behind washers and dryers, (DO NOT MOVE WASHERS/DRYERS) and sweep up lint from hallway.
2. Empty and clean trash can, replace liner, clean spills on walls by trash can, and take trash to Ashton dumpster.
3. Dust furniture and vending machines.
4. Place any clothing that has been left behind neatly on the table.
5. Clean tops of washers and dryers with germicidal.
6. Clean detergent and soap off rims inside washer.
7. Dust inside of dryer doors.
8. Clean lint traps.
9. Dust and clean ALL surfaces of the stove, microwaves, refrigerator, walls, etc. with germicidal. The inside of the refrigerator should be wiped out daily with germicidal and a yellow sponge. The refrigerator should be cleaned thoroughly when indicated by your Floor Manager. Please make sure to wear gloves.
10. Clean sink with germicidal. (NOTE: Dishes left in sink by other students are not your responsibility.)
11. Mop kitchen and laundry room floor.
12. Notify Floor Manager if light bulbs need to be replaced.

COMPUTER ROOM
1. In the Computer Room (Room 100), sweep and vacuum area.
2. Empty and clean trash can, replace liner, and take trash to Ashton dumpster.
3. Empty the recycling bin.
4. Dust the tables, computers, printers, and chairs.

TRASH ROOM / RECYCLING
1. Carry trash bags to dumpster by Ashton and replace liners in trashcan. There should be a blue trash bag and a gray liner in each trash can and make sure to properly knot them around the top of the trash can.
2. Empty recycling containers and replace with blue trash bags. Put items in recycling bins outside.
3. Sweep and mop trash room floor—use germicidal cleaner to mop with.
4. Wash down walls with germicidal cleaner.
5. Remember that room trash must be taken to the dumpster by its owner. DO NOT PLACE ROOM TRASH IN COMMUNAL TRASH ROOM.

Recycling Locations
- Cardboard Closest location is Union Street Center by their loading dock.
- Comingle Deposit comingle (glass, cans, and plastics 1-7) in appropriately container on Sunrise Drive.
- Paper Deposit in appropriately marked container located on Sunrise Drive or in center desk area.
- Pizza Boxes Deposit in trash can, non-recyclable. Please dispose of your own pizza boxes in the dumpster.
Floor Manager Information

The Floor Manager coordinates the cleaning activities on the floor. The Floor Manager is exempt from actual cleaning duties due to time demands of scheduling and inspecting. The Floor Manager must also attend mandatory monthly meetings.

Appointment of Floor Managers

1. Residence Scholars interested in becoming Floor Managers should apply at the Ashton Center Desk. Applications will be available April for the next school year’s selection or sooner if a vacancy occurs. Applicants must have lived in Residence Scholars for at least one year.
2. After returning the completed application to the Center Desk, each applicant may be interviewed by the Residence Manager or Residence Scholars Advisor.
3. At the conclusion of the interviews, the Residence Manager and Residence Scholars Advisor will select and appoint Floor Managers for each floor of the building.
4. In case of the resignation or removal of a Floor Manager, the above process will be repeated for the floor concerned.

Responsibilities of the Floor Manager

The appointed Floor Manager is expected to:

1. Attend biohazard and proper cleaning training provided in-center, organize and hold a meeting with all floor members as soon as possible after the semester begins. You can hold your training at the same time. Plan an agenda focusing on the job schedule, descriptions, and procedure. This should be a formal meeting to ensure that residents understand the seriousness of your position and the importance of completing chores, make sure all students sign the training sheet.
2. Make sure each of your residents has signed the agreement regarding bodily fluid clean up and has received training by you or another Floor Manager.
3. Assist your Resident Assistant in collecting Residence Scholars Responsibility and Agreement Form (copy at end of handbook) from each resident.
4. Assign duties to residents on a rotating basis. Jobs as described in this manual may be combined, when necessary, to work with the number of residents on the floor.
5. Prepare and post duty rosters as soon as they are prepared, but final rosters must be in place by midnight on the Sunday before chores begin.
6. Post job descriptions next to chore charts. Cover these with contact paper which can be obtained by your RA or from the Center Desk.
7. Inspect respective floor areas, restroom, and rotating public area duties assigned to floor daily, marking the time of inspection on the posted duty schedule. Written comments, if any, to the cleaners should be made immediately by the Floor Manager. Note and report maintenance needs to the Center Desk. If plumbing equipment is out of order, place an Out of Order sign on the affected equipment and place a trash bag over the affected equipment to prevent its use.
8. Report a resident’s failure to perform his/her assigned duties within 48 hours. The Floor Manager must follow procedures outlined in this manual or risk being documented by the Residence Scholars Advisor. It is important that Floor Managers are consistent in documentation to ensure less hassle for everyone.
9. Keep track of the resident’s failures to perform chores on a tracking sheet provided by the Residence Scholars Advisor.
10. Clean and arrange the supply closets and the slop sink area on each floor in an orderly fashion every Thursday. Please fill spray bottles with germicidal or glass cleaner in the slop sink closet. Make sure all spray bottles are properly labeled.
11. Maintain communication with your RA, fellow Floor Managers, and the Residence Scholars Advisor.
12. Inventory supplies and report needed supplies to the designated Floor Manager of your floor. Orders should be e-mailed to Curt Fender (cfender@indiana.edu) and copy the Residence Scholars Advisor. When ordering, designate a time on the Friday of pick up that you will meet a member of Environmental Operations to retrieve the ordered supplies. (Make sure you check actual supply numbers before ordering supplies.)

13. Train residents, with the guidance of Environmental Operations, throughout the year on responsibilities and cleaning procedures. Ensure that new residents receive and are familiar with the Residence Scholar Handbook. Copies are available through the Residence Scholars Advisor.

14. Report damages and maintenance concerns in the building to the Center Desk.

15. Meet formally once a month, or more if needed, with other Floor Managers and the Residence Scholars Advisor. Monthly meetings will be determined at the beginning of each semester.

16. Look for light bulbs and EXIT signs that have been burnt out and report them to the center desk.

17. While it has been arranged for EO to do cleaning during openings and finals weeks and you will not need to check chores, please remember to complete all other responsibilities (ordering supplies, training, reporting damages, etc).

Dismissal of a Floor Manager

1. Failure to perform the duties outlined in this handbook will result in the dismissal of a Floor Manager by the Residence Manager and the Residence Scholars Advisor.

2. A floor, floor member, or RPS staff experiencing difficulties with a Floor Manager may file an official complaint in writing with the Residence Manager. Upon receiving such a complaint, the Residence Manager will convene a meeting with the Floor Manager and the Residence Scholars Advisor to review the complaint. If it is determined that the Floor Manager has not fulfilled the obligations of the position, the first occasion will result in a formal written warning.

3. Floor Managers will be given a maximum of one formal warning. After a formal warning, if the Floor Manager does not fulfill the obligations, he or she will be dismissed, and return to regular cleaning duties. The Residence Manager and Residence Scholars Advisor will make this decision.

Ordering Supplies

Each Floor Manager will be given the responsibility of ordering the supplies of their designated unit. Before ordering supplies, floor managers should check all supply closets on each floor to replenish their floor supply and to ensure that ordering new supplies is needed. Submit orders via email to Curt Fender, Ashton EO Supervisor (cfender@indiana.edu), and copy the Residence Scholars Advisor (eborra@indiana.edu), via e-mail.

Scheduling Chores

1. The scheduling of weekly chores begins every Monday and ends on Sunday. Sunday is inclusive in the week and therefore chores must also be done on Sunday.

2. Residents that are to miss one of their duties must:
   a. Find a replacement to complete the chore
   b. Inform the Floor Manager who the replacement is via email
   c. If the replacement fails to complete the chore, as long as the email was sent to the floor manager, the replacement who was scheduled to complete the chore will be documented.

3. Detailed in this manual, you will find when the Ashton Environmental Operations staff will be cleaning the building, it’s typically the beginning and end of semesters.

4. Chore rotations are subject to change at the discretion of the Floor Manager. Residents are responsible to check their duties at the beginning of the week. While it the goal of the Floor Managers to have the chores up in time for residents to plan ahead, there are many instances where they may have to change the rotation unexpectedly. Floor Managers are to post final chore rotations by midnight on Sunday for the upcoming week.
Documenting Residents
Floor Managers will develop a sheet at the beginning of the year to track residents who fail to complete their chores properly. This is only for records purposes and should not be posted on the floor. When a resident does not complete a chore, you will write their name and under the warning level, record the date which they did not complete their chore.

A resident may be documented for the following:
1. Failure to complete a chore.
2. Failure to complete chore to satisfaction of Floor Manager, RA, Residence Scholars Advisor, Custodial Supervisor, or Residence Manager.
3. Forgetting to notify your floor manager or emailing at a time before completely finishing a chore.
4. Failure to meet any of the requirements outlined in this handbook (i.e. not wearing shoes while using chemicals, failure to wear gloves when specified, etc.)

Residents should report the substitution to the Floor Manager at least 24 hours before the scheduled job time. If both parties do not inform the Floor Manager of the switch and the job is not completed, the original resident scheduled for the chore will be documented.

1st time – Within 48 hours
- E-mail the resident (cc: the floor RA; Residence Scholars Advisor) (see example)
- Note the resident on the log

All other times - Within 48 hours
- Email the resident describing what happened (cc: the floor RA; Residence Scholars Advisor)
- Meet with Floor Manager and the Residence Scholars Advisor, and RM if needed.
- Note this in the log

NOTE: If residents disregard cleaning obligations, he/she will be removed from Res Scholars and be reassigned to traditional housing at a higher rate.
Enforcement of Cleaning Duties – The Four Level System

Level One (Warning via Email)
Upon a resident’s initial failure to perform their assigned duties or failure to send an email stating a chore was completed, he/she will receive an e-mail within 48 hours from the Floor Manager (cc: the floor RA, the Residence Scholars Advisor) stating that the chore was not completed or completed fully (see example included). The Floor Manager will also notate on their log that the resident has received a warning.

Level Two (Email, Letter and Conference)
The second time a resident does not complete their assigned duty, a formal documentation will be made within 48 hours. The Floor Manager will send an email to the resident, the floor RA, and the Residence Scholars Advisor detailing the missed chore. The Floor Manager will notate on their log that the resident has been documented for level two. The Advisor will schedule a meeting based on the student and Floor Manager’s schedule to discuss the level two warning. The Residence Scholars Advisor will issue a letter (see example included) to the resident.

Level Three (Letter and Conference)
The third time a resident fails to perform his/her assigned duties, a formal documentation will be made within 48 hours. The Floor Manager will email the resident, the floor RA, and the Residence Scholars Advisor detailing the missed chore. The Floor Manager will notate on their log that the resident has been documented for level three. The Residence Scholars Advisor will issue a letter (see example included) stating a date, time, and location that he/she will be required to meet with both the Residence Manager and the Residence Scholars Advisor (and if available, the Floor Manager) to discuss the situation. At this point, the resident will be placed on notice that failure to perform the assigned duties once more will result in permanent removal from the Residence Scholars Program.

Level Four (Letter and Reassignment)
The fourth time a resident fails to perform his/her assigned duties, a formal documentation will be made within 48 hours via email that the resident has been documented for level four. The Residence Scholars Advisor will issue a letter (see example on pg. 24) stating a date, time, and location that he/she will be required to meet with the Residence Manager and Residence Scholars Advisor to receive his/her administrative reassignment for the breach of his/her Housing Contract.

The Warning System is continuous throughout the academic school year, as is the Housing Contract. The Warning System does not end or reset at the end of the first semester.

Reprieve
At the discretion of the Floor Manager and the Residence Scholars Advisor, those residents who are on the first or second warning level during the semester may be given the opportunity to remove themselves from Level One or Level Two by performing extra assigned duties or work. Reprieves will be coordinated by the Residence Scholars Advisor and Floor Managers, and will occur on a date to be determined by the Residence Scholars Advisor. Residents are allowed only one level of reprieve- sufficient reprieves are left to the discretion of the Floor Manager and the Residence Scholars Advisor.

Appeal
There is no appeal process in the Residence Scholars Community. All students must bring up any concerns he/she has at every warning level within 48 hours of the original email sent to the Residence Scholars Advisor or Residence Manager. Once the student is reassigned based on violation of their contract for Res Scholars, they must move to their new assignment. If a resident receives a fourth level warning and is reassigned to another center, the move must be completed within the guidelines given.
Samples of Documentations

Sample Notification “Level One” E-mail from Floor Manager to Student
To: (name)  
Cc: (Floor RA); (Residence Scholars Advisor)  
Subject: Chores

Dear (name):
On (date) you failed to (description of assigned duty not performed). This notification serves as a level one warning. Please note that if you acquire three more warnings you will be removed from the Johnston Residence Scholars community. If you desire further explanation please refer to the Residence Scholars Handbook and/or come discuss this with me when you have a chance.

Sincerely,
(Floor Manager name)

Sample “Level Two” Letter from Residence Scholars Advisor to Student
Dear (name):
We have recently been informed by (name) that on (date) you failed to (description of assigned duty not performed). As you are aware, you are able to live in the Residence Scholars unit at a reduced housing rate, provided you perform your assigned cleaning duties. Your failure to adequately perform these assigned duties is considered a breach of your Housing Contract. In response to your failure to fulfill your responsibilities, we are placing you on Level Two Warning. Should you continue to disregard your cleaning obligations, you may be removed from the Residence Scholar Program and be reassigned to traditional housing at a higher rate.

If you have questions or concerns regarding this situation, please contact us at 855-1415 before (date). If we do not hear from you, we will assume that you accept responsibility for your failure to perform your assigned duties.

Please note there is no appeal process in the Res Scholars Community, any concerns or issues must be brought to the attention to the Res Scholars Advisor or Residence Manager within 48 hours of this notice.

Sincerely,
Residence Manager  
Residence Scholars Advisor  
Ashton Center  
Ashton Center

Sample “Level Three” Letter from Residence Scholars Advisor to Student
Dear (name):
We were recently informed by (name) that on (date) you failed to (description of assigned duty not performed). As you have previously failed to perform your duties and been placed on Level Two Warning, we have serious concerns regarding your behavior and continued residence in the Residence Scholars unit. Therefore, we are requesting that you meet with us on (date) at (time) to discuss the implications of your failure to accept and perform your contracted responsibilities. This meeting will be in (location).
If you are unable to meet with us at this time, please contact the Center Desk at 855-1415 before (date) to reschedule the meeting. If we do not here from you or you fail to attend this meeting, you should understand that you are now at a Level Three Warning. Any future failure to adequately perform your assigned cleaning responsibilities will result in your automatic reassignment to another hall at a higher cost. Please note there is no appeal process in the Res Scholars Community, any concerns or issues must be brought to the attention to the Res Scholars Advisor or Residence Manager within 48 hours of this notice.

Sincerely,
Residence Manager  
Residence Scholars Advisor  
Ashton Center  
Ashton Center
Sample Letter of Reassignment

Dear (name):
We have recently been informed by (name) that on (date) you failed to perform your assigned duties. Specifically, you did not (description of assigned duty not performed).
It is our judgment that this reported behavior is a gross violation of the special terms of your Housing Contract. Therefore, you are to meet with us on (date) at (time) at (location) to discuss this matter, receive your new housing contract and establish a time for your moving from the Residence Scholar unit.
If you cannot meet with us at the specified time, please contact the Center Desk at 855-1415 to reschedule the appointment to meet with us. If you choose not to attend this meeting, your room assignment will be changed without your input, and you will be required to move immediately. Please note there is no appeal process in the Res Scholars Community, any concerns or issues must be brought to the attention to the Res Scholars Advisor or Residence Manager within 48 hours of this notice.

Sincerely,
Residence Manager
Ashton Center

Residence Scholars Advisor
Ashton Center
Student Copy

Residence Scholars Responsibility and Agreement Form

I have read the Ashton Residence Scholar Handbook, 2013-14, have gone through Biohazard and proper cleaning training, and have agreed to perform custodial jobs as assigned by the Floor Manager. I realize that my satisfactory work in the unit as well as maintaining a 3.0 GPA are conditions of my living in the Res Scholars Unit.

Johnston Hall, Room # ________  Resident’s Name (print) ________________

Resident’s Signature _______________________________  Date ___________

The signed agreement must be returned to your Floor Manager no later than September 9, or within two business days if the resident moves in during the school year. This signed agreement must be on file as a condition of living in the Residence Scholar unit.

______________________________________________________________________________
Floor Manager Copy (to be kept on file all academic year)

Residence Scholars Responsibility and Agreement Form

I have read the Ashton Residence Scholar Handbook, 2013-2014, have gone through Biohazard and proper cleaning training, and have agreed to perform custodial jobs as assigned by the Floor Manager. I realize that my satisfactory work in the unit as well as maintaining a 3.0 GPA are conditions of my living in the Res Scholars Unit.

Johnston Hall, Room # ________    Resident’s Name (print) ____________________

Resident’s Signature _______________________________   Date ___________

The signed agreement must be returned to your Floor Manager no later than September 9, or within two business days if the resident moves in during the school year. This signed agreement must be on file as a condition of living in the Residence Scholar unit.