

USD 418
Food Service
Employee
Handbook

July 1, 2018- June 30, 2019

Overview

This handbook is not a contract, express or implied, nor does it guarantee employment for any specific length of time, either USD 418 or you can end the relationship at any time, with or without notice, with or without reason, to the extent allowed by law.

This handbook includes policies that are required to be followed. These policies, of course are subject to change at the discretion of the Director of Food Service. It may be necessary to change a policy because of issues that arise and times change. If changes are deemed necessary you will be notified of said change.

You are responsible for knowing the content of this handbook and are required to sign the signature page upon completion of reading the handbook. Your signature will indicate that you have read and are knowledgeable of what your responsibility is.

The USD 418 MISSION STATEMENT

The mission of McPherson Unified School District 418 is to assure that students will acquire basic academic and decision-making skills necessary to be productive, responsible citizens in a changing society. Students are challenged to achieve individual success, work to their fullest potential, and become lifelong learners. Our school will guide and assist students to identify and accomplish personal, academic and career goals.

FOOD SERVICE MISSION STATEMENT

To serve nutritional food with healthful food choices in pleasant surroundings by compassionate people.

INTRODUCTION

USD 418 Food Service operates using a satellite system. Purchasing and production are centralized at the Central Kitchen located at the McPherson Middle School. Most of the food is prepared at the Central Kitchen and delivered to 5 schools. The McPherson Middle School students are served directly from the Central Kitchen. The High School prepares most of their own food items except for some miscellaneous items.

Cooks arrive at the Central Kitchen as early as 5:30 a.m. The food is prepared, stored in insulated or electrically heated food carts and loaded on food delivery trucks as early as 9:00 a.m. for delivery to schools.

We serve over 2,000 lunches and 300 breakfasts per day. Our meals offer variety, nutrition and high quality food students prefer.

NATIONAL SCHOOL LUNCH PROGRAM

The National School Lunch Program (NSLP) came into existence in 1946 after many malnourished draft-eligible young men were rejected from military service in World War II. The goals of the NSLP program are: Meals served will meet tested nutritional requirements, meals will be available to all children without discrimination regarding their economic or physical condition, programs will be operated in an accountable manner, and funds will be provided to support the program's infrastructure.

To participate in the NSLP, Food Service must follow meal patterns established by the United States Department of Agriculture (USDA), provide free or reduced price meals to low income children and follow both federal and state regulations. In return, the USDA provides cash reimbursement for student meals.

NON-DISCRIMINATION STATEMENT

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) Fax: (202) 690-7442; or

(3) Email: program.intake@usda.gov.

This institution is an equal opportunity provider.

ACCIDENTS AND WORKERS COMPENSATION

What to do if an injury occurs on the job:

1. If it is an emergency, call 911.
2. If it is not an emergency but you are injured notify your supervisor immediately who will then make arrangements with the District's contracted provider for treatment. At this time request the appropriate paperwork from your supervisor.
3. You are required to immediately go to the District's contracted provider for a drug screening test.
4. Upon completion of the paperwork regarding injury, forward that to the Director who will review it and the accident site. The Director will then forward completed paperwork to the Central Office.
5. Bring back a signed doctor's note stating the diagnosis and any restrictions.
6. Your claim may be denied if you fail to tell your employer within 10 days of injury.
7. All other information regarding worker's compensation may be found in the classified staff handbook.

Call the Central Office at 620-241-9400 if you have any questions or concerns regarding the work comp claim or if there are any changes in your condition. If you receive any worker compensation bills, please forward them to the Central Office.

ABSENCES

Attendance is very important in the successful operation of Food Service. As part of an employees evaluation the grading is as follows:

Exceeds expectations—2 or less days

Meets expectations—4 or less

Some expectation met—5

Does not meet expectations—6 or more

An employee with a contagious illness, vomiting, fever, or diarrhea should not report to work.

--All employees scheduled to report to work before 10:00 a.m. must report an absence at least one hour BEFORE the time they are scheduled to work

--All employees scheduled to work after 10:00 a.m. must report an absence before 8:00 a.m.

--In the evening you may call the Food Service Director at 620-245-4219 NO LATER THAN

9:30 p.m. to report an absence. Reporting illness via text is acceptable as long as confirmation that the text was received is obtained. Otherwise, prior protocol must be followed.

--All calls after this time can be left on voicemail at the same number listed above.

Employees with runny noses should step away from food preparation areas and out of view of the customer, if possible, to blow their nose and follow it with good hand washing and a new pair of gloves.

CONDIMENTS

Satellite servers must order condiments and other similar items from the Central Kitchen. Production records will specify how many to serve.

CUSTOMER SERVICE

No matter how well a meal is prepared or planned it is ruined with poor service. Without student, teacher and faculty participation, we do not have a job!!! Customer satisfaction is our priority. The following are a few service guidelines.

1. Talk to the students not each other.
2. Make eye contact with your customer as much as possible and SMILE.
3. Place the food on the tray in an attractive manner. This includes keeping food items in their specific spot on the tray. Do not let the juice from the mixed fruit touch the rolls and make them soggy, etc. Serve items on the side if requested, when possible.
4. Be pleasant. If you know a student's name, say hello and call them by name.
5. Make positive comments such as complimenting a new haircut or a pretty dress.
6. Check your appearance. Are you wearing your ID? Did you wash your hands before serving? Is your uniform clean? Is your hair completely covered?
7. Never ignore a complaint. If the complaint is about the food served, offer to replace the entire tray, even if most of it has been eaten. If you cannot solve the problem, assure the person that you will see that the proper person is notified. At the high school, direct concerns to the manager.
8. Notify your supervisor of complaints. Each server should be aware of what the Food Service Directors number is. Keep it readily available. Feel free to provide it and encourage parents, staff, etc., to call with their questions and concerns. Make sure your supervisor is aware of a complaint.

DELIVERY

Two food delivery trucks are used to deliver the food to all schools. The first truck arrives at the Central Kitchen at 6:00 a.m. The truck drivers drop off the food at the appropriate school and return to the same schools after lunch. The food trucks return to the Central Kitchen by 1:45 p.m. Just as safety is a factor when working around sharp objects and objects of extreme heat as the cooks do, safety must also be remembered when driving and loading the food trucks. Below are some safety guidelines.

1. Always push, never pull, heavy objects.
2. When loading the tall carts on the lift, there should always be two people working together when possible. One person should stand on the lift and grab hold of the handle of the cart and lift (not pull) the cart while another person stands in front of the cart on the ground and pushes the cart. The person on the ground provides the momentum to push the cart onto the lift while the person on the lift raises the cart to allow it to go up the incline of the lift.
3. Do not overload the lifts. The wheel stop is provided to prevent the carts from rolling off the lift. Do not load the carts beyond the wheel stop.
4. All drivers should do a visual inspection before driving the truck. Check for leaking fluids, puddles on the ground, etc.

Once a month the lift should be inspected by a mechanic. Each driver is responsible for ensuring that necessary maintenance is done on the truck.

DRINKS IN THE KITCHEN

Beverages are allowed in the kitchen but must be in cups with lids and stored away from food serving and preparation areas. Do not put cups on serving lines, on top of ovens or carts, around food preparation and serving equipment. No open cups or single serve bottles or cans can be stored in the refrigerators.

ELECTRONIC DEVICES

Non-medical electronic devices (mp3, cell phones, etc.) are discouraged for personal use. The main kitchen or school office number should be used as the primary phone for all emergency contacts.

EXTRA FOOD

1. No food is to be taken from the kitchen or cafeteria. This is considered stealing and will not be permitted. Only those who are donating food to approved organizations and have received permission to do so may take leftovers from the premises.
2. Schools that consistently have large quantities of food left over at the end of the day should contact the Central Kitchen to work out a way to decrease food waste.

FIRST AID—BURNS

Many schools have a nurse on the campus at all times. Contact the office to locate the nurse if needed. When in doubt, go to the doctor!

BURNS

1st degree—symptom is reddened skin. Treatment—use cool water immediately, cover with a sterile dressing.

2nd degree—symptom is blisters. Treatment—use cool water, wrap in a clean cloth and take to the doctor for medical treatment (Notify a supervisor before going to doctor if possible).

3rd degree—symptom is charred skin. Treatment—take to a hospital. Wrap in sterile cloth until the hospital can be reached.

FOOD SAFETY TRAINING

School food service employees are entrusted with the health and well-being of those they serve. It is absolutely essential that all employees are equipped with a thorough understanding of how to keep food safe. To help prepare employees for this critical responsibility, a statewide system of required food safety training has been implemented. **ALL NEW SCHOOL FOOD SERVICE EMPLOYEES WILL BE REQUIRED TO COMPLETE FOOD SAFETY TRAINING WITHIN 6 MONTHS OF THEIR EMPLOYMENT. ALL CURRENT FOOD SERVICE EMPLOYEES MUST HAVE RECEIVED FOOD SAFETY TRAINING WITHIN THE LAST 5 years.** All employees will update their food safety training at least every 5 years. In addition, you will be required to attend mandatory training. There is other training available through the state and local training will be available as well. You will be asked to attend certain classes by your supervisor according to the requirements for professional standards set forth by KSDE.

PROFESSIONAL STANDARDS

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| New and Current Managers/Department Heads | At least 10 hours of annual continuing education/training. |
| New and Current Staff | At least 6 hours of annual continuing education/training. |
| New and Current Part-Time Staff (less than 20 hours per week) | Each year, at least 4 hours of annual continuing education/training (regardless of number of part-time hours). |

HEALTH DEPARTMENT INSPECTIONS

The Health Department inspects each kitchen at least twice per year. After receiving an inspection, hang the original inspection report next to the statue of liberty poster and send a copy to the Central Kitchen. You should hang this copy next to the most recent report that was given prior to the current one.

INSERVICES AND MEETINGS

All Food Service employees may be required to attend in-service meetings upon request.

LIFTING SAFETY

Lift with your legs rather than your back. Two people should always carry heavy boxes such as the boxes of fruit. These are too heavy for just one person. If you are attempting to lift other boxes, pans, etc. that feel too heavy, ask for help.

Lifting tips:

1. Watch your posture. Keep your head and chest high, neck straight, stomach and buttocks tucked in.
2. Use proper techniques when lifting and carrying. Bending at the waist with knees straight, to pick up an object puts maximum strain on your back and is probably the number one cause of backaches. Follow these steps:
 - Bend at the knees, not the waist. This makes your leg muscles do the work.
 - Squat with your legs apart.
 - Tighten your stomach muscles.
 - Keep your back straight.
 - Hold the object close to your body
 - Don't arch your back or twist your body. Let your arms and stomach muscles bear the weight.

MEAL SUBSTITUTIONS

USD 418 will offer special diet substitutions through our food service program. Special diets will be provided for disabilities, and allergies or intolerances that rise to the level of a disability. However, due to the fact that we have an offer versus serve program, choices can be made and all foods do not have to be served. As result intolerant foods can be avoided and substitutions may not be necessary. You will be notified as to when substitutions will be necessary.

On certain days it may be necessary to make last minute changes due to food availability or some unforeseen event. In that case, call the Central Kitchen to get approval for substitutions.

MEAL PRICES

The Middle School and High School charge more per student meal than the elementary schools. This is to cover the additional cost of larger portion sizes and labor needed to provide additional choices.

Adults are charged more than students as recommended by Kansas State Board of Education. The price charged to students does not fully cover the cost of the meal. The federal and state governments provide additional funding in order to provide a low cost meal for students. These funds are not available for adult meals; therefore, they must be charged enough to cover the entire cost of their meal.

MEALS, EMPLOYEE

All employees directly involved with the food service operation (all Food Service employees) may receive a complimentary meal. This includes breakfast if an employee served breakfast. All meals are to be eaten at school but off the clock. No food is to be taken from the kitchen.

MEMOS, KEEP ALL IN THE NOTEBOOK PROVIDED

Each kitchen should have a notebook containing memos and employee meeting minutes. Keep all memos sent from the Central Kitchen that change or create a new policy. This notebook should be used as a reference tool.

MILK

Cartons of damaged or spoiled milk should be returned to the milk cooler for a credit. Leave a note for the delivery driver that a credit is needed and include the number of cartons we need credit on. Recurring problems regarding damaged or spoiled milk should be reported to the supervisor.

MISCELLANEOUS RULES

1. NO EATING IN THE KITCHEN unless sampling a product. ALWAYS wash hands after eating.
2. Every food item on the menu must be available to each student. This includes the last student in line.
3. Do not report to work before your scheduled time
4. Do not work when not clocked in.
5. If you must stay late or come in early, have it approved by your supervisor first.
6. Do not change work times or schedules without consulting your supervisor. Employees may occasionally choose to clock in 15 minutes early and leave 15 minutes early on days that require more preparation in the morning or vice versa.
7. Do not change procedure without discussing it with your supervisor first. Suggestions are always appreciated if discussed before a change is made.
8. Do not chew gum while working.
9. Do not smoke while on the school premises.
10. Any time that you anticipate that you will go over 40 hours in a work week you must request overtime from the Food Service Director via e-mail on the Thursday prior to the end of the week.
11. There are NO weapons allowed in schools or in school vehicles. (See BOE policy)

THE OFFER PROGRAM

The offer program is offered to K-12 students. This is a program that allows students to make choices on what they select for their meal. It also helps with food waste. Please communicate with your supervisor for specifications on how to serve meals in this way.

OVERTIME

Overtime is not allowed unless previously approved by the supervisor.

PAYDAY

Direct deposit statements are delivered to the Employee Portal on the 25th of the month. Staff can access this information on the 25th of the month, which will include all pay stub information, leave forms, leave balances, etc.

PAYROLL RECORDS

At the time employees are hired, they are told how many hours they can expect to work each day. This is not a guarantee of a minimum number of hours. There will be some days where there is less work and employees are expected to clock out as soon as they are finished.

ABSENCE REPORTS

All leaves must be requested through the employee portal.

PAY INCREASES

Pay increases are determined by the Board of Education.

PERFORMANCE EVALUATIONS

All employees will receive a yearly formal evaluation conducted by the Food Service Director. This evaluation is kept on file in the employee's personnel record.

Each employee will receive a copy of his or her evaluation.

UNIFORM

All Food Service employees are required to follow the department uniform policy. All employees are responsible for providing their own uniform except for the shirt and apron. USD 418 provides new shirts as needed. Each new employee will receive five uniform tops.

Cooks, Servers and Cashiers

Provided by USD 418

- Uniform Shirt
- A thermometer, aprons and potholders
- Thermometers, aprons, potholders and uniform shirts are property of USD 418 and must be returned when the employment relationship ends.

Provided by Employee

- Shoes that are comfortable, closed toe, non-permeable (no mesh), healed shoes and with a non-slip sole. Keep shoes clean and in good order. Shoes designed for kitchens preferred.
- Nice jeans or slacks or khaki pants may be worn Monday through Friday. August through September and the month of May, capri pants or shorts that cover the leg to the knee may be worn.
- Hairnet covering all hair including bangs.

Delivery and Receiving Personnel

- Uniform shirt and weather and school appropriate clothing

New and Substitute Employees

New employees must comply with the department dress code six weeks after their date of hire (except for uniform shirt). In the mean time, they must comply with the policy for substitutes.

- Substitutes may wear nice blue jeans or khaki pants or slacks. No skorts, shorts, sweatpants or cotton stretch pants.
- School appropriate shirt with sleeves
- Shoes that are comfortable, closed toe, low healed shoes and with a non-slip sole. Keep shoes clean and in good order. Shoes designed for kitchens preferred.
- Hairnet covering all hair including bangs
- All employees must comply with the above stated appearance and hygiene standards.

All employees' appearance and hygiene standards

- No fingernail polish, no sculptured or false fingernails. Fingernails must be trimmed and clean.
- No sweatshirts, T-shirts (except the school shirt), skirts, skorts, sweatpants or cotton stretch pants.
- No clothing that is tattered, torn, patched or shows excessive wear. Also, no clothing that is excessively tight.
- Uniforms must be clean and wrinkle free.
- Perfume and cologne should not be worn while working.
- Appropriate undergarments are to be worn.
- Rings are not allowed except for a plain wedding band. Necklaces, earrings, watches and bracelets are not permitted.
- Bathe daily and use a good deodorant.
- Wash hair frequently and comb in a neat, suitable style.
- Wear uniforms that fit correctly and are becoming.

Food preparation and service requires high standards of cleanliness and personal hygiene.

All Food Service employees are subject to the policies in the district Classified Employee Handbook.

Unpaid Meal Charges The McPherson School district wants children to be nourished and prepared to learn. However, the district must also be financially responsible to the patrons. Federal policy guidance memo SP-46-2016 requires the district to inform families of the delinquent and bad debt policies for unpaid meal charges. McPherson Schools will implement the following charge policy beginning July 1, 2017. Students who do not have money in their lunch accounts will be allowed to charge \$10 for meals before their account is closed. A Principal/Food Service staff member will be notified when the student reaches the charge limit and may contact the family to evaluate if there are other challenges facing the family. Alternate meals will not be served. Automatic low balance phone calls and email alerts will be sent on Monday when the student account has a + \$3 balance. Delinquent reminders will be sent Monday, Wednesday and Friday automatically when the student's account is negative. Paper reminders will not be sent home. Lunch accounts should be in a positive balance on the last day of school. Students who continue eating meals after they reach the - \$10.00 limit must bring money to cover the meal each day. Bad debt, not recovered by the end of the fiscal year, will be added to the student's fees the following year.

McPherson Schools USD 418

WRITTEN STANDARD OF CONDUCT

The following conduct will be expected of all persons who are engaged in the awarding and administration of contracts supported by Food Service Funds. These written standards of conduct include:

No employee of the Sponsor shall participate in the selection, award or administration of a contract when any of the following persons have a financial or other interest in or tangible personal benefit from a firm considered for the contract.

- Employee
- Officer
- Agent
- Any member of his/her immediate family
- His/her partner
- An organization which employs, or is about to employ, any of the above.

Employees, board members (owners), and their immediate families shall neither ask nor accept gratuities, favors, or anything of monetary value from vendors, contractors, or parties to subcontracts including:

- Entertainment
- Hotel Rooms
- Transportation
- Gifts
- Meals

At all times, employees and board members (owners) should be aware of how their actions appear to members of the community.

Any employee or board member (owner) who violates any of these standards of conduct shall: The employee or board member may be disciplined up to and including termination of the position.

BOE Policies

The USD 418 Board of Education has established a set of policies. It is your responsibility to familiarize yourself with the policies that are relative to you. These policies can be found online @http://fm.mcpherson.com/fmi/iwp/res/iwp_auth.html

Or it can be found by going to mcpherson.com and following the link ABOUT and then clicking SCHOOL BOARD. There will then be a link that says policies and you will be redirected to the link.

BOE Approved

Your signature below indicates that you have read and understand the requirements of this handbook.

Employee Signature / Date