

NUTRITION SERVICES

HANDBOOK

2020 – 21



Park Hill School District

Building Successful Futures • Each Student • Every Day

TABLE OF CONTENTS

VISION, MISSION, AND VALUES.....	4
ORGANIZATIONAL CHART FOR NUTRITION SERVICES.....	5
EMPLOYMENT INFORMATION	6
EMPLOYMENT PROCESS.....	6
TRAINING	6
POSTING OF VACANCIES	6
PERSONNEL RECORDS.....	6
EVALUATIONS.....	6
PAY SCALE	7
RECORDING TIME WORKED	7
MORNING BREAK	7
LUNCH BREAK.....	7
CUSTOMER SERVICE	8
EMPLOYEE UNIFORM AND GROOMING	8
MANDATED REPORTING OF FOOD BORNE ILLNESSES.....	9
SMOKING.....	10
EMPLOYEE COACHING AND COUNSELING.....	10
FACES OF NUTRITION SERVICES.....	11
EMPLOYEE WORK HABITS AND RESPONSIBILITIES	11
PRODUCTION PROTOCOLS	13
BREAKFAST SERVICE.....	13
ENTREES	13
EQUIPMENT	13
FREEZING/REFREEZING	13
FRUITS/PRODUCE.....	14
FOODS THAT ARE TCS (TIME AND TEMPERATURE CONTROL FOR SAFETY)	14
GRAVY/SAUCES/CONDIMENTS	14
LEFT-OVERS	14
LINE SET-UP	15
SANITATION	15
SALAD TOPIA.....	16
SECONDS FOR STUDENTS.....	16
MEAL SERVICE.....	16
SIGNAGE.....	16
TEMPERATURE TESTING FOOD	16
RECIPE USAGE	16

SHARING UNWANTED MILK, JUICE AND PACKAGED ITEMS	17
FINANCIAL ACCOUNTING	18
CHECK PROCESSING	18
DAY END PROCESSING	18
REFUND PROCEDURE	19
GENERAL OPERATIONS.....	20
HEALTH DEPARTMENT REQUIREMENTS FOR NUTRITION SERVICES EMPLOYEES.....	20
REQUESTING TIME OFF	20
BLOCK OUT DATES	21
UNIFORM STIPEND.....	21
JOB-RELATED INJURY REPORTING	21
NON JOB-RELATED INJURY REPORTING.....	23
MEAL ACCOMODATION FOR SPECIAL DIETS.....	23
PROCESS FOR MEAL ACCOMMODATION.....	24
PURCHASES.....	25
MEAL CHARGE PROCEDURE.....	25
USDA DISCLAIMER.....	26
ADULT FOOD PURCHASES.....	26
NUTRITION SERVICES EMPLOYEES	26
FREE AND REDUCED MEALS.....	27
SPECIAL CIRCUMSTANCES:	27

Park Hill Nutrition Services

We Feed the Future

VISION, MISSION, AND VALUES

NUTRITION SERVICES VISION

Park Hill Nutrition Services – We Feed the Future

NUTRITION SERVICES MISSION

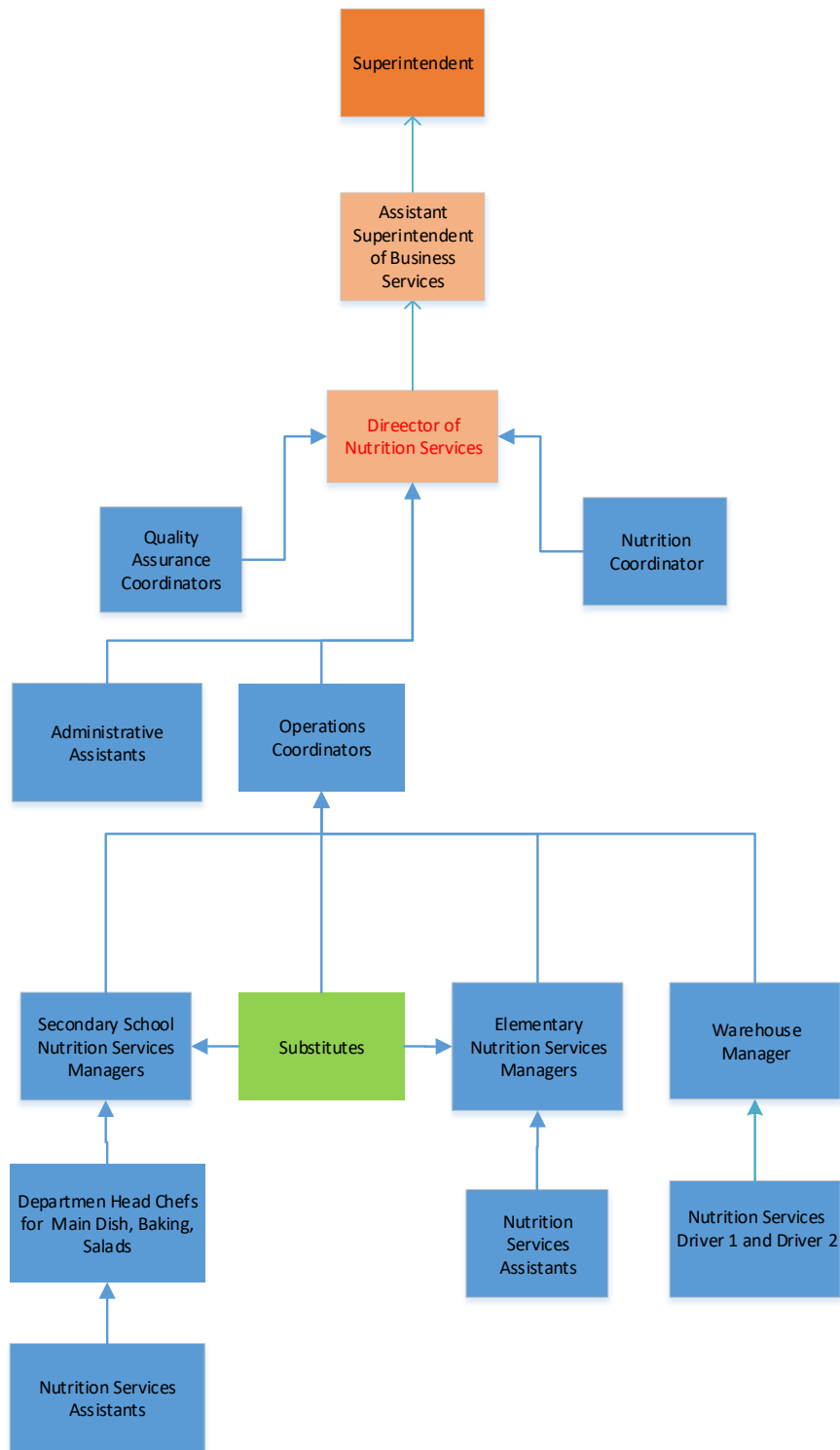
Through the expertise of a motivated staff, the Park Hill Nutrition Services Department provides healthy, nutritious meals in a safe, caring environment to support and ensure students' academic success.

NUTRITION SERVICES VALUES

- Expose students to new foods as well as old favorites
- Provide healthy food choices, including healthier spins on favorite foods
- Nutrition education – empower students to become informed consumers
- Partner with parents to promote healthy choices
- Maintain a fiscally responsible Nutrition Services program

ORGANIZATIONAL CHART FOR NUTRITION SERVICES

Park Hill Nutrition Services Administrative Structure



EMPLOYMENT INFORMATION

EMPLOYMENT PROCESS

Application forms for all job vacancies must be completed on-line at www.parkhill.k12.mo.us. Candidates who have applied are considered for vacancies based on:

1. Completed application which is screened and forwarded by Human Resources.
2. Interview and reference checks of candidate by Director of Nutrition Services or his/her designee.
3. Recommendation for hire forwarded to Human Resources for review, interview and approval.
4. Candidate submits to and passes background checks and essential functions test.

TRAINING

All employees are **required** to attend Nutrition Services Training which is held annually. Additional orientation and mandatory training sessions may be held periodically throughout the school year with Nutrition Services supervisors and/or Human Resources.

POSTING OF VACANCIES

Nutrition Services openings will be posted on the Park Hill web site. Request for transfer must also be made at the Park Hill website at <http://www.parkhill.k12.mo.us> . Employees requesting a transfer will be notified of the outcome.

PERSONNEL RECORDS

Many personnel records are now accessible electronically, using a district user name and password. Recent records such as salary information and hiring documents are held electronically on Talent Ed Records, which is accessible to any employee using his/her district log-in information. Talent Ed Records is located at <https://parkhill.tedk12.com/records/login> .

Current or past performance evaluations can be found on Talent Ed Perform located at <https://parkhill.tedk12.com/perform/login.aspx> and is accessible to any employee using his/her district log in information.

Human Resource Services also maintains a paper file on all employees. An employee may review any hard copy information in his/her file by requesting an appointment with the Assistant Superintendent of Human Resource Services.

EVALUATIONS

Formative evaluations will take place throughout the year and include meetings and conferences as well as daily contact with supervisors. New employees shall receive an evaluation during their probationary period and continuing employees will receive an annual job evaluation by his/her supervisor. Employees may provide comments or written statements as an addendum to the evaluation. The general performance areas included in the annual evaluation are the following:

- Safety – ability to take every possible action to maintain the safety and security of the district.

- Adherence to Policy and Organizational Support – following procedures, protocols and guidelines.
- Communication Skills – effectively conveying information in a clear, professional, and courteous manner.
- Teamwork/Interpersonal Skills/Cooperation – ability to work cooperatively with others
- Attendance and Punctuality – attends work on a regular and punctual basis.
- Quality and Quantity of Work – Thoroughness, accuracy and completeness exhibited in routine assignments and special projects within assigned time.
- Dependability and Reliability – Assumes responsibilities and ensures tasks are completed without sacrificing accuracy or quality.
- Decision Making/Judgment/Problem Solving – identifying problems and drawing appropriate conclusions, communicating issues in an appropriate and timely manner.
- Job Knowledge –Depth of understanding of the content and procedures of the job.

Supervisors are evaluated on three additional performance areas:

- Leadership and Organization - Ability to convey instructions and organize tasks or people to carry them out.
- Development of Others – effectively coaching and motivating others.
- Resource Management – managing all assets effectively and efficiently.

PAY SCALE

Pay rate will reflect assigned step/level and will be effective as soon as employee begins work in an assigned permanent position. Nutrition Services employees will be paid semi-monthly (15th and end of the month).

RECORDING TIME WORKED

1. All Nutrition Services employees will time in and out through Kronos, an electronic time and leave management system. It is not necessary to “clock out” for a 15-minute break, but it is necessary to “clock out/in” for a 30-minute lunch break.
2. **All employees working additional or overtime hours must have advance permission from their supervisor. Failure to obtain advanced permission may result in disciplinary action.**

MORNING BREAK

A fifteen (15) minute morning break is scheduled for employees who work 5 hours or more if time and work flow allows. Eating or drinking in work area is a health violation and is not permitted.

LUNCH BREAK

An unpaid thirty (30) minute lunch break is scheduled for each regular employee. Employees may choose to spend their lunch break in a location other than the cafeteria, but may not leave the school campus during this time. Employees are allowed one menued meal daily during their designated lunch time at no cost. Additional food may be purchased at regular price. Employees who choose not to eat during the designated meal time are not permitted to take food off premises at the end of their work shift.

CUSTOMER SERVICE

EMPLOYEE UNIFORM AND GROOMING

Park Hill School District's commitment to excellence requires standards of personal grooming from staff that are consistent with departmental needs and health codes. Each employee is a representative of the district and expected to present a professional image to students, staff and patrons.

- Black pants and a Park Hill polo logo shirt are to be worn by all regular employees. No jean or Lycra material is allowed for pants or capris.
- All clothing attire must be clean and free of wrinkles and stains. Permanently soiled or faded uniforms must be replaced.
- During August, September, May, and June (Summer School) employees may wear black Capri pants below the knee. No jean or Lycra material is allowed. Black socks must be worn with Capri pants.
- Summer School – uniforms must be worn. Jeans and logo shirts are not allowed.
- During winter months, a long sleeved plain black turtle neck shirt may be worn under the polo shirt.
- Each café manager may choose one set day weekly that school logo shirts and blue jeans may be worn. Jeans with tears, frays, and embellishments are not allowed. All staff must have matching school logo shirts that will be worn on their designated day weekly. Attire must not interfere with safety or health codes. Sports logo shirts (example – Chiefs or Royals jerseys) are permitted to coincide with designated Nutrition Services event. Prior permission and approval must be received from the Nutrition Services Director or designee to participate in school spirit events outside the designated spirit day weekly.
- A Park Hill logo apron will be provided for each Nutrition Services employee at no cost. The employee is responsible for laundering the apron and must turn it into their manager upon resignation or transfer. Park Hill logo aprons must be worn when working in the front of the cafeteria or interacting with students/staff. They must be clean and changed as needed. Plastic or white cloth aprons are to be worn in the back of the house only. Employees must remove their aprons when leaving the prep area, using the restroom, or while eating lunch.
- A solid black hat or hairnet is to be worn at all times while in the back of the house. Hats only are to be worn in the front of the house. Hair is to be clean and neatly combed. Hair shoulder length or longer must be worn in a ponytail or bun. Beards are to be kept short, neat, and clean. Beard guards must be worn while prepping and serving food.
- All-leather skid resistant black work shoes are required. Socks are to be worn.
- Hair and body should be clean and free of offensive odors.
- Fingernails are to be neatly trimmed and clean. Nail polish and artificial nails are not to be worn while on duty.

- False eye lashes are not allowed while at work.
- Post or stud earrings that do not hang below the ear lobe are allowed. Employees with facial piercings must wear clear or flesh tone posts or studs. Costume jewelry, watches, and dangling earrings may not be worn while on duty.
- Gum chewing while on duty is not permitted.
- Hands must be washed with soap and water when reporting to work, after returning from the toilet, after using a handkerchief, after combing hair, after handling money and whenever soiled. Coughs and sneezes should be covered and hands washed afterwards.
- An employee's badge must be worn at all times during the work shift and breaks. Long, dangling badge holders are not allowed as they may present a safety hazard.

Uniform and grooming are important aspects of our customer service focus. Employees that do not meet the standards are subject to disciplinary actions and at a minimum, may be asked to return home. Time spent going home to change to appropriate clothing will be unpaid.

COVID PREVENTION PROCEDURES

Some Nutrition Service protocols and procedures will be altered until further notice to protect students and staff and prevent transmission of the SARS-CO V2 virus.

- Employees with any COVID symptoms must report them to their supervisor immediately.
- Mandatory Daily Temperature Checks are required – staff with a temperature at or above 100.4°F may not work.
- Masks must be worn at all times during preparation, serving and clean-up and while in the kitchen, cafeteria or storage areas.
- Masks and visors must be worn when staff are not behind the serving glass or plexiglass.
- Proper hand washing procedures and glove use must be followed at all times.
- Staff will serve all foods and condiments unless prepackaged.

MANDATED REPORTING OF FOOD BORNE ILLNESSES

The Manager of each school Nutrition Services operation, in combination with the Nutrition Services Director, is responsible to:

1. Recognize diseases that are transmitted by foods
2. Inform employees of reporting requirements
3. Restrict or exclude infected workers
4. Notify the Health Department when an employee is diagnosed with a "Big Six" Illnesses.

All Nutrition Services Employees should recognize some common symptoms of diseases that can be easily transmitted by foods:

- Diarrhea
- Vomiting
- Jaundice
- Discharges from the eyes, nose and mouth
- Fever
- Infected wounds or boils

- Sore throat with fever

The **“Big Six” Food Borne Illnesses** that are singled out by the Health Department Food Code as being highly infectious and highly virulent are:

- Norovirus
- Hepatitis A virus
- Shigella spp
- Enterohemorrhagic or Shig Toxin-Producing Escherichia Coli (E Coli)
- Salmonella typhi
- Non-typhoid Salmonella (NTS)

All employees are legally responsible to report to their supervisor:

- **Present or past illnesses with the “Big Six” Food Borne Illnesses**
- **Symptoms of other illnesses that can be readily spread via food**

Upon notification, appropriate measure will be implemented to restrict or exclude infected employees as the situation dictates. Confirmed “Big Six” Illnesses will be reported to the Health Department by the Nutrition Services Director or appointee.

SMOKING

In an effort to promote the health and safety of all students and employees, to promote the cleanliness of the Park Hill School District buildings and grounds, and to demonstrate support for a tobacco-free environment, the Park Hill School District prohibits the use of all tobacco products on the property surrounding the buildings of the Park Hill School District, including but not limited to outdoor smoking on the sidewalks, grass areas, and parking lots surrounding the buildings in the district.

EMPLOYEE COACHING AND COUNSELING

The Park Hill Nutrition Services Department strives to develop skills and provide training to create successful and productive employees. Positive and consistent coaching and counseling from supervisors is an integral part of developing a productive work force.

- Immediate feedback to employees is necessary to reinforce positive behaviors and address areas for improvement.
 - Coaching should be provided in a confidential and supportive manner.
 - Specific examples or direct assistance may be utilized to educate employees.
 - Time frames targets or documentation of task completion are useful instructional tools.
 - Notes on coaching interventions should be maintained by the Nutrition Services Manager.
- When lack of improvement is noted after multiple coaching interventions on similar issues, more formal intervention/ counseling should be considered.
 - Performance issues that continue should be discussed with the Operations Coordinator.
 - Documentation will be reviewed and appropriate interventions determined with the Nutrition Services Director and Human Resources involvement as the situation suggests.
 - Counseling with the employee and Nutrition Services Manager that includes the Nutrition Services Operations Coordinator and/or Nutrition Services Director may be conducted. Written documentation of the counseling will be provided to the employee and maintained in employee files.
 - Documentation of counseling may be included in the employee’s annual performance appraisal.

- If unacceptable performance persists after coaching and counseling interventions have been repeatedly utilized, then a Performance Improvement Plan may be implemented.
 - All documentation of coaching and counseling must be provided to the Nutrition Services Director and Human Resources for review.
 - The Nutrition Services Director and Human Resources will be involved in determination of appropriate steps to be taken.

If a manager at any time is uncertain of how to proceed, the Operations Coordinator or Nutrition Services Director should be consulted for guidance.

FACES OF NUTRITION SERVICES

Park Hill Nutrition Services is strongly focused on offering outstanding service to our customers – students, staff, and parents. A tool to evaluate our success in this area is used annually to anonymously evaluate all staff as they interact with customers during meal service.

Results may:

- Be shared with employees
- Used as a teaching tool to improve customer focus.
- Incorporated with annual evaluations and addressed under Communication Skills.

		Needs Improvement	Good	Great	Points Total
		0 Points	1 Point	2 Points	
Fun	F	Interactions with students are routine and disengaged	Interactions with students are friendly/expresses interest in customer	Instills "fun atmosphere" through lively conversation and appropriate humor	
Addressing Customer	A	Does not acknowledge customer	Acknowledges Customer	Addresses Customer By Name	
Courtesy	C	Discourteous responses to customers	Generally responds with common courtesies such as "Please" and "Thank you"	Uses courtesy and Cueing Phrase such as "Did you find everything you wanted?"	
Eye Contact	E	Minimal or no eye contact	Some eye contact	Maintains consistent and appropriate Eye Contact	
Smile	S	Negative or Flat affect	Smiles at Customer	Provokes Smile From Customer	
Employee Name _____ School _____				Employee FACES Score	

EMPLOYEE WORK HABITS AND RESPONSIBILITIES

The Park Hill Nutrition Services Department places great importance on professional conduct by its staff and strictly enforces proper employee work habits.

- Employees should report to work on time, properly dressed, well groomed, and ready to begin work as scheduled.
- Job assignments should be followed completely. When assigned tasks are completed, assist other departments or notify supervisor for additional task assignments – do not stand idle!
- Work cooperatively with other employees, faculty, and students as requested by your supervisor or as appropriate to complete your work assignment.
- Maintain a neat, orderly work area and clean as you go.
- Follow all sanitation practices.
- Test and sample food with a teaspoon or fork, never use the cooking spoon or fingers. Pour a small portion from the stirring spoon into a teaspoon. Taste from the teaspoon.
- Avoid hand contact with hair, face, nose, and mouth.
- Personal beverages are not allowed in the food preparation or serving areas. Eating and drinking, other than tasting during food preparation, is not allowed in food preparation areas. Personal drinks may be kept in the refrigerator, covered and marked, in an area designated with signage.
- Use equipment properly and safely. Ask questions if necessary.
- Use plastic gloves whenever hands may contact food.
- Do not carry towels on shoulder or under arm.
- Do not carry food products against your body or apron.
- Use paper towels for drying hands.
- Handle food with tongs or other utensils when mixing, portioning, or serving.
- During working hours, discussions should be professional in nature.
- Cell phones are to be secured in employee lockers or purses during scheduled work hours and may be accessed during breaks.
- Employees may not leave their work area during scheduled work hours without permission from their manager.
- To the fullest extent possible, arrange personal appointments after working hours.
- Student meals brought from home cannot be heated or reheated in Nutrition Service kitchens, or stored in Nutrition Services kitchens or work space.
- Kitchens areas and storerooms must be locked and all equipment secured at the end of the work day.

PRODUCTION PROTOCOLS

BREAKFAST SERVICE

- All breakfast items should be placed in a pan in the serving well.
- Mixed Salad must be offered as a choice at breakfast. **Salad must be offered before a potato can be offered at breakfast.**
- No lunch entrees are to be served for breakfast with the exception of left-over Breakfast for Lunch items such as left over waffle sticks, glazed French toast, pancakes, sausage patty, etc.

ENTREES

- Yogurt – serve 4oz at breakfast, serve 8oz at lunch. It is not allowable to serve two 4oz yogurts for lunch.
- No lunch entrees are to be served on the self-serve bar as a choice . Example - macaroni and cheese.
- Do not slack foods unless it states to be cooked from a thawed state. Example - cheesy bread.
- Vegetarian Chef Salad should be kept cold until it is needed for service. Placing all of your chef salads on a sheet pan with poly ice will not keep your salads to temp. Pull from the refrigerator only what is needed for each line.
- ALL raw hamburger meat must be cooked in the tilt skillet, never in the oven.

EQUIPMENT

- R2DICE Food Processors should not be used for shredding cheese for Macaroni and Cheese.
- All Therm and Holds, and CVap warmers should be emptied daily and stored with the door ajar.
- All serving wells that hold water should be emptied daily.
- Food may not be placed in a warmers unless it has reached a minimum of 135° or above with the except for hot rolls which may be stored in a warmer after baking.
- Cold food must never be placed in a warmer for heating or reheating purposes
- Microwave 3200 Watts
 - Must never be used for heating personal food brought from outside Nutrition Services.
 - Paper towels and boats are NOT allowed and ONLY amber pans and amber lids may be used in the microwave
- ONLY Nutrition Services staff are permitted to use any equipment in the kitchen without express permission from the Nutrition Services Director.

FREEZING/REFREEZING

- Macaroni and Cheese should never be frozen.
- Mashed potatoes should never be frozen.
- Gravy should never be frozen.
- Chinese entrees should never be frozen.
- Breaded entrees (shrimp poppers, chicken nuggets, popcorn chicken, fish sandwiches/sticks, corn dogs, mozzarella cheese sticks, etc.) may be served as leftovers the next day only if they are of good quality when reheated.

- Entrees that may be frozen if extra portions remain are: chili, taco meat, spaghetti sauce and meatloaf. If unsure, request direction from the Quality Assurance Manager, Nutrition Coordinator or the Operations Coordinator.

FRUITS/PRODUCE

- Refrigerate cans/pans of fruit overnight, so that you have cold fruit for breakfast service.
- All produce should be refrigerated when received, with the exceptions of **bananas and potatoes**.
- Coleslaw must be made the day before serving.
- Salads that requires multiple ingredients (such as pasta salad) must have all items refrigerated prior to preparation and must be made to allow time to lower temperature after preparation to the correct serving temperature on the choice bar.
- Do NOT mix new fruit or vegetables with old, you may combine two old together.

FOODS THAT ARE TCS (TIME AND TEMPERATURE CONTROL FOR SAFETY)

- Milk and Dairy Products
- Meat
- Baked Potatoes
- Melons
- Tomatoes
- Leafy greens
- Cooked rice
- Pastas

When you have these items on your line, be diligent in rotating and taking temperatures. Do not put ALL of your servings out for service. Split it into batches. Serve in batches and refrigerate the balance until needed. Use the long skinny pans, and rotate with one that you have in refrigerator.

GRAVY/SAUCES/CONDIMENTS

- Gravy should be served hot only. It should never be placed on a condiment cart/table and should be served with a pump.
- Marinara Sauce should be served hot only. It should never be placed on a condiment cart/table or the self-serve bar and should be served with a pump. A ladle may be used to serve the balance left when it can no longer be pumped.
- All condiments should be properly labeled using a labeler, never hand written.

LEFT-OVERS

- Left overs may be offered for purchase as seconds on the day prepared.
- If a leftover is not of acceptable quality when reheated, or it has already been reheated previously it should be discarded and recorded on the Discarded Food Log.
- If the left over can be reheated once and maintain acceptable quality, it may be offered as an additional choice the following day.
- If the leftover is an entrée portion, it may be offered again as an entree choice in addition to the menued entrees. It may not be offered on the choice bar as an extra.

- If the leftover is a vegetable or fruit, it may be included on the choice bar in addition to the menued choices. A leftover fruit may also be offered on the choice bar at breakfast.
- Au gratin potatoes, mashed potatoes, tater tots, etc. may be offered as a “served” vegetables the following day in addition to the menued items. They should not be placed on the choice bar.
- Left over fresh vegetables or fruits may be combined into a salad recipe contained in our Recipe system or vegetables cooked and served as an additional choice. Example: left over spinach, lettuce, tomatoes and broccoli may be combined into a tossed salad and served the following day. Fresh zucchini may be sliced and roasted and offered as an additional vegetable choice.
- Leftovers must be discarded if portions remain after being reheated a second day.
- Left over portions may not be purchased to take home.
- Leftover portions may not be given away. If they cannot be reused they must be discarded in the trash and recorded on the Discarded Food Log.

LINE SET-UP

- Cold items such as fruit, produce, spinach/romaine, salad topia, prepared salads (quinoa, caprese, fiesta bean, etc.) should always be served in black pans only.
- Hot entrees and vegetables should always be served from a stainless steel pan only.
- Use black tongs when using black pans.
- Use stainless steel tongs when using stainless steel pans.
- Amber pans are only to be used in the microwave. They are never allowed on the serving line or choice bar.
- All items should be served from a hot/cold serving well, never from a sheet pan, with the exception of pizza.
- All serving wells should have a pan inserted. Cardboard boxes or food should never be placed directly on the bottom of the well.
- 6” deep pans (stainless steel or black pans) are not to be used on the choice bar.

SANITATION

- All health department regulations and HACCP protocols must be strictly followed.
- Wiping Cloths for wiping counters and other equipment must be held, between uses, in a chemical (quat) sanitizer solution at a concentration of 200ppm.
- All counters must be washed, rinsed and sanitized before and after each use and at the beginning of each day.
- All “Sanitizer Solution” buckets must be labeled as such.
- All “Dish Detergent” buckets must be labeled as such.
- Remove gloves when leaving the service station or prep area. Do not wear them while walking around the serving area or kitchen.
- Only food service approved towels should be used in the kitchens, never towels borrowed from custodial.
- Custodial chemicals including pesticides/bug sprays must never be stored in a food service area, including a custodial closet within the food service area. Only food safe chemicals are allowed in the food service area.

SALAD TOPIA

- Tongs are to be used for Spinach/Romaine.
- Only ¼ cup scoops (red handle) are to be used for the garbanzo beans, craisins, tomatoes, black beans, etc. Scoops, spoodles or tongs are not to be used on this part of Salad Topia.

SECONDS FOR STUDENTS

- Second entrees should be served on clean plastic trays, compostable trays, boats or deli paper only.

MEAL SERVICE

- Hot rolls should be served to the students from the Main serving line, never placed at the Choice Bar.
- Unwrapped food should always be under a sneeze guard – Examples - cookies.
- Measuring cups may not be used as a serving utensil.
- Self-service bars should be cleaned between each line and more often if needed.
- Elementary Schools – plastic silverware may not be used for meal service with the exception of Grab and Go Breakfast and sack lunches. Disposable silverware is not allowed when serving on disposable trays, at breakfast or during summer school feeding.

SIGNAGE

- Use only printed signage, never hand written signage.
- Never use masking tape for signage.

TEMPERATURE TESTING FOOD

- Temperatures must be recorded for all cold food items and hot food items.
- Temp food when taking out of oven/microwave
- Temp food when pulling it from a warmer
- Temp food if it has been sitting in your wells
- Temp food before putting it on the choice bar or air curtain
- Temp food often!
- Write all temperatures down on HACCP logs, if it is not written there is no proof it was done!

Keep cold food COLD and hot food HOT!

RECIPE USAGE

Recipes should be utilized for all items produced to assure standards of quality and nutritional content.

- Recipes should be accessed using the VBOSS recipe module and adjusted for the projected servings needed.
- The recipe should be precisely followed in all respects.
- Concerns or issues noted with any recipe should be referred to the Nutrition Services Director or Nutrition Coordinator to evaluate the recipe and modify it if necessary.

SHARING UNWANTED MILK, JUICE AND PACKAGED ITEMS

- Occasionally students take a carton of milk, juice or packaged food as part of their meal and then choose not to drink or eat it. To allow these unwanted packaged items to be shared with students who would consume them, refer to the “Share Table Policy and Procedure” in your HACCP Manual.

FINANCIAL ACCOUNTING

CHECK PROCESSING

Park Hill Nutrition Services accepts checks for payment on student Nutrition Services accounts. In order to accept a check for payment, the following must be present:

- Counter checks are not accepted – personalized checks only are accepted.
- Student’s name or their Student Identification Number must be on the check.
- If the check is to be shared by two students, both students’ names must be included on the check.
- The parent’s daytime telephone number and address must be included on the check.

Park Hill Nutrition Services is sensitive to our parents and submits “insufficient fund checks” to the bank twice to provide every opportunity for the funds to be available and credited to our account. If, however, after the second presentation there are insufficient funds or the account has been closed, it is then forwarded to the Park Hill Nutrition Services office.

All checks returned for insufficient funds will be handled by the District Nutrition Services Office as follows:

- The amount of the returned check will be deducted from the student’s General Nutrition Services account and a negative account balance will be reflected.
- The District Nutrition Services Office will contact the parent immediately by letter to notify them of the returned check.
- The District Nutrition Services Office will notify the manager at the student’s school site and alert them to the returned check.
- After two returned checks, check payments will no longer be accepted and cash only will be required as payment on the student’s account.

DAY END PROCESSING

Accurate day end processing is vital to effective management of financial assets. The process should be completed as outlined in the PrimeroEdge checklist.

- All money, with the exception of starting cash, is to be deposited daily without exception.
- Day end processing is initiated as soon as the meal sales for the day have been completed.
- Reconciliation is to be completed daily using the PrimeroEdge checklist. The deposit must match the amount being sent to the bank and any discrepancies should be researched and noted.
 - Do not staple the bank deposit forms – paper clips only.
 - Turn all money in the same direction.
 - Use the .00 instead of a dash. Example: - \$2.00 instead of \$2.---
 - Do not use gel pens, pencils, or colored inks such as red or purple. Use black or blue ink only.
 - Do not put a dash through the 7.
 - Attach one copy of the PrimeroEdge Deposit Slip to the bank deposit slip and across the body of the deposit slip where the checks would be recorded, write “see attached”.
 - Send the white and pink bank deposit slips to the bank with the deposit.

- Detach the yellow copy of the deposit slip and forward it to the District Nutrition Services Office.
- Deposit Corrections – it is extremely important to be accurate on all deposits, however, occasionally a deposit error will be made by a cashier or identified and the bank will send a Deposit Correction because the money they received did not match the deposit slip. If a discrepancy occurs:
 - The Nutritional Services office staff will attempt to identify the discrepancy and correct it. If that is unsuccessful, then the manager will be notified to assist in resolving the discrepancy.

REFUND PROCEDURE

- Cash refunds may be made by cafeteria managers only for accounts that are \$10 or less.
- Managers must speak to a parent for students 11th grade and under. Graduating seniors may request their refunds personally.
- Cash refunds are to be taken from the daily deposit.
- A written receipt must be completed in full.
 - A signature or printed name must be obtained on the receipt.
 - The white copy is given to the student or recipient of the refund.
 - The yellow copy is retained by the cafeteria manager.
 - The pink copy is sent to the Nutrition Services office.
- Place the cash and completed receipt in an envelope for the student.
- Once the refund is given:
 - The student’s account must be adjusted to zero.
 - A detailed adjustment reason must be given, including the parent name making the request, as well as the receipt number.
- Refunds of \$10.01 or larger must be processed through the Nutrition Services office.

RECEIPT		DATE <u>1-29-16</u>	No. <u>707551</u>
RECEIVED FROM <u>PHHS Food Service</u>		\$ <u>9.50</u>	
<u>Nine & 50/100</u>		DOLLARS	
<input type="radio"/> FOR RENT	<u>Lunch Acct Refund- Cash</u>		
<input type="radio"/> FOR			
ACCOUNT		<input type="radio"/> CASH	FROM _____ TO _____
PAYMENT		<input type="radio"/> CHECK	
BAL. DUE		<input type="radio"/> MONEY ORDER	BY <u>Student signature</u>
		<input type="radio"/> CREDIT CARD	
<u>Print student's name</u>			

Example Receipt

GENERAL OPERATIONS

HEALTH DEPARTMENT REQUIREMENTS FOR NUTRITION SERVICES EMPLOYEES

Health department regulations require that all Nutrition Services employees maintain a current Food Handlers Card on file at their assigned location.

- Employees must complete a Food Handlers Course before they may begin working in Nutrition Services.
- Employees are responsible to maintain an up-to-date certificate in order to report for work. Managers at each school site are responsible for assuring their staff have current Food Handlers Cards and providing copies to the Nutrition Services Office. They must also immediately notify the Nutrition Services Office or Operations Coordinator of staff that report to work without a valid Food Handlers card.
- Nutrition Services substitutes and student employees are required to complete a Food Handlers Course and provide a current certificate to the Nutrition Services Office.
- The Park Hill Nutrition Services Department will pay for or reimburse regular employees for Food Handlers Class and two hours of paid time to complete the course.
- Managers, Assistant Managers, secondary school department heads and 5.5 hour elementary employees are required to have ServeSafe certification. The Nutrition Services Department will pay for employee time to take the course and the cost of the certification. Failure to pass the test may result in disciplinary action.

REQUESTING TIME OFF

As outlined in the Support Staff Handbook, it is important to have staff at work for all scheduled work days. However, when time off is necessary, the following procedures should be utilized:

- Notify your direct supervisor immediately by phone or in person if tardiness or an absence is anticipated. Emails or texts are not acceptable.
- Multiple days off during the school year for planned events or trips must be discussed with and approved in advance by the Nutrition Services Director.
- Employees who work six (6) hours or more per day should submit their Time Off Request through Kronos, as well as complete the Nutrition Services Leave Form.
- Employees who work less than six (6) hours per day should complete the Nutrition Services Leave Form and submit this to the Nutrition Services Director for review.
- All leave requests during a block out periods should be requested in advance if possible. All requests must be directed to the Nutrition Services Director for consideration.

All leave requests will be considered and honored as possible; however, requests may be declined if the absence will negatively impact service to our students.

BLOCK OUT DATES

Attendance at work is mandatory during certain block out dates unless approved by the Director of Nutrition Services. Block out dates include the first ten (10) days students are in session at the beginning of the school year, full and half work days before and after a holiday, and the last five (5) days students are in school.

Please note: Fluctuations in the school calendar may change these dates.

2020-21 Dates	Reason
September 8 - 21	First 10 student days
November 24 & 30	Thanksgiving Break - November 25-27
December 22 & January 4	Winter Break – December 23 -January 1
January 15 & 19	Martin Luther King, Jr. Holiday - January 18
March 26 & April 5	Spring Break March 29 – April 2
May 24 – 28	Last day of school May 28

UNIFORM STIPEND

Park Hill Nutrition Services places great importance on a professional appearance for its staff and provides an annual stipend to be used to purchase the prescribed uniform.

- A uniform stipend of \$125.00 will be included in regular employees’ October paychecks.
- Employees starting during the school year and after the October stipend is paid, will receive their uniform stipend in their first paycheck following the conclusion of their probationary period.
- Receipts for purchases will not be required.

JOB-RELATED INJURY REPORTING

All injuries sustained during the employee work day must be immediately reported to your supervisor and documented on a “Report of Injury” Form within 72 hours of the injury. Employees choosing to see their own physician will do so at their own expense. Park Hill is not responsible for payment of any unauthorized medical treatment.

The Report of Injury Form, Directions and Maps to Area Workers’ Compensation Providers and Employee Injury Notification Procedure documents are located on the Park Hill internet at “Work Tools and Resources (orange tab), Business, Employee Injury & Workers’ Compensation.

An "Employee Injury Notification Procedure" should be posted in the Manager's office to refer to as needed.

Failure to report an injury may result in delayed treatment to resolve the injury or denial of services if the time and place of occurrence cannot be substantiated.

- Notify your direct supervisor immediately of an incident/injury.
- If a serious injury or medical emergency occurs, 911 should be called immediately.
- Less serious injuries requiring medical intervention will be directed to the school's nursing office for evaluation, treatment and further referral, as necessary, to the district's approved medical services provider. Should a visit be required, the school nurse should provide an OPTIMUM form that may be completed at North Kansas City if a prescription is prescribed or medical supplies are needed, i.e. bandages, gauze, etc. The prescription can then be filled at no charge to the employee at an approved pharmacy.
- All visits must be coordinated in advance through the designated district office contact person. Currently this is Krista Lindner at extension 5952 or designee in her absence.
- Employees must clock out before going to the district's approved medical services provider.
- The visit is compensated by the Park Hill School District, however, the time at the visit is not.
- Employees must utilize their emergency contact for transportation to the district's approved medical services provider if they are not able to drive themselves. Employees of the district will not provide transportation.
- Employees should report the outcome of their visit to their supervisor.

All recommendations for restricted duty from the district's approved medical services provider must be immediately communicated to the employee's supervisor and the Nutrition Services Director.

- An employee on restricted duty may NOT return to work without direct approval from the Nutrition Services Director or Human Resources.
- A determination will be made as to whether the restriction can be accommodated by the Nutrition Services Department. Modified job duties may be temporarily assigned.
- All job restrictions prescribed must be strictly followed by the employee. Failure to do so may result in disciplinary action.
- The date of follow-up physician appointments and any change in restrictions must be communicated to the employee's supervisor and the Nutrition Services Director.

NON JOB-RELATED INJURY REPORTING

All injuries sustained outside of the work place that result in a physical restriction prescribed by a physician MUST be communicated to the employee's supervisor and the Nutrition Services Director before the employee's next scheduled work day.

- An employee on restricted duty may NOT return to work without direct approval from the Nutrition Services Director or Human Resources
- A determination will be made as to whether the restriction can be accommodated by the Nutrition Services Department.
- All job restrictions prescribed must be strictly followed by the employee. Failure to do so may result in disciplinary actions.
- The date of follow-up physician appointments and any change in restrictions must be communicated to the employee's supervisor and the Nutrition Services Director immediately.

MEAL ACCOMODATION FOR SPECIAL DIETS

Park Hill School District participates in the National School Breakfast and Lunch programs. Our participation in these programs requires we make meal accommodations for student who meet the following definition of a disability. The Americans with Disabilities Act (ADA) of 2008 expanded the definition of "disability", which includes conditions that limit a major life activity.

Definition of Disability:

Under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), a "person with a disability" means "any person who has a physical or mental impairment which substantially limits one or more major life activity, has a record of such impairment, or is regarded as having such an impairment."

Major life activities covered by this definition include caring for one's self, eating, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working and major bodily functions. The term "physical or mental impairment" includes, but is not limited to, such diseases, conditions, and functions as:

Orthopedic, visual, speech and hearing impairments

Cerebral Palsy, Epilepsy, Muscular Dystrophy

Multiple Sclerosis

Digestive, bowel and bladder

Neurological and brain

Respiratory

Cancer

Cardiovascular, circulatory and heart

Metabolic and endocrine

Food anaphylaxis (severe food allergy)

Mental retardation

Emotional illness

Drug addiction and alcoholism

Individuals who take mitigating measures to improve or control any of the conditions recognized as a disability are still considered to have a disability and require an accommodation.

A parent/guardian requesting meal accommodations for their student must contact the Nutrition Coordinator for assistance.

Managers may not accommodate a student unless they have been instructed to do so by the Nutrition Coordinator.

PROCESS FOR MEAL ACCOMMODATION

- Parent/Guardian contacts Nutrition Coordinator to discuss diet needs.
- Nutrition Coordinator provides Parent/Guardian with a Medical Statement for Students Requiring Special Meals Form to be completed and signed by a Physician, Physician Assistant or Nurse Practitioner.
- Completed Medical Statements must be returned to the Nutrition Coordinator fully completed and properly signed.
- Nutrition Coordinator will set up a meeting with the Parent/Guardian, student, cafeteria manager and school nurse to discuss the prescribed diet.
- A diet plan will be created and implemented following the meeting.
- The Nutrition Coordinator will provide any staff training as well as special foods necessary to enable the Cafeteria manager to meet the prescribed requirements.
- The Nutrition Coordinator will add the Special Diet alert to the students Primero Edge account.
- The Café Manager should contact the Nutrition Coordinator with any questions regarding special diets. .
- The Café Manager should contact the Nutrition Coordinator a minimum of one week prior to requiring Special Diet food products.

PURCHASES

MEAL CHARGE PROCEDURE

The Park Hill School Board promotes healthy, high-quality school meals, recognizing that students need adequate, nourishing food in order to learn, grow, and maintain good health.

To assure students have access to healthy meals, the district participates in the National School Breakfast and Lunch Programs which provide students who qualify with a free or reduced cost breakfast and lunch.

To accommodate students who purchase school meals, payment options include an online payment system that will take credit and debit cards, or cash and check payments may be made at all school sites.

The Park Hill School District also provides multiple alerts to notify parents/guardians of their student's account balance to help ensure they have money available to purchase a school breakfast or lunch:

- Parents may set an alert on the payment website that will notify them of a low account balance.
- Automated telephone calls are made weekly to notify parents of a low balance.
- E-mails are sent weekly to notify parents of a low balance.
- Students are alerted of a low balance and provided with a payment envelope when purchasing a meal.

Students who do not have money on their account or in hand to cover the cost of a meal at the time of service will be permitted to charge a full meal. Ala carte snacks and beverages may not be charged.

When a charge has occurred the parent/guardian will be notified of the negative balance:

- Automated telephone calls are made twice weekly to notify parents of a negative balance.
- E-mails are sent weekly to notify parents of a negative balance.
- Students are alerted and provided with a payment envelope when charging a meal.

If charges continue without repayment:

- Parent/guardian may be contacted by school staff to offer services or assistance as needed.
- Parent/guardian may be encouraged to submit a Meal Benefits Application if one has not been completed during the current school year.

District employees are mandated by the state of Missouri to report any instances of suspected abuse or neglect to the Children's Division (CD) of the Department of Social Services. District personnel will report to the CD any instance where a student's arrival at school with no provision for food leads to a reasonable cause to suspect neglect.

Employees are not allowed to charge meals and must provide payment at the time of service.

USDA DISCLAIMER

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, audiotape, 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.

ADULT FOOD PURCHASES

Adults may purchase a meal or ala carte selections offered daily from the Park Hill Nutrition Services Departments.

- School Meals - Commodity foods obtained through the National School Lunch Program are used to produce school meals and these “free items” cannot be used for adults unless additional reimbursement for those commodities is charged to compensate. For this reason, adults must pay a higher price for the same portions served to our student -- adults should not receive larger portions unless they pay for a second portion.
- Ala Carte items may be purchased from the Nutrition Services Department during the regular school day at the designated sale price.
- Internal purchases for catered events or special functions must be arranged through the Nutrition Services Department. Refer to this protocol.
- Payment for all meals or ala carte items must be made at the time the item is received by the adult customer. Adults may set up a Nutrition Services payment account and apply money to it that can be credited as purchases are made. No charging is allowed.

NUTRITION SERVICES EMPLOYEES

- Nutrition Services Employees are provided a meal of their choice each day at no charge as a portion of their compensation. They may take all the side choices offered including milk and juice.
- Additional items not included in a reimbursable meal such as water, snack items or second portions may be purchased at the designated retail price. Nutrition Services employees cannot process their own purchase of these items.
- Food purchases must be consumed while at school and extra portions, left-overs and produce may not be purchased to take home.

FREE AND REDUCED MEALS

The Park Hill Nutrition Services Department participates in the National School Breakfast and Lunch Programs that offer free or reduced priced meals to students based on income guidelines established by the USDA annually.

- Parent or guardians must complete a Free and Reduced Meal Application annually.
- One application is used to include all students in the household and must also reflect all other household members along with their incomes. Applications must be completed fully and signed to be processed by the Park Hill Nutrition Services Department. Free and Reduced Forms are also available online. Refer to the Nutrition Page of the Park Hill website for further information.
- Applications will be processed within 10 operating days of receipt. Parents/guardians are responsible for meal charges incurred prior to application approval. Students approved for Free or Reduced Meals the previous year in our district are automatically provided a 30-day grace period at the same approved level to provide time to submit and process a new application. If a new application is not received, at the end of the 30 day period, the students will be returned to Full Pay status.
- Students entering the Park Hill School District from another district are required to provide written verification from their previous district of their Free and Reduced Status or they may complete a new application.
- A new application may be submitted at any time throughout the school year that a decrease in income occurs that may change a household's eligibility status.
- If an increase in income occurs within the school year after a household has been approved for free or reduced meals, it is NOT necessary to notify the Park Hill Nutrition Services and those benefits may remain in place through the following year's 30-day grace period. At that time, if an application is not filed or income levels no longer qualify the household for benefits, then the students will be returned to Full Pay status.
- Verification of reported income is done annually with a random sampling of approved students selected electronically. Verification for cause may also be conducted if circumstances require the Park Hill Nutrition Services department to question information provided on the application.
- Failure to provided requested income verification will result in students within the household being returned to Full Pay status following the required notification period.
- Free and Reduced Meal benefits allow students to select a reimbursable breakfast and lunch daily when school is in session. Seconds and ala carte items are not included in Free and Reduced benefits. These items must be paid for by the students at the point of service.

SPECIAL CIRCUMSTANCES:

- Foster children are automatically eligible for free benefits.
- Households that provide a Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), or Food Distribution Program on Indian Reservations (FDPIR) number are automatically eligible for Free benefits.
- When one student in a household has been approved for Free meal benefits through SNAP, TANF or FDPIR, then all students in that household automatically qualify for those benefits as well.