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JOB DESCRIPTION

TITLE: Food Service Worker

WAGE/HOUR: Non-exempt

STATUS: Non-exempt

REPORTS TO: Cafeteria Manager/Director of Student Nutrition

Pay Grade: 401

DEPT/ SCHOOL: Student Nutrition Department

Date Created: 03.03.2017

Date Revised:

JOB GOAL:
To prepare and serve nutritious, appetizing, excellent quality meals with which to improve and/or maintain the health of school children.

QUALIFICATIONS:
High School Diploma or GED
Sufficient education and/or work experience to be able to handle the responsibilities required of this job.
Ability to speak, read, write and understand English.
Have the physical strength the job requires. Must be able to lift 50 lbs.
Maintain Certified Food Manager’s Certificate by passing a Department of State Health Services approved certified food manager certification examination (applies to staff who work 6 or more hours per day).
Such alternatives to the above qualifications as the administration may find appropriate and acceptable.

MAJOR RESPONSIBILITIES AND DUTIES:

FOOD PRODUCTION
1. Maintains high standards of control for quality food production and service.
2. Prepares and serves foods according to established standards and procedures.
3. Utilizes personal time efficiently and effectively and exhibits initiative in completing work assignments.
4. Follows directions in order to produce work in allotted time.
5. Assists in the development, implementation and marketing of new menu items.

SANITATION, SAFETY AND SECURITY
6. Maintains an environment conducive to protecting the health and well-being of the school’s children through high levels of food safety and sanitation standards.
7. Applies the rules of HACCP to ensure safe handling of foods.
8. Maintains a safe facility for performance of work.
9. Adheres to safety standards.
10. Demonstrates good personal appearance and cleanliness in work habits.
11. Performs any or all clean-up duties as assigned.

PROFESSIONAL EXCELLENCE
12. Performs all duties and responsibilities in an ethical and professional manner.
13. Communicates effectively with cafeteria manager and other employees.
14. Demonstrates willingness to work where needed in a cooperative manner and to assist others until assigned jobs are completed.
15. Attends in-service meetings, workshops, etc. in order to keep abreast of new techniques and operations.
16. Demonstrates support of fellow employees through actions and comments.
17. Sets an example for other employees by inspiring teamwork.
18. Participates in cost-effective use of resources.
19. Performs additional duties as assigned.

SUPERVISING RESPONSIBILITIES:
None

WORKING CONDITIONS:
Equipment Used:
All equipment located in the kitchen and serving areas.
Mental Demands:
Understands verbal instructions; maintain emotional control under stress.

Physical Demands:
Continual standing, walking, pushing, and pulling; frequent stooping, bending, kneeling, and climbing (ladder), lifting (up to 50 lbs.) and carrying. Moderate exposure to extreme hot and/cold temperatures. Daily repetitive motions such as scooping, serving, wiping, and mopping.

TERMS OF EMPLOYMENT:
The Food Service Worker works the same number of days that lunch is served on a campus plus additional days as designated by the Director of Student Nutrition, and is paid twice per month. Salary to be established by the Board.

EVALUATION:
Evaluation of job performance is a continuous process designed to improve the quality of work performed. Performance evaluations shall be conducted in accordance with the provisions of policies pertaining to Evaluation of Auxiliary Personnel. The Food Service Worker is evaluated by the Cafeteria Manager and Director of Student Nutrition.
Student Nutrition Standards
EXPECTATIONS FOR PERFORMANCE

- **COMMUNICATION** – discuss school related issues with co-workers and manager
- **COMMITMENT** – sense of loyalty to your job and co-workers; willingness to work harmoniously with others
- **ATTITUDE** – respect and positive attitude toward co-workers, students, parents, guests, supervisors; do not let your personal likes & dislikes of the food influence the students
- **FAIRNESS** – treat everyone the way you would want to be treated
- **ENTHUSIASM** – have a good sense of humor and a kind, patient, friendly disposition; be receptive to others
- **TRUST** – keep an open mind and be willing to make changes to benefit the Student Nutrition Program
- **EXCELLENCE** – be willing to do what is needed and take responsibility to provide the best food possible for the students
- **RESPECT** – willingness to accept differences in people
- **INTEGRITY** – take pride in your work and in the Student Nutrition Program
- **APPEARANCE** – maintain neat, clean appearance at all times, follow dress code without exception
Student Nutrition Standards

EXPECTATIONS FOR PERSONAL HYGIENE

Related HACCP SOP's
- Employee Health
- Personal Hygiene
- Washing Hands

- No gum chewing is allowed during work.
- No eating except during one rest break.
- Beverages may only be consumed from a closed container with straw and stored in designated area.
- Clean apron and uniform is worn at all times. Designated apron for food preparation; specially designated apron for serving only.
- Personal hygiene is maintained throughout the day by frequent hand washing.
- The established dress code, which includes hair restraint must be followed without exception.
- Fingernails are kept trimmed, filed and maintained to the edges, are cleanable and not rough.
- Artificial fingernails and fingernail polish (including clear polish) are not worn at any time.
- Employees may not work if they have a fever, diarrhea or any communicable disease.
- Lesions must be covered with a blue bandage. Gloves must be worn over cuts and abrasions on the hands. Tattoos and body piercing must be covered at all times.
- Handwashing occurs frequently and whenever changing from one task to another. For example, hands are washed between cashiering and working in the dishroom or between handling raw food and cooked food.
- Handwashing must occur in the designated handwashing sinks. Other sinks used for food preparation, utility and dishwashing may not be used for handwashing.
Student Nutrition Standards

EXPECTATIONS FOR SANITATION

Related HACCP SOP’s
- Cleaning & Sanitizing Food Contact Surfaces

- Cleaning schedules are posted and followed daily.

- Sanitizing solution must be changed as needed to maintain proper concentration.

- Food contact surfaces, sinks, tables, equipment, utensils, thermometers, carts and can openers must be washed, rinsed and sanitized before use.

- Gloves must be worn when preparing foods that will not be cooked before serving (e.g., salads, sandwiches).

- Gloves must be changed after each change of activity or task (e.g, from serving to organizing the milk/ juice cooler).

- Foods are served with utensils only; no foods are served with hands. Always use tongs or scoops when necessary. Wear food handler’s gloves and never touch prepared food with your hands.

- Never plate food that has touched the floor, unwashed hands or dirty equipment.

- Wiping cloths are kept in sanitizing solution at all times and may not be used to clean up floor spills.

- Buckets of sanitizing water are kept in the kitchen at several locations and on the dirty side of the dishroom.

- Three-compartment sink method is used for pot and pan washing. Dishwashing occurs at proper temperatures.

- Tasting spoons are used for food sampling; preparation utensils are never used for tasting. Only disposable tasting spoons are used for food sampling. Two-spoon tasting method is used to taste foods.

- Aprons must be removed and hung in the designated location before entering the rest room, before going outside and/or leaving campus and when removing trash.
Student Nutrition Standards

EXPECTATIONS FOR SERVICE OF FOOD

Related HACCP SOP’s

- Controlling Time & Temperature During Preparation
- Cooking Potentially Hazardous Foods
- Cooling Potentially Hazardous Foods
- Holding Hot & Cold Potentially Hazardous Foods
- Preventing Contamination at Food Bars
- Reheating Potentially Hazardous Foods
- Serving Food
- Using & Calibrating Thermometers
- Using Suitable Utensils
- Washing Fruits & Vegetables

- **All menu items are offered to every student.** The menu to be served will be exactly as written. Substituting is not permitted without prior approval.

- **Hot foods must be served at a temperature above 135 degrees.**
  **Cold foods must be served at a temperature below 41 degrees.**

- Standardized recipes are followed as written without deviation.

- Foods must be cooked to the proper temperature as recorded on the recipe or as indicated on posted charts.

- Batch cooking is performed for all items that can be cooked in 20 minutes or less.

- Batch cooked foods are not to be held in the warmer for longer than 20 minutes.

- Warming units must maintain the food temperature above 135 degrees.

- Food temperatures are taken on all cooked foods and refrigerated foods.

- Food is displayed attractively and service areas are cleaned frequently during the meal period. All exposed foods must be placed under sneeze guards.

- On a food bar, **new containers of food** must be used to replace existing containers of foods. New foods may not be placed on top of foods out for service.

- New utensils must be used with new containers of food.
Student Nutrition Standards  
EXPECTATIONS FOR SERVICE OF FOOD

- **Foods are served with utensils only.** Foods may never be served with hands, even if gloves are worn.

- Utensils are replaced if they become contaminated in any way.

- Leftovers are quickly chilled and stored with a label & date. Leftovers must reach proper temperatures before storing.

- Food is to be reheated only once to 165 degrees for 15 seconds. If leftovers are to be served, reheat only the amount that can be served in that meal period.

- Cooked food may be frozen only once. Do not refreeze food after it has been thawed.

- Ice must be dispensed with an ice scoop and the scoop must be stored in a clean container outside the ice machine.

- Thermometers must be calibrated daily.

- Thermometers must be sanitized before and after each use by dipping the thermometer into a specified container filled with sanitizing solution.

- All raw fruits and vegetables must be washed thoroughly before serving.

- Always store food in food-grade containers and food wrap.
**Student Nutrition Standards**

**EXPECTATIONS FOR STORAGE**

**Related HACCP SOP’s**
- Date Marking Ready-to-eat Potentially Hazardous Foods
- Preventing Cross-Contamination during Storage & Preparation
- Receiving Deliveries
- Storing & Using Poisonous or Toxic Chemicals
- Using Time Alone as a Public Health Control to Limit Bacteria

- At all times food shall be protected from potential contamination, including dust, insects, unclean equipment and utensils, unnecessary handling, coughs, sneezes, etc. **Foods (unwrapped) must be served under a sneeze guard.**

- Fans can not be operated in food preparation or serving areas.

- Containers of food must be stored at a minimum of six inches above the floor (in all storage areas, including the freezer).

- Storage of food in the toilet rooms or vestibules is prohibited.

- Bulk foods stored in containers must be labeled & dated.

- Foods removed from original containers must be labeled with identification from the original container.

- All foods must be inspected and dated upon arrival.

- Dry storage of food & non-food supplies must be removed from cardboard boxes to prevent insect and rodent problems.

- Food and supplies must be used on an FIFO basis.

  First IN – First OUT

- Cleaning supplies must be stored away from food

- Cleaning supplies must be clearly labeled.

- Storage areas are cleaned and organized on a weekly basis (pantry, walk-in freezer, walk-in refrigerator).
Student Nutrition Standards

EXPECTATIONS FOR SAFETY

- Work is done safely to avoid injury
- Learn how to use the fire extinguisher and fire suppression system.
- Know the location of first aid supplies and emergency telephone numbers.
- Wear non-skid, slip-resistant shoes with closed toe & heel
- Keep water & grease cleaned up from the floor; place “wet floor” signs in areas where floor cleaning or spills have occurred.
- Staff must not stand on boxes, chairs, shelving, etc. to reach items
- Use dry pot holders or protective gloves in moving hot pans
- Remove lids from steaming pots or kettles carefully.
- Remove items from steamers carefully – tip away from self
- Pot handles must not extend into the passage area around stoves and work tables.
- Knives and glass objects are never placed in a pot sink. These items must be washed immediately.
- Knives, food processor parts and blades, and other sharp objects must not go through the dishwasher.
- Handle open cans with care. Never pry open a can lid with fingers, knives or any other improper tool.
- Glass containers must not be kept for storage.
- Do not lift heavy objects without help.
- Do not use equipment without proper instruction.
- Report equipment repairs immediately.
- Report injury immediately to the manager.
PERSONAL INFORMATION

It is the responsibility of the staff member to notify the Student Nutrition Office in writing of a change in address or telephone number within seven days of the change. The Personal Data Sheet must be completed and submitted to the Student Nutrition Office.

All Student Nutrition employees must maintain accurate personal information in “Employee Access” on the Allen ISD website.

“Employee Access” is a tool on Allen ISD’s website which enables all employees to view all personal information regarding wages, payroll checks, etc. Detailed information on using “Employee Access” is available from the Student Nutrition Office and posted in the Employee Folder of the Manager’s Reference on the shared K drive.

PAYROLL

All permanent staff are eligible for Direct Deposit. Information is available in the Student Nutrition Office or in the Payroll Office.

For those not participating in Direct Deposit, paychecks are delivered to the school office during normal working hours on the 15th and 30th of the month. Non-permanent staff (floaters & substitutes) must pick up their paycheck at the Administration Building between 8:30am and 2:30pm on the designated pay day. At 2:30pm, all unclaimed checks are mailed.

Exceptions to these dates are listed on the payroll calendar that is posted in the Manager’s Reference on the shared K drive. The payroll calendar will also be posted in the kitchen by the Cafeteria Manager. Staff members should check the calendar when there are questions about paydays and the amount of pay on the paycheck.

When school is not in session, paychecks are mailed to the staff member’s permanent home address on file in Human Resources.

Managers and staff are paid for days worked. There is no vacation pay or holiday pay.
TIME CLOCK GUIDELINES

Every staff member is responsible for using the time clock to punch in and out at the appropriate scheduled time on a daily basis.

All staff (incl. managers) are considered “on-duty” while at their work station and/or kitchen, campus. Upon leaving the work station and/or kitchen, campus, staff (incl. managers) are considered “off-duty” and must clock out for that time.

There is no "make-up" time allowed and work schedules may not be flexed unless it becomes necessary to accommodate needs of the kitchen and with prior approval from the Field Supervisor or Director.

An employee may not clock in earlier than 7 minutes before the scheduled start time (unless prior approval has been received from the Cafeteria Manager or Field Supervisor).

Employees may not clock out after their scheduled work time (unless prior approval has been received from the Cafeteria Manager or Field Supervisor).

Playing the clock to take advantage of rounding is prohibited, e.g., clocking in at 7:37am knowing that the clock will round back to 7:30am.

The employee is responsible for completing a Time Edit form if they are unable to clock in/out because of time clock malfunction or accidental oversight.

Intentional or careless working off the clock is prohibited. Employees are required to clock in before performing any work. Employees are not permitted to clock out and continue to work. Forgetting to clock in/out is not a legitimate reason for working off the clock.

Approved extra time worked must be documented on the “Time Edit” form and submitted to the Student Nutrition Office on Friday of that week.

The following actions are considered a violation and could result in immediate disciplinary action including termination (DH local):

- Any attempt to tamper with timekeeping hardware or software
- Clocking in/out for a co-worker or supervisor
- Interfering with other employee’s use of the True Time System
- Unauthorized viewing of another employee's time in True time
SCHEDULED WORK HOURS

Staff members must arrive to work with sufficient time allowed to be at the workstation at the scheduled time to begin work. Staff members must remain productive during scheduled work hours and perform all assigned duties to the best of their ability.

Assigned duties are to be completed within the set work schedule. Staff (incl. managers) may not work in excess of assigned scheduled hours without prior approval from the Director or Field Supervisor.

The Cafeteria Manager will determine the scheduled work time for every staff member. The scheduled work time may not be changed until the Manager receives prior approval from the Director or Field Supervisor.

Staff members may not make preparations to leave the school premises before the end of their scheduled work time.

A calendar indicating all working days is posted in the Manager’s Reference on the shared K drive. Employees are required to follow their normal schedule on all days unless notified otherwise by their supervisor. A request for any deviation in an employee’s schedule must receive prior approval from the Director or Field Supervisor.

At the discretion of the principal or other school district official, breakfast and lunch may not be served on testing days, field days or in other special situations. As a result, work schedules will change. Staff members will be notified of changes as soon as the exam schedule or event is announced. Staff and managers will not be paid on days that breakfast and/or lunch are not served to all students.

A reduction in staffing will occur in the event that there will be a significant decrease in attendance for lunch on any given day.

It is the Cafeteria Manager’s responsibility to notify the Field Supervisor of any changes to the daily lunch schedule or any special requests made by the principal or other school district official.

Inservice or training sessions and kitchen meetings may be scheduled at times other than a staff member’s normal working hours. Staff members will be compensated to attend mandatory meetings.

Due to safety concerns, children may not accompany staff members to work on any day, including cleaning and training days.
BAD WEATHER DAY – LATE START

In the event that the school district decides to delay the start of school, the following procedures will be followed:

- All managers will be notified by using the “call list.”
- Managers will report to school as soon as possible to normal start time unless directed otherwise.
- Staff members should report to work as soon as possible to normal start time or as directed.
- Staff members must contact the manager if they will be late and give the approximate time of arrival.
- The menu for the day will be modified as instructed by the Student Nutrition Office.
- Hot breakfast will not be served. However, cereal & milk must be made available for purchase in the event that a student has arrived to school without eating breakfast.
- Adjustments to the menu will be made on a case-by-case basis.
- Staff and managers will be paid for actual time at work.
- No make-up time will be allowed.

BAD WEATHER DAY – SCHOOL CANCELLED

In the event that the school district decides to cancel school due to bad weather, the following procedures will be followed:

- All managers will be notified by using the “call list.”
- Managers will be responsible for notifying all staff under their supervision.
- All staff and managers will be required to work on the “make-up day” as announced by the school district.

SCHEDULED DUTIES (Daily Work Schedule)

- It is the responsibility of the Manager to schedule duties for each employee on a daily basis. Scheduled duties and tasks can change on a daily basis or as needed to accommodate the needs of the kitchen. All staff members are required to be cross-trained in all areas of the kitchen operation.

- Also, changes in duties for a particular assignment can be changed at any time. Staff members are expected to perform all assigned duties to the best of their ability. Changes in assignments should be expected.
**REST BREAK**

All staff members (incl. managers) may take one rest break each day.

All staff members (incl. managers) are “on-duty” during this rest break and must remain on campus in the designated area. This includes all regularly scheduled days as well as special event days such as “Cleaning Day,” “Field Day,” etc.

Staff members (scheduled to work 6.5 hours per day or more in Student Nutrition) may take one rest break not to exceed 30 minutes.

Staff members (scheduled to work less than 6.5 hours per day in Student Nutrition) may take one rest break not to exceed 15 minutes.

Managers and staff members are considered “on-duty” while on campus. Rest breaks are paid while staff is “on-duty.” If a staff member or manager leaves the kitchen for a personal reason or for the rest break, then that person is no longer “on-duty” and must clock out for the time away from the kitchen.

Food & beverages may only be consumed during the rest break. No eating or drinking may occur at any work station or cash register during food preparation, serving time and clean-up.

Staff (incl. managers) are entitled to one free lunch meal while on-duty which will consist of:

- One serving of a main dish
- One serving of up to 4 side dishes

Leftover breakfast foods may be consumed at lunch time, but breakfast is not a free meal. Breakfast foods must count as part of the components of the lunch meal.

Meals may be consumed from any of the serving lines.

No special cooking or special foods may be prepared for Student Nutrition staff or Cafeteria Managers.

Foods intended to be served to students may not be “saved” or “reserved” for staff or managers to consume at a later time.

**Bottled drinks, ala carte items and snack items are not part of the free meal and must be purchased at full price.**
REST BREAK, cont’d.

At AHS & LFC, any food or beverage served in Flour Power or Crust & Crumb must be purchased at full price by any staff member or manager.

At all schools, one free bottle of water may be consumed per day. Additional quantities must be purchased at full price.

The water must be transferred to a closed container with straw if not being consumed during the break and kept in the designated area.

SUBSTITUTES/FLOATERS

The Manager and Director or Field Supervisor will decide the need for substitutes in the school kitchen. In some situations a substitute may not be called or there may be no substitutes available.

Employees are expected to share in the workload and perform extra duties in the absence of co-workers. Failure to perform assigned tasks is considered insubordination and disciplinary action will be taken which may result in termination.

Total hours worked by the manager & staff may not exceed the total number of hours assigned to that kitchen, unless prior approval is received from the Director or Supervisor.

INSERVICE OR TRAINING SESSION

All in-service meetings and/or training sessions will be scheduled throughout the year as needed. All staff members/managers will be compensated to attend a mandatory inservice or training session.

PROFESSIONAL STANDARDS

All Student Nutrition staff members and cafeteria managers must meet all requirements for “Professional Standards” as established by USDA/TDAg.

Cafeteria Managers and Student Nutrition Office staff must obtain 10 hours of continuing education/training in specified areas each year in addition to food safety training.
PROFESSIONAL STANDARDS, cont’d.

Student Nutrition staff must obtain 6 hours of continuing education/training in specified areas each year in addition to food safety training.

Training sessions will be scheduled throughout the school year for professional growth and skill improvement. These sessions will be held at one of the district’s kitchens or meeting rooms. Attendance is mandatory.

The Texas Department of Agriculture and Education Service Centers sponsor workshops for school food service staff. Staff members may become certified by the Texas Association for School Nutrition by taking these classes.

The Student Nutrition Dept. reimburses staff for tuition fees paid for any TDAg or TASN workshop session and any other certification class held at neighboring school districts throughout the school year.

Staff members must present a certificate indicating successful completion of the class and a copy of payment confirmation in order to be reimbursed for tuition. Travel, meals and/or any incidental expenses are not reimbursed.

PERFORMANCE EVALUATIONS

Staff members are evaluated at the end of each school year. Before the evaluation, each staff member must complete the goal form.

Managers meet individually with each staff member to review past performance and agree on appropriate goals for the next school year.

The final evaluation is filed in the Human Resource Department and a copy is given to each staff member.
Compensation & Benefits
PROCEDURE FOR REQUESTING TIME OFF FOR PERSONAL BUSINESS OR SICK TIME

Discretionary use of leave is at the individual employee’s discretion, subject to limitations. Requests for personal leave shall be considered on a first come, first-served basis. The employee shall submit a written request for discretionary use of state personal leave to the immediate supervisor or designee five days in advance of the requested leave date. In deciding whether to approve or deny state personal leave, the supervisor or designee shall not seek or consider the reasons for which an employee requests to use leave. The supervisor or designee shall, however, consider the effect of the employee’s absence on the educational program or District operations, as well as availability of substitutes.

Staff members must request and receive approval for time off from the Cafeteria Manager no less than 5 working days in advance. Cafeteria managers must request and receive approval for time off from the Field Supervisor no less than 5 working days in advance.

**Requesting time off must be made in person or by phone. Requests for time off may not be submitted by email.**

**Time off may not be entered into True Time until approval is received.**

When the Cafeteria Manager approves absence requests, an email must be sent to the Field Supervisor.

Personal business may not be used on the first or last instructional day, the day before or after a school holiday, semester or year-end exam days, and staff development days.

Personal business leave will not be approved for “special event” days, e.g., Thanksgiving lunch, Field day, testing days, etc.

No more than 3 personal days may be used consecutively and no more than 10 personal days may be used in one year.
LEAVE TIME FOR
SICK OR PERSONAL BUSINESS

Staff members must make every effort to schedule all appointments (personal & medical) before or after scheduled work time or on days that school is not in session.

It is the employee’s responsibility to notify their immediate supervisor in advance or as early as possible in the event that they must be absent or late. Unauthorized absences, chronic absenteeism, tardiness, and failure to follow procedures for reporting absence may be cause for disciplinary action.

The Cafeteria Manager must be called no later than 7:00 a.m to report illness. It is recommended that the staff member call as early as possible if illness will prevent attendance. When requesting sick leave, a reason for the request must be given. Only School Board approved excuses will be accepted.

A cafeteria manager must contact their field supervisor when sick leave is being requested. The supervisor should be contacted no later than 6:00 a.m. It is recommended that the manager call as early as possible if illness will prevent attendance. When requesting sick leave, a reason for the request must be given.

Employees must call their immediate supervisor themselves. It is not acceptable for another person to call the manager/supervisor and/or leave a message on the school telephone.

The School Board has approved sick leave to be used for the following reasons:
* Illness of the staff member
* Illness of a member of the staff member’s immediate family
* Family emergency
* Death in the staff member’s immediate family

Sick time may not be used for personal business.

Sick leave must be entered into True Time by Friday of the same week that leave is taken.
REPORTING ILLNESS
(Texas Food Establishment Rule 229.163d)

An employee is required to report information to the Student Nutrition Department concerning the following:

Diagnosis of illness due to:
* Norovirus
* Hepatitis A Virus
* Salmonella typhi
* Shigella spp.
* Shiga toxin-producing Escherichia coli

Has a symptom caused by illness, infection, or other source that is:
* Associated with an acute gastrointestinal illness such as vomiting, diarrhea, jaundice or sore throat with fever
* A lesion containing pus such as a boil or infected wound that is open or draining and is:
  * On the hands or wrists, unless a impermeable cover such as a finger cot protects the lesion and a single-use glove is worn over the impermeable cover
  * On other parts of the body, unless the lesion is covered by a dry, durable, tight-fitting bandage

Has experienced jaundice, or a past illness from:
* Salmonella typhi within the past 3 months
* Shigella spp. or shiga toxin-producing E. Coli within the past month
* Onset of jaundice with the past 7 days

Meets one or more of the following conditions:
* Is suspected of causing, or being exposed to, a confirmed disease outbreak caused by Norovirus, Salmonella typhi, Shigella spp., shiga toxin-producing E. Coli, or hepatitis A virus including an outbreak at an event such as a family meal, or church supper.
ENTERING SICK OR PERSONAL BUSINESS REQUESTS IN TRUE TIME

All Student Nutrition employees are required to enter requests for personal business days and sick time into the True Time payroll system.

Computer access is available at the Human Resources Dept., at the Allen Public Library or on the campus. Scheduled work time and the Cafeteria Manager’s computer should not be used to enter these requests.

Student Nutrition staff members may take absences at half day increments only.

Cafeteria Managers may take absences at half day or full day increments.

Accurate date and start time must be entered when making the request.

In True Time, only one day may be entered at a time. Multiple day requests must be entered individually.

Employees who do not have computer access must submit documentation on an Absence Form to the Student Nutrition Office no later than Monday morning following the week of absence.

Failure to enter absences could result in loss of work hours paid.
**TRUE TIME Entry Examples**

The following is a diagram of a request for a personal business day request for a full day and a sick day request for a half-day.

### Remaining Time Off

<table>
<thead>
<tr>
<th>Group</th>
<th>Time Off Code</th>
<th>Actual Remaining</th>
<th>Pending Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>STATE</td>
<td>STATE PERSONAL LEAVE</td>
<td>28.5 Days</td>
<td>28.5 Days</td>
</tr>
<tr>
<td>LOCAL</td>
<td>LOCAL SICK</td>
<td>3.5 Days</td>
<td>3.5 Days</td>
</tr>
</tbody>
</table>

### Time Off Request

- **Time Off Code:**
- **Reason:** PERSONAL REASONS
- **Description:** Request must be made at least 3 working days in ad
- **Start Date:** Aug 30 2010
- **Days:** 1 day
- **Start Time:** 7:30 AM

**NOTE:** Only managers may record 1.0 days absent.

### Remaining Time Off

<table>
<thead>
<tr>
<th>Group</th>
<th>Time Off Code</th>
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<td>LOCAL SICK</td>
<td>3.5 Days</td>
<td>3.5 Days</td>
</tr>
</tbody>
</table>

- **Start Date:** Aug 30 2010
- **Days:** 0.5 day
- **Start Time:** 10:00 AM

**NOTE:** Staff may only record .5 days for each day absent.


**Compensation & Benefits**

**MEDICAL CERTIFICATION OF ILLNESS**

DEC-Local

Medical certification is required when the employee is absent more than five consecutive workdays because of personal illness or illness in the immediate family. The district requires medical certification due to a questionable pattern of absences or when deemed necessary by the supervisor or Superintendent. The employee requests FMLA leave for the employee’s serious health conditions or that of a spouse, parent or child. The employee requests FMLA leave for military caregiver purposes.

The Student Nutrition Dept. may require a certification issued by the health care provider for any sick leave taken. Medical certification is required for absence of five consecutive work days. When the staff member (incl. manager) returns to work, a physician’s release form must be presented to the employee’s supervisor before any work can be performed.

The physician’s release form must indicate that the employee is fully released to return to work with no physical restrictions and that 50 lbs. can be safely lifted. At the discretion of the Director, additional information may be required.

If a staff member is released from physician’s care to return to work but with work restrictions, the Director or Field Supervisor must be notified before the staff member can return to duty. Staff members (incl. managers) may not return to work with restrictions or other health conditions as indicated in the HACCP Employee Policy.

Medical certification shall be made by a health care provider as defined by the Family and Medical Leave Act.

Employees who are absent for 20 consecutive working days and do not qualify for FMLA will be terminated.

The employee must provide medical certification that there are no physical restrictions and that 50 lbs. can be safely lifted upon reapplying for a position or returning to work within the 20 day waiting period.
Compensation & Benefits
BEREAVEMENT LEAVE

The district allows you to use your state, personal and/or local leave to employees who request leave of absence for bereavement. Approval from the Student Nutrition Director is required in the event more than three days are requested.

JURY DUTY

Employees will be paid for days in jury duty. Documentation of service, from the court clerk, must be turned in to the Student Nutrition Office by Friday of the same week. There will be no loss of leave for jury duty. **A jury summons may not be used as proof of service.**

Compensation & Benefits
TEACHER’S RETIREMENT SYSTEM

The Teacher’s Retirement System takes the place of Social Security during employment at AISD. All employees pay into TRS. It takes five years of employment to become vested in TRS.

When an employee resigns, reimbursement of funds deposited into the TRS account may be received. Early withdrawal of funds is subject to federal tax plus an early withdrawal penalty. It is the employee’s responsibility to contact the Human Resources Office concerning TRS upon resignation or retirement.

EMPLOYEE CODE OF CONDUCT

**Student Nutrition employees serve as role models for students and are expected to represent a positive influence.**

All Student Nutrition employees are responsible for following the Standards of Conduct as specified in the School Board Policy Manual. (DH-LOCAL).

All District personnel shall recognize and respect the rights of students, parents, other employees, and members of the community and shall work cooperatively with others to serve the best interests of the District. Employees wishing to express concern, complaints, or criticism shall do so through appropriate channels.
**Code of Conduct**

**HARASSMENT OR ABUSE**

While acting in the course of their employment, employees shall not engage in prohibited harassment, including sexual harassment, of other persons, including Board members, vendors, contractors, volunteers, or parents.

**Code of Conduct**

**RELATIONSHIPS WITH STUDENTS**

Employees shall not form romantic or other inappropriate social relationships with students. Any sexual relationship between a student and a District employee is always prohibited, even if consensual.

**Code of Conduct**

**TOBACCO USE**

Employees shall not use tobacco products (including electronic cigarettes) on school property at any time.

Employees shall not use tobacco products (including electronic cigarettes) on District premises, in District vehicles, nor in the presence of students at school or school-related activities.

**Code of Conduct**

**ALCOHOL & DRUGS**

Employees shall not unlawfully manufacture, distribute, dispense, possess, use or be under the influence of any of the following substances during working hours while at school or at school-related activities during or outside of usual working hours:

*Any controlled substance or dangerous drug as defined by law, including but not limited to marijuana, any narcotic drug, hallucinogen, stimulant, depressant, amphetamine, or barbiturate.*

*Alcohol or alcoholic beverages*

*Any abusable glue, aerosol paint, or any other chemical substance for inhalation*

*Any other intoxicant, mood changing, mind altering or behavior altering drugs*
Code of Conduct

ALCOHOL & DRUGS, cont’d.

An employee need not be legally intoxicated to be considered “under the influence” of a controlled substance.

An employee who uses a drug authorized by a licensed physician through a prescription for the employee’s personal use shall not be considered to have violated this policy.

Storage of all medications and/or supplements must be placed in the employee’s locker. Medications may not be carried in the uniform.

Code of Conduct

ARRESTS & CONVICTIONS

An employee who is arrested for any felony or any offense involving moral turpitude must report the arrest to the Director within three calendar days of the arrest. An employee who is convicted of or receives deferred adjudication for such an offense must also report that event to the Director within three calendar days of the event. For purposes of this policy, deferred adjudication and no contest of an offense shall be considered a conviction.

Code of Conduct

MORAL TURPITUDE

An employee shall not engage in any act or moral turpitude which includes but is not limited to:

1. Dishonesty, fraud, deceit, theft, misrepresentation;
2. Deliberate violence;
3. Use of profanity;
4. Base, vile, or depraved acts that are intended to arouse or gratify the sexual desire of the actor;
5. Felony possession, transfer, sale, distribution, or conspiracy to possess, transfer, sell, or distribute any controlled substance defined in Chapter 481 of the Health and Safety Code;
6. Acts constituting public intoxication, operating a motor vehicle while under the influence of alcohol, or disorderly conduct; or
**Code of Conduct**

**DRESS CODE and GROOMING**

**Take pride in your appearance and attire!**
Create a positive impression of our program by your appearance and dress.

*The dress code applies to all who work in the schools for the Student Nutrition Department* and **must be followed every day** that school is in session and students are on the campus.

**PANTS/SLACKS** (Monday thru Thursday)
- Solid black
- Loose fitting, full length to the ankle
- Fabric must be cotton or cotton/polyester
- Clean and pressed (wrinkle-free)
- Cannot be faded or contain inserts, studs, lacing, etc.

**PANTS not allowed:** Jeans (including black jeans, except on Friday), sweat pants, stirrup pants, stretch pants, warm-up type pants, nylon jogging pants, capri pants, cargo pants, fleece pants, wind pants, lycra, spandex, corduroy, or denim pants, scrubs, skinny jeans, leggings.

Jeans may be worn on FRIDAY only. Jeans must be blue or black, in good condition, not faded or contain inserts, studs, lacing, etc. Jeans cannot have holes or tears in fabric.

**UNIFORM SHIRT** -- The assigned uniform shirt must be worn on Monday thru Thursday with all buttons/all snaps fastened. **Sleeves may not be rolled up.**

**Care of Shirt** – Refer to label instructions. It is the employee’s responsibility to take **good care** of the uniform shirts. **Shirt must be cleaned and pressed.**

**SCHOOL SPIRIT SHIRT** -- The school shirt may be worn on FRIDAY only. If a school does not have an **approved** school spirit shirt, the uniform shirt must be worn.

**TASN SHIRT** -- All current paid members of TASN (dues paid for the 2017-18 school year) may wear a TASN collared shirt on Wednesday only.

**SOCKS** -- Socks must match the color of the pants worn and be clean.

**SHOES** -- All Student Nutrition employees must wear a closed-toed shoe with a slip-resistant, non-skid sole that is all leather and all black every day.

**APRONS** -- A special cloth apron is provided for serving only. A cloth apron should be worn during food preparation, batch cooking and dishwashing. **All aprons must be removed when leaving the kitchen and before using the restroom.**

**HAIR RESTRAINT** – A hairnet or black cap must be worn at all times by all who are working in a school. Hair must be restrained. Headbands are not acceptable forms of hair restraint unless worn with a hairnet or plain black cap. See next page for details.
**Code of Conduct**

**DRESS CODE and GROOMING, cont’d.**

**HAIRNET requirements:**
All hair must be pulled back away from the face. The hairnet must restrain all hair with the exception of forehead bangs which are no longer than the eyebrows. Loose hair cannot protrude from the hair net. No hair can fall forward.

**BLACK BASEBALL CAP OR SKULL CAP – without logo – requirements:**
All hair must be pulled back away from the face. The cap must restrain all hair with the exception of forehead bangs which are no longer than the eyebrows. Loose hair cannot protrude from the cap. No hair can fall forward. Side and back hair must be restrained by tucking the hair into the cap or by wearing a hairnet. Long hair must be braided, tied in a bun, covered by a hairnet or tucked into the cap. The brim of the cap must face forward (the bill of the cap in front).

**FACIAL HAIR –** All employees must be clean shaven. No facial hair is allowed.

**JEWELRY –** ONLY small stud earrings are acceptable.

**UNACCEPTABLE JEWELRY –** Loop or dangling earrings; all rings other than one plain wedding band; all necklaces; all bracelets; wrist watches.

**Body piercing** (except post-type earrings) and **tattoos** must be covered at all times.

**HYGIENE --** All clothing must be clean and wrinkle-free. Staff members must follow good personal hygiene practices (daily shower, deodorant, etc.)

Fingernails must be kept short and clean. No nail polish (including clear polish) or artificial fingernails are allowed.

**ID BADGE --** The picture ID badge issued by the District is a part of the uniform and must be worn every day while the staff member is on duty. It is the staff member’s responsibility to have an ID Badge made or have it replaced when lost.

**WINTER WEAR –** Staff members have the option to wear extra clothing to remain comfortable on cold days. **A black knit shirt may be worn under the uniform shirt.**

No jackets, sweaters or other garments may be worn over the uniform shirt, unless working in the freezer or refrigerator.

**UNIFORM SHOES**
All employees (including managers) must wear solid black, leather, closed-toe, non-skid, slip-resistant sole shoes which cover the majority of the upper foot.
Code of Conduct
DRESS CODE and GROOMING, cont’d.

UNIFORM SHOES, continued

Employees must purchase their own shoes using the following guidelines:

- Shoes purchased must be worn exclusively for work.
- Only one pair of shoes will be reimbursed per school year.
- Shoes must be purchased and reimbursement submitted by January 1st of each school year for returning employees.
- Reimbursement will not exceed $40.
- Reimbursement will occur upon completion of 6 mo. of satisfactory work experience for new staff.
- Original receipts and tags must be provided on the Uniform Reimbursement Form. Copies of receipts will not be accepted. Receipt must include specific description of item purchased.
- Reimbursement will be given one time only per school year and in one lump sum.
- Only with a physician’s order, may clog type shoes be worn. These shoes must have a solid upper and back strap which must be worn at all times. The shoes must be tight-fitting so that the foot does not slide around in the shoe and have a non-skid sole.
- There is no reimbursement for additional uniform shirts, caps, hairnets, socks, pants or any other piece of clothing. Reimbursement will not occur until the employee completes 6mo. satisfactory performance.
- Reimbursement will not be given if the shoes do not meet the above requirements.

Enforcement of Dress Code

It is the manager’s responsibility to enforce the dress code. Employees who arrive to work out of compliance will be sent home to change to appropriate clothing. Employees must clock out to go home to change and clock back in upon returning to work. No pay will be given for the time the staff member is clocked out. Disciplinary action will be taken for non-compliance with the dress code policy.

Code of Conduct
TELEPHONE USE

The use of the telephone is restricted to REST BREAK TIME ONLY with the exception of a family emergency. Use of the telephone is limited to 5 minutes.

Callers should be asked to leave a name and telephone number so that an employee may return a telephone call.
**Code of Conduct**

**PERSONAL ELECTRONIC DEVICES**

All personal electronic devices (incl. cell phone, bluetooth, ipod, etc.) may be used during the rest break time only. All personal electronic devices must be **turned off** and **may not be carried** on one's person during scheduled work hours.

All personal electronic devices (including cell phones) must be kept in the employees locker. Personal electronic devices may not be stored in the **work area or serving area**.

Cafeteria Managers and supervisory staff may carry cell phones for school business use only.

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**Code of Conduct**

**TELEPHONE ETIQUETTE**

ALL telephone calls must be answered in the following manner:

1. Name of your school.
2. Your name.
3. Request information.

Examples of appropriate responses include:

1. “Lone Star Cafe, this is Mary, may I help you?”
2. “Allen High School Cafeteria, this is Mary, how may I help you?”

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**Code of Conduct**

**ARRANGEMENTS WITH VENDORS & OTHER ENTITIES**

Student Nutrition employees (includes cafeteria managers, staff members and floaters) **may not make arrangements** with any vendor or other entity (e.g., PTA). All inquiries from vendors, teachers, PTAs, etc. **must be referred** to the Student Nutrition Office.
**Code of Conduct**

**FOOD TAKEN FROM SCHOOL**

**NO FOOD or NON-FOOD SUPPLIES** including leftovers and/or garbage may be taken from the school premises.

**NO FOOD or NON-FOOD SUPPLIES** including leftovers and/or garbage may be set aside or placed in a special container for transport off school premises.

All food, including leftover food and garbage, and non-food supplies are considered school property. Taking food in any form from the premises is considered theft and will result in disciplinary action including termination.

**Code of Conduct**

**TRANSFER OF PRODUCTS or SUPPLIES**

Transfer of food or non-food supplies from one school to another for use in the student nutrition program or for catering is allowed. The only employees allowed to transfer food or non-food supplies include the Director, Supervisor, Student Nutrition Manager, Warehouse Staff and Student Nutrition staff assigned to catering or concession events.

Transfers must be recorded in the inventory software program on the date that the item is borrowed or returned.

It is the responsibility of the manager who borrowed the supplies to replace and deliver the items with the next grocery order.

**Code of Conduct**

**FOOD PURCHASES**

Federal regulations require a code of conduct that states those school employees "shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors." When a person purchases at the school’s bid price or at another discounted price, that person is actually accepting from the vendor the cash difference between the bid or discount price and what one would have to pay for the item in the retail market. Even if the vendor were to charge the retail price, the person would still be receiving the convenience of a personal delivery and therefore would be accepting a favor from the vendor.

Student Nutrition staff members are not allowed to purchase leftovers which would otherwise be thrown out.
**Code of Conduct**  
**SITE BASED MANAGEMENT**

Each campus operates under the “Site Based Management System”. The principal of each school has the authority to recommend termination of at-will employees on the campus and issue directives that may impact the Student Nutrition Department and its staff members. The principal may consult with the Cafeteria Manager or Director or Field Supervisor before final decisions are made.

It is the responsibility of each Student Nutrition staff member to comply with all directives of the principal. Failure to comply will be considered insubordination and could result in termination.

**Code of Conduct**  
**STUDENT ACCOUNTS**

The Student Nutrition Cafeteria Manager is responsible for maintenance of student’s accounts in the computer.

The manager is the only person who may discuss a student’s account with parents, teachers or staff.

If a parent, teacher or other adult calls or comes in to the Cafeteria with questions about an account, the staff must refer the parent to the manager. If the manager is not available, the staff member must refer the parent to the Student Nutrition Office.

Under NO circumstances should a Student Nutrition staff member discuss a student’s account with a parent, guardian or teacher.

Student Nutrition staff members may not disclose a student’s eligibility to any person other than the parent or student.

Eligibility may not be disclosed to any other AISD staff member (including teachers).

The manager is the only person who may discuss a student’s eligibility with another school staff member.

Student Nutrition staff may perform two functions in regards to student accounts:

1. Student Nutrition staff members may look up a student’s balance for a student or their parents.
2. Student Nutrition staff members may enter account payments according to established procedures.


**Code of Conduct**

**DISCIPLINARY PROGRAM**

Violations of the Student Nutrition Code of Conduct, Student Nutrition Policies, Procedures, or Standards as well as AISD Board Policies will result in disciplinary action.

The Employee Counseling Form will be used to document conversations, oral warnings, written warnings or termination. A copy of this form is located Manager's Reference Document Library.

**Student Nutrition Procedures**

**COMPENSATION FOR SPECIAL FUNCTIONS**

Student Nutrition staff members have the opportunity to earn extra pay through various catered and concession functions. There are three types of functions:

1. Catering for an outside group using School district facilities
2. Catering sponsored by the Student Nutrition Department
3. Working in a concession stand

Pay for work at all special functions is set by the school district.

Hours worked for catering and concessions must be documented on the special Time Report for Catering/Concessions. Wages earned for catered/concession events are received through the Payroll System and paid on the next regular paycheck.

**Catering Dress Code**

Staff who work catered functions must wear the AISD uniform shirt, black slacks, black non-skid shoes, and black socks. Hair must be restrained with a hair net or plain, black cap.

**Concession Dress Code**

Staff who work at stadium concessions must wear jeans and the assigned shirt. Black non-skids shoes must be worn and hair must be restrained with a hair net or plain, black cap.
All staff members shall adhere to District safety rules and regulations and shall report unsafe conditions or practices to the appropriate supervisor.

**ACCIDENT REPORTING**

**ALL ACCIDENTS MUST BE REPORTED IMMEDIATELY!!**

It is the **staff member’s** responsibility to report any accident or injury to their immediate supervisor (or Director/Field Supervisor in the absence of the Manager). Managers should report injury to the Director or Field Supervisor.

The Cafeteria Manager (or Field Supervisor or Director) will help the employee receive first aid. If the need for an ambulance is indicated, the Cafeteria Manager (or Field Supervisor or Director or School Nurse) will see that one is summoned.

The Field Supervisor or Director can transport employees to a medical facility, if necessary.

It is the Cafeteria Manager’s responsibility (or Field Supervisor) to call the Student Nutrition Office and report any accident or injury that requires medical attention.

**IF MEDICAL ATTENTION IS NEEDED:**

1. It is the Cafeteria Manager’s responsibility (or Field Supervisor or Director) to complete the **Employers First Report of Injury Form** DWC-001 (Sections 1-29 only). *The injured employee does not complete this form.*

2. It is the Cafeteria Manager’s responsibility (or Field Supervisor or Director) to complete the **Authorization for Medical Attention Form. The injured employee does not complete this form.**

3. It is the injured employee’s responsibility to complete the **Workers’ Compensation Acknowledgement Form.**
4. It is the Cafeteria Manager’s responsibility (or Field Supervisor or Director) to provide a copy of the following documents to the injured employee:
   a. Completed Authorization for Medical Attention
   b. Injured Employee Rights & Responsibilities
   c. Helios First Fill Card
   d. Local Medical Providers

5. It is the Cafeteria Manager’s responsibility to submit the Employers First Report of Injury Form to the Student Nutrition office by the end of business on the day that the accident occurred.

6. If an employee experiences an injury that requires medical attention, and the employee chooses to accept or deny medical attention form a doctor, then the employee must have permission from the Director of Employee Services before the employee can return to work. Student Nutrition employees may not return to work with restrictions without permission from the Director of Student Nutrition.

IF MEDICAL ATTENTION IS NOT NEEDED or DECLINED BY THE INJURED EMPLOYEE:

1. It is the Cafeteria Manager’s responsibility (or Field Supervisor or Director) to complete the Employers First Report of Injury Form DWC-001 (Sections 1-29 only). The injured employee does not complete this form.

2. It is the injured employee’s responsibility to complete the Workers’ Compensation Acknowledgement Form and check off medical refusal.

3. It is the Cafeteria Manager’s responsibility (or Field Supervisor or Director) to provide a copy of Rights and Responsibilities to the injured employee.

4. It is the Cafeteria Manager’s responsibility to submit the Employers First Report of Injury Form to the Student Nutrition office by the end of business on the day that the accident occurred.

5. If an employee experiences a minor injury that does not require medical attention, the Field Supervisor or Director will approve employee return to work without further permission.
Student Nutrition Procedures
SAFETY TRAINING

All employees will be required to complete safety training at the beginning of every school year or as hired.

All employees will be required to repeat safety training after the occurrence of each accident requiring medical attention or as deemed necessary by the Field Supervisor or Director.

Student Nutrition Procedures
SECURITY OF KEYS

The keys that secure any door or piece of equipment in the Food Service area must be kept in the personal possession of the Cafeteria Manager at all times. The manager must keep all keys in his/her pocket or in another secured location at all times. The manager is responsible for locking and unlocking all doors and equipment.

At AHS, Crust & Crumb keys may be kept on a separate key chain. The employee responsible for unlocking the Snack Bar/Pastry Shop must keep the key in his/her pocket during the time of possession. The keys must be returned to the manager after the lunch period.

It is unacceptable to place keys on a table, counter, desktop, next to the cash register, under the cash drawer or in any open location, including the manager’s desk and/or locker.

Keys may not be left in the outlet after opening and/or closing garage doors in the serving areas.

It is unacceptable for any employee other than the manager to keep the set of keys in his/her possession (with the exception of the Crust & Crumb keys during the lunch period).
**Student Nutrition Procedures**

**SECURITY OF CASH**

Cash must be kept in a locked, secure location at all times with the exception of the serving periods and collection times. If cash is left in a cash drawer, the cash register must be turned off while unattended.

It is unacceptable to keep cash on a desktop or in any open location except during the serving periods and collection times. Any visitor (parent, teacher, delivery driver, etc.) or student entering the kitchen must be steered away from the area where money is being processed for deposits.

Deposits must be taken to the school office at the end of each serving day.

**Student Nutrition Procedures**

**TRANSFER REQUESTS and ASSIGNMENTS**

All Student Nutrition Staff will be made aware of position openings in other schools. Staff members who wish to be interviewed for an opening should make a request in writing to the Student Nutrition Office on the Transfer Request Form.

Applicants may be interviewed and the best candidate will be offered the transfer. Previous job performance and competence takes precedence over seniority when transfers are considered. In the event that job performance is equal, the staff member with seniority will be offered the position.

At the end of each school year, all staff members may complete a Transfer Request Form and request a school preference and number of working hours per day. The Transfer Request Form must be returned to the Student Nutrition Office.

Staff members are subject to assignment and reassignment by the Director, when the Director determines the reassignment is in the best interest of the District.

Requests for specific assignments or reassignments shall be granted only if the assignment shall not lessen the effectiveness of the overall system. (DK-LOCAL)
If a staff member wishes to resign, a minimum of 10 working days notice is requested.

The steps that must be taken include:

1. Complete the resignation form and return it to the Student Nutrition Office. This form must be turned in as soon as the decision is made to resign or retire.

2. Turn the ID badge in to the Student Nutrition Office on the last day of employment.

3. Turn in the Security Badge to the Student Nutrition Office on the last day of employment.

4. Turn in all uniform shirts to the Student Nutrition Office on the last day of employment.

If a staff member is eligible for retirement, it is the STAFF MEMBER’S RESPONSIBILITY to notify the Human Resources Dept. in writing as soon as the decision is made to retire. A copy of the letter must also be sent to the Student Nutrition Office.

To determine eligibility for retirement, the staff member must contact the Human Resources Dept.