

*Nineveh-Hensley-Jackson
United School Corporation*



*Food Service Department
Staff Handbook*

Updated April 2022

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All NHJ Food Service Staff must also abide by the NHJ Classified Employee Handbook and may reference it on the NHJ website or ask for a printed copy.

Nineveh-Hensley-Jackson USC

Food Service Department

Welcome to NHJ as a Food Service Department staff member. We hope you will enjoy being part of our team.

The NHJ Food Service Department operates under the Division of School and Community Nutrition Programs, which is the administering State Agency in Indiana for the United States Department of Agriculture's Child Nutrition Programs. Among other programs, these include The National School Lunch Program and the School Breakfast Program. We adhere to the regulations and guidelines of these programs and are regularly audited to insure compliance. The Indiana State Board of Accounts audits the financial records while the Johnson County Health Department conducts regular routine sanitation inspections at each of the NHJ Cafeterias.

Mission Statement: To provide nutritious meals at an affordable cost to all students. To provide healthy options children will both eat and enjoy. To provide a variety of different foods from the five food groups.

Employment

Department Positions

Within the NHJ Food Service Department, there are several key positions, each of which is vitally important to the successful operation of the department. The Director of Food Service reports to the Superintendent. The Cafeteria Managers report to the Director of Food Service. The Cafeteria Cooks report to the Cafeteria Manager.

Work Hours

There are three levels of Cafeteria Cooks; 29 hour cooks, 20 hour cooks, and substitute cooks (subs) who work on an as needed basis. 29 hour cooks generally work 5.75 hours per day and do not exceed 29.75 hours per week. 20 hour cooks generally work 4.0 hours per day and do not work over 20 hours per week. When subs are needed and not available, 20 hour cooks may be asked to work additional hours not to exceed 29.75 hours per week. It is the responsibility of each staff member to verify their timesheet to ensure accurate hours are submitted to the NHJ payroll department. Direct deposit is made bi-weekly.

Food Service staff members are hired to work during the school year only; being paid for school days the students are served meals. When school is canceled due to inclement weather or other situations, e-learning will occur and make-up days will not be scheduled. You will be contacted by the school calling system when there is a cancellation or delay. If a 2-hour delay is called, staff will need to arrive for work, as safety allows, in time to prepare lunches, which will be served at the regular time.

Lunch Break

NHJ Food Service staff members are offered one regular lunch at no charge during each school day. Lunch shall be eaten at school away from food preparation and serving line areas during a 30 minute lunch break. No food is to be taken out of the cafeterias.

Attendance

Attendance is the utmost important aspect of job performance and dependability. Staff is to report to work on time and ready for work. Excessive absenteeism and tardiness cause undue hardship on staff members and is unacceptable behavior.

Staff members who are experiencing fever, diarrhea, or vomiting are asked to stay home from work and must be symptom free for 24 hours before returning to work. An absence of more than three days will require a physician's excuse to return to work.

If you have symptoms of Covid-19, do not come to work. Call the school nurse's office to discuss your symptoms and how to proceed. Report your absence to your immediate supervisor as soon as possible before your shift begins. Call the nurse's office before returning to school if you have been sick with Covid-19.

Per the guidelines of the Indiana State Department of Health, any staff member who is diagnosed with **Salmonella, Shigella, E. coli, Hepatitis A, or Norovirus** must immediately report this information to their NHJ Food Service Manager or Director and not report to work until a consultation is made with the local regulatory authority.

Personal and sick days are provided to eligible food service staff members. See NHJ Classified Staff Handbook for further information.

Duties

Duties will be assigned to food service staff by cafeteria managers. Duties of the staff include, but are not limited to:

- Sanitize preparation surfaces and serving lines at beginning and end of day
- Sanitize cafeteria tables before and after use
- Food preparation for breakfast and lunch for students
- Prepare and restock serving lines before and during meals; serve meals
- Run cash register during meals; enter student deposits
- Maintain clean kitchen and serving lines at all times
- Maintain trash cans during mealtimes; take out trash/recycling as needed.
- Run dishwasher during and after mealtimes; clean dishwasher at end of day
- Hand wash as needed any food preparation pots, pans, utensils, etc.
- Receive and store food deliveries; be able to team lift heavy cases of food

- Maintain food and supply inventories
- Clean and sanitize all work surfaces, floors, and kitchen equipment at end of day
- Machine wash and dry all towels, aprons, dishcloths, pot holders, etc.
- Clean restroom as needed

Professional Expectations

Staff members should conduct themselves in a professional and courteous manner. Staff is expected to be punctual, respectful, dependable, and productive, working well together as a team to provide the best possible service to our customers, our students.

Dress Code

Staff will demonstrate personal cleanliness and adhere to the following guidelines:

- Comfortable, closed toed, slip resistant shoes
- Clean, school appropriate shirt and pants or skirt; capris or knee length shorts may be worn in warm weather
- No jewelry, with the exception of a plain band
- No fingernail polish or false nails
- Must wear hair net to cover all hair (basic hair net provided)
- School issued ID badge will be worn while on duty

Staff Evaluations

Food Service Staff evaluations are conducted at the end of each school year or as situations arise. An evaluation form and list of Evaluation Points is included in this handbook.

Phone Usage

Cell phones may be used before or after a work shift and during lunch break. Emergency calls may be taken while on duty.

Basic Sanitation and Safety Guidelines

NHJ Food Service Department must abide by the guidelines established by the USDA's Child Nutrition Programs and the Johnson County Board of Health. Food safety, personal hygiene, and sanitation are to be practiced at all times. The following are basic sanitation guidelines for staff.

Basic Sanitation Guidelines include:

- Wash hands often; before starting work, after eating, after using the restroom, after handling soiled dishes, after touching hair/face, etc.
- Wash your hands with hot soapy water for 20 seconds before preparing food
- Wear disposable gloves whenever you are preparing or handling food or starting a new task

- Wash hands before putting on fresh gloves
- Change gloves often, gloves protect food, not hands
- Keep fingernails short and clean, no polish or false nails
- Hair nets should be worn at all times while in the kitchen and serving areas
- Chewing gum and eating food are prohibited in kitchen and serving areas

Basic Safety Guidelines include:

- Each cafeteria is supplied with a first-aid kit
- All cuts must be cleaned, bandaged, and covered
- Always team lift heavy items
- When using a ladder, always have 2 people present
- Wear slip resistant shoes to avoid falls
- Wear protective arm sleeves when using heat generating equipment such as ovens, range, hot water dispenser, etc.

Meetings and Trainings

There is one mandatory meeting and several mandatory trainings each year for the Food Service Staff. The annual NHJ Back to School Meeting and the annual Food Safety and Handling Course are held on a day before school starts. Other trainings during the school year to meet the USDA requirements for additional trainings will be offered.

Managers are to attend scheduled manager meetings. Managers must take ServSafe course and pass certification test every five years.

Food Service Department Contact Information

Director of Food Service Office	317-878-2106
IC Middle/High School Cafeteria Office	317-878-2133
IC Elementary/Intermediate School Cafeteria Office	317-878-2163

NHJ FOOD SERVICES STAFF CODE OF CONDUCT

CONFLICT OF INTEREST

The following conduct will be expected of all persons who are engaged in the award and administration of contracts supported by federal funds through the Child Nutrition Programs of the United States Department of Agriculture.

No employee, officer, or agent of the school corporation shall participate in the selection, award or administration of a contract supported by Program funds if a conflict of interest, real or apparent, would be involved.

Conflicts of interest arise when one of the following has a financial or other interest in the entity selected for the award:

- a) School corporation employee, officer, or agent;
- b) Any member of the employee, officer or agent immediate family;
- c) The employee, officer, or agent business partner;
- d) An organization that employs or is about to employ one of the above.

School corporation employees, officers, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to agreements or contracts under the Program. Employees may accept unsolicited items of nominal value such as those that are generally distributed by a company or organization through its public relations program.

The purchase during the school day of any food or service from a contractor for individual use is prohibited.

The removal of any food, supplies, equipment, or school property such as records, recipe books, and the like by school employees is prohibited.

DISCIPLINARY ACTION

Failure of any employee to abide by the above-stated code may result in disciplinary action, including but not limited to suspension or dismissal.

LEGAL REFERENCE:

7 CFR 3016.36(b)

7 CFR 3019.42

Nineveh-Hensley-Jackson United School Corporation
Classified Staff Summative Evaluation Form

NAME _____ Year: _____
(Last) (First)

School/Department: _____ Job Assignment: _____

Criteria Rating:

Highly Effective - (4) Effective - (3) Improvement Necessary - (2) Ineffective - (1)

JOB PERFORMANCE CRITERIA

	# Value	Comments
1. Job Knowledge	(____)	_____
2. Quality of Work	(____)	_____
3. Completion of Work	(____)	_____
4. Initiative	(____)	_____
5. Communication Skills	(____)	_____
6. Relationship with staff, students, parents, & community	(____)	_____

FACTORS AFFECTING PERFORMANCE

7. Positive Attitude	(____)	_____
8. Judgment	(____)	_____
9. Flexibility	(____)	_____
10. Time Management	(____)	_____
11. Work Habits	(____)	_____
12. Ability to Follow Directions	(____)	_____
13. Acceptance of Constructive Criticism	(____)	_____

PERSONAL CRITERIA

14. Appearance	(____)	_____
15. Attendance/Punctuality	(____)	_____
16. Confidentiality	(____)	_____
17. Cooperation with Fellow	(____)	_____

TOTAL _____ /17 = _____

Ineffective	Improvement Necessary	Effective	Highly Effective	
1.0 point	1.75 points	2.5 points	3.5 points	4.0 points

Major area(s) requiring performance improvement (if applicable):

Action plan for improvement (if applicable):

Completion Date (if applicable):

Supervisor Comments:

Employee Comments:

The required conference was held on:

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Note: The employee's signature does not signify agreement with this evaluation, but only that it has been reviewed and discussed with the employee. The employee may make any comments desired in the employee comments section. Additional sheets, if necessary, may be attached and made an official part of the review. All comments must be attached to the review prior to the document being passed to the central office for review.

Food Service Evaluation Points

JOB PERFORMANCE CRITERIA:

1. Know, understand, and complete jobs as assigned; ask supervisor if unsure
2. Complete work with few or no errors; do best possible work
3. Complete work as assigned in timely and orderly fashion
4. Perform tasks with little or no direct supervision
5. Relay concerns to supervisor as they arise; trains new hires as appropriate
6. Treats students, parents, and staff with respect; report all concerns promptly

FACTORS AFFECTING PERFORMANCE:

7. Always pleasant, respectful, and cooperative; interact well with others
8. Use good judgment and common sense
9. Adapt to new or unexpected situations with ease
10. Complete tasks on time; find work to do when assigned tasks are complete
11. Follow all safety, food prep, serving, and clean-up regulations; work well independently without immediate supervision
12. Follow all directions as assigned
13. Acceptance of constructive criticism; learn from mistakes

PERSONAL CRITERIA:

14. Neat, clean, school appropriate attire; no jewelry or nail polish; wear hair net covering
15. Arrive on time and ready for work; do not miss more than annual allotted days; arrange absences and tardies in advance when possible and always before scheduled work time
16. Keep all student and staff information confidential, **this is very important**
17. Work well with director, supervisor, and other staff

For all other FNS nutrition assistance programs, state or local agencies, and their subrecipients, must post the following Nondiscrimination Statement:

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

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language), 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: How to File a Complaint, 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.

ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK

**THIS PAGE MUST BE SIGNED AND RETURNED TO THE DIRECTOR OF
FOOD SERVICE**

I, _____, have received a copy of the Nineveh-Hensley-Jackson United School Corporation Classified Employee Handbook and the Nineveh-Hensley-Jackson United School Corporation Food Service Department Staff Handbook. I understand it is my responsibility to read these guidelines and conduct myself in accordance with them at all times. I further understand that each handbook is only a resource summarizing the personnel policies and procedures and is not a contract of agreement or employment. Nothing in these handbooks guarantees my employment of any particular length or conditions. The contents are subject to change and NHJUSC reserves the right to withdraw or change the policies, benefits, and/or programs described in these handbooks at the sole discretion of the Superintendent and the Board of School Trustees.

Signature: _____

Date: _____

Position: _____