Lake Station Community Schools

Food Service Employee

Handbook

August 2016

Introductory Statement

This handbook is designed to acquaint you with the Lake Station Community Schools Food Service department and provide you with information about working conditions, and the policies affecting your employment. It describes many of your responsibilities as an employee and outlines the programs developed by the Lake Station Community Schools, and the Food Service Department that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As we continue to grow, the need may arise and the Food Service Department and the Administration has the right to revise, supplement, or rescind any policy or portion of the handbook as they occur. Copies of revisions and additions will be issued to each employee for updating of the handbook. Each employee will be responsible for placing revisions and additions in the handbook in a timely manner.

You are to read and understand, and comply with all provisions for the handbook.

This handbook replaces and supersedes all other previous manuals for the Lake Station Community Schools Food Service Department before January 2002.

Food Service Department General Guidelines

- 1. Breakfast and lunch will be provided at a reasonable cost to all children enrolled in the Lake Station Community School Corporation.
- 2. The Food Service Department will work with building principals to establish procedures, serving times, etc., so that mealtime is an integral part of the total school program.
- 3. National School Breakfast and Lunch Program regulations established by the United States Department of Agriculture and the Indiana Department of Education Division of School and Community Nutrition will be followed by the Lake Station Community Schools Food Service Department
- 4. The Lake Station Community Schools Food Service Department will follow regulations of the Indiana State Board of Health, the Indiana State Board of Accounts and other regulatory agencies.

Employee Acknowledgement Form

The employee handbook describes important information about Lake Station Community Schools and the Food Service Department. I understand that I should consult my food service manager regarding any questions concerning the handbook.

Since the information, policies and procedures described herein are subject to change, I acknowledge that revision to the manual for which I am responsible will occur. All such changes will be communicated to me through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies contained in this handbook.

Print Name	 	
Signature		
<i>c</i>		
Date		

Please remove this page, sign it, and give it to the Food Service Office.

General Working Conditions

The first year of employment is considered a probationary period.

Employees will be expected to report to work appropriately dressed.

Regular attendance is essential for employees to be successful in their job performance. The corporation understands the need for illness requests. However excessive absences are inexcusable and considered neglect of duty. Excessive absenteeism interferes with proper operation of the department and can be considered in performance appraisal and advancement opportunities.

Excessive days absent: Employees absent for five (5) or more consecutive working days must provide, to their manager, a doctor's note at the time of returning to their position. This note will be placed in the employee's personnel file.

Absence reporting: If you are unable to report for work please call your manager as much in advance as possible so that a substitute can be arranged. Keep your manager informed on a daily basis. If you know in advance that you are unable to work, the following day let your manager know before the end of the workday.

Time sheets: All employees are responsible for recording their own hours on the time sheet each day. Do not complete any time sheet other than your own. This time sheet is to be signed by the employee and turned in to your building manager on the Thursday proceeding each pay day. Make a notation of any special pay you are to receive (sick day, holiday). Managers are authorized to make entries on the time sheet when needed.

Legal Duty: An employee who is called for jury duty to appear before a Governmental Body shall be compensated for the difference between the regular pay and the pay received for the performance of such responsibility. A copy of the letter sent to you requesting your service will be given to the Food Service Director. When you receive payment, you will also give a copy of the check to the Food Service Director so your payroll records can be adjusted.

Pay Dates: All employees are paid bi-weekly. This pay period will cover the two week period ending the proceeding Friday.

Breaks (rest periods): Breaks of fifteen (15) minutes will be scheduled for employees who work (four or more hours). Break time schedules will be placed in each kitchen.

IN NO CASE WILL COMMODITY, PREPARED, OR EXTRA FOODS BE CARRIED OUT OF THE BUILDING. UNAUTHORIZED REMOVAL OF COMMODITY GOODS AND ANY GOODS PREPARED AND/OR PURCHASED BY LAKE STATION COMMUNITY SCHOOLS WILL BE GROUNDS FOR DISMISSAL.

Food Supplies & Premises Secured

Food, supplies and premises must be secured at the end of the shift. All doors to the kitchen storage must be secured by food service personnel at close down.

Food Consumption

Employees will be able to consume food for "taste-testing". This does not include any goods purchased for ala Carte sales.

Employee Behavior

Do not use foul language

Do not yell across the kitchen or cafeteria

Do not let talking interfere with your job performance or the quality of your work.

Be polite and pleasant

Treat everyone with respect regardless of age or position

Remember that you are employed to serve the students and staff of the Lake Station Community Schools. Be a good example for all to see Please serve with a smile. Maintaining a good attitude will gain respect from everyone you are in contact with.

Accident (Standard School Incident Report Form)

To be completed by employee's supervisor, signed by witness.

Copy of the report is to be filed with the Superintendent's office within 48 hours, following the accident. The completion of the Incident Report Form is necessary, should an accident become a Workman's Compensation claim.

DRESS CODE

The following standards of dress for the food service department are predicated on the need for maximum safety and sanitation.

Spotlessly clean, well pressed, washable top with sleeves, (excluding loose belts) excessively full sleeves or other safety hazards. Necklines must cover chest in a modest fashion.

Spotlessly clean, well pressed washable pants, not to be excessively full or flared. Denim blue jeans are discouraged and formfitting knit or elastic pants are not acceptable.

Clothes should be loose fitting enough so as not to impair movement and dexterity.

A clean apron or smock may be worn over clothing.

A hair net without decorations or beads will be worn so that all hair is contained for sanitation purposes. A spotlessly clean baseball cap or a visor will be an acceptable type of hair restraint.

Safe, comfortable, low-heeled shoes with safety treads are required. Shoes must be clean and offer support and protection from hot liquid spills and dropped objects. Canvas shoes and open shoes are not acceptable.

A wedding ring may be worn. Dangle earrings with separate pieces, necklaces, bracelets and straight pins may not be worn. Single piece post style pierced earrings or single piece pins with safety clasps may be worn.

Hose or anklets must be worn for protection.

Clean, well pressed washable culotte skirts, or longer shorts may be worn during seasonable hot weather. This clothing must be neither form fitting nor excessively flared or full for safety reasons.

SANITATION, HEALTH AND SAFETY

General Sanitation

Food service sanitation is keeping food free from harmful bacteria and diseases. Your actions determine whether the food you serve will be healthy and appealing or a source of serious illness. Foods must be kept heated above 140 degrees or chilled below 40 degrees to retard germs from multiplying. If you are coughing or sneezing, it may be best for you to avoid contact with food while at work. If you have an infected cut, burn, boil, rash or other infection, you must wear a bandage and have it covered by plastic gloves or sleeves. Wash your hands thoroughly before working between jobs, after smoking, eating, using the restroom, handling garbage, touching your hands in a hand sink, never in a food preparation sink.

Personal Habits

Keep your nails clean, neatly trimmed short, **without nail polish or artificial nails.** Keep your hands away from any source of contamination while working. Hands should be washed again after any activity that could contaminate or soil them.

Safety

Follow all safety rules. Know what to do in an emergency!

- Clean up dropped foods, spills liquids and grease immediately. If you cannot clean it up immediately, put a towel or paper cover over the area.
- Wear slip resistant shoes.
- Open toe shoes are not permitted.
- Alert others to slippery conditions.
- Keep walkways free of obstacles.
- Close oven doors after loading or unloading.
- Keep all items where they belong, not in unexpected places.
- Do not stand on shelves, chairs or boxes. Always use a step stool or ladder.
- Do not run or engage in horseplay.
- Stay alert for hazardous conditions.
- Take all precautions.
- Inspect your work area.
- Report any conditions that could cause an accident (loose floor tile, inadequate lighting etc.) to your supervisor food service manager.
- Watch for nails, staples and wires on boxes and crates.

Food Safety

Proper Food Storage

- Store food goods at least six inches off the floor.
- Do not store items under serving lines, water lines or by damp walls.
- Store food items well away from cleaners and other chemicals.
- Be sure all containers are tightly closed and labeled.

Refrigeration

- Allow air circulation between foods.
- Tightly cover and label all containers.
- Check temperature regularly. Ideal refrigeration temperature is 38° degrees to 41° above freezing.
- Store foods in shallow containers, so the temperature can be lowered quicker to keep out of the danger zone.

Freezing

- Store frozen food immediately at 0 degrees or below.
- Check the temperature often.
- Cover and wrap foods to prevent freezer burn.
- Never refreeze meat items.

Thawing

- Thaw foods only in the refrigerator less than 41° degrees,
- Under potable running water 70° degrees or cooler.
- Microwave thawing (only if it is to be cooked immediately) as part of continuous cooking process

Heating

Use a thermometer to make sure foods have been heated internally to at least 140° degrees for most foods, 150° degrees for pork or pork products, 165° degrees for poultry and stuffed meats.

Reheating

Keep foods refrigerated until ready to reheat. Bring reheated food to an internal temperature of at least 165° degrees as quickly as possible for a minimum of 15 seconds.

Serving Foods Safely

It is in your hands. Keep hot foods hot (hold at 140° degrees) and cold foods cold (38° degrees ideally). Keep hands out of food and off eating surfaces while cooking or serving. Do not sample foods with your fingers.

Knife Safety

- Keep knives sharp (dull knives slip easier than sharp knives)
- Choose the proper knife for the job.
- Use a cutting board.
- Cut away from your body and do not hack.
- Keep fingers of free hand tucked under
- Let falling knives fall, never attempt to catch a knife.
- Do not place knives near the edge of the counter.
- Store knives in their proper places
- Never put a knife in the dish-washing sink for any reason.

Machinery Safety

- Operate only machines you are trained and authorized to use.
- Follow manufactures instructions for safe operation.
- Keep hair contained around machinery.
- Keep all guards on equipment, remove only for cleaning.
- Turn off switch and unplug before cleaning.
- Make sure power is off before reaching into a machine or garbage disposal.
- Use special care and stay alert while operating machinery.

Avoid Burns

- Always assume all objects on the range and in the range itself are hot.
- Use dry potholders to move hot objects.
- Keep handles away from burners.
- Do not let handles stick out beyond range edge.
- Ask for help when moving a large container of hot or heavy food or liquid.
- Direct steam away from you when lifting lids or opening cabinets and oven doors.

Steam Table

- Tilt food containers away from you as you insert them in the steam well (if not too full).
- When putting heavy, full pans in that might spill, just set it in, then pull your potholders toward you to slide them out.
- Avoid reaching across steam wells.
- Test to see how cool it is before cleaning.

Chemicals

- Follow manufactures directions.
- Never mix agents.
- Keep chemicals in properly marked containers.
- Keep stored in proper storage area.

Lifting/Moving Objects

- Use proper and safe lifting techniques.
- Use carts or dollies to move heavy or bulky objects.
- Ask for help if you need it, **do not over extend.**
- Be sure to report accidents when they occur to your supervisor.

Electricity

- Pull the plug, not the cord.
- Check ground connections (3 prongs)
- Be sure your hands are dry and your feet are out of water when you operate electrical appliances.
- Do not overload circuits.
- Unplug equipment before moving.

Fire Safety

- Know the evacuation procedure at your building.
- Know the location of fire alarms.
- Know the use of telephone and the number (emergency call 911).
- Know the use of fire extinguishers and locations.
- Know the type of extinguisher to use for various fires.

Facility

"A CLEAN KITCHEN IS THE KEY INGREDIENT OF HEALTHY FOOD"

Floors

• Sweep and mop up spills immediately.

Walls

• Clean regularly.

Equipment

• Clean equipment regularly and thoroughly, according to manufacturer instructions.

Food Contact Surfaces

• Keep food contact surfaces sanitized (food slicers, counter tops, milk cases, etc).

Garbage Disposal

- Keep refuse containers closed or covered.
- Remove regularly to avoid pests or allowing germs to multiply.
- Clean and disinfect containers and area regularly.

Pest Control

- Keep doors, windows and screens closed to prevent pests from entering the kitchen or storage area.
- Keep boxes, papers, cans, etc. cleared so as not to harbor pests.
- Inspect your area, and report any problems.
- Always be on the alert for hazardous conditions.

TITLE: CAFETERIA PERSONNEL

REPORTS TO: Food Service Director or Building Principal and School Administrators

All cafeteria personnel are entitled to compensation for five (5) holidays: Labor Day, Thanksgiving (2), Good Friday, and Memorial Day and Head Cook/Managers, Office Assistant, and Assistant Cook/Baker/Salad Makers are also entitled to compensation for Spring Break (5 days) provided they work the day before the scheduled holiday/break.

Lake Station Community Schools has established and maintains a qualified 401(a) Annuity Plan for all Head Cook/Managers and the Office Assistant. Contributions are made at the end of each school year of 6% of their annual base salary provided the employee contributes 3% to a tax-sheltered annuity (403b) through payroll deduction. Employees must choose their annuity company from a list approved by the Board (AIG and ING). The employee must sign a salary reduction agreement before deductions can commence. In case of employee death or employment termination during the school year, the current year district contribution will be pro-rated. Vesting takes place on the employee's 401(a) Plan after five (5) years of employment or retirement, whichever comes first. In the case of employee death, the 401(a) Plan is payable to the employee's beneficiary. The dollars from account forfeitures are applied to the district's contributions. Each employee directs the investments of his or /her own 401(a) account. Contributions and earnings of the classified employee's 401(a) plan account shall remain in the 401(a) Plan until vested and one of the qualifying events of death, permanent disability, or termination of employment occurs making it possible for the individual to withdraw or transfer funds.

SUMMARY: Head Cook/Manager: A person who, under the supervision of the Food Service Director, has the overall supervisory responsibility of a school food service operation.

Office Assistant: A person who, under the supervision of the Food Service Director, performs the assigned tasks on a daily basis.

Assistant Cook/Baker/Salad Maker: A person who, under the direct supervision of a Head Cook/Manager, performs assigned tasks in designated areas.

Luncheon Worker/Helper: A person who, under the direct supervision of a Head Cook/Manager, performs assigned tasks in designated areas.

- **REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Cafeteria personnel shall meet the qualifications, training and experience as listed in Board Policy #5730 in order to work in the food service department.
 - A. EDUCATION AND/OR EXPERIENCE: High school diploma or general education degree (GED).

- B. LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to faculty, students, and other employees of the school.
- C. MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- D. REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- E. CERTIFICATES, LICENSES, REGISTRATIONS: Possess a valid state food handler's license. USDA Training.
- F. OTHER SKILLS AND ABILITIES: Ability to work with all kitchen machines, tools, equipment, and work aids which may be representative, but not all inclusive, to include continuous churn, pasteurizer, vane churn, cleaver, cutter, fork, ice pick, knife, paddle, sifter, spatula, spoon, broiler, grill, oven, range, roaster, smoke chamber, steam digester, chart, dish, hopper, kettle, mixing bowl, pan, pot, recipe, storage bin, and storage tank.

TERMS OF EMPLOYMENT:

ESSENTIAL

The work year shall normally follow the student calendar. The food service director, with the approval of the Superintendent, may assign additional days. The work week and work day shall be determined by the building principal and food service director, taking into consideration the needs unique to that building.

Base days include the number of student instructional days (180) plus the number of days worked before school starts (1 or 2) plus the number of days worked after school ends (0 to 10). In addition, any other days requiring early dismissal will be deducted from the base, as required, at the Superintendent's discretion.

All cafeteria workers will read the cafeteria standards/rules, date same, and return same to the Food Service Director by July 15 prior to any school year in which work is desired.

Cafeteria openings shall be posted. Those who deem themselves qualified shall apply to the Superintendent. After interview(s), the School Board, upon the Superintendent's recommendation, will take final action.

FUNCTIONS: Include the following. Other duties may be assigned.

Head Cook Manager

- A. Cooks and or supervises food preparation incorporating time saving production methods, effective merchandising, and nutrition education activities.
- B. Implements the school meal pattern and evaluates menus in accordance with district standards.

- C. Makes nutritionally equivalent substitutions in menus within guidelines when needed.
- D. Regularly assesses food acceptability and food waste, reporting findings for future menu planning.
- E. Modifies recipes to meet the dietary guidelines for child nutrition.
- F. Orders food and supplies according to established specifications and procedures.
- G. Ensures that food is thawed, served, and held at the correct temperatures.
- H. Ensures the use of the appropriate serving utensils and portion control.
- I. Sees recommended standard procedures, records, and forms to order food and supplies.
- J. Communicates equipment needs to the food service director.
- K. Inspects refrigeration and freezer units on a regular basis.
- L. Assumes responsibility for receiving, storing, handling, preparing, and serving of food according to established standards.
- M. Signs invoices to acknowledge receipt of goods only after ascertaining delivered amounts are the same as stated on the invoice.
- N. Inspects goods received for quality and for the return of incorrect or unacceptable goods.
- O. Sees that all food and supplies are stored in accordance with recommended storage requirements.
- P. Ensures the use of standardized recipes in food preparation.
- Q. Provides instruction in the proper use of all equipment.
- R. Follows established procedures for emergencies.
- S. Assures that sanitation and safety practices in all phases of the school food service operation meet established standards.
- T. Follows procedures for maintaining safe and sanitary conditions in the storage, preparation, and service of food.
- U. Enforces standards of personal hygiene and grooming including dress, appearance, habits, etc. among staff.
- V. Knows the use and operation of fire extinguishers for each type of fire.
- W. Reports accidents and refers potential safety hazards to the food service director.
- X. Maintains a required system of accountability.
- Y. Prepares and maintains required records.
- Z. Implements approved procedures for cash collections and prepaid sales.
- AA. Determines accurate meal counts by category (free, reduced, paid etc).
- BB. Ensures that the daily food production records are prepared.
- CC. Maintains a system for recording invoices, inventories, and preparing time sheets.
- DD. Prepares and submits all required records, forms, invoices and information as scheduled or on a timely basis.
- EE. Manages the program in accordance with federal, state, and local requirements.
- FF. Prevents discriminatory practices.
- GG. Protects the identity of students receiving free and reduced price meals.
- HH. Observes all rules and regulations of U.S.D.A. in the operation of the school food service program.
- II. Performs any other duties as needed or assigned.

Office Assistant

- A. Travels to each school and picks up the Food Service deposits along with any paperwork that needs to come back to the Food Service office.
- B. Takes the deposit to the bank daily and then returns the bank deposit slips to the Food Service Office.
- C. Assists the Food Service Director with any computer issues that arise with the Point of Sale system.
- D. Knowledgeable about and able to trouble shoot at each one of the cafeteria computers.
- E. Creates new, updates and deletes items, updates and changes pricing as needed at each school and then combines each school onto one corporation inventory monthly.
- F. Takes care of updating all food order guides from food vendors on a regular basis and enters food orders on the Internet as needed.
- G. Creates menus for Head Start breakfasts, lunches, and snacks.
- H. Keeps recipe book updated, costing out each menu (every item with more than one ingredient).
- I. Assists Food Service Director with the approval and/or denial of Free and Reduced Applications.
- J. Performs any other duties as needed or assigned.

Assistant Cook/ Baker/Salad Maker

- A. Assists the Head Cook to prepare and serve a balanced, nutritional lunch for all students and staff.
- B. Assists the Head Cook in maintaining an efficient, clean, attractive kitchen and cafeteria facility.
- C. Tallies daily cash proceeds from computer.
- D. Prepares and serves food according to standards related to sanitary conditions.
- E. Follows work schedules required for the cleaning of work areas, utensils, and equipment.
- F. Follows standards of sanitation in personal grooming.
- G. Operates and cleans equipment according to procedures.
- H. Uses, cleans and stores knives and potentially dangerous small equipment items according to procedures.
- I. Uses objective and subjective indicators to evaluate food quality.
- J. Measures and or weighs ingredients according to instructions.
- K. Follows standardized recipes.
- L. Uses equipment correctly.
- M. Uses correct utensils for preparation and serving.
- N. Uses efficient work techniques.
- O. Adjusts recipes for desired yield.
- P. Serves correct portions of food in an attractive manner.
- Q. Follows standards to check temperature of food and equipment.
- R. Follows meal pattern requirements in serving student meals.
- S. Assists with inventories as needed.
- T. Accurately completes required records and forms.
- U. Follows school and departmental regulations related to food service employees.
- V. Performs responsibilities as outlined in job description.

- W. Knows division of responsibilities and lines of communication within the school and school district.
- X. Relates and communicates positively with students, co-workers, school staff, and parents.
- Y. Utilizes work simplification techniques.
- Z. Performs any other duties as needed or assigned.

Luncheon Worker/Helper:

- A. Follows work schedules required for cleaning of work areas, utensils, and equipment.
- B. Follows standards of sanitation in personal grooming.
- C. Operates and cleans equipment according to procedures.
- D. Uses, cleans, and stores knives and potentially dangerous small equipment items according to procedures.
- E. Uses objective and subjective indicators to evaluate food quality.
- F. Measures and or weighs ingredients according to instructions.
- G. Follows standardized recipes.
- H. Uses equipment correctly.
- I. Uses correct utensils for preparation and serving.
- J. Follows assigned work schedules.
- K. Uses efficient work techniques.
- L. Relates the importance of school meals to the health of students.
- M. Serves correct portions of food in an attractive manner.
- N. Follows standards to check temperature of food and equipment.
- O. Follows meal pattern requirements in serving student meals.
- P. Follows school and departmental regulations related to food service personnel.
- Q. Performs responsibilities as outlined in job description.
- R. Knows and observes division of responsibilities and lines of communication within school and school district.
- S. Relates and communicates positively with students, co-workers, school staff and parents.
- T. Utilizes work simplification techniques.
- U. Performs any other duties as needed or assigned.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk or hear; and taste or smell.

The employee must occasionally lift and/or move up to 50 pounds, up to 25 pounds frequently, and up to 20 pounds constantly. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK **ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is subject to extreme heat and temperature sufficiently high to cause marked bodily discomfort. Additionally, the employee is subject to variations in temperature, which accompany extreme heat and are sufficiently marked and abrupt to cause marked bodily reactions.

The noise level in the work environment is usually loud.

Cafeteria Personnel (Hourly)

** Head Cook/ <u>Manager</u>		**Office Assistant	**Assistant Cook/ <u>Baker/Salad Maker</u>	** Luncheon Worker <u>Helper</u>
*Starting Rate	\$12.90	\$13.40	\$ 9.85	\$8.80
2 - 4 Years	\$14.05	\$14.75	\$10.45	\$9.05
5 - 9 Years	\$14.75	\$15.25	\$10.97	\$9.25
10-14 Years	\$15.05	\$15.75	\$11.49	\$9.40
15+ Years	\$15.49	\$16.25	\$12.05	\$9.60
		**Substitute	\$8.50	

Food Service Director				
Annual Salary	\$50,000.00			
15 + Years	\$55,000.00			

*This is a probationary period.

**Position to be filled by need as determined by Food Service Director.

*** Cafeteria personnel salary schedule is fully funded by the Food Service Department. If funding in the Food Service Department is inadequate or unavailable to pay the salary schedule, salaries for hourly workers and the Food Service Director would be adjusted accordingly.