

Policy and Procedures For Food Service Personnel

This Memorandum describes and identifies policy and procedures which shall apply to Food Service personnel, and shall be applied to all such personnel without regard to race, creed, religion, color, national origin, age, sex, or marital status.

New Castle Community Schools
Department of Food and Nutrition Services
801 Parkview Drive
New Castle IN 47362

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MISSION STATEMENT

The Food Service Staff of the New Castle Community Schools is committed to ensuring proper nutrition for all students during their crucial years of growth and development by providing a variety of meals which are nutritious and balanced.

Code of Conduct

The Food Service Staff of the New Castle Community Schools is committed to treating each student, teacher and staff member with respect. This respect will be given by speaking and acting in a calm manner at all times. The Food Service Staff will refrain from using words that harm, intimidate, belittle or are condescending. The Food Service Staff will not use any profane language while on school property. The Food Service Staff will be kind and courteous while on duty to all students, teachers as well as to fellow Food Service Staff Members.

Profanity Policy

Employees are to refrain from the use of vulgarities and profanity while on school grounds. Management has the right to discipline staff that use obscene, vulgar, rude or discourteous language.

Smoking Policy

New Castle Community Schools is a smoke free campus. This includes the use of vape pens and electronic cigarettes. Employees may clock out during lunch to leave the school grounds to smoke. Employees who are not entitled to a lunch break due to work hours may not leave the grounds. Any employee smoking on school property is subject to disciplinary action, up to and including termination of employment. Any employee in violation of this policy will be subject to the employee progressive discipline found on page 8.

Employee Health and Wellness

Food Service Employees are required to report diagnosed illness caused by Salmonella, Shigella, Shiga Toxin producing Escherichia Coli, Norovirus, Hepatitis A. They are also required to report possible exposure to someone with a like illness. Symptoms such as diarrhea, fever, vomiting, jaundice, or fever with sore throat MUST BE excluded from work. (see 4101AC 7-10)

All employees are expected to disclose any known health or physical limitations prior to employment and any health or physical limitations which develop after employment.

The NCCSC may require any employee to have a physician's examination at any time in order to determine fitness of such employee to perform duties in a satisfactory manner. Employees who have been absent from work for an extended period of time or who have recovered from an injury sustained on or off the job will be required to provide an physicians statement of fitness to return to work.

Food Service Dress Code

- Clean plain T-shirts or shirts with school logos may be worn—no other logos! Scrub Tops are acceptable. Other shirts such as Colts, holiday, etc. are allowed only with permission from FS Office.
- NCCSC Food Service Chef Coats will be worn on Monday and Green Pull overs will be worn on Tuesday.
- NCCSC Food Service Chef Coats & Green Pull Overs are property of the New Castle Schools Food Service Office. Coats & shirts are to be returned upon resignation or termination of position. Below is the price chart for any unreturned coat &/or shirt that will be charged to you or withheld from your last check:

	Small	\$23.00/\$29.98/\$16.00
	Medium	\$23.00/\$29.98/\$16.00
	Large	\$23.00/\$29.98/\$16.00
	Extra Large	\$24.00/\$29.98/\$16.00
	2XL	\$25.00/\$31.98/\$17.00
	3XL	\$28.00/\$32.98/\$18.00

- Clean Cotton or Cotton Blend pants, Uniform Pants and Jeans are acceptable. No holes, rips or tears! Leggings, sweat pants, yoga pants, shorts or any tight fitting pants will not be permitted! Long sleeves are permissible but sleeves must be fitted enough to stay pushed above the elbow. No sweaters, sweatshirts or jackets are allowed.
 - Tennis or Uniform shoes with non-slip soles. Shoes must have slip resistant printed on sole or have tag on shoe—no canvas shoes, no crocs, no boots!
 - Hair must be pulled back—Hair nets must be worn—NO EXCEPTIONS! No Hats or visors are permitted. Persons with hair colors other than natural tones must cover their hair with a white bouffant hair restraint. This would include hair colors such as green, blue, pink, purple, etc..
 - Jewelry should be kept to a minimum—no dangle earrings, necklaces, bracelets, or watches. The only ring permissible is a plain band. Medical alert bracelets are permissible. Piercings other than stud earrings in earlobes will need to be removed during working hours.
 - No Nail Polish! No Artificial Nails
 - Disruptive, inappropriate or excessive tattoos of any kind must be covered at all times during work hours. It is up to the discretion of the manager and the Food Service Director to decide if tattoos must be covered. Bandages or coverings must be provided by the employee.
 - No Cell Phone use during working hours. Please use your cell phone on breaks only!
- Employee Signature: _____

Date: _____

Any employee found in violation of this policy or procedure will be subject to the employee progressive discipline found on page 8.

Work hours – Work days – Work week

The number of hours worked in a day is based on the particular area and assignment. Employees will be made aware of their schedule by their manager. The starting and stopping time is dependent upon individual school building schedule. Employees will be paid only for their scheduled hours unless approval by the Director has been obtained for extra time.

Pay Days

Pay days occur according to the schedule of pay days published and approved by the School Board. A list of certification and pay periods shall be provided. Managers will keep a list of current school year certification payroll dates posted.

Delay Days/School Closures

When schools are on 2 hour delay middle school and high school staff managers will adjust their employees schedules based on the change in meal times in their buildings. Managers will make staff aware on the first week of school what that schedule consists of. A cold breakfast option will be served on a two (2) hour delay at all buildings. Lunch at the elementary is served at the normal time. Employees who report to work before breakfast is served on a normal day should report to school ½ hour later than their scheduled time on a 2 hour delay. Employees who have reported to work on a delay day and school is then closed will be compensated only for their time worked. If for some reason one or more schools are closed due to an emergency (i.e.: water main break) employees could be assigned to another building if their students are sent to another building. This is up to the discretion of the Director. If a school is closed and we will make up the school day at a later date then employees will make up those hours on that date. If there are positions open on the date of a school closure due to absences or vacancies then employees may be asked to fill those positions. They will only be offered the hours of the open or vacant position. Employees are still required to report for work on a 2 hour delay. Employees will not be allowed to use personal or sick days for school closure days.

Breaks

The time and place of lunch breaks will be designated in each building by the manager. It is expected that each employee will observe this schedule. Lunch breaks are on unpaid time. Other break periods are at the discretions of the site manager as approved by the Director of Food Service. Managers are to submit break schedule to the Director.

Absence Reporting and Requesting Substitute worker

Employees who need to report an absence should notify their manager as soon as possible. The manager is to call the Food Service Office and leave a message if it is before 7:30a.m., if it is after 7:30 a.m., the Manager will notify the Food Service Secretary or Director. The Manager will make a request for a substitute worker at that time. The Food Service Secretary or Director will call

available substitute workers. MANAGERS WILL NOT CALL A SUB IN TO WORK OR INCREASE HOURS FOR ANY STAFF WITHOUT PERMISSION FROM THE FOOD SERVICE DIRECTOR.

**Absence Reporting and
Requesting Substitute worker cont.**

Absence Cards must be filled out prior to certification of payroll. The absence cards must be signed by the employee requesting the time off. Managers and/or Food Service Office staff cannot sign for other employees. If an employee is absent on the day certification is due; the employee must come in the Food Service Office on the day they return to sign their time sheet to receive payment. Whenever possible absence cards should be filled out prior to the absence, i.e.: physician's appointments. All Food Service Staff are encouraged to make every effort to schedule these appointments after normal work hours.

Health Clinic

Employees with NCCSC Health Insurance are eligible for services provided by Health Link / 798 North 16th Street / Phone: 765-521-1500 / Hours: 8-5 Monday through Friday. (Lab will be open from 7- 9 AM Mon., Tues., and Thurs.).

Use of Personal Sick Days

Effective October 11, 2010, an employees hired prior to July 1, 2016 shall have the right to use one (1) personal day per school year for personal business which cannot be conducted outside the employee's normal scheduled work hours. Usage may be in units of one-half (1/2) or a full day. The employee must specify in writing "Personal Business" as the reason for the absence(s). *This day does not accumulate into illness days.

An employee shall have the right to use a maximum of two (2) days of the employee's yearly sick leave entitlement per school year for personal business which can not be conducted outside the employee's normal scheduled work hours. Usage may be in units of one-half (1/2) or a full day. The employee must specify in writing "Personal Business" as the reason for the absence(s). An employee may not use accumulated sick leave for personal business.

Employees who request more than the allowed two (2) days will be marked as an unexcused absence. Excessive use of unexcused absences will be reviewed by the Food Service Director and Assistant Superintendent for appropriate disciplinary action.

Employees hired after July 1, 2016 do not receive sick days.

Personal Leave

Each employee hired prior to July 1, 2016 shall be entitled to be absent from work without loss of compensation because of personal business which cannot be conducted outside the employee's normal scheduled work hours for a total of one (1) day per school calendar year. The employee must specify in writing on the absence card "personal business" as the reason for the absence. Employees hired after July 1, 2016 will be awarded personal days based on their employment tier. These days will be awarded by semester and can be used for personal or sick days at the employees' discretion.

Family Illness Leave

Each employee shall be entitled, after completion of probationary period, to be absent from work without loss of compensation as described in the Food Service Contract, if taken at the time of serious illness, major surgery, or serious accident of a husband, wife father, father-in-law, step-father, mother, mother-in-law, step-mother, brother, sister, son, step-son, son-in-law, daughter, step-daughter, daughter-in-law, legal guardian, grandparent, or grandchild, regardless of residence or a blood relative residing in the household of the employee. Serious illness if used within this subsection shall exclude regular (normal) routine dental, vision and/or medical visitations/appointments. Requests for additional days are made to the Director of Food & Nutrition. As provided by Federal Law.
Contact HR Specialist at CEC for current guidelines.

Maternity Leave

As provided by Federal Law.
Contact the HR Specialist for current guidelines.

New Castle Community Food Service Department
Food Service Employee Reporting Agreement

The purpose of this agreement is to ensure that Food Service Employees notify their Manager when they experience any of the conditions listed so that the Manager can take appropriate steps to preclude the transmission of foodborne illness.

I agree to report to the Manager:

Future Symptoms

1. Diarrhea
2. Fever
3. Vomiting
4. Jaundice
5. Sore Throat with Fever
6. Lesions containing pus on the hand, wrist, or an exposed body part (such as boil and infected wounds, however small)

I agree to report to the Food Service Director:

Future Medical Diagnosis:

Whenever diagnosed as being ill with Typhoid Fever (Salmonella Typhi), Shigellosis (Shigella spp.), Shiga toxin producing Escherichia Coli infection (Escherichia coli 0157:H7), or Hepatitis A (hepatitis A virus)

Future High Risk Conditions:

1. Exposure to or suspicion of causing any confirmed outbreak of typhoid fever, shigellosis, shiga toxin-producing Escherichia coli infection, or hepatitis A.
2. A household member diagnosed with typhoid fever, shigellosis, illness due to shiga toxin producing Escherichia coli, or hepatitis A.
3. A household member attending or working in a setting experiencing a confirmed outbreak of typhoid fever, shigellosis, shiga toxin-producing Escherichia coli infection, or hepatitis A.

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the Food Code and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnosis, and high risk conditions, specified;
2. Work restrictions or exclusions that are imposed upon me; and
3. Good hygienic practices

I understand that failure to comply with the terms of this agreement could lead to action by the food establishment or the food regulatory authority that may jeopardize my employment and may involve legal action against me.

Applicant or Food Service Employee Name: _____

Signature of Applicant or Food Service Employee: _____

Signature of Food Service Representative: _____

New Castle Community Food Service Department
Food Service Employee Reporting Interview

The purpose of this form is to ensure that employees to whom a conditional offer of employment has been made and current food service employees advise the Food Service Director of past and current conditions described so that the Food Service Director can take appropriate steps to preclude the transmission of foodborne illness.

Employee Name: _____

Today:

Are you suffering from any of the following:

1. Symptoms

a.	Diarrhea?	Yes	No
b.	Fever?	Yes	No
c.	Vomiting?	Yes	No
d.	Jaundice?	Yes	No
e.	Sore Throat w/ Fever?	Yes	No

2. Lesions containing pus on the hand, wrist, or an exposed body part? Yes No

Past:

Have you ever been diagnosed as being ill with Typhoid Fever (*Salmonella Typhi*), Shigellosis (*Shigella* spp.), Shiga toxin producing *Escherichia Coli* infection (*Escherichia coli* 0157:H7), or Hepatitis A (hepatitis A virus)?

Yes No

If Yes, what was the date of diagnosis? _____

High Risk Conditions

1. Have you been exposed to or suspected of causing a confirmed outbreak of typhoid fever, shigellosis, illness due to shiga toxin producing *Escherichia coli*, or hepatitis A? Yes No
2. Do you live in the same household as a person diagnosed with typhoid fever, shigellosis, illness due to shiga toxin producing *Escherichia coli*, or hepatitis A? Yes No
3. Do you have a household member attending or working in a setting where there is a confirmed outbreak of typhoid fever, shigellosis, illness due to shiga toxin producing *Escherichia coli*, or hepatitis A.? Yes No

Name, Address and Telephone number of your Doctor:

Name:

Address:

Phone Number:

Signature of Food Service Employee: _____

Signature of Food Service Representative: _____

Date: _____

Progressive Discipline Procedures

We understand that people make mistakes and our employees may not always follow our policies and procedures closely. We want to give our employees a chance to correct their behavior when possible and assist them in the process. We also want to ensure that serious offenses are thoroughly investigated and dealt with.

This procedure applies to all our employees.

Our disciplinary procedure has four steps of increasing strictness. These steps are:

1. Verbal Warning
2. Formal Warning
3. Final Warning
4. Termination

All these phases are official and require documentation. HR must also keep record of the process from step 1 onwards.

Managers should let employees know when they launch a progressive discipline procedure. For example, pointing out a performance issue is not necessarily a verbal warning and may be part of regular feedback an employee receives. If a manager believes the progressive discipline procedure should begin, they must clarify this to their team member and document the step.

Each step is explained below:

Verbal Warning: When a manager issues a verbal warning to an employee, they should do so privately. When appropriate, they should provide that employee with a copy of the policy or procedure they have violated. Supervisors should provide the employee with any coaching or advice they need to correct their behavior. Managers should provide a time line for the employee to correct their behavior. Managers should document this meeting, sign, date and send to the Director.

Formal Warning: Employees are called in for a formal warning with their Manager and the Director. The HR Specialist may also be invited to this meeting. The performance issue and/or violation will be reviewed and discussed with the employee having the opportunity to explain their side. Any penalties that the employees will receive will be discussed. This may include suspension without pay or demotion for serious offenses. Coaching and advice will be given. A time line for employee to correct behavior will be given. The Director will document the meeting. All parties will sign the statement and copies will be given to all parties. HR will be included in this group even if they are not in attendance at the meeting.

Final Warning: Employees who continue to violate our policies and procedures or continue to have performance issues will be terminated at this stage. This step will include the HR Specialist, the Manager, the Director and the employee. The HR Specialist will document the meeting. All parties will sign the statement and copies will be given to all parties.

These procedures are meant to provide general guidelines. The Food Service Department reserves the right to treat circumstances in a different way from that described in this policy. The department is always obliged to act fairly and lawfully and document every stage of the progressive discipline process.

Procedure for Reporting Workplace Injuries

The following steps should be followed once an employee is injured while on the job:

1. Is this an emergency? The buildings Health Assistant will help make the decision if the employee needs to go directly to emergency room. This information will need to be shared with the Food Service Office immediately.
2. Manager is to call the Food Service Office immediately.
3. The Food Service Office will then get information (i.e. Employee name, what happened, where injury is located, etc.) to contact Beth Shafer at CEC to get the appointment made at Health Link if the employee wishes to be seen. If Beth is unavailable, please contact the following people in order:
 - a. Megan Bell
 - b. Leah Melton
 - c. Jena Schmidt
4. Manager will fill out the First Report of Employee Injury/Illness form. (the required information is highlighted). **This form is to be filled out even if employee is declining medical attention.**
5. Manager will also fill out the top section of the Authorization for Disclosure sheet if the employee is unable to do so. The injured employee will need to sign, date and print name at the bottom of this sheet.
6. Manager is to provide the employee with the small white envelope within the paperwork packet. This envelope contains the paperwork that the physician is to complete for Worker's Compensation. Physician is to fax the completed form back to CEC following appointment. (fax number is provided at the bottom for the Physician's office)
7. Manager will bring the paperwork to the Food Service Office to complete the paperwork.
8. The Food Service Secretary or Director will complete the Workers' Compensation Fax sheet. This is the sheet we will make note if the employee declined medical attention the day of the incident.
9. The Food Service Office will then send all the paperwork to Beth Shafer at CEC to process with the Worker's Compensation insurance carrier. Again, if Beth Shafer is unavailable, please send paperwork to the person you were able to get in touch with listed above.

Overtime

The Food Service Department will follow the guidelines of the school corporation in regards to paying overtime.

ALL overtime must be pre-approved by the Director.

Time Sheets

It is the policy of the Food Service Department to comply with applicable laws that require records to be maintained of the hours worked by all employees. This is done to ensure that accurate records are kept of the hours actually worked, accrued leave time, and absences the employee has taken.

Employees are required to use the Meals Plus Time Portal to record their hours worked. Employees are each assigned a unique employee number. This number will be used to log into the time system in the Meals Plus point of sale system. A pin number is created by the employee as a password. The employee will log into the time system to clock in and out.

Employees are required to use the Meals Plus time system to request time off for planned medical appointments and personal business. Once the request has been placed the Food Service Department will approve or deny the request. The Food Service Secretary will add this time, if paid, to the time sheet so the employee's time sheet is accurate.

Employees are required to print their time sheet and check for accuracy every Tuesday. If an employee is absent on the day certification is due; the employee must come in the Food Service Office on the day they return to sign their time sheet to receive payment. Discrepancies are to be addressed with the manager. The manager is to notify the Food Service Office of any confirmed discrepancies. The Food Service Secretary can make any necessary change to the time sheet to address discrepancies. The employee and manager must both sign the time sheet in ink to confirm its accuracy. The time sheets are then sent to the Food Service Office by the Manager to be processed.

Employee Meals

The U.S. Department of Agriculture states that the National School Breakfast and Lunch Program exist for the benefit of children. The food service department allows employees to eat one meal at no charge during their lunch/break. Ala Carte items, extra main dish and side items will be charged at the same rate that students are charged.

Food items or beverages left over after any meal service are not to be taken home or given to any employee.

Checking in Vendor Deliveries

Managers or their designee are responsible for checking in all deliveries. The products must be checked for accuracy, damage or error. Food items should be checked for country of origin. This is to be done by placing a check mark beside the item on the delivery slip. If an item has been omitted from the delivery, the Manager must e-mail the Food Service Director immediately. Each page of the delivery slip MUST be signed by the Manager. The signature must be legible. No initials on delivery slips. The signed delivery slips shall be sent into the Food Service Office with the daily deposit.

Equipment and Technology Problems

Any equipment problems are to be reported to the Manager. Damaged or faulty equipment must be repaired before it can be used. Report any damage (i.e. frayed or loose electrical cords, inaccurate refrigerator or freezer temperatures, dish machine or warmer temperatures not in acceptable range) to your Manager. Please do not attempt to use any piece of equipment that is not in a safe condition. Managers will notify the Food Service secretary via email unless it is an emergency. The Food Service Director will see that the damaged piece of equipment is repaired.

Technology problems must be reported to the Food Service Office. We will contact the Technology Department. DO NOT stop a Technology Department employee during their normal work day. Technology staff is assigned a task schedule.

Policy on Free and Reduced Price Meal Benefits

The applications for free and reduced price meals are on file in the Food Service Office. Eligibility will be determined by the guidelines and income scale as received from the State Department of Education Food and Nutrition. Students that receive free or reduced price meals are not to be identified in any manner. Only the manager and cashier will know a student's status.

Identifying a student's status to any unauthorized person is grounds for disciplinary action.

Insufficient Fund Checks

Insufficient Fund Checks will be withdrawn from the student's account and letters will be sent home immediately. Upon receipt of a second insufficient fund check, the child's account will be flagged and no further personal checks will be accepted. Payment for insufficient fund checks can be made at the child's school or at the Food & Nutrition Office located at 801 Parkview Dr., Suite One. Telephone (765) 521-7240; Fax (765) 521-7239.

Personal Property

New Castle Community Schools accepts no responsibility for lost or stolen items. Cell phones are not allowed to be used during working hours. Phones should be turned **off** and kept with other personal property, at your own risk. Cell phones may be used during employee break and lunch times. Employees violating this policy will be subject to disciplinary action.

Procedure for Placing Orders/Ordering Equipment

Food and Disposables—Current vendor: Gordon Food Service

The following schools must have orders submitted for review by noon on Wednesday:

- New Castle High School
- Riley Elementary
- Westwood Elementary
- Wilbur Wright Elementary

The following schools must have orders submitted for review by noon on Friday:

- New Castle High School
- New Castle Middle School
- Parker Elementary
- Eastwood Elementary
- Sunnyside Elementary

Orders should be separated by lunch, breakfast and ala carte and a notation should be made in the comment box on the GFS order site so the reviewer will know which menu or program the items are being ordered for.

Orders will be reviewed by the Food Service Director or in her absence the Food Service Secretary. After orders have been reviewed and items deemed allowable the order will be placed. Items found not to be on the order guide will be removed and the manager will be asked to resubmit a suitable item. No one but the Director and Secretary will have the security rights to place a food order.

Water and Flavored Drinks—Current Vendor(s): Atlantic Foods, Pepsicola and Commercial Food Systems

Orders for Atlantic Foods will be added by managers to the shared google doc, Atlantic Food Order, by noon on Friday. The Food Service Director or in her absence the Food Service Secretary will review the order and once all items are deemed allowable it will be shared via email with the vendor.

Orders for Pepsicola will be submitted by noon on Friday to the Food Service Director or in her absence the Food Service Secretary. The items will be reviewed and once all items are deemed allowable the Director or Secretary will place the order online. A print out of the order will be sent to the school manager who requested the delivery.

Orders for Commercial Food Systems will be emailed to the Food Service Director or in her absence the Food Service Secretary, by noon on Wednesday. The items will be reviewed and once all items are deemed allowable the Director or Secretary will email the vendor to place the order.

Small wares, Office Supplies, etc.—Current Vendor: Variety

SFA managers or employees can request various small wares, office supplies, etc. to be purchased. Specific details must be provided, these could include product/model numbers, webpage addresses, printout of requested item, etc. The Food Service Secretary will review that the item meets the needs of the department and is an allowable cost. She will create a purchase order that will be submitted to the Food Service Director. The Director will then review that the products meet the needs and are an allowable cost and sign off on the request to purchase.

Equipment purchases—Current Vendor: Variety

The Food Service Director will obtain three quotes from various vendors for equipment deemed necessary for the operation of the food service department. The following items will be requested from each vendor:

- Price of equipment and services described in RFQ
- Form W-9
- Certificate of Liability Insurance of contractor providing work on site
- Debarment and Suspension Certificate
- Anti-Collusion Affidavit
- Detailed company information with company representative contact information

Quotes and documents will be reviewed by the Food Service Director. The Director will obtain permission from the IDOE Nutrition Department for purchases over \$5000.00 that are not listed on the preapproved equipment document available on the IDOE Nutrition website.

The Director will make a recommendation and send all documentation to the Chief Financial Officer for their review before any purchase agreement is signed or order is placed.

The CFO will review all documents and sign and return review sheet. At that time an agreement or purchase order can be sent to the vendor.

Upon delivery or installation the Director will confirm that the correct product has been provided per the agreement or purchase order. The Director will review the invoice before payment is made to ensure that the price charged is the price that was originally quoted.

All documents will be saved and filed by place of installation. If equipment is moved to another facility the file will be updated.

Documentation Requirements

Managers and Sub Managers will be responsible for insuring that all documentation is turned into the Food Service Office in a timely manner.

Invoices and Statements must be turned in within 1 day of receipt.

Production records must be turned in within 2 days of meal service.

Daily Deposit Reconciliation Sheets must be signed and turned in daily.

Thermometer Calibration Sheets and Freezer/Cooler Sheets must be placed in the Food Safety Binder on a monthly basis.

Cashiers must submit a signed and dated meal summary to the Manager or Sub Manager at the end of every meal service.

Managers should keep a copy of all documentation for their records in the event of an audit by the IDOE and/or USDA.

Professional Standards Requirements

USDA has established minimum professional standards requirements for nutritional professionals who manage and operate the National School Lunch and School Breakfast Programs. All employees will be required to take continuing education/training to fulfill the requirements. Training and education will be provided onsite as much as possible but there may be times when employees are required to attend trainings off site, after shift hours or on days they are not schedule to work. Training time will be paid at the employee's regular rate of pay. The training standards for the 2019-2020 school year are listed below:



Professional Standards for All School Nutrition Program Employees

Summary of the Final Rule Effective July 1, 2015

USDA has established minimum professional standards requirements for school nutrition professionals who manage and operate the National School Lunch and School Breakfast Programs.

The standards, another key provision of the Healthy, Hunger-Free Kids Act of 2010 (HHFKA), aim to institute minimum education standards for new State and local school nutrition directors as well as annual training standards for all school nutrition professionals. These new standards will ensure school nutrition personnel have the knowledge, training, and tools they need to plan, prepare, and purchase healthy products to create nutritious, safe, and enjoyable school meals. This final rule will:

- Create minimum hiring standards for new school food authority (SFA) directors based on a school district's size;
- Establish minimum hiring standards for new State directors of school nutrition programs and State directors of distributing agencies; and
- Require minimum annual training for all new and current school nutrition professionals.

A comprehensive Professional Standards Web site provides a database of training options. School nutrition staff can search for training that meets their learning needs in one easy-to-use location: <http://professionalstandards.nal.usda.gov/>

Training Standards for All School Nutrition Program Employees (All Local Educational Agency Sizes)

All Directors	For School Year 2015-2016 ONLY: at least 8 hours of annual continuing education/training. Beginning school year 2016-2017: at least 12 hours of annual continuing education/training. This required continuing education/training is in addition to the food safety training required in the first year of employment.
All Managers	For School Year 2015-2016 ONLY: at least 6 hours of annual continuing education/training. Beginning school year 2016-2017: at least 10 hours of annual continuing education/training.
All Other Staff Other than the Director or Manager who works an average of at least 20 hours per week	For School Year 2015-2016 ONLY: at least 4 hours of annual continuing education/training. Beginning school year 2016-2017: at least 6 hours of annual continuing education/training.
Part-Time Staff Work <20 hours per week	Each year, at least 4 hours of annual continuing education/training, regardless of the number of part-time hours worked. Note: If hired January 1 or later, an employee must only complete half of the above required training hours.

Training Requirements for All State Agency Directors

State Director of School Nutrition Programs	State Director of Distributing Agencies
Each year, at least 15 hours of annual continuing education/training. Must PROVIDE, or ensure that State agency staff receives, annual continuing education/training. Must also PROVIDE a minimum of 18 hours of training to SFAs each year.*	Each year, at least 15 hours of annual continuing education/training. Must PROVIDE, or ensure that State food distribution staff receives, annual continuing education/training.*

**Training is an approved use of State Administrative Expenses (SAE) funds and a variety of training formats are allowed. States may use contractors or partner with other organizations (School Nutrition Association and National Food Service Management Institute, etc.) to provide training.*

Job Descriptions

All employees will be required to sign a job description in accordance with the position held. Employees understand that by signing the job description they are acknowledging that they have received, reviewed and fully understand the job description. They understand that they are responsible for the satisfactory execution of the essential functions described in the job description. They attest they can mentally and physically execute those requirements under any and all conditions described.

The job descriptions for the New Castle Food Service Department are as follows:

Job Title: Kitchen Manager

Job Summary: This position requires a carefully selected individual with strong communication, technical and organizational skills. This individual is employed by the New Castle Community School Corporation on the recommendation of the Superintendent of Schools.

Qualifications/Skills:

- High School Diploma or Equivalent
- Completion of ServSafe Manager Certification
- Knowledge of kitchen equipment and preparing bulk meals
- Display high degree of judgment, discretion and confidentiality
- Must pass an Expanded Criminal History Check

Physical Requirements: Standing for long periods, bending, squatting, and ability to lift up to 50 pounds

Reports to: Food Service Director

Evaluation by: Food Service Director

Supervises: All Cafeteria Employees

Terms of Employment: 180 Student days

Job Goal: This position requires an individual to perform duties and responsibilities with minimal to no supervision. Must have the ability to communicate and articulate responsibilities and requirements of the Food Service Department.

Performance Responsibilities/Duties:

The Food Service Kitchen Manager is responsible for food preparation, baking, cooking meals as directed by the Food Service Director. The Kitchen Manager is responsible for all reporting and records required by the USDA, IDOE and New Castle Food Service Department. The Kitchen Manager will know all kitchen procedures; ensure that appropriate quantities of food are prepared and served. Meet all requirements set forth for the Child Nutrition Program by all local, state, & federal guidelines.

Essential Job Functions:

- Manage orders, timesheets, production records, and all others as they may apply to state guidelines and/or HAACP policies.
- Supervise all kitchen staff, assign duties as necessary, and be responsible for the safety of students, staff, & equipment.
- Work in any position to fill an absence.
- Ensure all kitchen personnel are cross trained.
- Follow all rules, regulations, and policies of New Castle Schools and follow directives from supervisor.
- Provide assistance to cooks as it may pertain to food preparation.
- Maintain adequate recipes to provide a variety of foods for students.
- Maintaining all record keeping maintaining state guidelines and/or HAACP policies.
- Operate cash register during breakfast and lunch as needed.
- Order food to meet adequate quantities for menus

- Take responsibility for one’s own actions that occur in the kitchen.
- Operate & sanitize all equipment.
- Be respectful and friendly to co-workers, staff, and students.
- Maintain food production that ensures the safety and quality of food per state and local health codes.
- Communicate with parents, school staff, and community members in a professional manner.
- Perform other functions that may be assigned by the Food Service Director or Principal.

Skills and Requirements

- Extensive knowledge of computer programs including, but not limited to Microsoft Office and Google Suite.
- Ability to learn all aspects of the current point of sale software.
- Ability to use technology to communicate with Food Service Director as well as ordering of food and supplies.
- Ability to work quickly, independently, and efficiently in preparation and serving of food.
- Train head cook as a kitchen manager replacement in their absence.
- Ability to get along well with others; while being a team player.
- Initiative to seek work needing to be completed.
- Ability to work in a fast paced environment.
- Ability to read and follow recipes, know standard weights and measurements, increase or decrease recipes as needed.
- Ability to follow and communicate both oral and written instructions.
- Knowledge of USDA meal pattern requirements.
- Knowledge of preparing, and serving bulk foods.
- Assist in daily cleanup of kitchen and service areas.
- Ability to stand, squat, bend, kneel, push, and pull repetitively and for long periods.
- Store leftover food properly and maintain proper storage of all food items.
- Practice safety and sanitary habits in every area of the facility.
- Ability to train personnel in safety and sanitation practices, and maintain those habits.
- Ability to help food service director with kitchen personnel evaluations.
- Ability to stay within a budget.
- Prepare adequate quantities of food items for meals.
- All other duties as assigned by Food Service Director, Principal or Superintendent.
- Kitchen Managers must complete at least 12 hours of continuing education/training per year.

I have read, understand and agree to follow the job description for my position. I understand that I am responsible for the satisfactory execution of the essential functions described in the job description. I attest I can mentally and physically execute those requirements under any and all conditions described.

Employee

Date

Human Resources or Supervisor

Date

Job Title: Head Cook

Job Summary: This position requires a carefully selected individual with strong communication, technical and organizational skills. This individual is employed by the New Castle Community School Corporation on the recommendation of the Superintendent of Schools.

Qualifications/Skills:

- High School Diploma or Equivalent
- Completion of ServSafe Food Handler Certification
- Knowledge of kitchen equipment and preparing bulk meals
- Display high degree of judgment, discretion and confidentiality
- Must pass an Expanded Criminal History Check

Physical Requirements: Standing for long periods, bending, squatting, and ability to lift up to 50 pounds

Reports to: Kitchen Manager

Evaluation by: Kitchen Manager

Supervises: Not Applicable

Terms of Employment: 180 Student days

Job Goal: This position requires an individual to perform duties and responsibilities with minimal to no supervision. Must have the ability to communicate and articulate responsibilities and requirements of the Food Service Department.

Performance Responsibilities/Duties:

The Food Service Head Cook is responsible for food preparation, baking, cooking meals as directed by the Food Service Kitchen Manager. The Food Service Head Cook will know all kitchen procedures; ensure that appropriate quantities of food are prepared and served. Meet all requirements set forth for the Child Nutrition Program by all local, state, & federal guidelines.

Essential Job Functions:

- Provide assistance to Kitchen Managers as it may pertain to record keeping maintaining state guidelines and/or HAACP policies.
- Understand and prepare production records in accordance with USDA guidelines.
- Take responsibility for one's own actions that occur in the kitchen.
- Operate & sanitize all equipment.
- Be respectful and friendly to co-workers, staff, and students.
- Maintain food production that ensures the safety and quality of food per state and local health codes.
- Follow all rules, regulations, and policies of New Castle Schools and follow directives from Food Service Director.
- Perform other functions that may be assigned by the Kitchen Manager/ Principal/ Food Service Director/Principal or Superintendent.

Skills and Requirements

- Basic knowledge of computer programs including but not limited to Microsoft office and Google Suite.
- Ability to learn all aspects of the current point of sale software.
- Ability to work quickly, independently, and efficiently in the preparation and serving of food.
- Ability to get along well with others; while being a team player.
- Initiative to seek work needing to be completed.
- Ability to work in a fast paced environment.
- Ability to read and follow recipes, know standard weights and measurements, increase or decrease ingredients as needed.
- Ability to follow and communicate both oral and written instructions.
- Knowledge of USDA meal pattern requirements.
- Knowledge of preparing, and serving bulk foods.
- Assist in daily cleanup of kitchen and service areas.
- Ability to lift 50 lbs. and work in hot and cold environments.
- Ability to stand, stoop, bend, kneel, push, and pull repetitively and for long periods of time.
- Store leftover food properly and maintain proper storage of all food items.
- Practice safety and sanitary habits in every area of the facility.
- Employees working more than 20 hours per week must complete at least 6 hours of continuing education per year.

I have read, understand and agree to follow the job description for my position. I understand that I am responsible for the satisfactory execution of the essential functions described in the job description. I attest I can mentally and physically execute those requirements under any and all conditions described.

Employee

Date

Human Resources or Supervisor

Date

Job Title: Food Service Employee

Job Summary: This position requires a carefully selected individual with strong communication, technical and organizational skills. This individual is employed by the New Castle Community School Corporation on the recommendation of the Superintendent of Schools.

Qualifications/Skills:

- High School Diploma or Equivalent
- Completion of ServSafe Food Handler Certification
- Display high degree of judgment, discretion and confidentiality
- Must pass an Expanded Criminal History Check

Physical Requirements: Standing for long periods, bending, squatting, and ability to lift up to 50 pounds

Reports to: Kitchen Manager

Evaluation by: Kitchen Manager

Supervises: Not Applicable

Terms of Employment: 180 Student days

Job Goal: This position requires an individual to perform duties and responsibilities with minimal to no supervision. Must have the ability to communicate and articulate responsibilities and requirements of the Food Service Department.

Performance Responsibilities/Duties:

The Food Service Employee is responsible for serving and/or cashier duties and clean up as directed by the Food Service Kitchen Manager. The Food Service Employee will meet all requirements set forth for the Child Nutrition Program by all local, state, & federal guidelines.

Essential Job Functions:

- Provide assistance to Kitchen Manager, Head Cook and Line Cook in regards to setting up food service lines for meal service.
- Take responsibility for one's own actions that occur in the kitchen.
- Operate & sanitize all equipment.
- Be respectful and friendly to co-workers, staff, and students.
- Perform cashier duties including but not limited to; running cash transactions, counting down cash drawers, printing end of day reports from point of sale system.
- Follow all rules, regulations, and policies of New Castle Schools and follow directives from Food Service Director.
- Perform other functions that may be assigned by the Kitchen Manager/ Principal/ Food Service Director/Principal or Superintendent.

Skills and Requirements

- Ability to work quickly, independently, and efficiently in the serving of food.
- Ability to learn current point of sale software if required.

- Ability to get along well with others; while being a team player.
- Initiative to seek work needing to be completed.
- Ability to work in a fast paced environment.
- Ability to read and follow basic directions.
- Ability to follow and communicate both oral and written instructions.
- Knowledge of USDA meal pattern requirements.
- Assist in daily cleanup of kitchen and service areas.
- Ability to lift 50 lbs. and work in hot and cold environments.
- Ability to stand, stoop, bend, kneel, push, and pull repetitively and for long periods of time.
- Store leftover food properly and maintain proper storage of all food items.
- Practice safety and sanitary habits in every area of the facility.
- Employees working more than 20 hours a week must complete at least 6 hours of continuing education per year. Employees working less than 20 hours a week must complete at least 4 hours of continuing education per year.

I have read, understand and agree to follow the job description for my position. I understand that I am responsible for the satisfactory execution of the essential functions described in the job description. I attest I can mentally and physically execute those requirements under any and all conditions described.

Employee

Date

Human Resources or Supervisor

Date

Job Title: Food Service Secretary

Job Summary: This position requires a carefully selected individual with strong communication, technical and organizational skills. This individual is employed by the New Castle Community School Corporation on the recommendation of the Superintendent of Schools.

Qualifications/Skills:

- High School Diploma or Equivalent
- 2 Years Secretarial Experience
- Display high degree of judgment, discretion and confidentiality
- 6 hours of continuing education required yearly
- Must pass an Expanded Criminal History Check

Physical Requirements: Standing for long periods, bending, squatting, and ability to lift up to 50 pounds

Reports to: Food Service Director

Evaluation by: Food Service Director

Terms of Employment: 12 Month Secretary

Job Goal: This position requires an individual to perform experience level secretarial duties and responsibilities with minimal to no supervision. Must have the ability to communicate and articulate responsibilities and requirements of the Food Service Department in a positive and effective manner with staff, students, co-workers, parents and/or visitors.

Performance Responsibilities/Duties:

The Food Service Secretary is responsible for performing routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, and providing information to callers. The Food Service Secretary is responsible for reporting and preparing records required by the USDA, IDOE and New Castle Food Service Department. The Food Service Secretary will know all requirements set forth for the Child Nutrition Program by all local, state, & federal guidelines.

Essential Job Functions:

- Manage and process payroll/certification, including tracking employee leave records.
- Prepare and process bills, invoices, and purchase orders in a timely manner.
- Work in cashier position in cafeteria if necessary to cover absences.
- Process daily cash deposits from all cafeterias.
- Follow all rules, regulations, and policies of New Castle Schools and follow directives from supervisor.
- Process Free & Reduced Applications/Direct Certification and prepare reports for building secretaries on findings.
- Answer parent and employee inquiries within assigned scope of responsibility.
- Maintain all records for the Food Service Department following state and/or USDA guidelines and policies.
- Maintain department schedule by maintaining calendars for department personnel, arrange meetings, travel, and continuing education

- Assist Director with calling in substitutes for absences.
- Assist Director with calling in outside repairmen for kitchen equipment.
- Assist with the everyday running of the Summer Meal Program including, serving of meals, record keeping, deposits, and reporting.
- Prepare and process all mailings including delinquent letters, direct certification letters, eligibility status letters, etc.
- Be respectful and friendly to co-workers, staff, and students.
- Maintain parent confidence and protect the Food Service Department by keeping all information confidential.
- Order supplies necessary for the operation of the Food Service Office.
- Perform other functions that may be assigned by the Food Service Director or Principal.

Skills and Requirements

- Perform clerical and administrative tasks quickly and accurately.
- Knowledge and proficiency in the use of technology (i.e. computers, word processing, database spread sheets programs, power point)
- Ability to learn all aspects of the current point of sale software.
- Ability to use technology to communicate clearly and concisely with Food Service Director, Staff and Parents.
- Ability to work quickly, independently, and efficiently.
- Ability to get along well with others; while being a team player.
- Initiative to seek work needing to be completed.
- Ability to work in a fast paced environment.
- Maintain financial records and make basic math computations quickly and accurately.
- Meet strict timelines and perform multiple tasks.
- Knowledge of USDA meal pattern requirements.
- Knowledge of the functions of the various parts of the Food Service Department.
- Knowledge of alphanumeric filing systems, inventory control methods and methods commonly used in the training for acquiring clerical skills.
- Ability to learn the ordering systems currently used by the Department for food and supplies.
- All other duties as assigned by Food Service Director, Principal or Superintendent.
- Food Service Secretary must complete at least 6 hours of continuing education/training per year.

I have read, understand and agree to follow the job description for my position. I understand that I am responsible for the satisfactory execution of the essential functions described in the job description. I attest I can mentally and physically execute those requirements under any and all conditions described.

Employee

Date

Human Resources or Supervisor

Date

Job Title: Delivery Driver-Inventory Manager

Job Summary: This position requires a carefully selected individual with strong communication, technical and organizational skills. This individual is employed by the New Castle Community School Corporation on the recommendation of the Superintendent of Schools.

Qualifications/Skills:

- High School Diploma or Equivalent
- Valid Driver's License with clean driving record for 3 years
- Display high degree of judgment, discretion and confidentiality
- Must pass an Expanded Criminal History Check

Physical Requirements: Standing for long periods, bending, squatting, and ability to lift up to 50 pounds

Reports to: Food Service Director

Evaluation by: Food Service Director

Terms of Employment: 12 Month Employee

Job Goal: This position requires an individual to perform duties and responsibilities with minimal to no supervision. Must have the ability to communicate and articulate responsibilities and requirements of the Food Service Department.

Performance Responsibilities/Duties:

The Food Service Delivery Driver/Inventory Manager is responsible for all deliveries and maintaining a record of food service inventory. The Food Service Delivery Driver/Inventory Manager will know all kitchen procedures; ensure that food is handled in accordance with HACCP polices as well as state and local health codes. Meet all requirements set forth for the Child Nutrition Program by all local, state, & federal guidelines.

Essential Job Functions:

- Manage deliveries in accordance with corporation policy while following HACCP guidelines as well as all local, state and federal guidelines.
- Ensure that all products are rotated on the FIFO procedure.
- Deliver prepackaged breakfast boxes to schools providing breakfast in the classroom on a regular basis to avoid disruption of breakfast service.
- Advise Managers and Director when products are nearing expiration dates and should be used to avoid loss of product.
- Work in any position to fill an absence.
- Responsible for picking up money bags at the Administration Building and deposit receipts from the bank on a daily basis.
- Follow all rules, regulations, and policies of New Castle Schools and follow directives from supervisor.
- Provide assistance to Food Service Secretary in regards to filing records and mailings.
- Move food/product from one location to another on an as needed basis.
- Maintain inventory of Central Dry Storage and Freezer.
- Operate cash register during breakfast and lunch as needed.

- Provide basic repair on food service equipment and advise Food Service Director on needed repairs.
- Take responsibility for one's own actions while working in corporation buildings.
- Provide summer/break maintenance on all food service equipment.
- Be respectful and friendly to co-workers, staff, and students.
- Maintain records on freezer and coolers on a daily basis to ensure equipment is working properly and maintaining the correct temperatures. Report to Director any abnormalities requiring service call.
- Communicate with parents, school staff, and community members in a professional manner.
- Perform other functions that may be assigned by the Food Service Director or in the absence of the Director by the Food Service Secretary.
- Maintain parent confidence and protect the Food Service Department by keeping all information confidential.

Skills and Requirements

- Basic knowledge of computer programs including, but not limited to Word, Excel, and Google Mail.
- Ability to learn cashier duties of the current point of sale software.
- Ability to use technology to communicate with Food Service Director as well as ordering of food and supplies.
- Ability to work quickly, independently, and efficiently in storage and movement of food service food and products.
- Ability to get along well with others; while being a team player.
- Initiative to seek work needing to be completed.
- Ability to work in a fast paced environment.
- Ability to follow and communicate both oral and written instructions.
- Knowledge of USDA meal pattern requirements.
- Knowledge of preparing, and serving bulk foods.
- Ability to stand, squat, bend, kneel, push, and pull repetitively and for long periods.
- Practice safety and sanitary habits in every area of the facility.
- Ability to follow safety and sanitation practices, and maintain those habits.
- Ability to meet strict timelines and perform multiple tasks.
- All other duties as assigned by Food Service Director, Principal or Superintendent.
- Delivery Drivers/Inventory Managers must complete at least 6 hours of continuing education/training per year.

I have read, understand and agree to follow the job description for my position. I understand that I am responsible for the satisfactory execution of the essential functions described in the job description. I attest I can mentally and physically execute those requirements under any and all conditions described.

Employee

Date

Human Resources or Supervisor

Date

Free & Reduced Application Processing Procedures

New Castle Food Service Department

- Applications will be available in all school offices and online through our point of sale provider after July 1 of the current school year. Parents will be notified during registration and through the use of an automated call system when applications are available.
- When applications are received in a school office they will be date stamped by the office secretary on the top of the application by the New Castle Corporation name. The application will be sent to the Food Service Office in interoffice mail for processing the same day or the next school day. All applications will be processed within 10 days.
- The Food Service Secretary will check the application to insure that the application is filled out completely.
 - Incomplete applications will be given to the Food Service Director. Those applications will be copied and returned to the head of household with a letter explaining what action needs to be taken to complete the application. The mailing address on the application will be used when mailing the application back. If no mailing address is listed the mailing address in Power School will be used. A self-addressed envelope will be included with the application.
 - Applications with no income will be processed and then given to the Food Service Director for verification for cause.
 - Applications with a SNAP or TANF case number will be verified through the state site and direct certified. If verification is not possible the application will be given to the Food Service Director for verification for cause.
- The Food Service Secretary will process the application and determine eligibility. The Food Service Secretary will fill out the Eligibility Determination section of the application and sign and date.
- The Food Service Secretary will enter the application into the current point of sale system. Verifying that the eligibility determination and the computers eligibility determination are the same. If they are not the same the application is hand processed again by the Food Service Director to check for errors and then reentered into the computer. This will be the second verification.
- Letters will be printed with the eligibility determination and mailed to parents.
- The Food Service Secretary will notify the school office staff of the eligibility determination so it may be entered into the student data system.
- The Food Service Director will randomly pull 10% of all paper applications that have not been previously verified through verification for cause and/or state mandated verification and verify that the eligibility determination is correct. The number of qualifying applications will be reported along with the number of applications pulled for random verification. The names of all students listed on the application will be included in the report. If more than 2% of the 10% are found to be incorrect all applications will be pulled and the eligibility determination will be verified. The findings of this verification will be kept with the paper applications that qualified for verification.

Procedure for Handling Deposits

New Castle Food Service Department

The following procedures should be used for all deposits.

All petty cash (change) should be kept in a locked room, drawer or file cabinet during non-school hours. Access to these areas where cash is stored should be limited to only those employees who need access, and have been designated to have access. During school hours, all forms of cash should be stored in locking drawers, cash registers and/or cash boxes. Only the cashier collecting these monies should have control over this cash, and make sure that the cash is securely locked when they take lunch or a break. The cashier should have complete control and responsibility for the cash they collect during school hours. To reduce the risk of error, all cash should be separated according to the denomination, and should face the same direction. Checks should be kept together separately and initialed with the cashier's initials that processed the payment.

All forms of payments collected should be deposited within 1 business day.

All types of payment should be input into the School Food Point of Sale System to ensure that all payments are documented. Payments for meals can be accepted in the form of cash and coin, checks, and money orders. The student's name should be written on the check or money order.

The cashier handling these daily payments balances these payments daily.

The meal summary in the point of sale system should be completed by the cashier at each meal service.

The meal summary should be signed and dated by the cashier.

The cashier gives their deposit to the manager to have the monies confirmed.

The manager combines all cashier deposits into the cafeteria deposit and logs deposit into the point of sale system under the daily reconciliation report.

The manager fills out a bank deposit slip including cash, coin and checks. Manager confirms that all checks have been endorsed. Checks should be written on deposit slip or a tape should be included with deposit. Large amounts of change should be wrapped in coin wrappers. Manager initials deposit ticket as first reviewer.

The manager confirms that the amount written on the deposit slip and the amount claimed on the daily reconciliation sheet are the same amount. The manager signs and dates the daily reconciliation sheet.

Procedure for Handling Deposits cont.

The manager will lock her deposit in a bank bag along with her signed daily reconciliation sheet and leave it in the designated spot for the mail courier. The mail courier will deliver the locked bags to the Community Education Center.

The food service courier will pick up the locked bank bags and deliver to the Food Service Office. The Food Service Secretary and/or the Food Service Director will count down all bags to confirm the deposits. The Food Service Secretary and/or the Food Service Director will write the initials of the school and FS on the top of the deposit slip to designate that this deposit has been confirmed. Once confirmed the deposits will be transported to the bank by the Food Service Secretary or the Food Service Director.

Procedure for Verifying Applications for Cause

New Castle Food Service Department

The New Castle Food Service Department will verify all questionable applications. Verifying for cause will be done in the following circumstances:

- Non responders to verification from the previous school year.
- All applications will zero income listed.
- School district employee applications who are not Direct Certified.
- Applications that have been submitted more than once with differing information.
- Applications that list a SNAP/TANF number that cannot be direct certified through the state site.

Applications will be reviewed to see if the application is complete and indicates that the child is eligible for free or reduced price benefits. If none of the verification for cause criteria is met the application will be processed.

If one of the criteria is present the Food Service Office will attempt to Direct Certify/Verify those students. If Direct Certification/Verification did not provide documentation of eligibility the Food Service Office will continue with the verification following the steps listed below.

- The application will be pulled for verification.
- The household will be sent a *We Must Check Your Application* letter explaining that they must submit verification of eligibility information for continued eligibility. The letter provided by the Indiana Department of Education Nutrition department on their website will be used. The address provided on the application will be used. If no address is listed the current address in the student data system will be used. A self-addressed envelope will be included in the mailing.
- The Food Service Department will call all non-responders if they have not submitted documentation within the 10 day time frame. Phone numbers from the application will be used. If no phone number is listed the current phone number in the student data system will be used. If no working phone number is available another notification will be mailed.
- If, after at least one follow up attempt, the household responds and provides all needed evidence, verification will be considered complete for this household:
 - If there is no change in benefits; or
 - When the household is notified that it's benefits will be increased; or
 - When notice of adverse action is sent.

Procedure for Verifying Applications for Cause cont.

- If, after at least one follow up attempt, the household does not respond verification is considered complete for this household when adverse action is sent.
- Students will have a 10 day grace period when adverse action is taken.

Applications that have been verified for cause and have not responded to verification will be kept in the same binder as the application that have been processed during the regular verification process.

Meal Counting Procedure

New Castle Food Service Department

Federal Reimbursement is provided for each meal that meets program requirements and is served to an eligible student. To obtain this reimbursement, school personnel must accurately count, record and claim the number of meals actually served to student by category, i.e., paid, reduced-price, and free. Additionally, the number of meals served free and reduced-price and claimed for reimbursement must have adequate documentation on file to support the claim.

Meals are counted at the point in the food service operation where it can be accurately determined that a reimbursable free, reduced-price, or paid meal has been served to an eligible student.

There are different ways to count meals served by category each day. These procedures must ensure that meals counted:

1. Meet the meal pattern requirements
2. Are served to eligible students
3. Are counted daily by category
4. Only one meal per student per meal service is claimed for reimbursement

Adult meals, a la carte items, and second meals are not reimbursable and should be accounted for separately.

Procedure for Meal Counting in traditional cafeteria setting Breakfast Service

- Students proceed through the cafeteria line and a cashier confirms they have all the items necessary to count the meal as a reimbursable meal.
- Secondary School Students are required to type their personal pin number on a key pad to verify they have received a meal.
- Elementary Students will give the cashier their name and the cashier will enter the student name into the point of sale system to verify meal purchase.

Procedure for Meal Counting in Breakfast in the Classroom Setting

- Student rosters will be placed in all insulated food bags sent to the classroom.
- Teachers/Staff Members will confirm that students have taken the necessary components required to make a reimbursable meal and check the student's name off the rosters.

Procedure for Meal Counting in Breakfast in the Classroom Setting

- Cafeteria staff will count down the items remaining in the food bags and compare numbers to insure that the correct amount of items were taken in comparison to the number of student meals claimed for the day.
- Class rosters will be kept on file in the cafeteria for review in case of audit.

Procedure for Meal Counting in traditional cafeteria setting Lunch Service

- Students proceed through the cafeteria line and a cashier confirms they have 3 of the five food components with one selection being at least a ½ cup of fruit or vegetable component necessary to count the meal as a reimbursable meal.
- Secondary School Students are required to type their personal pin number on a key pad to verify they have received a meal.
- Elementary Students will give the cashier their ID tag and the cashier will scan the barcode into the point of sale system to verify meal purchase.

Procedure for Meal Counting in the event of Point of Sale Failure

- Each building will be provided with a paper class roster that is updated once per month.
- Cafeteria staff will mark off each student's name on the class roster as they come through the lunch line. The staff member will confirm that student has taken the necessary components required to make a reimbursable meal.
- Once the Point of Sale System has been restored the cafeteria staff will use the rosters to manually input all the student meals into the POS system. The class rosters will be attached to the daily deposit reconciliation sheet and kept on file for review in case of audit.

Procedure for Meal Counting for sack lunches sent on field trips.

- Sack/Boxed Lunches will be prepared with the required components for a reimbursable meal.
- Sack/Boxed lunches will be sent only for students who have signed up for a field trip lunch.
- Teachers/Chaperones will be provided with a roster of students who have signed up for a sack/boxed lunch.
- Teachers/Chaperones will pass out sack/boxed lunches and mark students off the roster as they are given their meal.

- Completed class rosters will be returned to the cafeteria manager the day of the field trip or the following day.
- The manager will manually input those students meals into the point of sale system for the date those meals were consumed.

Procedure for Meal Counting for Adult/Non Student Meals

- Adults/Non Students will be charged the Adult price adopted by the school board.
- Adults/Non Students are not required to take the necessary components for a reimbursable meal.
- Adult/Non Students may not take more items than a student could take.
- Ala Carte drinks, extra entrees, extra side items will be charged at the a la carte price.
- Adults/Non Students may set up a prepaid account through the Point of Sale System but it is not a requirement to purchase a meal.
- Status 6 or Status 7 should be used in the Point of Sale system to verify an Adult/Non Student meal.

Procedure for Lost, Stolen, Forgotten or Destroyed Lunch Cards and/or PIN

- Lost or Destroyed Lunch Cards will be replaced by the Food Service Office as needed. Managers must inform the Food Service Office of the need for a new card.
- Students who have forgotten their Personal Identification Number will be given their number by the Food Service Manager, Cashier or Food Service Office. Students will be reminded of the importance of memorizing their PIN. After repeated reminders have been given students will be directed to their Power School account to obtain their PIN.
- If a student's PIN is stolen Cafeteria Staff will be notified immediately and asked to monitor that account for use. The student whose PIN has been stolen will be given an alternate PIN during the investigation period. The Food Service Office with the assistance of the technology department will work to determine who has unlawfully used the PIN. Once the offending individual has been identified the building Principal will be notified and they will be asked to handle the disciplinary action. Once the investigation is complete the student will resume using their PIN. Cafeteria Staff will be notified to monitor the account for any other unauthorized use.

Procedure for new students without an approved eligibility benefit

- New students to the corporation will be considered full pay students by cafeteria staff/cashiers until otherwise notified by the Food Service Office.
- New students without an account in the Point of Sale System will be rang up under the Status 4 account (Full Pay) unless the Manager has been notified that an application for free and reduced price meals has been processed. If a student has been verified as a reduced price student then the Status 3 (Reduced) account will be used. Students who have been verified as free will be rang up under the Status 2 (Free) account. These accounts will only be used until the student has an account in the Point of Sale System.

Procedure for the sale of a la carte items to students

- A la carte items will be offered at the discretion of the manager and building principal.
- A la carte milk will be offered in all buildings and may be purchased even if a student does not have the necessary funds to cover that purchase.
- Students may not purchase a la carte items, with the exception of extra milk, if they do not have the necessary funds to cover the expense.
- All a la carte items must meet the Smart Snack guidelines set forth in the Healthy Hunger Free Kids Act of 2010.

Procedure for counting Offer vs. Serve meals at Lunch

- Offer vs. Serve will be used in the secondary cafeterias. Offer vs. Serve may be used in elementary cafeterias. The Food Service Director will determine which elementary cafeterias use Offer vs. Serve.
- All Staff Members will be trained in the correct use of Offer vs. Serve.
- Cashiers will verify that a student has taken at least three components in the required quantities. One selection must be at least a $\frac{1}{2}$ cup from either the fruits or vegetables component. The meal pattern for lunch consists of the following five food components:
 - Fruits
 - Vegetables
 - Grains
 - Meats/Meat Alternates
 - Fluid Milk
- If a student does not meet the component requirements they will be instructed by the cashier to select another component to meet the required quantities.

Procedure for counting Offer vs. Serve meals at Breakfast

- Offer vs. Serve may be used in all corporation cafeterias for breakfast. The Food Service Director will determine which buildings will use Offer vs. Serve.
- All Staff Members will be trained in the correct use of Offer vs. Serve
- Four components must be offered during breakfast service. The meal pattern for breakfast consists of the following three food components:
 - Fruits (or vegetables substitution)
 - Grains (or optional credited meats/meat alternates)
 - Fluid Milk
- Cashiers will verify that a student has taken at least three of the required components. One selection must be a $\frac{1}{2}$ cup of fruit or fruit juice.
- If a student does not meet the component requirements they will be instructed by the cashier to select another component to meet the required quantities.

Procedure for Handling a Civil Rights Complaint

New Castle Food Service Department

The complainant must report the civil rights complaint to the sponsor. This can be reported to any employee of the Food Service Department, any employee of the Food Service Office or to any employee in the Administration Office. Anonymous complaints should be handled as any other complaint. In the event a complainant makes the allegations verbally or through a telephone conversation and refuses or is not inclined to place such allegations in writing, the person to whom the allegations are made shall write up the elements of the complaint for the complainant. Any person alleging discrimination based on race, color, national origin, sex, age or disability has a right to file a complaint within 180 days of the date of the alleged discriminatory action.

The civil rights complaint should be written in the Civil Rights Complaint Log regardless if the complaint is expressed in writing or verbally. Each cafeteria has a Civil Rights Complaint Folder that has all of the necessary logs and forms. The complainant and/or sponsor are then required to complete the Civil Rights Complaint Form. It is necessary that the information provide be sufficient to determine the identity of the agency or individual towards which the complaint is directed and to indicate the possibility of a violation. The following information must be included within the Civil Rights Complaint Form:

Name of person with the complaint and contact information

- Name of the facility/department where the alleged discrimination took place
- A description of what happened
- Which Right was violated—race, color, national origin, sex, age or disability
- Witnesses—including the names, titles, and business addresses of persons who may have knowledge of the discriminatory action.
- Date the discriminatory action occurred.

All civil rights complaints, written or verbal, are then forwarded to the State Agency and/or USDA.

The complaint is then reviewed and investigated by the State Agency and/or USDA

Procedures for Negative Account Balances/Remaining Funds

New Castle Food Service Department

The following procedures should be followed by all employees regarding negative balance accounts.

Notification of negative balances

All grade levels: Cashier will give students verbal reminders that they have a low or negative balance. Automated phone calls will be generated every Wednesday by the point of sale system for account with negative balances. Parents may sign up for free low balance alerts through text or email through the meal payment site.

Elementary Grade Level: Managers will send out negative balance letters to parents one time per week.

Secondary Grade Level: The Food Service Office will mail negative letters to parents on a bi-weekly schedule.

Staff: Cashier will give staff verbal reminders that they have a low or negative balance. Managers will print out low balance/charge letters to staff members one time per week.

Outstanding Charge Limits

All grade levels: Students may accumulate up to a \$10.00 negative balance before an alternate meal is offered. The alternate lunch meal will consist of a sandwich, fruit, vegetable and milk. The alternate meal will be made available until the outstanding balance is paid. The cost of the alternate meal is the same as a regular meal. If a student has enough money to cover the cost of a regular meal at the time of service, then a regular meal must be given in place of an alternate meal even if the student has an outstanding balance of more than \$10.00. Secondary students have the option of not purchasing the alternate meal. Elementary students must take a meal if they have not been provided a meal from home. Charges are not permitted for a la carte items. If a student repeatedly comes to school with no lunch and no money, food service employees must report this to the building principal as this may be a sign of abuse or neglect and the proper authorities should be contacted.

Staff: A staff member may charge up to \$10.00 as long as they establish and maintain a good credit history of making payments on their food service accounts. Staff members must have a point of sale account to charge meals. Any staff member may ask that a point of sale account be created where prepaid amounts can be deposited.

Collection of Unpaid Debt

All grade levels: One month prior to the end of the semester negative balance letters will be modified to alert guardians and parents that balances in excess of -\$30.00 will be turned over to a collection agency at the end of the semester. Negative balance letters will be mailed out to all students with negative balances in excess of -\$20.00 one week prior to the end of the semester. At the end of the semester, any family that has a balance greater than -\$30.00 will be turned over to a collection company. All student accounts turned over for collections are zeroed out and students start with a zero balance. A list of all accounts turned over to collections is kept by the Food Service Office. Payments for balances turned over to collections are accepted only in the Food Service Office located in New Castle High School.

Staff: All negative balances must be paid by the end of the school year.

End of Year Balances

All grade levels: Funds remaining or negative balances less than -\$30.00 in student account will be rolled over at the end of the school year and will automatically be applied to the students account the following school year. Requests for refunds of positive balances can be made by contacting the Food Service Office located in New Castle High School. A custodial parent or guardian or graduated student may make the request. The person making the request must come into the Food Service Office, provide proof of identification and sign the request form. Payments will be mailed within 30 days of the request. The student account will be zeroed out and a note placed on the account that a refund has been processed. Students who graduate, transfer, withdraw or are expelled from the corporation have until the last day of the school year in which the money was deposited, or within 30 days, whichever is less to request that their lunch/meal food service account be refunded or transferred to another students account. If no response is received within this time frame the student's lunch/meal account will close and the funds will no longer be available. Unclaimed remaining balances will be transferred to a student donation account in the point of sale system to be used to pay outstanding meal charges.

Staff: Funds remaining in staff accounts will be rolled over to the next year. Staff members who leave the district have 30 days to ask for a refund of their lunch/meal account. If no response is received within 30 days the staff member's lunch/meal account will close and the funds will no longer be available. Unclaimed remaining balances will be transferred to a student donation account in the point of sale system to be used to pay outstanding meal charges.

Procedures to follow if the Director is absent

Below you will find the procedures that should be followed if you have a question, employee absence or emergency **while the Director is away** from the office due to illness, vacation or training.

You will be notified by email when the Director will be absent from the office due to vacation or training. Information about her availability during the work day will be provided in the email. If the Director is absent due to illness you will be notified either by the Director or by the Food Service Secretary. You should assume unless otherwise told that the Director will be unavailable during the work day due to illness.

Please save this document for review in the future. A copy has been provided to be placed in your sub manager file so the sub manager will be aware of the procedures.

Emergencies

Emergencies would include employee injury that requires immediate medical assistance, fire, or an altercation with parent/guardian/adult that required police intervention.

Please contact the Administration Office at 765-521-7201 after emergency services has been notified.

Employee Absence requiring Substitute Worker

If an employee would call in during the Director's absence and you require a substitute worker please call:

Tasha Crandall at 765-521-7240

Manager Absence

If you would need to be absent from work during the Director's absence please call:

Tasha Crandall at 765-521-7240 office/ 765-524-7450 cell

Food or Supply Requests

Requests for food and supplies that you need before your next food order should be emailed to Frank McMahon at fmcmahon@ncweb.me and Dee Orick at dorick@ncweb.me.

Requests for food and supplies to be added to your food order should be sent to Tasha Crandall at Tasha@ncweb.me and Dee Orick at dorick@ncweb.me.

Questions regarding Meals Plus Reports

If the Director is unavailable please contact Meals Plus Support at 1-800-541-8999 regarding questions about the point of sale system. You will choose option 1 when calling in for support.

Computer/Technology Issues

All computer and technology questions should be emailed to Sonja Rupe at srupe@ncweb.me and Tasha Crandall at Tasha@ncweb.me

Equipment Issues

Equipment requiring repair should be reported to Tasha at Tasha@ncweb.me and Dee Orick at dorick@ncweb.me.

Questions regarding Delivery/Food Orders

If you have a question regarding when your **GFS order** will be delivered please text ETA to 35171 on the day of your delivery and you will receive a text message back with the estimated time of arrival.

If you have a question regarding whether a **GFS item** was ordered, please refer to the order history section of the GFS website.

If you have questions regarding **delivery of milk** please contact Prairie Farms at 1-800-648-1261. The school delivery codes are as follows:

The school delivery codes are as follows:

16228	NCHS
16227	NCMS
16226	Eastwood
16225	Parker
16224	Riley
16223	Sunnyside
16222	Westwood
16221	Wilbur Wright

If you have questions regarding a **Commercial Food Systems order** please contact the inside sales department at 1-800-283-7437 or email orders@commercialfoodsystems.com

Any other questions regarding orders, products, deliveries that haven't been addressed above should be emailed to Tasha Crandall at Tasha@ncweb.me and Dee Orick at dorick@ncweb.me.

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.

Employee Signature

Date

Food Services Attendance Policy

Attendance at work is an essential element of your position and the employment relationship. Attendance is a factor on annual employee evaluations.

Please attempt to schedule your appointments before or after your shift or on the various school breaks listed below:

2019/2020 School Calendar

September 2nd	Labor Day	No School
October 3 rd	E-Learning Day	
October 7-11 th	Fall Break	No School
November 27 th -29 th	Thanksgiving Break	No School
December 23 rd -January 6 th	Christmas Break	No School
February 17 th	President's Day	No School
March 19 th	E-Learning Day	
March 23 rd -April 3 rd	Spring Break	No School
May 25 th	Memorial Day	No School
May 28 th	Last Student Day	No School

*Employees will be expected to work on the holidays listed that are potential snow make up days. Please do not schedule any vacations or appointments on those days that would conflict with your work schedule.

Employees who have missed more than 3 consecutive days will need to provide a signed medical release stating they have been seen by a healthcare provider and can return to work. Employees who anticipate an extended absence due to a personal or family illness or injury will need to contact the Human Resource Department to discuss extended leave options.

Sick Days and Personal Days are based on position and hire date. Employees hired after July 1, 2016 do not receive sick or personal days.

Employees will be given a written warning by their Supervisor when they have accumulated (4) four absences within a semester as a reminder of the importance of attendance and the ramifications of continued attendance issues.

Employees who accumulate (6) six absences per semester, not due to a major health issue, will be given a second written warning. The employee will meet with the Human Resource Specialist to be placed on an improvement plan.

Employees are expected to arrive at their shift ready to work. Uniforms, Hairnets, Shoes, etc... should be on and employees should be ready to work.

Employees are expected to arrive for their shift and clock in no later than (6) six minutes after their stated shift time. Employees are expected to remain for their entire shift. Employees who arrive late or leave early for their shift more than (3) three times within a semester will receive a written warning from their Supervisor as a reminder of the importance of punctuality.

Employees who arrive late or leave early for their shift more than (5) five times in a semester will be given a second written warning and will meet with the Human Resource Specialist to be placed on an improvement plan.

Employees are expected to give ample notice when they will be absent. We understand that sometimes illnesses and emergencies pop up unexpectedly and this will be taken into consideration in regards to notice.

Employees are required to notify their manager when they will be absent. If an employee attempts to contact their manager and they receive no answer they MUST contact the Food Service Office and let the Food Service Secretary know they will be absent.

Employees who fail to show up for their shift without notifying their manager will be given a written warning by their Supervisor. The second time an employee fails to show up for their shift without notifying their manager and/or Food Service Office will be terminated.

By signing this form I attest that I have read this policy and understand that I must abide by the NCCSC Food Service Attendance Policy.

Employee Signature

Date

Supervisor Signature

Date

Attends trainings onsite and offsite to maintain compliance with continuing education requirements					
7. ATTENDANCE					
8. PUNCTUALITY					
9. ADDITIONAL FACTORS					

FOR ADDITIONAL COMMENTS - ADD A SEPARATE SHEET

This Evaluation has been discussed with the employee

I agree with contents,

I disagree with contents,

I understand that I may submit a letter within 5 days to HR and copy Evaluator stating reasons for any disagreement. The letter will be placed with the evaluation.

Overall Rating (check one)

Satisfactory

Unsatisfactory

For an overall evaluation rating of Unsatisfactory there must be 3 or more performance factor ratings of 4 (unsatisfactory) with proper signed documentation. See directions above.

Signature of Employee:

Date:

Signature of Designee Assisting with Evaluation

Printed Name of Designee

Date:

Signature of Director

Printed Name of Principal/Director

Date:

Signature of Witness-Employee Declined to Sign

Printed Name of Witness

Date:

Meal Fund Donation Procedure

When receiving donations designated to help pay for student meals, the following procedure must be followed:

Fully complete the Meal Fund Donation Form. Mark if the donation was made by cash, check or other. If the donation was made by check, please be sure to attach a copy of the check and write the check number on the form.

Donations will be deposited into the Meals Plus student donation accounts that have been established for each school.

Donation money will be transferred to student accounts through Meals Plus using the priority list below unless the Donor specifies how they wish their donation to be handled:

1. Free student accounts with accounts that have the largest balances paid first.*
2. Reduced student accounts with accounts that have the largest balances paid first.*
3. Any remaining donations will be used on full pay student accounts with accounts that have the largest balances paid first. *
4. Any remaining donations will stay within the donation account until needed.

*If students have such large unpaid balances that a single donation will not pay the balance in full they will not receive any other donations until all other unpaid accounts in their status category have received donations.

New Castle Food Service Meal Fund Donation Form

Donation made by: _____

Address:

Accepted by: (Please print name) _____

Accepted by Signature: _____

Specific Donor Instructions:

Office Information:

Date Deposited: _____ Total Amount:

Cash*: _____ Check: _____ Other: _____

Please attach a copy of the check or money order

*If cash please have second person witness and sign form.