



Westminster
Public Schools
Where Education is Personal

FOOD SERVICES HANDBOOK

**(NUTRITION SERVICES -Standard Operating
Procedures Manual)**

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Personnel

Attendance and Breaks

Policy: Foodservice employees will work their contracted hours unless pre-arranged otherwise with the Assistant Director

Procedures: All employees in school foodservice will:

1. Clock in when scheduled and ready to work. Use the current time tracking software at your location if you are a district employee. If you are a Chartwells employee, you must clock in and out by calling 1-877-441-9760 as well, you must call to clock out for your 30-minute break and back in after.
2. Take breaks according to policy and scheduled by kitchen manager.
3. If you are going to be absent, you must notify your supervisor by phone. You must call within one hour of your shift, you must speak directly to a supervisor. If your supervisor is not available, you must leave a message with the time and reason for absence. You must also call the administrative assistant and leave a message if she is unavailable so that a substitute can be arranged. You must then call back again to speak with the supervisor in person. Texting or emailing is not acceptable.
Managers, Substitutes and Trainees: The Manager Lead and the Nutrition Services Administrative Assistant
Kitchen Assistants: Kitchen Manager, the Manager Lead, and the Nutrition Services Administrative Assistant
4. District employees must review and submit their timesheets electronically each month. Chartwells employees must review, sign off on each time sheet, and submit their timesheets weekly.
5. Advise the Nutrition Services Administrative Assistant of any name, telephone number or address change.
6. Adhere to all School District rules and regulations.

The kitchen manager will:

1. Direct and advise employees with daily procedures.
2. Provide kitchen employees with written Daily Production Schedules.
3. Follow up with direct reports to ensure SOP is being followed
4. Perform all duties assigned by their supervisor and adhere to all deadlines.
5. Communicate with the school principal to ensure expectations are being met.

Kitchen Substitutes

- Policy:**
1. Substitutes will be placed in kitchens when regular kitchen staff is unable to work.
 2. Substitutes will be given clear written instructions by referring to the daily task schedule and the manager's delegation to see activity for the day.

Procedures: Substitutes will be called on an as-needed basis from the list of hired and trained substitute kitchen assistants.

1. If no subs are available, staff from other kitchens may be used.
2. Untrained district employees such as janitors, teachers, and principals may NOT be used to fill in for Nutrition Services staff. HACCP regulations prohibit others from working in the kitchens.
3. Manager will have written Production Schedule posted so substitute will know exactly what is expected.

Professional Ethics and Food Taken from Schools

Policy: The breakfast and lunch programs are designed to serve children. No food, not even leftover food is to be taken from the premises. In addition to the food being misused, taking food from the lunchroom may cause a serious public relations problem by causing people to lose faith in the integrity of the program. No equipment, small or large, is to be removed from the kitchen unless an Inventory Control Requisition has been filled out and turned in to Nutrition Services office.

The above does not prohibit students or adults from taking all or portions of their own breakfasts or lunches purchased or provided free to eligible students from the cafeteria if approved by the local school.

Procedures: All employees in school foodservice will abide by the rule.

The kitchen manager will oversee the policy.

Employee Meal Policy

Policy: If an employee is on duty during Breakfast and/or Lunch, she is entitled to one breakfast or lunch consisting of the same components in a student or adult breakfast and/or lunch at the adult portion size.

No special items may be made for employee meals.

Procedures: All employees in school foodservice may have a meal free of charge during the mealtime they are on duty.

The kitchen manager will oversee the policy.

Uniforms

Policy: Each employee will wear the Nutrition services required uniform as specified by the Nutrition Services supervisor. Each employee will review and sign Uniform Policy.

Procedures: All employees in school foodservice will:

1. Basic personal hygiene rules apply:
 - Daily bathing
 - Clean hair
 - Clean uniform
 - Meticulous hand washing
 - Fingernails -short, ¼” or less, no clear nail polish, no colored nail polish. Artificial nails are not allowed.
 - Cover or bandage any wounds, burns, rashes or skin conditions
 - Daytime make-up only.
2. Hair must be clean, neat, out of the face. Hairnet or hat provided by Nutrition Services must be worn over all of the hair in the food preparation area. Long hair must be pulled up and restrained. Hairnet of employee’s choice may be worn for serving and cashiering.
3. Beards and mustaches must be neat and trimmed.
4. Jewelry, other than a plain wedding band or medical alert jewelry is prohibited.
5. ALL employees must wear black pants or checked kitchen pants and tops in the uniforms provided by Nutrition Services. Nutrition Services supervisor will announce the designated day for any other outfit
6. Non-canvas, slip-resistant, closed-toe shoes are to be worn at all times
7. A black long sleeve shirt may be worn under the uniform during cold weather.
8. A clean apron must be worn over uniform during food preparation:
 - a. Aprons must be clean and worn during service of meal
 - b. Do not wear apron to and from work
 - c. Take off apron before using the restroom
 - d. Change apron if it becomes soiled or stained
 - e. Change apron after washing dishes
9. Disposable gloves must be worn whenever handling foods, even if that food will be cooked. Hands must be washed between changing gloves. Gloves must be worn when serving food. Gloves are not a substitute for handwashing. Gloves must be changed when they become soiled, torn, or in-between tasks.
10. Uniforms for summer are the same as the regular school year.
11. Uniforms for catering are the same as the regular school year.
12. Kitchen manager will: check employees daily to make sure dress code is being followed. Employees will be sent home to change on their own time if they arrive at work out of uniform.
13. Employees must report any of the following to a manager:
 - a. Report any flu-like symptoms, diarrhea, and /or vomiting, jaundice, or sore throat with fever. Employees with these symptoms will be sent home.
 - b. A lesion containing puss, such as a boil or infected wound that is open and/or draining on the hand, wrist or exposed portion of the arm. Employees with these symptoms may be sent home or excluded from working with food.
 - c. Instances of *Hepatitis A*, *Salmonella Typhi*, *Shigella*, *Enterohemorrhagic Shiga Toxin* – *Producing Escherichia coli* or *E. Coli O157:H7* must be reported to the Nutrition Services Supervisor.

Evaluation Procedures

Policy: Performance Evaluations shall be conducted according to timelines and schedules set up by Westminster Public Schools Human Resources and Chartwells

Procedures: Nutrition Services Supervisors will evaluate Secondary Kitchen Managers and Elementary Kitchen Managers. Kitchen Managers and/or Supervisors will evaluate Kitchen Assistants.

Kitchen Visitations

Policy: Kitchens shall have regular visits by the area supervisory leads.

Procedures: The Supervisors will observe daily meal service, advise, and recommend improvements. Kitchen managers are responsible for implementing and complying with recommended improvements.

Kitchen Management

Daily Routines

Policy: Employees shall have a copy of their job descriptions and access to a daily Production Schedule.

Procedures: The Kitchen Manager will provide and post the written daily Production Schedule, which will assign tasks and responsibilities to each staff member and will assign expected time lines to each task. The production schedule will organize activities so the right equipment is available when it is needed and everything is ready for serving time.

Position Duties and Responsibilities

1.1.1 Kitchen Manager

- Schedule, supervise, and direct the work of assigned personnel.
- Complete annual performance evaluations for all subordinate personnel in conjunction with their supervisor (Maintain time and attendance reports)
- Deliver orientation and on the job training to all subordinate kitchen personnel.
- Monitor safety and deliver safety training to all personnel
- Oversee and assist with timely preparation and serving of quality food choices.
- Coordinate and participate in the preparation and service of food.
- Coordinate and participate in the cashiering, serving, cleaning duties as outlined in the daily job tasks.
- Oversee preparation of meals and snacks for daycare and after-school programs.
- Maintain a file of all kitchen financial records including deposits, end of day reports, production records, delivery receipts, inventories, assorted forms, and reports.
- Review financial reports for accuracy.
- Prepare daily bank deposit and Menu Worksheets/Production records according to correct procedures.
- Maintain inventory of supplies, including ordering, receiving, storage, and rotation of stock.
- Inventory stock weekly and on the last day of the month.
- Coordinate communication with nutrition service employees and school principal regarding working conditions and other concerns. Speak with parents in person and on phone.
- Resolve staff or customer complaints regarding working conditions and other concerns.
- Assure compliance to Health Department standards
- Oversee school free and reduced meal compliance. Ensure privacy of information.
- Ensure availability of barcode, ID code and/or roster. Keep current.
- Direct catering food requests to Catering Department.
- Ensure that all duties and responsibilities are performed in a safe manner.
- Check equipment and record unit temperatures daily.
- Run end of day reports in Mosaic on a daily basis.
- Inform school of menu changes and post current menu on a daily basis.
- Perform other duties as assigned.

1.1.2 Preparation Assistant

- Set up serving areas, food bars, and condiment stations.
- Prepare daily food items in accordance with provided recipes, including proper portioning and required components
- Assure proper portions are served.
- Properly cool, store, date, and label leftover food.
- Maintain production worksheets by entering amounts of food prepared, served, and temperatures.
- Accept deliveries, check packing slip dates, and store incoming food.
- Comply with safety practices and Health Department regulations
- Clean equipment and all serving, preparation, and storage areas.
- Maintain organization of storeroom, refrigerators, and freezers.
- Follow all instructions relating to food preparation, serving, sanitation practices, and use of equipment, safety measures, and proper work techniques in a timely manner.
- Change out chemicals and de-lime machines under supervision of manager.
- Learn duties of manager such as ordering, inventory, running the POS, and perform management duties at least once a week.
- Assume manager duties in manager's absence. If absence is prolonged, Supervisor will discuss options.
- Perform other duties as assigned.

1.1.3 Cashier

- Process student meal pre-payments and cash transactions
- Collect meal payments or credits and ala Carte payments during meal service; give appropriate change.
- Assist with set-up and cleanup of cafeteria, salad bar, serving preparations, and storage areas.
- Replenish serving line, condiments, utensils, & drinks during breaks.
- Inform manager of all parent communications
- Perform other related duties as assigned.
- Ensure that all duties and responsibilities are performed in a safe manner.

1.1.4 Substitutes

- Set up serving areas, food bars, and condiment stations.
- Prepare daily food items in accordance with recipe book instructions, including proper portion sizes and quantities.
- Assure proper portions are served.
- Properly cool, store, date, and label leftover food.
- Comply with safety practices and Health Department regulations.
- Follow posted production schedule.
- Assist in preparation of meals and clean-up according to posted production schedule.
- Maintain organization of storeroom, refrigerators, and freezers.
- Perform other related duties as assigned.

Meal Preparation

Policy: Foodservice employees will prepare all meals according to Nutrition Services guidelines.

Procedures: All employees in school foodservice will:

1. Follow the provided recipes to prepare and serve all meals.
2. Follow recipes and preparation instructions as listed in the recipe book.
3. Replace recipes in the recipe book as the menu is changed and recipes are sent out.
4. Prepare food so that it will be served at the optimum quality and temperature.
5. Prepare food and present in the specified pans lined neatly with paper that does not show.
6. Prepare enough food so that the last customer has the same choices as the first customer.
7. Serve food neatly and with a pleasant attitude.
8. Serve meals in a timely and efficient manner.
9. Adhere to all School District/Chartwells rules and regulations.

The kitchen manager will:

1. Order all food and supplies for meal production.
2. Provide all choices listed on the menu.
 - Offer the required amount of meal components including fruits and vegetables.
 - Follow USDA guidelines for salad bar requirements
 - Follow all choices for the salad bar on the designated day
 - Offer 1% white milk, skim chocolate milk, and a white skim milk option.
3. Oversee all daily procedures.
4. Ensure that only Chartwells approved recipes are used in daily preparation of food.
5. Provide kitchen employees with written Daily Production Schedules including timelines for task completion.
6. Schedule minimal time to do kitchen office work, planning, filing and keeping kitchen office neat and organized.

Sample Daily Task Schedule

TUESDAY & THURSDAY

Time	Manager	Kitchen Assistant	Time
6:00 AM	Open kitchen/Paperwork/Breakfast in Oven		
6:15 AM	Prep all veggies for salad bar	Prep Entrée's for Lunch	7:00 AM
7:15 AM	Prep silverware, napkins for lunch service	Prepare FFVP	7:45 AM
7:30 AM	Prep breakfast baskets	Prepare Condiments for Lunch Service	8:30 AM
8:00 AM	Prep fresh fruit for salad bar	Put Away Deliveries	8:45 AM
9:00 AM	Clean Baskets/Enter Breakfast	Break	9:15 AM
9:30 AM	Prep Breakfast for the next day	Place Food into Oven to Cook	9:45 AM
10:15 AM	Break	Pan up all Lunch Entrée's	10:15 AM
10:45 AM	Help with Dishes	Do dishes	10:45 AM
11:00 AM	Set Up for Lunch	Set Up Salad Bar	11:00 AM
11:15 AM	Start getting Trays ready for Service and Serve	Run POS	11:10 AM
12:15 PM	Do Dishes	Clean up salad bar/ gym Put Food Away/ temps/ wipe counters and equipment	12:15 PM
1:00 PM	15 Minute Break	15 Minute Break	1:00 PM
1:15 PM	Sweep/ Mop	Sweep/Mop	1:15 PM
1:30 PM	Finish Computer Work/ End of Day/Work on Orders	Prep for the Next Day/Finish FFVP	1:30 PM
2:00	Time To Go Home	Time To Go Home	2:00 PM

Sample Daily Task Schedule

MONDAY, WEDNESDAY, FRIDAY

Time	Manager	Kitchen Assistant	Time
6:00 AM	Open kitchen/Paperwork/Breakfast in Oven		
6:15 AM	Prep all veggies for salad bar	Prep Entrée's for Lunch	7:00 AM
7:15 AM	Prep silverware, napkins for lunch service	Prepare FFVP	7:45 AM
7:30 AM	Prep breakfast baskets	Prepare Condiments for Lunch Service	8:30 AM
8:00 AM	Prep fresh fruit for salad bar	Put Away Deliveries	8:45 AM
9:00 AM	Clean baskets/Enter breakfast	Break	9:15 AM
9:30 AM	Prep Breakfast for the next day	Place Food into Oven to Cook	9:45 AM
10:15 AM	Break	Pan up all Lunch Entrée's	10:15 AM
10:45 AM	Help with Dishes	Do dishes	10:45 AM
11:00 AM	Set Up Salad Bar	Set Up for Lunch	11:00 AM
11:15 AM	Run POS	Start getting Trays ready for Service and Serve	11:10 AM
12:15 PM	Clean up salad bar/ gym Put Food Away/ temps/ wipe counters and equipment	Do Dishes	12:15 PM
1:00 PM	15 Minute Break	15 Minute Break	1:00 PM
1:15 PM	Sweep/ Mop	Sweep/Mop	1:15 PM
1:30 PM	Finish Computer Work/ End of Day/Work on Orders	Prep for the Next Day/Finish FFVP	1:30 PM
2:00	Time To Go Home	Time To Go Home	2:00 PM

Power Outages and Stormy Weather

Policy: Foodservice kitchen manager will contact Nutrition Services as soon as possible when there is a power outage.

Procedures: All employees in school foodservice will:

1. Remain on the premises unless otherwise advised by school principal.
2. Have a cooperative, flexible attitude that will aid in meeting the nutrition needs of the students.
3. Follow HACCP regulations as closely as possible.
4. Keep freezer and refrigeration units closed as much as possible to keep food safe.
5. Serve food neatly and with a pleasant attitude.
6. Serve meals in a timely and efficient manner.
7. Adhere to all School District rules and regulations.

The kitchen manager will:

1. Provide Nutrition Services with a cell phone number of a kitchen employee at the beginning of each school year or when there is a number change.
2. Advise Nutrition Services of inventory at hand and possible menu alternatives.

Equipment Repair

Policy: Kitchen equipment will be repaired on an as-needed basis.

Procedures: Service calls for the repair of kitchen equipment will be generated from the Nutrition Services Office.

1. Kitchens email nutrition office when equipment is not functioning properly.
 - a. Building problems may be reported directly to the school office or to the Nutrition Services Office for a work order to be place. Ask school office to send a copy of the work order to the Nutrition Services Office. Nutrition Services Office will keep a file of Building work orders.
 - b. The kitchen personnel report problems with the chemical dispensing portion of equipment, i.e. dishwashing chemicals, directly chemical company.
2. Nutrition Services Office will record each service call in the 'Equipment Repair' binder on the appropriate schools' page.
 - a. Information will include date, problem as stated by kitchen and time service call was made, and any other pertinent information.
3. Nutrition Services Office will relay any information to kitchen if needed.

The kitchen manager will report the problem to the Nutrition Services Office and will report back to the Nutrition Services Office as soon as the repair is completed.

Cleaning Schedules

Policy: All kitchens will have a current cleaning schedule posted.

Procedure: Cleaning Schedule will be followed according to HACCP policy.

The kitchen manager will post the schedule and schedule all employees to do their share of the work on a daily, weekly and monthly basis.

**Westminster Public Schools
Nutrition Services
CLEANING SCHEDULE**

Item	When	What	Use	Who	Date
Kitchen Floor	DAILY	Sweep Mop	Broom & dustpan Hot water, warehouse provided cleaning product, and mop		
Floors Under Equipment	DAILY	Sweep Mop	Broom & dustpan Hot water, warehouse provided cleaning product, and mop		
Office & Storeroom Floor	DAILY	Sweep Mop	Broom & dustpan Hot water, warehouse provided cleaning product and mop		
Work tables	AS NEEDED	Sanitize	warehouse provided cleaning product, clean cloth		
Serving Counter	AS NEEDED	Sanitize	warehouse provided cleaning product, clean cloth		
Dish machine	DAILY	Clean Filter	Empty food particles, run clean water through		
	DAILY	Wipe outside	warehouse provided cleaning product, clean cloth		
Counters	DAILY	Dry Counters	Squeegee, warehouse provided cleaning product, clean cloth		
Hot box front	DAILY	Wipe outside	warehouse provided cleaning product, clean cloth		
Hot Box Inside	DAILY	Wipe Inside	warehouse provided cleaning product, clean cloth		
Cabinet Fronts	DAILY	Wipe outside	warehouse provided cleaning product, clean cloth		
Hand sink	DAILY	Clean thoroughly	warehouse provided cleaning product, clean cloth		
Milk box	WEEKLY	Clean thoroughly	Remove milk and unplug. Run warehouse provided cleaning product through drain. Wash milk box inside and out with warehouse provided cleaning product. Wash wheels.		
Bakers Racks	WEEKLY	Clean thoroughly	warehouse provided cleaning product, clean cloth		
Dish machine	WEEKLY	De Lime	warehouse provided cleaning product		
Shelves	WEEKLY	Clean	Remove shelf contents. Wipe down with warehouse provided cleaning product. Air Dry		
Drawers	WEEKLY	Clean	Remove contents. Wipe down with warehouse provided cleaning product. Air Dry		
Walk-in	WEEKLY	Clean	Remove contents. Wipe down with warehouse provided cleaning product. Air Dry		
Freezer	WEEKLY	Clean	Remove contents. Wipe down with warehouse provided cleaning product. Air Dry		
Ovens	WEEKLY	Clean thoroughly	warehouse provided cleaning product		

Ordering and Receiving Food and Supplies from The Warehouse

Policy: Managers may order only what is listed on order forms, unless approved by Nutrition Services Office.

Procedure:

- Place your regular warehouse order in Infinite Visions
- Make sure delivery day is correct.
- Make sure school number is correct
- Make sure all account numbers are applied correctly.
- Before placing your order – look at the menu, refer to Chartwells menu instructions, check your inventory, and look at recipes

Check supplies and stock in kitchen and freezers and refrigerators. Order only what will be used from the following day through the next delivery day:

Warehouse frozen, dry and non-food once weekly

2nd delivery frozen once weekly.

- Check over the order before it is sent to verify that all information is correct.
- Follow current guidelines for ordering food.
- Orders must be placed by 10:00 am 2 days prior to delivery day and submitted for approval through Infinite Visions.
- Only in an emergency, will calls may be placed on the day needed by 10:00 am and picked up after 1:00 pm
- Supervisor must be notified of all orders submitted in Infinite visions for approval.

Receiving Warehouse Orders

- The manager or assigned person must receive the delivery.
- At the time of delivery, check each item delivered against delivery sheet for accuracy, quantity and quality.
- Record temperatures of all frozen and refrigerated items.
- Sign delivery sheets before driver leaves.
- File your copy in your office.

Food Spoilage and Reports

Policy: If a cooling unit becomes inoperable, temperatures of perishable food must be taken and recorded. A Food Spoilage Report must be filled out immediately.

Procedure: Use the Food Spoilage Report provided by Nutrition Services. After receiving approval from the Nutrition Services Office, destroy the item as instructed. Turn the form in to Nutrition Services Office to Food Buyer. Attach label from can, box or pkg/ and/or tri-county health report and give report to the food service supervisor approving the spoilage. Write down code # off the can and put it on the label.

The kitchen manager will follow the procedure.

Procedures for Universal Free Breakfast in The Classroom

Policy: All schools that serve breakfast in the classroom will prepare and serve breakfast in an efficient manner and according to HACCP guidelines.

Procedures:

1. Plan on prep time of 35 minutes to an hour
2. Baskets should have an ID card attached with teacher's name and number of students. Include necessary utensils, trash bags and the meal count envelope for teachers.
3. Using your handcart, load milk and /or juice and wheel out to baskets no sooner than 10 minutes before pick up time. Place pre counted entrees in basket after milk/juice.
4. Breakfast accounting: The kitchen manager will have a roster for each classroom and a laminated diagram of what makes a meal with each basket.
5. Students must take 2 or 3 items, 1 being a fruit or juice, depending on menu to be counted as a reimbursable meal. All reimbursable meals must be entered in Mosaic POS.
6. As soon as the students have received their food and given the lunch count, baskets should be returned to the kitchen along with the roster and any unwanted items. Returned items will be temped and returned to stock if the temperature is within the guidelines.
7. Breakfast tally will be entered into Mosaic when all the rosters have been returned (rosters should be up-dated as often as needed.)
8. Rosters must be kept on site for 3 years.
9. Baskets must be washed, rinsed and sanitized in the 3 compartment sink or dish machine and turned upside down to air dry and for storage.

The Nutrition Services Supervisor will: Advise as necessary.

Dietary Restrictions

Policy: *Meal Substitutions for Medical or Other Special Dietary Reasons*

Substitutions to the standard meal requirements for participants who are considered disabled and whose disability restricts their diet, and may, at their discretion, make substitutions for other participants who are not disabled but are unable to consume regular program meals because of medical or other special dietary needs.

Definition of Disability:

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

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

- Orthopedic, visual, speech and hearing impairments • Heart disease
- Cerebral Palsy • Metabolic diseases, such as diabetes or phenylketonuria (PKU)
- Epilepsy • Food anaphylaxis (severe food allergy)
- Muscular Dystrophy • Mental retardation
- Multiple Sclerosis • Emotional illness
- Cancer • Drug addiction and alcoholism

Procedures: The Medical Statement for Dietary Disability-Site Meal Modification and/or Medical Statement to Request Site Meal Modification forms must be filled out. These forms should be kept on file in the kitchen office, in the Nutrition services office, and with the school nurse/office

The kitchen manager will explain the policy when necessary and provide the parent with the form if necessary.

Handling Complaints

Policy: All customers must be treated with dignity and respect. Managers will try to handle complaints themselves, but may ask for help from Nutrition Services office. A phone call must be made to the office to forewarn about the situation.

Procedures:

1. Allow expression; let the customer talk.
2. Listen patiently. Give full attention to them.
3. Do not take complaints personally.
4. Don't get emotionally involved. Deal with the situation, not the emotions.
5. Stay calm. If you get upset, you will become ineffective.
6. Don't act defensive.
7. Don't be judgmental.
8. Don't scold the customer.
9. Take care of problems quietly, away from other customers.
10. Never argue or debate with a customer.
11. Ask for help from your supervisor when you are unsure how to resolve problems.

Kitchen Facility Use

Policy: The use of kitchen facilities or equipment requires the approval of the Superintendent or designee. At least one District Nutrition Services Department employee must be present when the kitchen is used. The group will pay the cost of the Nutrition Services employee(s). This cost is to be determined and invoiced by the Nutrition Services Department.

All buildings will normally be vacated by one (1) hour before regular scheduled custodial departing time; otherwise, overtime charges will be assessed.

Contracts will not be issued more than three months in advance of date of use except in the case of recreational districts where scheduled publication of events requires a longer lead-time.

Procedures: Any party who wishes to use the kitchen must contact Financial Services to arrange a contract.

Solicitors

Policy: Solicitations of any kind must be directed to the Nutrition Services Office. If a vendor tells you they have a new product for you to try or if anyone in the kitchen receives a phone call trying to sell something, give free food samples to the students, or who says you have ordered something that you have not ordered, follow this procedure:

Procedure:

1. Ask for the person's name, company and phone number.
2. Explain that you cannot accept food samples and that you do not do any purchasing for Nutrition Services and that you have not ordered any products,

Food Testing in the Kitchen

Policy: Only vendors who are pre-authorized by Nutrition Services shall conduct any testing of food in District kitchens. When visitors are present, they must adhere to food safety practices followed in the Department. Nutrition Services/Food Buyer must first approve any contact with Kitchens.

Procedures:

1. Vendor must wear a hairnet, apron, food-safe gloves, non-slip shoes, no exceptions.
2. Vendor must wash hands upon entering the food prep area, before donning food safe gloves, after handling anything other than food.
3. Vendor may not operate any equipment in the kitchen, including ovens and dishwashers.
4. Vendor must distribute food samples in the cafeteria area from a separate table, not inside the kitchen on the serving line.
5. Vendor will conduct surveys and provide copies to Food Buyer.

The kitchen manager will:

1. Provide hairnet, apron and food-safe gloves.
2. Show the Tester the hand sink, soap and paper towels.
3. Operate the ovens, dishwasher and other equipment needed.
4. Arrange for set-up of table and chairs for food testing.
5. Will do cleanup of all prep areas, including dishwashing and testing table.

Break-ins and Theft

Policy:

- Managers shall be responsible for keys and daily lock up and securing of kitchen.
- Personal effects – coats, purses and personal items shall be hidden in lockers or file drawers out of sight from casual observers.
- Any theft by School District employees shall be handled according to Westminster Public Schools policy and procedures.

Procedures: In case of break-ins, vandalism or theft, call Nutrition Services immediately. Provide Nutrition Services with the following information: List of food taken or destroyed, equipment damaged or missing, repairs needed in kitchen due to damage, money and amount taken, any keys missing.

The kitchen manager will:

1. Lock and secure kitchen and freezers and refrigerators, hide keys and secure money.
2. Provide secure area for employee belongings.
3. Lock outside kitchen screen doors during working hours.
4. Deny access to kitchen by anyone except known District employees and known delivery people and known repair people.
5. Report any suspicious activity to the school principal or other appropriate personnel.

Visitors and Non Food Services Personnel

Policy: Visitors (including students, teachers, non-production staff, volunteers and children and family members of kitchen staff) are not permitted in the food preparation areas of the kitchen. Visits to employees by family members and/or friends during the working day are allowed only in emergencies. **No children are allowed in the kitchen at any time.**

Procedure: Managers will post signs and politely redirect anyone who violates the policy.

The kitchen manager will:

1. Post signs to inform all visitors of the following procedures:
 - Limited access to foodservice production areas
 - Location of and proper use of hair restraints
 - Location of and proper use of hand washing stations
2. Monitor visitors in production areas to ensure that procedures are followed.
3. Non-foodservice personnel will be allowed to volunteer with meal service only with Supervisor approval.

Email Etiquette

Policy: Emails are to be used for District business only according to Westminster Public Schools policy and guidelines. Good email etiquette is expected from each individual using the system.

Procedures:

- Think about the message content before you send it out.
- Make sure that the content is relevant to the recipients. Nobody likes to receive junk email.
- Be polite. Terseness can be misinterpreted.
- Use humor and irony sparingly. You can use smileys such as :) or :(to indicate facial expressions, but make sure that the recipient understands what they mean.
- Ensure that you have a relevant "Subject" line.
- Be patient, especially with inexperienced email users. Give people the benefit of the doubt - just because you are familiar with email etiquette, it doesn't mean that they are.
- Include a brief signature on your email messages to help the recipient understand who it is from, especially if you are dealing with someone you do not know very well.
- Be careful when replying to mailing list messages, or to messages sent to many recipients. Are you sure you want to reply to the whole list?
- Remember to delete anything that isn't needed or is trivial.
- Press F7 on your keyboard for a spell check before sending your email

Bad Email Etiquette

- Don't reply to an email message when angry, as you may regret it later. Once the message has been sent, you will not be able to recover it.
- Don't keep mail on your server longer than necessary, especially large attachments.
- Don't copy out an entire, long message just to add a line or two of text such as "I agree".
- Don't type in CAPITALS as this is considered to be SHOUTING. This is one of the rudest things you can do.
- Don't over-use punctuation such as exclamation marks ("!") as these are meant to be for emphasis. In particular, avoid more than one exclamation mark ("!!!"), especially if your email is quite formal. Also, over-use of the full-stop (e.g. "...") can make a message difficult to read.
- Don't send irrelevant messages, especially to mailing lists or newsgroups.
- Don't send large attachments without checking with the recipient first.
- Don't send excessive multiple postings to people who have no interest. This is known as "spamming" and is considered to be ignorant, and may lead to serious trouble with your Internet Service Provider (ISP) or IT department.
- Don't send chain letters or "make money fast" messages. There are several hoaxes about to do with viruses - never pass these on without checking with your IT department first.

- Don't criticize people's spelling, it is considered petty. Many people have no way of running a spell check on their messages and will make typos. Not all nationalities spell words in the same way.
- Don't "flame" people by sending them abusive email messages.
- Don't make personal remarks about third parties. Email messages can come back to haunt you.
- Don't send unsuitable email or attachments, especially anything of a sexual nature as a third party may well find them later.
- Don't mark things as urgent if they aren't, because then when you really do have an urgent message it may not be treated in the way it deserves.
- Don't post your email address on web sites and other public parts of the Internet unless you want to be deluged with spam.

Telephone and Cell Phone Usage

Policy: The kitchen telephone is to be used for official business or emergency calls only. Calls must be limited to 3 minutes' maximum. Necessary personal calls must be made on break times or after hours. **Cell phones must be turned off during working hours.**

If you receive a telephone call asking for information or a phone number for an employee, explain that you cannot provide that information. It is a violation of the Open Records Law to give out home addresses and phone numbers. Direct the call to the Nutrition Services Office.

Procedures: When you answer the phone in your kitchen you represent the School District.

- When calling or answering your telephone, *identify yourself and your school* after they've said hello. Speak into the mouthpiece clearly.
- When Placing a call, after identifying yourself, ask "Do you have a Minute?" or "Is this a good time to reach you?" before explaining the reason for your call. *Do not eat or drink while on the phone.* The phone magnifies noises.
- After placing someone on hold and returning to the line, say, "Thanks for waiting" rather than "I'm back."
- When screening calls, ask, "Who's calling, please?" rather than "Who is this?"
- When calling a professional office for any reason, always identify yourself and explain the reason for your call.
- If you find it necessary to place someone on hold, always ask permission!

Answering/Voice Mail Machines

- When reaching an answering machine, if you had sufficient reason for calling, leave a message. Sometimes this helps the other person know how to respond, whether to expect another call from you or if they should attempt to return your call.
- When leaving a message, "what" and "how" you say it is as important as if you were speaking to the person directly. Keep the tone of your voice pleasant and upbeat!
- Ensure that your phone's voicemail message is current.

Use Good Speech Habits

Phrases to use: "One moment please", "Yes", "All right", "She's not available now", "Good-bye"

Phrases Not To Use: "Hang on", "Yeah", "Okeydokey", "Uh, dunno where he is".

Computer Use

Policy: Employees shall use District computers and computer systems in a responsible, efficient, ethical and legal manner. All Westminster Public Schools rules apply to Nutrition Services computer users.

Procedures: Computers may be used for:

- Daily routines and recordkeeping. (Mosaic)
- District work-related email.
- Ordering
- Westminster Public Schools website
- Microsoft Word
- Excel
- School Nutrition Association/Colorado School Nutrition Association websites
- Other Department-approved uses

Daily Routines in Mosaic

Policy: Managers shall perform daily routines in Mosaic. At least one other employee in the kitchen will be able to perform Mosaic Daily Routines.

Procedures: Managers will follow Mosaic guidelines and do all daily reports. Close out registers and run end of day daily.

Procedure for Remote Entry of Warehouse Stock Orders in the Computer

TO PREPARE ORDER SHEET TO BE IMPORTED INTO IVISIONS

FILL OUT ORDER SHEET AND SAVE TO: NETWORK FOLDERS

SAVE AS: NAME OF SCHOOL & DELIVERY DATE]

THEN SAVE ANOTHER COPY OF IT AS:

NAME OF SCHOOL-SORTED – DELIVERY DATE

FOR INSTANCE:

SHERRELWOOD 4-30-09

SHERRELWOOD-SORTED-4-30-09

DO NOT SAVE ON YOUR DESKTOP

YOU WILL “PLAY” WITH THE COPY THAT IS SAVED AS SORTED.

- CLICK ON TOP LEFT HAND CORNER OF WORKSHEET TO HIGHLIGHT THE ENTIRE WORKSHEET
- DATA/SORT/QTY/OK
- DELETE ALL OTHER LINES BY HIGHLIGHTING THEM
- RIGHT CLICK IN THE SHADED AREA, CHOOSE DELETE/ENTIRE ROW/OK
- CLICK ON TOP LEFT HAND CORNER OF WORKSHEET TO HIGHLIGHT THE ENTIRE WORKSHEET AGAIN
- SORT A SECOND TIME BY: DATA/SORT/ITEM#/OK/OK
- NUMBER THE WORKSHEET BY PUTTING 1 IN THE FIRST BOX – HIT ENTER
- HIGHLIGHT 2ND BOX AND ALL THE REST OF THE BOXES: HOLD DOWN CONTROL BUTTON AT THE SAME TIME YOU HIT “D” ALL THE NUMBERS WILL BE IN THE CORRECT SEQUENCE
- HIT SAVE (TV SCREEN)

TO IMPORT A WAREHOUSE ORDER:

- WAREHOUSE
- ORDERING
- CONTROL PANEL
- CLICK ON SNOWFLAKE TO ADD A NEW ORDER
- FILL IN HEADER SHEET

DAC: NS KITCHEN ORDERS FROM WAREHOUSE

REQUESTER: (YOUR NAME)

SHIP TO: (YOUR SCHOOL)

DATE REQUIRED: (DELIVERY DATE)

PROJECT: (FOOD SERV WHSE DELIVERIIES)

WAREHOUSE: (FOOD SERVICE)

NOTES: (YOUR SCHOOL & DEL. DATE)

- CLICK ON ACTIONS
- QUICK REQUISITION
- WRITE DOWN REQ. #
- CLICK ON ACTIONS A SECOND TIME
- IMPORT FROM EXCEL
- CLICK ON ORDER YOU WANT TO IMPORT
- CLICK ON “OK”
- THIS PUTS YOUR ORDER BACK INTO THE HEADER SHEET
- CHECK BOX THAT SAYS “CLOSE THIS DIALOG AFTER UPDATE?”
- CLICK ON “OK” (THIS IS THE SECOND OK THAT NEEDS TO BE CLICKED ON)
- NEVER CLICK ON THE BOX THAT SAYS “SUBMIT FOR APPROVAL”

TO PLACE AN ORDER FOR WAREHOUSE OR BREAKROOM ITEMS

- THESE MUST BE SEPARATE ORDERS FROM YOUR FOOD.
- DO NOT IMPORT THEM.
- PRINT OUT ORDER SHEET
- GO TO WAREHOUSE
- CONTROL PANEL
- CLICK ON SNOWFLAKE TO ADD A NEW ORDER
- FILL IN HEADER SHEET

DAC: NS KITCHEN ORDERS FROM WAREHOUSE

REQUESTER: (YOUR NAME)

SHIP TO: (YOUR SCHOOL)

DATE REQUIRED: (DELIVERY DATE)

PROJECT: (FOOD SERV WHSE DELIVERIIES)

WAREHOUSE: (GENERAL OR BREAKROOM)

NOTES: YOUR SCHOOL & DELIVERY DATE

- CLICK ON THE SNOWFLAKE TO ADD A LINE
- FILL IN ITEM NUMBER
- CLICK ON QTY AND PUT HOW MANY YOU WANT
- CLICK ON ACCOUNT DROP DOWN BOX AND TYPE 51000(REPLACE 000 WITH YOUR LOCATION # - NO PERIODS) AND A LIST OF ACCOUNT #'S WILL COME UP – PICK THE CORRECT ONE (THEY ARE ON YOUR ORDER SHEET)
- IF YOU ARE DONE ORDERING CHECK THE BOX THAT SAYS “CLOSE THIS DIALOG AFTER UPDATE” THEN CLICK ON OK
- IF YOU NEED TO DO ANOTHER ITEM, CLICK ON “OK” AND YOU CAN ADD ANOTHER ITEM #
- **TO FIND AN EXISTING ORDER TO LOOK AT OR EDIT IT:**
- CLICK ON WAREHOUSE
- ORDERING

- CONTROL PANEL
- CLICK ON “APPLY”
- FIND YOUR REQ. # FROM THE LIST AND DOUBLE CLICK ON IT
- DOUBLE CLICK ON THE ITEM YOU WANT TO CHANGE
- CHANGE QTY
- CLICK ON OK
- OR IF YOU WANT TO ADD ANOTHER LINE: CLICK ON SNOW FLAKE
- INPUT ITEM #, QTY AND ACCOUNT #
- CLICK ON OK
- TO DELETE ITEM – HIGHLIGHT ITEM AND CLICK ON X ABOVE.

YOU CAN NOT EDIT AN ORDER THAT HAS ALREADY BEEN APPROVED.

Procedure for Entering Order in My Orders

MY ORDERS QUICK ORDERING GUIDE

LOG IN TO MANAGEMENT SUITE (www.compassmanager.com) put short cut on your desktop

ENTER YOUR COMPASS NETWORK ID AND YOUR PASSWORD

CLICK ON BUSINESS MANAGEMENT & REPORTING TOOLS – THEN “MY ORDERS BUTTON”

CLICK ON “PERSON ICON” NEXT TO YOUR SCHOOL NAME

CREATE AN ORDER FROM ORDER GUIDE BY CLICKING ON ORDER (TOP LEFT CORNER)

- CLICK ON ORDER GUIDE
- CLICK ON K-12
- ORDER WHAT YOU NEED BY PUTTING QUANTITIES IN THE CORRECT COLUMNS
- WHEN DONE, GO TO YOUR CART (UPPER RIGHT CORNER) AND CHECK OVER WHAT IS IN YOUR CART.
- WHEN YOU ARE SATISFIED WITH YOUR CART CONTENTS, CLICK ON CHECKOUT BUTTON (RIGHT BELOW THE CART BUTTON)
- CLICK ON CONTINUE BUTTON
- CLICK ON SUBMIT ORDER BUTTON
- ONCE SUBMITTED, CLICK ON “STOP IMPERSONATION” BAR ON TOP LEFT HAND SIDE OF THE SCREEN TO RETURN TO THE HOME PAGE.
- LOG OUT

IF YOU WANT TO PRINT YOUR ORDER

GO TO REPORTS

CLICK ON ORDERS

FIND THE ORDER THAT YOU WANT TO PRINT AND CLICK ON VIEW

CLICK ON RUN – CHOOSE PDF

PRINT

Policy NS 2.24

Custodial Staff Kitchen Walk-Through

Policy: If it is necessary to walk through the school kitchen to empty trash receptacles from other parts of the building, the manager will work with the building custodian to determine a site-appropriate time frame for trash removal, avoiding prep and serving times.

Competitive Food Sales

Policy: School competitive food service shall not operate in competition with the School Food Service Program and shall be closed for a period beginning one-half hour prior to, and remain closed until one-half hour after the last regular scheduled school lunch or school breakfast is served. Vending machines are included unless owned and operated by Nutrition Services.

Procedures: All employees in school foodservice will:

1. Report any violation to his/her supervisor.
2. Refer any questions regarding the rule to your supervisor.

The kitchen manager will:

1. Remind/inform school authority of Rule.
2. Report any violation to her supervisor.
3. Follow up as necessary.

Foods of Minimal Nutritional Value

Policy: *Foods of Minimal Nutritional Value* are categories of foods actually defined in Federal regulations, which may not be sold in the food service area during the meal period. Categories of foods of minimal nutritional value are: soda water, water ices, chewing gum, certain candies-hard candy, jellies and gums, marshmallow candies, fondant, licorice, spun candy and sugarcoated popcorn.

The sale of foods of minimal nutritional value is prohibited unless USDA Food and Consumer service (FCS) have officially exempted the food.

Procedure: In order for a product to be exempted, the company must submit nutrition information to USDA/FCS for review. A food can be exempted if it contains at least 5 % of the Reference Daily Intake for at least one of eight specified nutrients (protein, vitamin A, vitamin C, niacin, riboflavin, thiamin, calcium and iron). Fortifications and enrichment are not accepted toward meeting the requirements specified in meeting the requirements.

Field Trips

Policy: All school kitchens will accommodate requests for sack lunches for classes that go on field trips. The cost is the usual lunch price, which may be paid for in cash or taken from the student's regular lunch account. A sack lunch will include: Cold Sandwich; Fresh Vegetables; Fresh Fruit; Crackers; and Milk.

Nutrition Services prefers 7 working days' notice if possible. However, when emergencies arise, school kitchens are expected to accommodate the request.

Procedure: Meals will be prepared and packed individually in brown paper bags. Meals will be refrigerated until pick up, according to HACCP regulations.

The kitchen manager will: Follow HACCP Standard Operating Procedures exactly when preparing meals for field trips. Nutrition Services Office will be contacted if planning help is needed.

Record Keeping

Menu Worksheets/Production Records

Policy: All managers and assistants will complete separate Menu Worksheets for breakfast and lunch on a complete as you go/daily basis. A complete and accurate menu worksheet must be maintained on all meals claimed for reimbursement.

Procedure: A complete and accurate menu worksheet must be maintained on all meals claimed for reimbursement. Records must be kept onsite for 3 years to satisfy Federal and State requirements.

Bank Deposit Procedures Revised 10/22/2020

Westminster Public Schools bank is the JP Morgan Chase Bank. Nutrition Services will advise you where to get deposit slips and bank bags.

Completing the deposit slip:

1. Deposit bags – please complete information on the outside of the bag with a ballpoint pen before placing the deposit slips and money in the bag. Doing this allows you to write on a flat surface thus making the information legible.
2. A deposit slip is necessary for each deposit bag. Write in the date on the deposit slip, record all currency and coins on deposit slip. The dollar amount of deposit must agree in both areas where the total is listed on the deposit slip. Be very careful that all entries are correct and legible. Do not correct errors by writing over one number with another. When this is done, it is difficult to determine the correct number. Instead, complete a new deposit slip. Place monies in a deposit bag with original, white deposit slip. Put coins directly in the deposit bag. Group like bills together, face up. Press excess air out of the bag as you are sealing it shut. Make sure the bag is completely sealed and the bag number is legible.
3. Deposit slips are in triplicate form. Keep one copy and staple it to your Daily Report of Sales and Meal Counts. File by date in your kitchen office. Bring the other copy to the Finance Department with your deposit.
4. Record all currency and coins in Cash Counter screen in Mosaic. The total of the deposit must agree with the Sales and Meal End of Day Mosaic report. **If** the totals do not agree, find your mistake. If you cannot find your mistake, leave your *over* or *short* amount. Call the Field Supervisor for help the following day. Do NOT adjust your figures manually. Make sure everything is accurate.
5. All middle school and high school sites will bring the completed deposit to the Nutrition Services Department each day. All Elementary sites will bring their deposits to the Finance Department at the end of the month and more often as needed.

Inventory, Bills, and Invoices

Inventory

Policy: Inventory will be conducted on the last working day of the month through close of business. It must also be done on a weekly basis, each Wednesday, with the inventory through the close of business Thursday. Inventory is due by 9:00 am on the days specified.

Procedure: Count and list Warehouse Stocked Products the same way you order them: by the case or by single item. Record all food and non-food items on the Warehouse Order Form. Email the form to the area supervisor. You must also sign and date the hard copy and file it in the centrally located file cabinet in the office. Save a copy in the H: drive on your computer for the whole school year.

Bills and Invoices

Policy: Invoices are paid from the Nutrition Services Office.

Procedure: Send your bills/invoices to the assistant director on a daily basis.

Processing Student Lunch Account Refunds

Policy: Upon contact to the nutrition services office from the head of household, money remaining in a student account will be refunded.

Procedures: The Nutrition Services office will issue a cash refund for amounts over \$75 or if the family has moved from the area. In that case, the Finance department will issue a refund by check when the appropriate form is filled out.

Processing Free and Reduced Applications

Policy: Applications will be reviewed and an eligibility determination made within 10 working days of the receipt of the applications.

Procedures: Person processing applications will process applications as they arrive by using the following steps:

1. Upon receipt of an application, kitchen manager will forward the application to the nutrition services office for processing.

Meal Pricing, Student Accounts, Guest Meals and Credit Extended

Policy: Meal prices are set by Nutrition Services with the approval of the School Board. The Nutrition Services Department uses Mosaic, a computerized accounting system to track breakfasts and lunches. Monies may be deposited in individual student accounts. Money may also be deposited by parents/guardians on line at www.myschoolbucks.com. All students must pay full price for school meals pending the approval of Free/Reduced application. Last year's meal status is in effect for the first 30 school days of the current school year.

When the computer displays the low balance warning for a student's account, the manager must notify the student that he needs money.

Negative Account Balances

The school district will make reasonable efforts to collect unpaid meal charges. Families will be notified by an automated calling system and e-mail notification. Negative balances not paid prior to the end of the school year may be turned over for collections. Options for collections will be the collection agency the District contracts with and may include: small claims court or any other legal method permitted by law.

Policy: Managers will ensure that all student accounts are current through daily recordkeeping.

Meals on Credit

Nutrition Services will serve all District students a federally qualifying meal no matter the student's balance

Elementary Level: All students will be served the regular program meal. When a student has no money for a meal, parent/guardian will be contacted at the end of that day's service – by phone. Payment will be expected the following day, unless the parent/guardian has made arrangements with Nutrition Services. Elementary level students will be politely reminded to bring money when their account shows a low balance. A low balance note will be sent home.

Middle School Level: All students will be served a regular Universal/Federally qualifying meal no matter the circumstance.

High School Level: All students will be served a regular Universal/Federally qualifying meal no matter the circumstance.

Guest meals

Students: Any student or child who is not enrolled in Westminster Public Schools must pay the full adult meal price. The cost of milk with the meal is the ala Carte price and is not included in the meal price.

Adults: All adults must pay the full adult meal price. The cost of milk with the meal is the ala Carte price and is not included in the meal price.

Safety and Health

Safety and Equipment Use

Policy: Each Westminster Public School will provide an environment conducive to protecting the health and well-being of the school's children through high levels of sanitation standards and provide a safe environment for performance of work.

Only those who have been trained by Nutrition Services shall operate equipment in the kitchen.

Procedures: HACCP will be implemented and enforced by each kitchen manager in every District kitchen. The goal of HACCP is to prevent food safety problems from happening. With a HACCP program, we work to avoid food safety problems, instead of reacting to them after they occur.

The manager will ensure each employee has adequate training on all equipment in the kitchen.

HACCP

Policy: Westminster Public Schools maintains the highest standard in sanitation and good safety practices on a daily basis. The Nutrition Services Department has implemented a HACCP Food Safety program by following a training program, safety certification program and development of a workable standard operating manual for all foodservice operation.

The Colorado Department of Education Food Safety HACCP plan for the school will be implemented, reviewed, and revised as needed. Managers must sign and date acknowledgement of these standards in the Food Safety HACCP plan manuals. These manuals will supersede all other food safety standards.

Procedures:

- All school managers will be trained on basic HACCP guidelines
- Current monitoring procedures on Production Worksheets of cooking, holding, and serving temperatures will be enforced.
- All employees will be trained on HACCP
- Warehouse staff will be trained on HACCP guidelines for receiving and delivery.
- Training will be conducted during the school year for all Nutrition Services employees.

The kitchen manager will be accountable to Nutrition Services Supervisors for enforcing food-safety rules and regulations according to HACCP guidelines.

Injuries On the Job

Policy: Follow Westminster Public Schools policy and procedures exactly. If an employee decides to seek care from a private doctor or unauthorized medical facility without prior approval, he/she must assume payment.

Procedure for District Employees:

1. Call Nutrition Services Office as soon as possible to report incident. The Manager will give the injured employee the worker's compensation form/Procedure.
2. Fill out the Employee and Supervisor accident forms and scan the form to the administrative assistant. If the administrative assistant is not available, send it to the assistant director, and if not available the director of Nutrition Services
3. Once the Nutrition Services administrative assistant has determined that the form is correct, she will notify the assistant director and send the forms to Human Resources.
4. The kitchen manager will notify the secretary of the school of the injury.

Procedure for Chartwells Employees:

1. Notify your manager as soon as possible to report the incident.
2. If the injury is not an emergency and the employee is available to speak with a nurse, the manager and employee call a dedicated PC365 number, 1-866-678-1774, to speak directly with a PC365 nurse
3. The nurse will speak with the employee and complete the assessment to arrive at a medical care or self-care disposition. The nurse will then ask to speak with the manager again to provide them with the disposition of care and conclude the call.
4. Once the call has been completed and it is determined that the employee is to be seen by a provider or ER, the manager will receive the MAC (Medical Awareness Card) by email or fax to provide to the employee. The employee then takes the MAC card to the medical provider and asks that the provider issue the employee a copy at the conclusion of the visit.

Emergency Closings

Policy:

1. **Closings** will be announced on radio and television. Employees will be notified by an automated phone

Reference and Forms

REFRIGERATOR/FREEZER TEMPERATURE RECORD

School/Dept. _____ Month/Year _____

Day	Time	Recorded by	-- Refrigerator --		-- Freezer --		Corrective Action
			External	Internal	External	Internal	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							

Optimal Ranges: 32° to 41°F (Refrigerator); -10° to 10°F (Freezer)

Please report readings that do not fall in the optimal ranges to a manager or supervisor. Corrective action must be noted if temperatures fall outside of appropriate range.



REFRIG-FREEZER-TEMPRECORD

Did we work safely today or were we only lucky?



	Monday	Tuesday	Wednesday	Thursday	Friday
Did we have any accidents?					
What could we have done to prevent it?					
Any near misses?					
What did we learn from the near miss?					
How many "Take 5" sessions?					
How many "Take 5" fixes?					
Is there anything we need to inform our director of?					
Do we need any safety supplies?					
What did we do right?					
What could we have done better?					
Did we review any safety training tips today?					
Other safety initiatives taken today?					
School name					



Week Of: _____

UNIT NAME: _____



Cold Storage Temperature Log

Week of : _____

Refrigerator/Freezer ID: _____

	<i>Opening</i>	<i>Initials</i>	<i>Closing</i>	<i>Initials</i>	<i>2nd Shift</i>	<i>Initials</i>	<i>3rd Shift</i>	<i>Initials</i>	<i>Corrective Action</i>
Monday									
Tuesday									
Wednesday									
Thursday									
Friday									
Saturday									
Sunday									

Manager's Signature: _____

Date Verified: _____

Standard:
 Refrigerator temperature must be maintained at 40F/4.4C or below.
 Ideal freezer temperature is 0F/-17.7C.

Corrective Action:
 "A" = Notify manager.

Unit Name: DISHMACHINE

Unit Number: _____



Dishmachine Temperature Log

Week of : _____

	Wash Temp	Date	Time	Initials	Corrective Action
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

Manager's Signature: _____

Date Verified: _____

Standard:
Determine your machine's target wash and final rinse temperatures from the data plate on the machine OR check your *Quality Assurance Standards Manual (Write in at bottom of page)*.

Corrective Action:
"A" = Turn on booster heater.
"B" = Notify manager if temperatures do not meet standards (*below*).

Wash
Temperature: _____

Medical Statement for Dietary Disability - Site Meal Modification

Important! Carefully read and follow the procedures for a dietary disability. The school will return incomplete Medical Statements to the parent/guardian. If you have questions about this form, the school contact named in Part A below will assist you.

Modification due to a dietary disability:

- A site is required to make meal modifications prescribed by a licensed physician, advanced practice nurse with prescriptive authority or physician assistant to accommodate a student's dietary disability.
- If this is a life-threatening food allergy resulting in anaphylaxis, ensure the Allergy & Anaphylaxis Action Plan form is completed by school nursing staff.

Definition of Disability:

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

Major life activities covered by this definition include: caring for one's self, eating, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working. Major life activities also includes "Major Bodily Functions" such as: functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, and reproductive functions. The term "physical or mental impairment" includes, but is not limited to, such diseases and conditions as:

- | | |
|--|---|
| • Orthopedic, visual, speech and hearing impairments | • Heart disease |
| • Cerebral Palsy | • Metabolic diseases, such as diabetes or phenylketonuria (PKU) |
| • Epilepsy | • Food anaphylaxis (severe food allergy) |
| • Muscular Dystrophy | • Mental retardation |
| • Multiple Sclerosis | • Emotional illness |
| • Cancer | • Drug addiction and alcoholism |

Filling out Form:

- Part B of this form must be completed by a licensed physician (MD or DO), advanced practice nurse (APN) with prescriptive authority (RXN) or physician assistant (PA).
- Parts A and C of this form must also be completed before the site can make meal modifications.
- The meal modifications will continue until a licensed physician, advanced practice nurse with prescriptive authority or physician assistant requests that the modifications be changed or stopped on Form SD-3, which is available from the school.
- It is strongly recommended that a licensed physician, advanced practice nurse with prescriptive authority or physician assistant annually update the prescribed diet order.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights; 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.

Part A. Student, Parent/Guardian & Site Contact Information – To be completed by a parent/guardian or site contact person				
1. Student's Name:	2. Date of Birth:	3. Site:		
4. Parent/Guardian's Name:	5. Parent/Guardian's Phone:			
6. Site Contact's Name:	7. Site Contact's Phone:			
Part B. Prescribed Diet Order – This part must be completed by a licensed physician, advanced practice nurse with prescriptive authority or physician assistant as specified above.				
1. Specify the disability, food allergy/intolerance or medical condition and explain why the disability restricts the child's diet.				
2. What major life activity is affected by this student's disability? Example: Allergy to peanuts affects ability to breathe.				
3. Type of Special Diet: <input type="checkbox"/> Check if not applicable OR specify the type of special diet (e.g. low sodium, gluten-free, diabetic, etc.).				
4. Modified Texture:	<input type="checkbox"/> Not Applicable	<input type="checkbox"/> Chopped	<input type="checkbox"/> Ground	<input type="checkbox"/> Pureed
5. Modified Thickness of Liquids:	<input type="checkbox"/> Not Applicable	<input type="checkbox"/> Nectar	<input type="checkbox"/> Honey	<input type="checkbox"/> Spoon or Pudding Thick
6. Special Feeding Equipment: <input type="checkbox"/> Check if not applicable OR list special feeding equipment (e.g. large handled spoon, sippy cup, etc.).				
7. Foods to be Omitted and Substituted: List specific foods to be omitted and substituted. If more space is needed, sign and attach additional sheet of paper.				
Omit Foods Listed Below:		Substitute Foods Listed Below:		
8. Licensed Physician/Advanced Practice Nurse with Prescriptive Authority/Physician Assistant Information				
Signature:		Title:		
Printed Name:		Phone:	Date:	
Part C. Parent/Guardian Permission – To be completed by a parent/guardian				
I give permission for site personnel responsible for implementing my child's prescribed diet order to discuss my child's special dietary accommodations with any appropriate site staff. I also give permission for my child's licensed physician, advanced practice nurse with prescriptive authority or physician assistant to further clarify the prescribed diet order on this form if requested to do so by site personnel.				
Parent/Guardian's Signature:			Date:	