

NUTRITIONAL SERVICES DEPARTMENT GUIDELINES



SOUTH BURLINGTON SCHOOL DISTRICT
500 Dorset Street
South Burlington, Vermont 05403

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INTRODUCTION

WELCOME!

The South Burlington School District welcomes you and hopes that your work experience with us will be enjoyable and rewarding.

In an effort to integrate you into our educational community, we have developed these guidelines to help answer some questions about working in the District as a Nutritional Services Department (NSD) employee. Be sure to ask your site coordinator, production supervisor or the Nutritional Services Department Director for information that has not been clarified for you.

The Administration, in its sole discretion, reserves the right to modify, change, and add information as is necessary to ensure that efficient and appropriate services are provided. These guidelines are intended for informational purposes only and to not be considered a contract between employees and the District.

NUTRITIONAL SERVICE DEPARTMENT SERVICE EXPECTATIONS

The function of the South Burlington School District NSD is to contribute to the success of the District and the attainment of the District Ends policy by:

- Ensuring the opportunity for all students to have access to nutritious meals in an efficient, effective, and pleasant manner.
- Maintaining the self-esteem of all (students, staff, parents/guardians, and greater school community members)
- Setting and modeling appropriate levels of behavior for oneself, coworkers, and students.
- Conveying a positive, service-oriented, problem-solving approach to others.
- Following policies, procedures, and protocols of the District, the State, and Federal government nutrition-related regulations and statutes.

GENERAL INFORMATION

ASSIGNMENTS

Schedule: The NSD Director will provide a schedule and assign a location for each employee. However, all NSD employees are department employees and may be assigned or reassigned to any of the five (5) district locations. Each location team has been developed, with care, to ensure the safe and timely delivery of meals to students and staff while minimizing labor costs. Should a scheduling question or a suggestion occur, please speak to the NSD Director.

Location Changes: Should a change in assignment be required, the employee will be notified by the NSD Director. Assignments are made with consideration of skills, safety, time schedules and financial considerations.

BEHAVIOR EXPECTATIONS

The District is committed to a discipline with dignity philosophy that emphasizes respect for students and others. All persons are expected to model behaviors consistent with this philosophy. Adherence to all relevant school policies and practices is also required.

CONFIDENTIALITY

The Family Educational Rights and Privacy Act (FERPA) has afforded students the right and protection of confidentiality. All student records and any personally identifiable information is confidential and may not be shared with others without expressed written permission. Expectations for all individuals include that knowledge about students and staff of a personal nature that is acquired through one's employment by the District is not to be shared outside of a professional context.

Concerns about District programs, practices, students, or staff should only be shared on a professional level with those involved at the school. Sharing derogatory information outside the district is not appropriate, useful, or professional.

DISTRICT PROPERTY

Identification Badge (ID): The District will issue an ID badge to nutritional services employees and it is expected that the employee will keep this identification present during all working hours.

Keys for assigned locations may be provided to kitchen site coordinators and other nutritional services employees at the discretion of the NSD Director. It is the employee's responsibility to ensure safe keeping of all assigned keys. Entry keys are the only keys allowed to be taken off school property. All other keys that give access to freezers, refrigerators, and storage areas will be hung in a designated place at each location at the end of each day.

Uniforms and Aprons will be issued to all NSD employees for both food preparation and service and are expected to be worn at all times during work hours. It will be the responsibility of the employee to ensure that uniforms are laundered and maintained in a clean and neat manner. If a replacement is needed, please speak to your site coordinator.

EMERGENCY SCHOOL CLOSINGS

In the event of inclement weather or an emergency, the Superintendent will make a decision to close school and will notify the NSD Director. If a decision is made, due to weather conditions or other emergencies, employees will be notified generally by 6:00 am, prior to the school day or as soon as possible. Notification will be made on the District website and through the district broadcast system, “*Blackboard Connect*.” Additionally, the following radio and television stations will have the latest information: WJOY, WKDR, WEZF, WNCS, WOKO, WKOL, WIZN, WVMT, WXXX, VT-ETV, WCAX-TV, WPTZ-TV, and WVNY-TV.

EMPLOYMENT REQUIREMENTS

All persons hired by the district are required to complete application materials and fully comply with Vermont background and criminal check protocols. Fees for fingerprinting and background checks are not reimbursable and will be paid for by the employee. In addition, all NSD employees must obtain and then maintain a valid Servesafe or Serving it Safe certification.

As a condition of continued employment, Servesafe or Serving it Safe training must be completed by the end of the employee’s sixty (60) work days probationary period. A NSD employee not completing and supplying proof of his/her certification within this time frame may not be retained as a nutritional services employee by the district.

ILLNESS OR INJURY

Should an employee experience a non-work related illness or injury, notify the NSD Director immediately so that an appropriate course of action can be planned or a suitable substitute obtained. In order to provide adequate time to plan or find a substitute, employees should notify the NSD Director no later than 6:00 am for a morning assignment, or no later than one (2) hours prior to all other assignments.

Should an employee experience a work related illness or injury, they must report the information immediately (within 48 hours) to the NSD Director or the Business Office. You will be expected to complete a first report of injury, as required under Workers’ Compensation rules. Additional forms and/or information may be requested by the Business Office so that appropriate reporting is completed.

INTERNAL JOB OPPORTUNITIES

The District utilizes a job posting process for internal employment opportunities. Open positions will be posted on the bulletin board outside the NSD Director’s office for five (5) business days and qualified

applicants may complete the internal job posting application and forward to the Human Resources Department

LEAVE TIME

Employees are provided leave from work for such reasons as: sick, family sick, bereavement, holidays, emergency days, and personal time. It is expected that all will follow District procedures for leave time, as outlined in the “South Burlington School District Support Staff Rights & Benefit Guidelines.”

An employee is required to complete leave request on the District’s on-line Absence Management System prior to the time he/she requests time away from work. In the event the employee is sick, it is expected that he/she will call the NSD Director no later than 6:00 am for a morning assignments or two (2) hours prior to all other assignments so that adequate substitution may be arranged. Upon return, the employee will be required to record the absence on the Absence Management System. If absent due to illness for more than three (3) consecutive days, a doctor’s note indicating a “fit for duty” will be required prior to the employee returning to work.

If an employee is absent from work for three (3) consecutive workdays without following leave protocols and/or without proper notification to the NSD Director, it may be considered job abandonment and just cause for termination.

PARKING FOR PERSONAL VEHICLES

The employee may park his/her personal vehicle in any parking lot area that is not labeled as restricted or for school buses. The District is not responsible for any damage or loss resulting from the use of the parking area.

BREAKS AND LUNCH TIMES

Breaks and lunch times are determined by the Non-Union support staff guidelines and will be scheduled by the Production Supervisor and NSD Director. The actual break/lunch times will be determined based on the employee’s number of scheduled work hours and the serving times at the location for which the employee is assigned.

It is expected that all employees will take his/her breaks daily at the assigned times and accurately record them on their time sheets. Breaks and lunch times may not be combined to shorten the work day.

NUTRITIONAL SERVICES EMPLOYEE WORK SCHEDULES

Individual work schedules will be issued in writing to all department employees by the Production Supervisor and NSD Director at the start of the school year and whenever a reassignment to a different location is made. It is expected that all employees follow their schedules. Being consistently late or working more than the assigned hours without written permission from the Production Supervisor or NSD is prohibited and is subject to disciplinary action.

TERMINATION

To lessen disruption to the District's operation and to ensure proper final payment, the employee is asked to provide as much notice as possible, preferably a two (2) week notice, to the NSD Director, when terminating employment. All District property must be returned prior to departure.

TIME SHEETS/PAY DAY

NSD employees are expected to complete a timesheet on a daily basis and accurately record hours worked with breaks and lunches clearly indicated or leave time taken. Timesheets must be submitted to the NSD Director or designee for approval by 4:00 pm on the last Friday of the time period. The Business Office issues pay every other Friday and will be direct deposited to the employee's bank account unless other arrangements have been made with the Business Office. Questions regarding pay may be asked of the NSD Director or contact the Business Office.

OVER TIME

Over time is not permitted without approval from the NSD Director. If over time is granted, it will be paid as outlined in the non-union support staff contract.

PERFORMANCE EVALUATION

New NSD employees will be reviewed by the Production Supervisor and NSD Director at the end of the 60-day probation period. If performance is unsatisfactory, employment may be terminated, the probation period may be continued, or the employee may be placed on a performance plan. Employees who remain on staff will be reviewed by the Production Supervisor and NSD Director/designee at the end of the year. A standard evaluation rubric will be used.

PROPER ATTIRE

As a food service professional, it is expected that all Vermont health department regulations and District procedures be met including those requiring proper attire. The following must be adhered to at all times when working.

NSD employees **MUST** wear:

- Assigned uniforms or approved clothing;
- Hats or hairnets;
- Closed toe, non-slip footwear.

NSD employees may **NOT** wear:

- Jewelry on arms, hands, or necks such as, but not limited to: watches, bracelets, and necklaces;
- Rings other than a smooth wedding band;
- Long, dangle, or large hoop earrings. Post or small hoop earrings (under ½") are acceptable;
- Fingernail polish or fake fingernails;
- Nylon/wind pants; Leggings or Yoga pants
- Shorts or skirts that come above the knee;
- Sandals, flip flops, rubber boots, or open toed shoes;
- Baggy, hanging or loose clothing or hooded sweat shirts or scarfs.

CELL PHONES

Due to sanitation regulations, cell phones are not allowed in the production or service areas. Cell phones may be kept in lockers or in office areas and accessed during breaks and lunch periods. Use of cellphones in unauthorized areas is subject to disciplinary action.

STUDENT SAFETY RESPONSIBILITIES

Safety: The care and concern for our students and employees is of utmost importance and employees are expected to be vigilant in watching for ever presenting risks. Safety training is provided and it is expected that all employees participate as they are made available

No unsupervised contact with students by non-employees, including volunteers, is permitted. Please report any suspicious behaviors and/or strangers to a school administrator. All employees are expected to wear his/her identification badge and visitors are required to sign in at the school and to receive name tags that are to be visible at all times.

In the event a student's behavior in the service line is disruptive or presents a potential safety problem for themselves or others, it is expected that the following steps will be used to instruct students on how to behave properly. No physical contact with students should be used to compel compliance with directions.

1. Speak directly to the student whenever possible and call attention to the issue calmly and rationally.
2. Be patient and respectful, yet clear and firm, when communicating expectations to the student(s).
3. Notify the cafeteria monitors of the incident and allow them to handle the situation according to their current protocols.
4. Seek the assistance of a school administrator if necessary.

STUDENT INJURY OR ILLNESS

In case of an illness or injury of a student in close proximity, the employee is required to take appropriate action and is responsible for directing or taking the student to the school office. The principal or his/her designee will decide what course of action to take. If an employee witnesses an accident, he/she will be expected to complete an accident report; these forms are available in the school office. Only nurses or their designees are permitted to dispense medications (prescription or non-prescription) to students. All medication should be directed to the school nurse or main office.

EMERGENCY PROCEDURES

Emergency Drills: The State of Vermont requires that all schools participate in emergency readiness drills periodically throughout the school year. Specific information on the types of drills and employee responsibilities during those drills will be made available at the beginning of each school year.

SUBSTITUE ASSIGNMENTS

If an employee needs to be away from work and substitute coverage is required, the employee must speak with the NSD Director or designee as soon as possible so that appropriate arrangements may be made. Advance notice of at least two (2) days for coverage is preferred to adequately plan. Staff is not permitted to assign another employee to his/her duties and no substitutions or assignments shall be made without the approval of the NSD Director or designee. In the event of an emergency or sudden illness or injury, please contact the NSD Director or designee immediately so that arrangement may be made. The employee will be required to record the absence on AESOP. If absent due to illness for more than three (3) consecutive days, a doctor's note indicating a "fit for duty" will be required prior to the employee returning to work.

MENUS

Breakfast and lunch menus are designed at the district level by the NSD Director or designee to be in compliance with the nutritional standards as outlined by the Healthy Hunger Free Kids Act of 2010. It is essential and expected that adherence to these menus be strictly maintained.

RECORD KEEPING

Production Records: The United States Department of Agriculture (USDA) and the Vermont Agency of Education (VT AOE) Child Nutrition Program requires the use and maintenance of production records. Production records are to be completed on a daily basis for all food produced and/or offered to students on all service lines for both breakfast and lunch. Production records are to be turned in daily to the Production Supervisor or designee. Training on production records will be provided by the district for all nutritional services employees.

Temperature Logs: The USDA and the VT AOE Child and Nutrition Program require a temperature log on all refrigeration and freezer units. Temperature logs are to be filled out daily and turned in monthly to the NSD Production Supervisor. Training on temperature logs will be provided by the District for all NSD employees.

ORDERING/RECEIVING

In accordance with established ordering guidelines, it is the responsibility of the Kitchen Coordinator to place all orders for needed food, beverages, and supplies in order to produce the advertised menu items in the location they are assigned. Ordering guidelines will be supplied at the beginning of each school year and updated, as needed, to include all available vendors. All orders are subject to approval by the NSD Director or designee.

All orders received must be checked against the invoice during the delivery process to ensure the items received are of acceptable quality, quantity, and that all products ordered have been received. Any item shortages or returns should be noted on the invoice. The Kitchen Coordinator or designee must sign the invoice, this will serve as proof that the order was checked in properly. A copy of the invoice should then be forwarded, with the other daily paperwork to the Production Supervisor.

It is expected that all nutritional services employees participate in taking care of orders when they are received. All orders must be put away promptly in accordance with HACCP guidelines. Nutritional services practices FIFO, first in first out rotation and takes care of delivered products in the following order

1. Refrigerated product: Milk, cheese, yogurt, produce, fruit, other perishables
2. Frozen product
3. Dry goods: canned products, spices, paper products, cleaning supplies, other non-perishables.

TRAINING

The USDA and the VT AOE Child Nutrition Program requires yearly documented training of all NSD employees, in the areas of nutrition, health, reimbursable meals, and safety standards. These trainings will take place during work hours, or on in-service days throughout the school year. The actual training schedule will be determined yearly by the NSD Director according to the in service days on the school calendar

The District requires employees to take additional District training through the on-line training system SafeSchools. The required courses will be assigned by the District's designee on a yearly basis. Safeschools training must be completed by the assigned date. The Safeschools training site is located under the Human Resources tab on the District website. Training on how to access Safeschools will be provided at the beginning of each school year.

KITCHEN CLEANING

Cleaning: It is the responsibility of each employee to assist in maintaining a safe, clean kitchen in compliance with all local, state and federal regulations. Daily responsibilities include, but are not limited to:

- Washing and sanitizing all dishes, trays, silverware, other cooking utensils, pots and pans used in the production and service for that day and returning such items to the designated storage area;
- Properly labeling and storing leftover food and condiments in appropriate containers;
- Cleaning, wiping down, and sanitizing all cooking and preparation areas including, but not limited to: tables, carts, stoves, ovens, serving units;
- Cleaning and sanitizing all sinks, including hand sinks;
- Removing all recycling and compost to designated areas;
- Washing all cleaning cloths and aprons.

Weekly responsibilities include but are not limited to:

- Washing, sanitizing and organizing all stand up refrigerators and freezers;
- Sweeping, mopping and organizing all walk-in refrigerators and freezers;
- Wiping down and organizing all open shelving units and storage areas;
- Wiping down and sanitizing milk coolers.

Inspections: The Vermont Department of Health is required to inspect all school kitchens twice a year. Kitchens will also be inspected periodically by the NSD Director, NSD Production Supervisor, or other designee to ensure cleanliness and safety.

EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) is a human service program which provides counseling and referral services to employees of the South Burlington School District. The District has contracted Vermont School Boards Insurance Trust (VSBIT) to provide a trained counselor outside the District who can work with the employee or the employee's household member to resolve personal concerns. Occasionally healthy, productive working people can be affected by short term or long term personal concerns. It is important to resolve these difficulties before work performance is negatively impacted and the EAP through trained counselors can help. Counselors are available to talk on the phone or meet face-to-face.

To request services call the EAP at Invest EAP at 1-800-287-2173, or go to their website www.investeap.org. An appointment will be made with an EAP Counselor within three working days at a location that is convenient for the employee. Crisis service is available 24 hours a day, 7 days a week.

POLICIES AND REGULATIONS

TOBACCO FREE WORKPLACE

The district complies with state law and local smoking ordinances thereby prohibiting smoking in all school district buildings, property, vehicles and during school sponsored activities.

WEAPONS

The District is committed to providing a safe learning environment and workplace and prohibits the possession of any weapon, lawful or unlawful, on school property by anyone including, but not limited to, employee, student, volunteer, vendor or client.

DRUG AND ALCOHOL USE

It is expected that all employees report to work fit and ready for duty. Any person under the influence of drugs or alcohol (prescription or non-prescription) will not be allowed to continue to work and may be subject to disciplinary action up to and including termination.

HARASSMENT

The South Burlington School District is committed to providing all employees a safe and supportive work environment in which all members of the school community are treated with respect. Harassment is a form of unlawful discrimination, as well as disrespectful behavior, which will not be tolerated.

APPENDIX A

Acknowledgement Form

This form is to certify that I have been given a copy of the Nutritional Services Department Manual and that I have read and understand the contents. I further understand that no promise of continued employment is implied or expressed beyond what has been provided to me through my memorandum of understanding.

Signature of Employee

Date

Printed Name of Employee

