



ISD 726 Becker Public Schools

Food Service

Employee Handbook



Our Mission

"To promote good nutrition by providing quality meals while maintaining the highest level of customer satisfaction."



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Welcome to our District!

Welcome to our Becker School District Food Service team! School nutrition is a fantastic field where the customers are the students. We strive to give our students the most nutritious, quality, and diverse menu so that they may experience foods that they may not find elsewhere. To serve our customers, we need enthusiastic, knowledgeable, and cohesive staff, which begins with YOU!

Your responsibility as a Food Service employee is to come to work each day in a way that you are fully present, willing to learn, and bringing a team player mentality. You are the face of our program to the students. Remember to greet each child and give attention when able as each student is having a different day. Be proud of the work you do and continue to grow in your career through the variety of training opportunities presented throughout each school year.

State and federal operations guide much of how our program operates and you, as an employee, are expected to understand and implement those policies. The training provided in this handbook, at orientation, and throughout each school year will help expand this knowledge. As you learn your role, keep in mind ideas, which continue improving our efficiency, customer acceptability, and overall program structure.

We are excited to have you on our team!

Felicia Kittok, RDN, Food Service Director

fkittok@isd726.org | 763-261-6302



History of School Food Service

School food service programs have evolved significantly since their roots back in the 1800s. Original programs began by private associations and survived off of donations. After experiencing a revelation that feeding America's youth warded off the ever present issue of malnutrition, the nation began to catch on. The devastating effects of the 1930s Depression Era on malnutrition were realized when the military turned away record numbers of recruits due to malnutrition and health issues. As a matter of national security, Congress and President Truman signed the **National School Lunch Program** in 1946. This program provided a stable program for schools to take part in offering nutritional requirements, commodity incorporation, and financial grants. The Department of Defense has continued to be actively involved by supporting schools through the Fresh Fruit and Vegetable Program which allows schools to use USDA Foods entitlement dollars to buy fresh produce.

Since then, school food service has grown to support a variety of programs such as the **National School Breakfast Program** and **Smart Snacks Program**. Improper nutrition is not simply an issue of socioeconomic status; hunger does not discriminate. Any student who skips a meal, who has no access to breakfast or lunch or who fails to make healthy food choices, risks incurring serious learning and health deficits. School nutrition programs help to ensure the maximum return on the billions of dollars spent for public education, which will enhance America's future productivity and success. In short, we feed the future.

Everyone – students, teachers, parents, and the entire community – benefits from successful school nutrition programs. The relationship between proper child nutrition and the development of young minds and bodies is well documented. Healthy, well-educated children are the future of this nation.



Food Service Contact Information

School	Address	Lead Cook	Phone Number
Becker High School (9-12)	13845 Bradley Blvd Becker, MN 55308	Angie Rowley	763-261-4501 ext. 3164
Becker Middle School (6-8)	13725 Bradley Blvd Becker, MN 55308	Katrina Bender	763-261-6333 ext. 4650
Becker Intermediate School (3-5)	12100 Hancock Becker, MN 55308	Shelly Mattson	763-261-4504 ext. 2120
Becker Primary School (Pre K-2)	12050 Hancock Becker, MN 55308	Jennifer Nelson	763-261-6330 ext. 1214
District Office	12000 Hancock Street, Becker, MN 55308	Felicia Kittok <i>Food Service Director</i> Jen Edling <i>HS Cashier/Admin Assistant</i>	763-261-6302 763-261-4506 ext. 3111

ISD 726 Website

School Website: <http://www.becker.k12.mn.us/home>

Food Service Website: <http://www.becker.k12.mn.us/departments/food-service>

Online Menus: Will be updated 23/24 school year

AESOP/VeriTime

- Access for check stubs, email, time cards, and time off requests; **Regular hour staff are expected to check their school-issued emails regularly**

Smart Schools K12/Wordware

- Families use this software to pay food service balances, observe student purchases, and for other areas in the school district

Emergency Closings/Late Start

- **Check Skyward Emails/Phone Calls, School Website, local news, etc. for updates**
- **School closure (snow day, power outage, etc.):** Food Service employees **DO NOT** report to work; See union contract for details
- **All other delays:** See union contract for specific details



Personnel Details

Job Duty Sheets

- Available at each school for each position; Describes duties and timeframe for completion

Personal Belongings

- Lockers are available at each school; No locks are supplied as lockers are shared

Key Fob

- Fob will be issued by FSD from Technology; Used to scan into buildings.

Accident Reports

- Report all accidents (burns, cuts, etc.) on accident reporting form in Lead Cook's office within 24 hours; Please see contract for workers compensation specific details

Open Door Policy

- The FSD doors are open to you always for open communication, feedback, and discussion about work-related matters

Parking

- PS/IS staff and substitutes please park in the shared front lot and go through the main front entrance.
- MS staff and substitutes please park in the front lot and go through the main front entrance.
- HS regular hourly staff enter the HS at Door #1.
- HS subs park in front lot and enter through Door #2 at the HS to be scanned in.

Certifications

- All regular hour employees have access to obtaining additional training and certifications listed below:
- **ServSafe Manager/MN Certified Food Managers Certificate**-Lead and Assistant Cooks Must Obtain
- **School Nutrition Association Membership**
 - SNA is a national organization which offers professional development and educational opportunities for members. Different levels exist which correspond to hours of education required. Employees are encouraged to obtain a Level 1 membership. Lead and Assistant Cooks must obtain at least a Level 2 membership. Details can be found at: <https://schoolnutrition.org/Certificate/Certificate-Program/>

Resignation Procedure

- Must submit two week notice in writing to Food Service Director.



Employee Dress Code/Breaks

This dress code shall apply uniformly to all employees who work in the Food and Nutrition Services Department. Requests for reasonable accommodations shall be considered when the situation requires an exception for religious practices and disabilities. Failure to adhere to this policy may result in disciplinary action.

1. **UNIFORM:** Three t-shirts with the Bulldog logo are offered and issued to each union employee annually and must be worn daily. Non-union servers should wear a plain navy blue polo or shirt purchased on their own. Employees are responsible to keep these shirts clean. Pants must be Tan/Khaki pants that are clean and free of holes (No yoga or sweatpants material). Capris of knee-length are allowed during warmer weather. Plastic disposable aprons provided at each school are to be worn daily. (Note: Aprons must be removed before using restroom). Long sleeve, solid colored shirts can be worn underneath the t-shirt during colder months as needed. Specialty school nutrition shirts may be worn on Fridays or for special events with Jeans.
2. **HAIR RESTRAINTS:** Hair-restraints must be worn at all times when working with food, dishes or when cashiering. If hair is below the jaw line or bangs fall onto the face, the hair must be secured with a clip or rubber band so hair does not hang forward over food. Complimentary hair nets are available at all schools.
3. **PERSONAL HYGIENE:** Employees are expected to come to work freshly showered or bathed. The application of deodorant or antiperspirant is recommended. Avoid strong fragrances/perfumes as many individuals are sensitive to certain scents.
4. **SHOES:** Shoes must be clean, completely enclosed with good support and worn with socks; no sandals or clogs are to be worn. All-leather or vinyl shoes are recommended; however nylon or canvas shoes are allowed. (Note: Shoes with nylon or canvas panels can allow hot liquids to soak into skin.)
5. **FINGERNAILS:** Nails are to be cut short and are not to exceed the tips of the fingers. Nail polish, nail hardener and artificial nails or tips should be avoided because of the possibility of chips or flakes contaminating the food and work areas.
6. **JEWELRY:** Jewelry, including rings, earrings, bracelets, and necklaces are to be kept to a minimum for safety reasons and because of the possibility that they may fall out into the food. One ring may be worn during food service work shifts. No dangling or hoop earrings are allowed, post style earrings are acceptable. Medical bracelets allowed.
7. **FOOD/BREAKS:** Eating/drinking is restricted to the designated employee break/cafeteria area which is designated by the Lead Cook. Beverages may be stored in a specific area and container in the cooler. No eating or drinking is allowed in the kitchen, dish room or serving areas. Chewing gum or eating candy is not allowed while working with food preparation and serving. (Note: Cough drops may be used when an employee has a cough that needs to be suppressed while working.) All staff and substitutes are welcome to a free standard meal after serving.
8. **SMOKING:** No smoking is allowed on school grounds.



Required Training

New Hire District Office In-Person Training:

- Paperwork with Human Resources: 15 minutes
- Employee Handbook/Aesop Tutorial: 30 minutes
- Meal Patterns/Offer Versus Serve Training: 30 minutes
- Civil Rights Training: 25 minutes

<https://education.mn.gov/MDE/VideoNew/?group=Educ&id=MDE059245>

Back to School Annual Training

- Completed with All District Staff in August and with Food Service Staff (OVS, Civil Rights, other)

Online Training:

- **Login:** Sent out annually via email along with directions from Community Ed. Director
- **Required Videos/Documents:**
 - Bloodborne pathogens
 - Bullying Prevention
 - Reporting of Maltreatment
 - Hazard Communication for School Employees

New Cashier Training ONLY

- In-Person training at District Office with Administrative Assistant (30 minutes)

Other Potential All- Food Service Staff Trainings

- All regular hour staff and substitutes may be required to attend up to yearly 4 trainings. These trainings range on a variety of topics which are required by the USDA. Missed trainings may be made up per the discretion of FSD/FNS.



Workplace Safety

Safety Data Sheet (SDS):

Ask Lead Cook in kitchen where this information is located. Located on the district website.

<http://www.becker.k12.mn.us/departments/building-and-grounds/health-and-safety>

- Contains chemical information and what to do in the event on contact with certain chemical

HACCP Overview (see below; full manuals located at each kitchen site):

FROM HACCP MANUAL: HANDWASHING AND GLOVE USAGE

- All Food and Nutrition Staff shall be trained on proper handwashing **annually**.
- Handwashing signs and/or posters in a language understood by all Food and Nutrition Services staff will be posted near all handwashing sinks/food preparation areas/restrooms.
- The designated handwashing sinks shall be used for handwashing only. The sink will not be used for food preparation, dish washing or any other purpose.
- Handwashing stations include warm running water, soap, disposable paper towels, & waste container.
- Handwashing sinks must be kept accessible anytime employees are present.
- **Wash hands:**
 - 1. Before beginning work; before putting on gloves & when changing gloves.
 - 2. Immediately before preparing food or handling food equipment.
 - 3. When moving from one food preparation area to another
 - 4. When switching between working with raw foods and when working with ready to eat foods.
 - 5. After touching face, nose, hair, glasses, clothes, skin or any other body parts.
 - 6. After sneezing or coughing, or using a tissue.
 - 7. After cleaning duties (ex: wiping counters); After handling trash or garbage.
 - 8. After clearing tables, scraping, or washing dirty dishes and utensils.
 - 9. After smoking, eating, drinking, chewing gum, or handling money.
 - 10. In the restroom, after toilet use, and when you return to your workstation.
 - 11. After touching dirty dishes, equipment, or utensils.
 - 12. After any time the hands may become contaminated.



- **Follow proper handwashing procedures as indicated below:**
 - 1. Wet hands vigorously and thoroughly with warm, running water.
 - 2. Apply soap, scrub lathered hands, under fingernails and between fingers for **at least 20 seconds**. Rinse thoroughly under warm running water for 5 to 10 seconds.
 - 3. Use a sanitary nailbrush to get under the fingernails.
 - 4. Dry hands and forearms thoroughly with single-use paper towels.
 - 5. Turn off water using paper towel and use paper towel to open door when exiting restroom.
 - 6. Run nail brushes through dishwasher weekly.
- **Do not use bare hands to handle ready-to-eat foods at any time.**
- Cover cuts and sores on hands, including fingernails, with clean bandages. If hands are bandaged, clean gloves/double gloves or protective coverings should be worn at all times to protect the bandage.

FROM HACCP MANUAL: CONTACT WITH BLOOD AND BODY FLUIDS

- Contact custodial immediately; **DO NOT** begin cleaning
- Contain the source of the bodily fluid (place paper towels over source and a wet floor sign)
- Clean and sanitize any affected food contact surfaces.
- A Blood-Borne Pathogens Kit should be located in the school, to be used by custodial or nursing staff when handling blood.
- *NOTE: Custodial procedure for further bodily fluid handling will be kept in the back of the HACCP manual.*
 - Custodian will bag contaminated tray, rinse & wash at **end of the day** before draining machine.

Illness Guidelines and Reporting:

- Follow *Employee Illness Decision Guidelines* and sign *Employee Reporting Agreement*
- Report symptoms in Aesop per Agreement and per MN Health Department regulations
- **MUST REPORT VOMITING AND DIARRHEA** (See Below)



Employee Reporting Agreement

I agree to report to the Food Service Director or Food & Nutrition Supervisor any of the following symptoms experienced at work or outside of work:

- Diarrhea
- Vomiting
- Fever
- Jaundice
- Lesions containing pus on the hands, wrists, fingers, or exposed body part (such as boils or infected cuts or wounds regardless of size)

OR if I have received a medical diagnosis of:

- Salmonella
- Norovirus/Stomach Flu
- Shigellosis
- Escherichia Coli 0157:H7
- Hepatitis A
- Any other enteric bacterial pathogen capable of being transmitted by food

FOR ALL OTHER ILLNESS:

- Use good judgment with sanitation and ability to perform job duties
- Contact the Food Service Director with questions

By signing this handbook, I understand the requirements and my responsibilities under section MN Rules Chapter 4626.055, 2-201.14 and agree to comply with:

1. Reporting requirements specified above involving symptoms and diagnoses listed above
2. Work restrictions or exclusions that are imposed upon me
3. Good hygienic practices

I understand that failure to comply with the terms of this agreement could lead to actions by this food establishment or by the food regulatory authority that may jeopardize my employment.

Expectations

- Employees are expected to be at work and ready to work at their designated start time; employees are welcome to come in early to prepare themselves for the shift, but may not clock in more than **7 minutes before their shift**; If an employee needs to leave early, that time is deducted from regular hours and cannot be made up at a later time, unless discussed with the food service director.
- Employees are expected to work on all school days (see district calendar).
- New employees begin with a three month probation period with no paid leave.
- Please be courteous when planning days off as your absence affects your team. Personal leave must be approved in Aesop by FSD. Personal leave may be denied if multiple people have requested off or if experiencing multiple illnesses.

Aesop

- **Absence Procedure:** Enter reasoning and shift time into Aesop with notes/symptoms entered in box
- **Tardiness Procedure:** Contact Lead Cook immediately to notify of delay
- **Cancellation Procedure:** Substitutes who fall ill or must cancel, please notify FSD as soon as possible before shift. Substitutes must report same MDH specified symptoms to FSD if experienced at or outside of work.
- **Doctor's Note:** A doctor's note is required for any employee who uses sick leave for 5 or more days.
- **Leaves of Absence:** An employee missing 5 or more days of work must submit a leave of absence form and have it approved by the Superintendent.

Create Absence

0 Scheduled Absences

4 Past Absences

0 Denied Absences

Please select a date

Need more options? Advanced Mode

January 2018

SUN	MON	TUE	WED	THU	FRI	SAT
31	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	1	2	3

Helpful Hint:
 You can select multiple days individually or click-and-drag to select a range of dates.

Substitute Required

No

Absence Reason

Select One

Time

Please enter a valid time range using the HH:MM AM format.

07:00 AM to 03:00 PM

Notes to Administrator

(not viewable by Substitute)

255 character(s) left

FILE ATTACHMENTS

Shared Attachments

Cancel

Create Absence

VeriTime

- **Clocking In and Out:** Login to Veritime to clock in and out.



Special Diet Policy and Procedures

- All food service staff and employees are to receive yearly comprehensive training on the special diet process for our food service department. An updated SOP will be provided for all employees and also available in each kitchen. Please review this procedure relevant to your position prior to starting.

Menu Planning

Menus

- Four different menus: Pre-2, 3-5, 6-8, 9-12
- Students have 2-5 menu options per day
- Breakfast menus vary by building; All lunch menus are a 3 week cycle

Offer versus Serve

OVS is one of two meal pattern options mandated by the USDA. This meal pattern allows students to decline certain menu items and take only what they know they can eat, thus reducing waste. Students who follow the correct guidelines under OVS count as a **reimbursable meal**. The guidelines vary for the breakfast and lunch meals.

Breakfast

- K-8 students are offered 3-5 items
- 9-12 students are offered 4-5 items
- All students must take one fruit item
- Students may not take 2 of the same item (ex: 2 fruit juice or 2 string cheeses)
- Items that count as two are communicated to students.

Lunch

- K-12 are offered 5 components: Meat/Meat Alternate, Grain, Fruit, Vegetable, Milk
- Students must take $\frac{1}{2}$ cup of fruit or vegetable with their meal
- Students must take at least 3 components to be a reimbursable meal
- Some entrée items count as two components (ex: Pizza= 2 Meat and 2 Bread)



Customer Service Skills

Who are the customers?

- Students, parents, guardians, grandparents
- School staff and District Office Staff; Visitors (vendors, contractors, etc.)

What do they want?

- Appealing, nutritious, good tasting food in a short period of time
- Value for their money and gracious service

What do we want them to think?

- We want them to enjoy our food and dining experience

How do you answer the phone?

- State where you are, your name, and how you can help them
 - Ex: "Becker High School Food Service, this is _____ speaking. How may I help you?"

Teamwork and Attitude

- Lead by example
- Try to be helpful even if you don't know the answer; Be patient and friendly
- Never say, "I don't know." Tell customers that you are unfamiliar with that, but will find an answer
- Never say, "It's not my job." Even if it is not your job, listen to them; Perhaps you can help solve the problem.



Acknowledgement of Employee Handbook

The ISD 726 Food Service Handbook will be given to all Food Service staff following orientation and completion of all required paperwork with Human Resources. New employees are expected to have the handbook prior to the start of work. For current employees, the handbook and/or updates will be provided by the Food Service Director.

Each employee is responsible to read and understand the contents of this handbook.

Upon receipt of the handbook, this page should be removed, signed, dated, and returned to the Food Service Director.

I have received the employee handbook and have read and understand the contents.

Print Name: _____

Employee Signature: _____

Date: _____

School/Position: _____