

STUDENT NUTRITION

Employee Handbook



2020-2021

Contents

INTRODUCTION	3
STUDENT NUTRITION MISSION STATEMENT	3
PROGRAM OVERVIEW	4
ADULT & VISITOR MEALS.....	4
CHARGE POLICY	5
EMPLOYMENT AT-WILL	5
CHAIN OF COMMAND	6
HOURS OF EMPLOYMENT.....	6
ADDITIONAL TIME.....	6
STUDENT NUTRITION CAMPUS WORK SCHEDULE POLICY	6
ABSENCES	7
SN MANAGERS WHO WILL BE ABSENT FROM WORK OR NEED TO LEAVE THE KITCHEN	8
DISCRETIONARY PERSONAL LEAVE.....	8
NONDISCRETIONARY PERSONAL LEAVE.....	8
TARDINESS AND EXCESSIVE ABSENTEEISM	8
TIME SYSTEM.....	8
FOOD AND BREAKS	8
SAFETY	9
PERSONAL PROTECTIVE EQUIPMENT (PPE)	9
REPORTING INJURY IN THE WORKPLACE (WORKER’S COMP)	9
DELIVERIES TO KITCHENS.....	10
HAZARD ANALYSIS AND CRITICAL CONTROL POINTS (HACCP)	10
STUDENT NUTRITION EMPLOYEE FOOD HANDLER PERMIT REQUIREMENT	10
SERVSAFE®	10
MAINTAINING A PROFESSIONAL APPEARANCE IN THE KITCHEN	10
HEAD COVERINGS AND JEWELRY	11
PHONE USE	12
PROPER GLOVE USE	12
INTER-SCHOOL PRODUCT TRANSFERS.....	12
TRAVEL POLICY	12
TOBACCO	12
RADIOS.....	13
CHAIRS	13
MONEY HANDLING PROCEDURES	13
ACCOUNT RESTRICTIONS, FOOD ALLERGIES AND SPECIAL DIET REQUESTS:	14

INTRODUCTION

Welcome to the Mansfield ISD Student Nutrition Department. This handbook has been provided to communicate the policies and procedures which direct the performance of your duties as an employee of the Student Nutrition (SN) department for the district. The handbook is only a partial compilation of policies, but it includes those policies that pertain specifically to your job within the SN Department. Further information on applicable policies available in the MISD Auxiliary Handbook and the Board Policy Manual online at <http://www.mansfieldisd.org> >Departments>Human Resources>Employee Docs & Forms>Handbooks.

This handbook is neither a contract nor a substitute for District Policy or Auxiliary Handbook. It is not intended to alter the at-will status of employees in any way. Rather it is a guide to and a brief explanation of District and Student Nutrition rules and guidelines.

Student Nutrition Mission Statement

To educate and nourish students to inspire healthy lifestyles.

MISD Student Nutrition employees are expected to provide quality customer service at all times. All decisions and actions will be based on the Mansfield ISD Vision 20/20 Values:

Students First
Continuous Improvement
Integrity
Communication
Positive Relationships
Resiliency

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PROGRAM OVERVIEW

Student Nutrition (SN) participates in the National School Lunch Program (NSLP) and School Breakfast Program (SBP). These federally assisted meal programs allow schools to receive monetary reimbursement from the US Department of Agriculture (USDA). To receive these benefits, schools must serve meals that meet federal meal pattern requirements. **Students must be provided access to all required meal components and quantities. This means the first and last student receiving a reimbursable meal must have the same food choices.**

Mansfield ISD practices Offer vs. Serve (OVS), allowing students to decline up to 2 food components at lunch and decline 2 food credits at breakfast.

The meal pattern for lunches consists of five food components:

- Fruits
- Vegetables
- Grains
- Meat/Meat Alternate
- Milk

Under Offer versus Serve (see section "Offer versus Serve") for lunch, all students, at any grade level, must select:

- At least 3 of 5 food components **AND**
- One of the choices selected must be at least a ½ cup serving of fruit and/or vegetable.

The breakfast meal pattern for breakfast consists of 3 food components:

- Fruits
- Grains
- Milk

Under OVS for breakfast, at least 4 food items must be offered. (We offer 5.) All students, at any grade level, must select:

- At least 3 food credits **AND**
- One of the choices selected must be at least a ½ cup serving of fruit or juice.

Adult & Visitor Meals

Adults and visitors receive up to one entrée (entrée includes the meat and grain) and up to four fruit and vegetable side items (side items may be duplicated), or one entrée and a large side salad. They may also have a choice of milk, tea, or bottled water.

Student Nutrition employees receive one (1) meal free of charge daily (see "Food and Breaks"). All other adults and visitors must pay for meals. SN staff may customize meals from the student reimbursable menu and may include milk, tea, or bottled water. SN staff may have an additional bottle of water while on shift. All other a la carte snacks and beverages must be purchased, and no ingredients may be prepared solely for employee meals.

CHARGE POLICY

In order to better serve our community, the SN Department allows students to charge reimbursable breakfast and lunch meals. All employees are expected to follow the MISD Student Nutrition Charge Policy standard operating procedures (SOP).

- All grade levels
 - Charge limit of -\$25.00 for reimbursable breakfast and lunch meals.
 - No a la carte items are allowed to be charged.
 - No a la carte purchase (account or cash) if the account has a negative balance.
 - SN Department emails parents when account balances are negative.
 - Manager will call the student's parent/guardian when negative balance reaches the amount designated in the department SOP.
 - The manager will document calls made to parents on the low balance report.
 - Courtesy meals will be available for lunch and offered to the student and entered in to the POS when the student reaches designated charge limit. Courtesy meals must adhere to the department SOP.
 - No courtesy meals will be offered for breakfast.
 - After a student has received 3 consecutive courtesy meals, the manager must contact the SN director.
 - With the exception of family, Student Nutrition staff may not pay for all or part of a student's lunch

MISD employees may charge any items up to the value of 2 adult lunches. Other adults and visitors are not allowed to charge, and purchases must be paid for at time of service. MISD district employees may request to have an account set-up in the Point of Sale (POS) system. Encourage district employees to deposit money in their account.

Failure to follow department charge policy procedures will result in disciplinary action up to and including recommendation for termination.

Employment At-Will

Student Nutrition employees, including substitutes, are considered "at-will" employees. The employee may voluntarily quit his/her job at any time. At-will employees may be dismissed at any time for any reason not prohibited by law or for no reason, as determined by the needs of the District.

- Student Nutrition personnel will be employed on an hourly basis. **Employees are hired to work for the school district wherever needed and not for one specific school.** Thus, assignments may be changed anytime the Director or designee deems advisable. Refusal to accept such an assignment to a designated school will be interpreted as insubordination and may result in termination.
- Any employee who is arrested for any felony or any of the offenses listed in the Auxiliary Handbook must report the arrest to his or her supervisor within 3 calendar days and may be recommended for termination.
- Upon termination of employment, all uniforms, aprons, ID badges, card keys, iPads, charging cords and parking stickers must be returned before final payroll checks can be released. Failure to return district property may result in MISD Police involvement.
- Employees must submit a resignation with two weeks' notice in writing to be eligible for rehire (refer to the Auxiliary Handbook).

Chain of Command

Each employee of the SN Department should follow the chain of command when discussing problems or situations arising in the kitchen.

- All kitchen staff, including substitutes, assigned to a particular campus should approach the cafeteria manager first when discussing work-related problems. Should an issue not be resolved at the manager level, an appointment with the zone supervisor should be requested.
- The cafeteria manager will report to the supervisor first when discussing work-related problems. Should an issue not be resolved at the supervisor level an appointment with the Assistant Director of Operations should be requested.
- The supervisor will report to the Assistant Director of Operations or designee when discussing work-related problems.
- Student Nutrition office staff will report to their assigned supervisor when discussing work-related problems.

Hours of Employment

Hours of employment are determined by the needs of each individual campus and can be changed at any time during the course of the school year, as necessary. All changes will be approved and implemented by the SN Director or designee. Any request for a decrease in hours must be submitted in writing by the employee to the Student Nutrition Director or designee.

Assignments or additional hours may be assigned for a temporary amount of time, when the operation calls for it (e.g., extra hours might be available if a co-worker is out on leave). Once the temporary assignment has ended, the employee will resume their regularly scheduled hours. Temporary assignments or additional hours must be approved by SN administration. Permanent assignment changes will be accompanied by a signed status change form.

Timekeeping records must accurately reflect hours worked. Do not work "off the clock."

Additional Time

For the purposes of Student Nutrition, additional time is defined as any time outside and above an employee's scheduled shift. **All additional time must be approved in advance by the supervisor.**

Employees may not clock in more than 7 minutes prior to scheduled start time and must clock out no more than 7 minutes after end of shift unless additional time has been approved. SN campus employees needing to report late or leave prior to end of shift cannot make up the time and must use available personal leave for the discrepancy. Substitutes are paid for actual time worked and do not accrue paid leave.

Student Nutrition Campus Work Schedule Policy

The SN Manager assigns all job responsibilities within the kitchen. **Each employee could be assigned any duty at any time.** The SN Manager will create a daily work schedule for their kitchen staff to follow. The work schedule will include the following:

- Detailed description of prep duties, including timeframe to be completed
- Serving duties, including in-between duties

- Clean up
- Cashier and any additional duties as necessary

Managers will assign specialist work schedules daily for self, assistant managers/bakers, and specialists. Work schedules will be adjusted to meet the needs of the kitchen. It is up to the discretion of the manager to rotate work schedules on a daily, weekly or monthly basis. Employees must complete tasks within the assigned timeframe.

Absences

All staff must have their Manager's personal and kitchen phone number in the event an absence. The employee must report the absence by speaking directly to the kitchen manager. Employees may not leave a voicemail message, speak to another SN employee, district employee or campus office staff.

You must contact your manager **by 6:00 AM or two hours prior to shift start time**, whichever is earlier, to report your absence for the day. You can notify your manager via text message only with managers' permission. The Student Nutrition manager will reply to confirm receipt of text message. If employee does not receive a reply, employee must call Manager.

- On the day of the absence, the employee must call the Student Nutrition Manager by 2:00 p.m. to update the Manager if they will be able to return to work on the following day. Should an employee fail to notify their Manager and a substitute is assigned, the employee may be reassigned to another campus as a substitute for the day. Campus assignment for the day will be at the discretion of SN administration and based solely on need. Failure to report to an assigned campus will result in disciplinary action.
- **All advanced absence from duty requests for personal leave must be submitted through the appropriate system five (5) days prior to requested absence.**
- Student Nutrition staff will record hours worked through Skyward True Time.

SN personnel are not to report for work with elevated temperature, vomiting, severe rash, diarrhea, or any other communicable diseases. The campus SN Manager has the authority to send any employee displaying any of the above symptoms to the school nurse to be assessed.

The immediate supervisor will approve or deny the request in accordance with district policy of Discretionary Personal Leave (See Attachment Section.)

Employees requesting sick leave the day before and/or after a scheduled holiday or the first or last day of the school year may be required to submit a doctor's statement to certify illness.

In case of prolonged absence due to sickness or injury, daily call procedures may be amended on the authorization of employee's supervisor. An absence of three (3) consecutive days without notifying the department will justify immediate termination (no-call, no-show; refer to Auxiliary Handbook).

Failing to follow absence reporting procedures will result in disciplinary actions up to and including the recommendation for termination. Managers failing to document employees who do not follow all absence procedures will receive disciplinary action.

SN Managers who will be absent from work or need to leave the kitchen

- **Advanced absence notice procedure:** Notify the Assistant Manager of your absence to arrange for him/ her to assume your place, including exchange of keys for the kitchen, if necessary.
- **Unscheduled absence:** The Manager must call the supervisor immediately. Do not leave a message, email or text. You must contact your supervisor by 5:00 a.m. **The manager must contact the assistant manager and additional staff to open and prepare breakfast and give any information needed for the daily operation.** Managers must contact their supervisor by 2:00 p.m. to let the Student Nutrition department know whether they will return to work the following day.

Discretionary Personal Leave

Please reference applicable section of Auxiliary Handbook.

Nondiscretionary Personal Leave

Please reference applicable section of Auxiliary Handbook.

Tardiness and Excessive Absenteeism

Please reference applicable section of Auxiliary Handbook.

Time System

Every employee is responsible for properly clocking in and out each day through the appropriate system. All staff will record time worked through Skyward True Time.

- Employees may not clock another employee in or out. Clocking in/out for another employee is considered a falsification of time documentation and is subject to disciplinary action up to and including termination per the MISD Auxiliary Handbook.
- Managers will accurately verify and approve all employees time weekly.
- Any timeclock adjustments made by managers should be accompanied by a note in the timekeeping system
- Three (3) occurrences within a pay period of failure to clock in and/or out may result in disciplinary action.
- Any additional time worked beyond scheduled shift hours must be approved by the manager or supervisor. Working extra time without prior approval is grounds for disciplinary action.
- All time worked by an employee must be accurately recorded on a timesheet. Do not work "off the clock."

Food and Breaks

Every SN employee is entitled to receive one (1) meal free of charge daily. SN employees include kitchen staff, SN office staff, SN warehouse delivery staff, and SN maintenance staff. **All other MISD employees are required to purchase meals and a la carte items.**

Free meal=Breakfast or lunch with milk, tea or one (1) 16 oz. bottled water.

- Additional menu items, a la carte, and snack items are an additional charge.
- Manager or designee must ring up each employee using the correct ID number.
- The meal must be eaten on campus and may not be carried out of the building.
- Any food purchased by employees may not be removed from the campus. (Note: Student Nutrition office staff, on occasion, may bring food out of the building to transport to Student Nutrition office to allow SN office staff time to eat, providing adequate office coverage.)

- Any food brought from home must be stored in a separate, designated area for employee food.
- No eating or drinking is allowed in the kitchen or serving areas while the employee is preparing or serving food.
- No chewing gum during workday.
- Employees may bring an approved cup or container for drinks. Drinks must be kept in the manager designated drink area(s) away from food prep and service areas.
 - Cups must have a lid and straw or be a "sip" type cup such as a travel mug.
 - Open drink containers are not acceptable.
 - Bottles with twist top lids and cans are allowed in the manager's office only.
- Full-time employee (5 hours or more a day) may have a 30-minute paid break for lunch, **time permitting**, during a designated time set forth by the Student Nutrition Manager.
- Part-time employees who work 4.0 hours or less per day do not receive a paid break.
- Employees working 4.0 hours or less may have one (1) free meal off the clock. Food may not be removed from the campus.

Employees may not leave campus during a shift, including breaks, unless consent has been given by the manager or SN administration.

Safety (Please reference applicable section of Auxiliary Handbook)

Only authorized personnel are allowed in the kitchen during preparation and serving. This means Student Nutrition employees, maintenance and custodial personnel, as necessary, and authorized delivery service personnel.

- No visitors, including off-duty personnel, will be allowed in kitchens during hours of operation and assigned workdays.
- No employees' children or other children are allowed in the kitchens unless cleared by SN Administration (ex: student "field trip" of kitchen).

Personal Protective Equipment (PPE)

Personal protective equipment (PPE) provided by the SN department must be utilized when performing applicable job duties. PPE includes single use gloves, cutting gloves, rubber gloves, hot pads, burn sleeves, goggles, etc. Kitchen staff are responsible for supplying their own slip-resistant shoes.

Reporting Injury in the Workplace (Worker's Comp)

- **All employees MUST immediately** report any and all accidents or injuries to the SN Manager.
- **SN Manager MUST immediately** report all accidents or injuries to the field supervisor.
- **Field Supervisor MUST immediately** report all accidents or injuries to the Assistant Director of Operations or the designee.
- **THE INJURED EMPLOYEE MUST REPORT TO THE NURSE ASSIGNED TO THAT LOCATION AND HAVE THE INJURY EXAMINED.** The nurse will complete an accident report and the employee will sign it.
- SN employees who fail to immediately report an injury will receive written documentation for failing to follow the procedure for reporting injury in the workplace.
- Mansfield employees are covered by Worker's Compensation – refer to Auxiliary Handbook.
- Employees that have an injury covered by Worker's Compensation are responsible for attending follow-up doctor's appointments as scheduled.

- Employees able to return to work without restrictions following a Worker's Comp incident need to take a copy of the DWC73 Form to their campus manager.
- Decisions to return to work with restrictions will be reviewed by the MISD Benefits office on an individual basis. Employees with restrictions must be cleared by SN administration prior to returning to work.
- Any employee that is unable to report to work due to injury or illness is prohibited from attending any MISD Student Nutrition event including meetings, training, and/or celebrations.

Deliveries to Kitchens

Vendor deliveries must be checked for accuracy and quality within 24 hours of arrival. Any discrepancies or rejections must be reported to the supervisor and vendor within this 24-hour period.

Hazard Analysis and Critical Control Points (HACCP)

Student Nutrition staff will be responsible for following all HACCP standard operating procedures (SOPs) contained in the HACCP manual.

Student Nutrition Employee Food Handler Permit Requirement

All staff must hold an approved Food Handler's Permit **before** beginning work in the kitchen.

Employees may not work if their Food Handler's Permit or certification is expired.

- It is the employee's responsibility to keep Food Handler Permit current.

ServSafe®

- Student Nutrition Managers, Assistant Managers, and Bakers must obtain/maintain current ServSafe® Certification.
- Student Nutrition Managers working with an expired ServSafe® Certification must obtain a Food Handler's Permit until they obtain their certification. Recertification must be obtained within 6 months of expiration.

Maintaining a Professional Appearance in the Kitchen

- SN administration has final judgement on if an employee is in compliance with the dress code.
- Name badges are required by the district and are to be worn daily (refer to Auxiliary Handbook).
 - No lanyards are allowed when working in the kitchen.
 - Name badge may be in pocket or under shirt but must be on person at all times.
 - Name badges must be visible when employee is outside of kitchen area.
- SN employees will practice appropriate personal hygiene for food service and maintain a neat and professional appearance at all times. Appropriate personal hygiene includes clean hair, clean body and teeth, and clean clothes.
- Hair should be clean and neatly combed. Hairstyle should maintain food safety standards. Long hair (for both men and women) should be pulled up and secured above the collar.
- Beards/moustache must be kept clean and professional. Beards must be covered by an approved beard restraint provided by the SN Department. A moustache presents a minimal risk of contaminating food and is not required to be covered.
- Spirit shirt and jeans or black pants are to be worn daily. Spirit shirts include: SN department shirts, MISD district or campus shirt, college/military shirt, or plain black t-shirt.

- SN issued or personal jackets may be worn when entering freezer or cooler. No hoodies, jackets or sweaters may be worn during prep or service. SN issued jackets should not leave the kitchen.
- Uniforms must be clean, free of wrinkles and stains, and should fit properly. Uniforms are to be worn only when on duty. Uniforms must not be faded, torn or damaged.
- Pants must maintain a professional appearance and be safe in the kitchen. Pants must be solid black and without fading or holes or frays. The length of the pants must reach the top of the shoe. No spandex, jeggings, leggings, yoga pants, or jeans allowed. (Exception: Jeans may be worn on scheduled Spirit Days. Jeans must be free from holes and tears.)
- Any clothing worn in the kitchen must be free of glitter, rhinestones, jewels, "bling" or other material that may detach and cause a food hazard.
- Fingernails must be short, clean and neatly filed. Fingernail polishes of any kind or false nails are not permitted. Nails are too long if you can look at the palm of your hand and see your nails over the ends of your fingers.
- No false eye lashes or extensions are allowed.
- Shoes are to be black slip-resistant work shoes. No flip flops, house-shoes, sandals or boots shall be worn. **Shoes must cover the entire foot.** No open heel, open toe, or "Mary Jane" style shoes are allowed while working in the kitchen.
- The district will furnish aprons for cooking. These should always be clean and free of wrinkles.
- All SN employees must report ready to work at their scheduled time and must be dressed in the appropriate uniform prior to reporting to work each day.
- SN employees may carry a small purse or handbag to be stored in a locker for their personal items.

Head Coverings and Jewelry

- Headcovers should be a solid white, black, brown, grey or color of uniform. SN administration has final judgement if an employee is in compliance with the dress code.
- All SN employees must wear a SN approved head covering. Approved SN head coverings include common hairnets, crocheted hairnets, head wraps, skull caps, and "The Crossing" ball cap.
 - The preferred head covering is the invisible hairnet matching the employee hair color. Contact the SN Administration for any questionable head coverings.
 - Head coverings must cover all hair including bangs.
 - Hair extending below the collar must be restrained off the collar.
- Unacceptable head coverings include head covers that are multi-colored or ball caps with logos other than "The Crossing" except for district or campus approved spirit days.
- Student Nutrition issued head coverings may be furnished the department as part of your uniform. Lost or misplaced hats may be purchased from MISD Student Nutrition office, as available.
- An employee's hair must be completely covered when wearing "The Crossing" ball cap. Employees unable to completely cover hair under the ball cap will need to wear an invisible hairnet to be furnished by the employee. **All hair must be covered and restrained at all times.**
- Only stud earrings may be worn. Stud earrings must have a secure back. The stud part of the earring may be no larger than pea size. No loops or dangling earrings allowed.
- Necklaces may be worn. The chain of the necklace must be long enough to be concealed under the uniform. Should the employee bend over and the necklace fall loose from the uniform, the necklace chain is not long enough. No chokers are allowed.
- Rings: Wedding rings/bands are permitted at the risk of the employee. Student Nutrition is not responsible for damage or loss of personal property.

- Watches: Banded watches are allowed (buckle or stretch bands). No jewelry type watches are permitted. No bracelets or wristbands allowed.
- Piercings (Facial/Body): The only visible piercings allowed are the ears. The earring must be kept to a maximum of three (3) per ear.
- Tongue rings/studs are not acceptable.
- No ear gauging is allowed.

Phone Use

- SN campus employees may carry cell phones on their person during work hours. Cell phones must be kept on silence or vibrate for notifications.
- Employees may check cell phones during break time.
- Personal phone use is not allowed during the work day as indicated in the Auxiliary Handbook.
- Headphones and/or Bluetooth earbuds are not allowed.

Proper Glove Use

- SN employees will wash hands before putting on gloves for a new task.
- Gloves should be put on using proper safety measures as outlined in department training material.
- Hands must be washed, and gloves changed:
 - when gloves become dirty or torn.
 - before starting a new task.
 - after an interruption such as taking a phone call, adjusting your uniform or hairnet, or touching your face.
 - after handling raw meat and before handling ready-to-eat food.

Inter-School Product Transfers

- Only SN managers or field supervisors are to transfer products. This includes before, during and after hours of operation. If there is a concern, please contact your supervisor.
- All transfers must be pre-approved by supervisor.
- SN Transfer Log will be completed electronically by the supplying manager.
- This policy is in place to protect employees, product and the integrity of the department.
- Failure to follow transfer policy will result in disciplinary action up to and including recommendation for termination (refer to HACCP SOP for product transfer).

Travel Policy

When traveling from your cafeteria to a SN meeting, transferring food, or completing an approved work-related task as an extension of your shift, the employee will not clock out. The employee will clock out at the end of the meeting or approved task. Mileage logs are available for managers only. Managers may submit a Mileage Log at the end of the month to be reimbursed for approved travel. Mileage must be submitted to the SN Office by the 6th of the following month to be eligible for reimbursement.

Tobacco

State law prohibits smoking or using tobacco products on all district-owned property. This includes all buildings, playground areas, parking facilities, and facilities used for athletics and other activities. Drivers of district-owned vehicles are prohibited from smoking while inside the vehicle. Other prohibited tobacco products include: smokeless products, electronic cigarettes, and any other

electronic vaporizing device. Employees may be recommended for termination for violation of tobacco use policy.

Radios

- Radios must be placed in a designated area away from food preparation or below prep tables.
- Radios are allowed during preparation time and during cleaning at the end of lunch. The choice of music must represent everyone's taste or one voted station for the day. Any music played in the kitchen should be school appropriate and may not have foul language or parental advisories.
- Music during service is allowed for planned and communicated special events/promotions that will be established by SN Administration.
- At no time should the volume be so loud that employees are not able to hear instructions from the manager or employees are unable to carry on conversation at normal level.
- No radios or CD's are to be played during meal service unless approved by SN Administration.
- Volume should not be able to be heard beyond preparation area or by customers unless approved by supervisor for a unique occasion.
- No ear buds or Bluetooth devices are allowed.

Failure to follow the above policy or should we receive any complaints regarding radio use, the privilege will be removed from that kitchen or possibly all kitchens depending on the Director's decision.

Chairs

The SN department does not allow the use of chairs/stools in the preparation, serving or cashiering area without SN Administration approval.

Money Handling Procedures

All money handling procedures must be followed in accordance with department procedures. Failure to do so will result in disciplinary action up to and including termination.

MONEY MUST BE DOUBLE CUSTODY WHEN IN AN UNSECURE LOCATION, WHEN COUNTED, AND AS PROCESSED FOR DEPOSIT.

All financial transactions must be documented as designated in the department Point of Sale/Cashier training.

The Manager/Asst. Manager are to verify all currency and checks counted and recorded. Cashiers will not verify the cash counts of another cashier unless a Manager/Asst. Manager is absent. If the Manager/Asst. Manager are not on campus, this should be indicated on the Notes section of the Manager Worksheet.

SN cashiers are to comply with all department money handling processes including double counting money at the POS, the correct completion of paperwork, and ensuring sales and account deposits are recorded correctly.

Account Restrictions, Food Allergies and Special Diet Requests:

- When an account restriction is received in writing by a student's parent or guardian, the manager should add the restriction to the account and file the form in the manager office.
- If an account restriction is received via email, the manager must print the account restriction and follow above procedure.
- When an account restriction is received verbally by phone ask for a follow up email or account restriction form and make the change in the POS immediately.
- If an account restriction is unclear, the manager must request further clarification. Never add a restriction that is not clearly stated.

If a manager receives an account restriction due to allergies or a special diet is requested, the manager must immediately call or email the department menu planner for further instructions. No substitutions can be made without approval from the menu planner, assistant director or director.

It is the responsibility of the manager and the cashier to read all account alerts for the students. Failure to read and adhere to account restrictions can result in disciplinary action up to and including termination.