

NUTRITION SERVICES

HANDBOOK

2022-23



Park Hill School District

Building Successful Futures • Each Student • Every Day

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Park Hill Nutrition Services

We Feed the Future

VISION, MISSION, AND VALUES

NUTRITION SERVICES VISION

Park Hill Nutrition Services – We Feed the Future

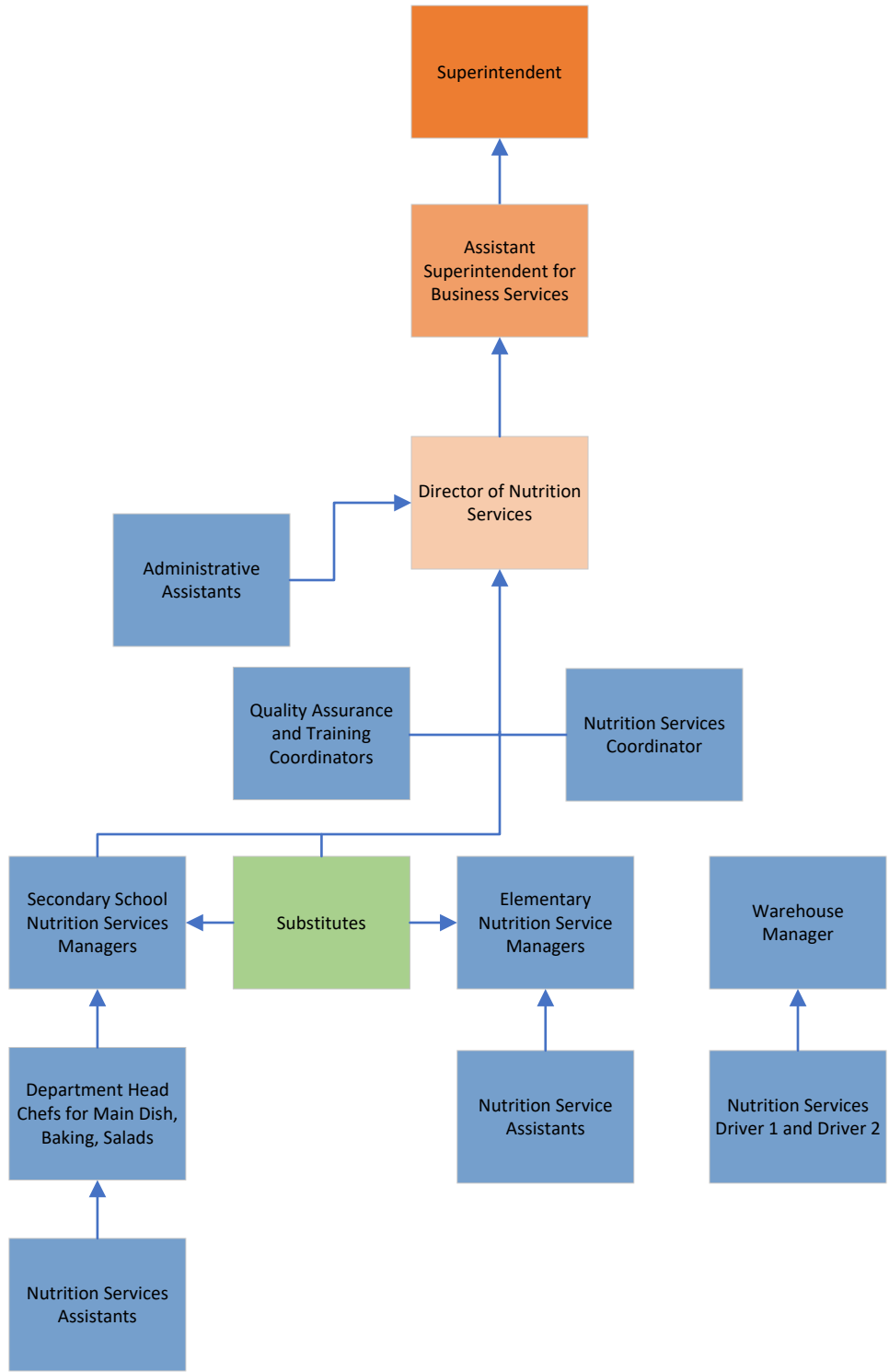
NUTRITION SERVICES MISSION

Through the expertise of a motivated staff, the Park Hill Nutrition Services Department provides healthy, nutritious meals in a safe, caring environment to support and ensure students' academic success.

NUTRITION SERVICES VALUES

- Expose students to new foods as well as old favorites
- Provide healthy food choices, including healthier spins on favorite foods
- Nutrition education to empower students to become informed consumers
- Partner with parents to promote healthy choices
- Maintain a fiscally responsible Nutrition Services program

ORGANIZATIONAL CHART FOR NUTRITION SERVICE
Park Hill Nutrition Services Administrative Structure



EMPLOYMENT INFORMATION

EMPLOYMENT PROCESS

Application forms for all job vacancies must be completed on-line at www.parkhill.k12.mo.us. Candidates who have applied are considered for vacancies based on:

1. Completed application which is screened and forwarded by Human Resources.
2. Interview and reference checks of candidate by Director of Nutrition Services or appointed designee.
3. Recommendation for hire forwarded to Human Resources for review, interview, and approval.
4. Candidate submits to and passes background checks and essential functions test.

TRAINING

All employees are **required** to attend Nutrition Services Back to School Training held annually. Additional orientation and mandatory training sessions may be held periodically throughout the school year with Nutrition Services supervisors and/or Human Resources.

POSTING OF VACANCIES

Nutrition Services openings will be posted on the Park Hill web site. Request for transfer must also be made at the Park Hill website at <http://www.parkhill.k12.mo.us>. Employees requesting a transfer will be notified of the outcome.

PERSONNEL RECORDS

Many personnel records are now accessible electronically, using a district username and password. Recent records such as salary information and hiring documents are held electronically on Talent Ed Records, which is accessible to any employee using his/her district log-in information. Talent Ed Records is located at <https://parkhill.tedk12.com/records/login>.

Current or past performance evaluations can be found on Talent Ed Perform located at <https://parkhill.tedk12.com/perform/login.aspx> and is accessible to any employee using his/her district log in information.

Human Resource Services also maintains a paper file on all employees. An employee may review any hard copy information in his/her file by requesting an appointment with the Assistant Superintendent of Human Resource Services.

EVALUATIONS

Formative evaluations will take place throughout the year and include meetings and conferences as well as daily contact with supervisors. New employees shall receive an evaluation during their probationary period and continuing employees will receive an annual **job** evaluation by his/her supervisor. Employees may provide comments or written statements as an addendum to the evaluation.

The general performance areas included in the annual evaluation are the following:

- **Safety** – Ability to take every possible action to maintain the safety and security of the district.
- **Adherence to Policy and Organizational Support** – Following procedures, protocols, and guidelines.
- **Communication Skills** – Effectively conveying information in a clear, professional, and courteous manner.

- **Teamwork/Interpersonal Skills/Cooperation** – Ability to work cooperatively with others
- **Attendance and Punctuality** – Attends work on a regular and punctual basis.
- **Quality and Quantity of Work** – Thoroughness, accuracy and completeness exhibited in routine assignments and special projects within assigned time.
- **Dependability and Reliability** – Assumes responsibilities and ensures tasks are completed without sacrificing accuracy or quality.
- **Decision Making/Judgment/Problem Solving** – Identifying problems and drawing appropriate conclusions, communicating issues in an appropriate and timely manner.
- **Job Knowledge** – Depth of understanding of the content and procedures of the job.

Supervisors are evaluated on three additional performance areas:

- **Leadership and Organization** - Ability to convey instructions and organize tasks or people to carry them out.
- **Development of Others** – Effectively coaching and motivating others.
- **Resource Management** – Managing all assets effectively and efficiently.

PAY SCALE

Pay rate will reflect the assigned step/level and will be effective as soon as the employee begins work in an assigned permanent position. Nutrition Services employees will be paid semi-monthly (15th and end of the month).

RECORDING TIME WORKED

1. All Nutrition Services employees will time in and out through UKG/Kronos, an electronic time and leave management system. It is not necessary to “clock out” for a 15-minute break, but it is necessary to “clock out/in” for a 30-minute lunch break.
2. **All employees working additional or overtime hours must have advance permission from their supervisor. Failure to obtain advanced permission may result in disciplinary action.**

MORNING BREAK

If time and workflow allow, a fifteen (15) minute morning break is scheduled for employees who work 5 hours or more. NOTE: Eating or drinking in a work area is a health code violation and is not permitted.

LUNCH BREAK

An unpaid thirty (30) minute lunch break is scheduled for each regular employee. Employees may choose to spend their lunch break in a location other than the cafeteria but may not leave the school campus during this time. Employees are allowed one menued meal daily during their designated break time at no cost. Additional food may be purchased at regular price. Employees who choose not to eat during the designated mealtime are not permitted to take food off premises at the end of their work shift.

CUSTOMER SERVICE

EMPLOYEE UNIFORM AND GROOMING

Park Hill School District's commitment to excellence requires standards of personal grooming from staff that are consistent with departmental needs and health codes. Each employee is a representative of the district and expected to present a professional image to students, staff, and patrons.

- Black pants and a Park Hill Nutrition Services logo polo shirt must be worn by all regular employees. No denim or Lycra material is allowed for pants.
- During August, September, May, and June (Summer School) employees may wear black Capri pants below the knee. No denim or Lycra material is allowed.
- Black socks must be worn with uniform pants and Capri pants.
- All work attire should be clean and free of wrinkles and stains. Permanently soiled or faded uniforms must be replaced.
- Summer School – Uniforms must be worn daily. Denim and logo tee shirts are not allowed.
- During winter months, a long sleeved plain black tee shirt or turtleneck shirt may be worn under the polo shirt.
- Each café manager may choose one set day weekly that school logo shirts and jeans may be worn. Jeans with tears, frays, and embellishments are not allowed. All staff must have matching school logo shirts that will be worn on their designated day weekly.
- Professional sports logo shirts (example – Chiefs or Royals jerseys) are permitted to coincide with designated Nutrition Services events. Prior permission and approval must be received from the Nutrition Services Director or designee to participate in school spirit events outside the designated spirit day weekly. Attire must not interfere with safety or health codes.
- A Park Hill logo apron is provided for each Nutrition Services employee at no cost. The employee is responsible for laundering the apron and must turn it into their manager upon resignation or transfer.
 - Park Hill logo aprons must be worn when working in the front of the cafeteria or interacting with students/staff. They must be clean and changed as needed.
 - Plastic or white cloth aprons only are to be worn in the back of the house.
 - Employees must remove aprons when leaving the prep area, using the restroom, and while eating lunch.
- A solid black hat or hairnet must be worn at all times while in the back of the house.
Only Black hats are worn in the front of the house.
- Hair is to be clean and neatly combed. Hair shoulder length or longer must be restrained in a ponytail or bun. Beards are to be kept short, neat, and clean. Beard guards must be worn while prepping and serving food.
- All-leather skid resistant black work shoes are required. Black socks are to be worn.
- Hair and body should be clean and free of offensive odors.
- Fingernails are to be neatly trimmed and clean. Nail polish and artificial nails are not to be worn while at work.

- False eye lashes are not allowed while at work.
- Post or stud earrings that do not hang below the ear lobe are allowed. Employees with facial piercings must wear clear or flesh tone posts or studs. Costume jewelry, watches, and dangling earrings may not be worn while on duty.
- Gum chewing while on duty is not permitted.
- Wash hands with soap and warm water when reporting to work, after returning from the toilet, after using a handkerchief or tissue, after combing hair, after handling money, and whenever soiled. Cover coughs and sneezes; wash hands afterwards.
- Employees must wear a district issued ID badge at all times during the work shift and breaks. Long, dangling badge holders are not allowed as they may present a safety hazard.

Uniform and grooming are important aspects of our customer service focus. Employees that do not meet Nutrition Services standards of operation are subject to disciplinary actions and at a minimum, may be asked to return home. Time spent going home to change to appropriate clothing will be unpaid.

COVID PREVENTION PROCEDURES

The Park Hill School District continues to work closely with our community public health partners to plan for Return to Learn during the 2022-2023 school year. Some Nutrition Service protocols and procedures may be altered to protect students and staff. Review these updates as you prepare for back-to-school.

- Masks continue to be recommended in our schools, facilities, and buses when community levels are high, but they will not be mandated.
- The district will no longer have a COVID-19 dashboard.
- Staff, students, and families should follow the current CDC [guidelines for isolation](#) if you test positive for COVID-19.
- If you test positive, report to your supervisor you are ill and unable to report work, following CDC guidelines for isolation.
- Proper hand washing procedures and glove use must be followed at all times.
- Additional procedures may be put into place during the school year based on changing conditions and medical data.

MANDATED REPORTING OF FOOD BORNE ILLNESSES

The Manager of each school Nutrition Services operation, in combination with the Nutrition Services Director, is responsible to:

- Recognize diseases that are transmitted by foods
- Inform employees of reporting requirements
- Restrict or exclude infected workers
- Notify the Health Department when an employee is diagnosed with a “Big Six” Illnesses. (see next page)

All Nutrition Services Employees should recognize these common symptoms of diseases that can be easily transmitted by foods:

- Diarrhea
- Vomiting
- Jaundice
- Discharges from the eyes, nose and mouth
- Fever
- Infected wounds or boils
- Sore throat with fever

The “**Big Six**” **Food Borne Illnesses** that are singled out by the Health Department Food Code as being highly infectious and highly virulent are:

- Norovirus
- Hepatitis A virus
- Shigella spp
- Enterohemorrhagic or Shig Toxin-Producing Escherichia Coli (E Coli)
- Salmonella typhi
- Non-typhoid Salmonella (NTS)

All employees are legally responsible to report to their supervisor:

- **Present or past illnesses with the “Big Six” Food Borne Illnesses**
- **Symptoms of other illnesses that can be readily spread via food**

Upon notification, appropriate measure will be implemented to restrict or exclude infected employees as the situation dictates. Confirmed “Big Six” illnesses will be reported to the Health Department by the Nutrition Services Director or appointee.

USE OF TOBACCO AND VAPING PRODUCTS

(Board Policy AH, revised 11-11-2021)

POLICY APPLICATION

To promote the health and safety of all students and staff, set a good example for students and to promote the cleanliness of district property, the district prohibits all employees, students and visitors from using, possessing, smoking, vaping, consuming, displaying, promoting or selling any tobacco products, imitation tobacco products, vaping products or tobacco-related devices in all district facilities, on district transportation and on all district grounds, including but not limited to outdoor smoking by adults on the parking lots surrounding the buildings in the district. This prohibition extends to all facilities the district owns, contracts for or leases to provide educational services, before and after school care, transportation services or early childhood development services to children.

DEFINITIONS

Imitation Tobacco Product – Any edible or nonedible nontobacco product designed to resemble a tobacco product intended to be used by children as a toy. Imitation tobacco products include, but are not limited to, chocolate cigarettes, bubble gum cigars, shredded bubble gum resembling chewing tobacco, pouches containing flavored substances packaged similarly to snuff, and shredded beef jerky in containers resembling snuff tins.

Smoking/Vaping – Inhaling, exhaling, burning or carrying any lit or heated cigar, cigarette, pipe or any other lighted or heated product that contains, is made of, or is derived from a natural or synthetic form of nicotine, tobacco or other plants and that is intended for inhalation. Smoking/Vaping also includes carrying or using an activated electronic smoking device.

Tobacco Product – 1) Any product, whether synthetic or natural, that contains, is made of, or is derived from tobacco or nicotine that is intended for human consumption by chewing, smoking, absorbing, dissolving, inhaling, snorting, sniffing or ingesting by any other means. 2) Any component, part or accessory of a tobacco product including, but not limited to, cigarettes; electronic smoking devices; cigars; little cigars; cheroots; stogies; periques; granulated, plug cut, crimp cut, ready rubbed, and other smoking tobacco; snuff flour; Cavendish; plug and twist tobacco; fine cut and other chewing tobacco; shorts; refuse scraps; clippings, cuttings and sweepings of tobacco; and other kinds and forms of tobacco.

Tobacco-Related Devices – Ash trays, rolling papers, wraps or pipes for smoking and any components, parts or accessories of electronic smoking devices.

Vapor Product – Any noncombustible product containing nicotine that employs a heating element, power source, electronic circuit or electronic, chemical or mechanical means, regardless of shape or size, that can be used to produce vapor from nicotine in a solution or other form. Vapor product includes any electronic cigarette, electronic gear, electronic cigar, electronic cigarillo, electronic pipe or similar product or device and any vapor cartridge or other container of nicotine in a solution or other form that is intended to be used with or in an electronic pipe or similar product or device. Vapor product does not include any alternative nicotine product.

SMOKING CESSATION PRODUCTS

This policy does not prohibit adults from possessing and using products approved by the U.S. Food and Drug Administration for smoking cessation. Students may possess and use those products as allowed under policy JHCD.

SIGNAGE

Appropriate signage reflecting the content of this policy will be posted throughout the district at building entrances and other highly visible locations in all school buildings, indoor and outdoor athletic facilities and district-owned transportation.

CONSEQUENCES

Students and employees who violate this policy are subject to discipline in accordance with applicable Board policies. Employees may be disciplined or terminated for repeated violations. Visitors may be excluded from district property.

EMPLOYEE COACHING AND COUNSELING

The Park Hill Nutrition Services Department strives to develop skills and provide training to create successful and productive employees. Positive and consistent coaching and counseling from supervisors is an integral part of developing a productive work force.

- Immediate feedback to employees is necessary to reinforce positive behaviors and address areas for improvement, including skill development
 - Coaching should be provided in a confidential and supportive manner.
 - Specific examples or direct assistance may be utilized to educate employees.
 - Time frames, targets, and documentation of task completion are useful instructional tools.
 - Notes on coaching interventions should be maintained by the Nutrition Services Manager.

- When lack of improvement is noted after multiple coaching interventions on similar issues, more formal intervention/ counseling should be considered.
 - Performance issues that continue should be discussed with the Quality Assurance Coordinator.
 - Documentation will be reviewed with appropriate interventions determined by the Nutrition Services Director and Human Resources as the situation suggests.
 - Counseling with the employee and Nutrition Services Manager that includes the Nutrition Services Quality Assurance Coordinator and/or Nutrition Services Director may be conducted. Written documentation of the counseling will be provided to the employee and maintained in employee files.
 - Documentation of counseling may be included in the employee's annual performance appraisal.

- If unacceptable performance or behaviors persist after coaching and counseling interventions are repeatedly utilized, then a Performance Improvement Plan may be implemented.
 - All documentation of coaching and counseling must be provided to the Nutrition Services Director and Human Resources for review.
 - The Nutrition Services Director and Human Resources will be involved in determination of appropriate steps to be taken.

If a manager at any time is uncertain of how to proceed, the Quality Assurance Coordinator or Nutrition Services Director should be consulted for guidance.

FACES OF NUTRITION SERVICES

Park Hill Nutrition Services focuses strongly upon providing exceptional service to our customers – students, staff, and parents. A tool to evaluate our success in this area is used annually to anonymously evaluate all staff as they interact with customers during meal service. Results may be:

- Shared with employees;
- Used as a teaching tool to improve customer focus; and/or,
- Incorporated with annual evaluations and addressed under Communication Skills.

		Needs Improvement	Good	Great	Points Total
		0 Points	1 Point	2 Points	
Fun	F	Interactions with students are routine and disengaged	Interactions with students are friendly/expresses interest in customer	Instills "fun atmosphere" through engaging conversation and appropriate humor	
Addressing Customer	A	Does not acknowledge Customer	Acknowledges Customer	Addresses Customer by name	
Courtesy	C	Discourteous responses to Customers	Generally responds with common courtesies such as "Please" and "Thank you"	Uses courtesy and cueing phrases such as "Did you find everything you wanted?"	
Eye Contact	E	Minimal or no eye contact	Some eye contact	Maintains consistent and appropriate eye contact	
Smile	S	Negative or flat affect	Smiles at Customer	Provokes smile from Customer	
Employee Name _____ School _____					Employee FACES Score

EMPLOYEE WORK HABITS AND RESPONSIBILITIES

The Park Hill Nutrition Services Department places great importance on professional conduct by its staff and strictly enforces appropriate employee work habits.

- Employees should report to work on time, properly dressed, well groomed, and ready to begin work as scheduled.
- Job assignments should be followed accurately and completely. When assigned tasks are complete, assist other departments, or notify supervisor for additional task assignments. Avoid standing idle. (If you have time to lean, you have time to clean!)
- Work cooperatively with other employees, faculty, and students as requested by your supervisor or as appropriate to complete your work assignment.
- Maintain a neat, orderly work area - cleaning as you go.
- Follow all sanitation practices.
- Test and sample food with a teaspoon or fork, never use the cooking spoon or fingers. Pour a small portion from the stirring spoon into a teaspoon. Taste from the teaspoon.
- Avoid hand contact with hair, face, nose, and mouth; wash hands after contact.
- Personal beverages are not allowed in food preparation or serving areas. Eating and drinking, other than tasting during food preparation, is not allowed in food preparation areas. Personal beverages may be kept in the refrigerator, covered and marked, in an area designated with signage.
- Use equipment properly and safely. Ask questions as necessary.
- Use plastic gloves whenever hands may contact food, changing frequently, between tasks, when soiled, and as needed.
- Handle food with tongs or other utensils when mixing, portioning, or serving.
- Do not carry towels on your shoulder or under your arm.
- Do not carry food products against your body or apron; use a cart for safety
- Use paper towels for drying hands; use paper towel to turn off faucets, as necessary.
- During working hours, discussions should be professional in nature at an appropriate volume
- Cell phones are to be secured in employee lockers or personal bags during scheduled work hours and may be accessed during breaks.
- Employees may not leave their work area during scheduled work hours without permission from their manager.
- To the fullest extent possible, arrange personal appointments after working hours.
- Kitchen areas and storerooms must be locked and all equipment secured at the end of the workday.
- **SPECIAL NOTE:** Student meals brought from home may not be heated or reheated in Nutrition Service kitchens, nor stored in Nutrition Services kitchens or workspace.

PRODUCTION PROTOCOLS

BREAKFAST

- All breakfast items should be placed in pans in serving well(s) or other designated area.
- No lunch entrees are to be served for breakfast with the exception of leftover “Breakfast for Lunch” items such as left-over waffle sticks, glazed French toast, pancakes, sausage patty, etc.

ALL MEALS - PREP

- Products should be batch cooked freshly the day of service, not ahead and reheated.
- Thaw all raw products under refrigeration. Remove raw product from case and place in steam table pans to thaw on the bottom shelf of refrigerator.
 - Hamburger should be refrigerated 2 days prior to cooking.
 - Turkey roast should be refrigerated 3 days prior to cooking.
- When cooking beef in a tilting braising pan, evenly crumble large chunks to ensure complete cooking throughout.
- Do not slack foods unless it states to be cooked from a thawed state. EXAMPLE: Los Cabos Burrito.
- Cold food must never be placed in a warmer for heating or reheating purposes. EXAMPLE: Cheese Sauce
- All produce should be refrigerated when received, except for bananas, butternut squash and potatoes.
- Salads that require multiple ingredients (such as pasta salad) should have all ingredients refrigerated prior to preparation and made far enough in advance to lower temperature after preparation to the correct serving temperature on the choice bar. NOTE: Prepare Coleslaw the day before serving to maximize flavor.
- Refrigerate/Chill canned fruit overnight to assure chilled product for meal service. Please DO NOT STORE CANS IN THE REFRIGERATOR for more than 5 days.
- Do NOT mix new fruit or vegetables with old; You may combine two old together.

ALL MEALS - SERVICE

- Compostable trays and plastic silverware will be used until further notice.
- All foods must be served using serving utensils; serving with hands is not permitted.
- Measuring cups may not be used as a serving utensil.
- Unwrapped food should always be under a sneeze guard. EXAMPLE: Cookies.
- Food may not be placed in a warmer unless it has reached a minimum of 135° or above except for hot rolls which may be stored in a warmer after baking.
- Serve all Entrees, such as Macaroni & Cheese, Hot Rolls, and Potato Productions to students from the Main Serving Line – do NOT place on the Choice Bar for self-service.
- Entrees may also be offered for purchase as a la carte “seconds” on the same day they are prepared.
- Gravy and Marinara Sauce should *never* be placed on a condiment cart/table or the self-serve choice bar. For efficiency and portion control, serve both using a pump. A ladle may be used to serve the balance left when it can no longer be pumped.
- All condiments should be properly labeled using a labeler, not handwritten.

- Keep elementary Park Hill Munchables and Yogurt refrigerated until needed for service. Pull from refrigerator only what is needed for each line. Place in a serving pan with poly ice on top and bottom for service.
- When Replenishing foods on the self-serve choice bars, change utensils, as well. **New Pan/New Utensil**
- Self-service choice bars should be cleaned between each shift and more often if needed.

ALL MEALS - STORAGE

- To maintain optimal quality of food served to customers, some items should NOT be frozen and rethermed for later service, including:
 - ENTREES: Macaroni & Cheese, Chinese Entrees
 - SIDES/OTHER: Mashed Potatoes, Gravy
- Entrees that MAY be frozen, if extra portions remain, include:
 - Chili, Taco Meat, Turkey Roast, Turkey Pot Pie, Sloppy Joe, Meatloaf
 - Spaghetti Sauce
- If unsure, request direction from the Quality Assurance or Nutrition Coordinator.

ALL MEALS – LEFTOVERS

- If a leftover can be reheated once and maintain acceptable quality, it may be offered as an additional choice the following day. Only reheat the amount anticipating to serve for that meal.
- If a leftover is not of acceptable quality when reheated, or if it has already been reheated once, it should be discarded and recorded on the Discarded Food Log.
- Leftover portions may not be given away. If leftover portions cannot be re-used, they must be discarded in the trash and recorded on the Discarded Food Log.
- If the leftover is an entrée portion it may be offered again as an entree choice in addition to the regularly menued entrees on the next day only. NOTE: Entrees may not be offered on the choice bar as an extra.
- If the leftover is a vegetable or fruit, it may be included on the choice bar in addition to the menu choices. A leftover fruit may also be offered on the choice bar at breakfast.
 - EXCEPTIONS: Potato products, such as au gratin potatoes, mashed potatoes, and tater tots, may only be offered as a “served” vegetable the following day, in addition to the menued items. Do not place on the choice bar.
- Leftover FRESH vegetables or fruits may be combined into a salad recipe contained in our Recipe Database or as a cooked vegetable served as an additional choice.
 - EXAMPLES: Leftover spinach, lettuce, tomatoes and broccoli may be combined into a tossed salad; Fresh zucchini may be sliced and roasted in the oven.
- Leftover portions may not be purchased to take home.

LINE SET-UP

- **Serve COLD items**, such as fruit, produce, spinach/romaine, salad-topia, prepared salads (quinoa, caprese, fiesta bean, etc.) in **black pans only**. Use black tongs with black pans.
- **Serve HOT entrees and vegetables** from **stainless steel pans only**. Use stainless steel tongs with stainless steel pans.
- Only use amber pans in the microwave. NEVER use amber pans on the serving line or choice bar.
- Serve all items from a hot/cold serving well, never from a sheet pan.
 - EXCEPTION: Pizza may be served from a sheet pan at the elementary level only; Secondary schools use silestones *without* parchment paper to serve pizza.

- All serving wells should use a pan insert. Cardboard boxes or food should never be placed directly on the bottom of the well.
- Do NOT use 6" deep pans (stainless steel or black) on the choice bar.

POINT OF SERVICE – A LA CARTE/SNACKS

- Second entrees should only be served on a clean tray, boat, or deli paper; used/dirty trays may not be used to obtain seconds from a server or the choice bar.
 - NOTE: The "Second Entrée" button may only be used after the first meal has been purchased.
- A la carte snacks must be offered to all grade levels daily. A minimum number of daily snack offerings are required based on product availability – ASK your Coordinator!
- Snack racks must be utilized to display shelf stable snack choices.
- Ice Cream
 - A variety of ice cream choices should be offered in addition to shelf stable snacks
 - Grades 6 - 12: Offered Daily
 - Grades 2 - 5: Offered on Tuesdays ONLY
 - NOTE: Kindergarten and 1st Grade should be offered alternate snack choices on Tuesdays.

SANITATION

- All health department regulations and HACCP protocols must be strictly followed.
- Cloths for wiping counters and other equipment must be held between uses in a chemical sanitizer solution at proper concentration.
- All counters must be washed, rinsed, and sanitized before and after each use and at the beginning of each day.
- Only **Sanitizer Solution** belongs in **RED BUCKETS** and must be labeled as such; All Sanitizer Solution spray bottles must be properly labeled.
- Only **Dish Detergent** belongs on **GREEN BUCKETS** and must be labeled as such.
- Remove gloves when leaving the service station or prep area. Do not wear gloves while walking around the kitchen, serving area, or other locations.
- Only food service approved towels should be used in the kitchens; do not use towels borrowed from custodial services.
- Only food safe chemicals are allowed in the food service area. Custodial chemicals including pesticides/bug sprays must never be stored in a food service area, including a custodial closet within the food service area.

FOODS THAT ARE TCS (TIME AND TEMPERATURE CONTROL FOR SAFETY)

- Milk and other Dairy Products
- Meat
- Baked Potatoes
- Melons
- Tomatoes (exception – whole cherry or grape tomatoes)
- Leafy Greens
- Cooked Rice and Pastas

When you have the above items on your line, be diligent in rotating and taking temperatures. Divide and serve in batches – refrigerate the balance until needed.

TEMPERATURE TEST FOOD

- **Keep cold food COLD and hot food HOT and temp food often!!**
- Temperatures must be recorded on HACCP logs for all cold and hot food items; if you don't write it down, it didn't happen! (There's no proof...)
- Temp food when:
 - Taking out of oven or microwave
 - Pulling from a warmer before placing in wells
 - It has been sitting in your wells
 - Before putting on the choice bar or air curtain
 - Cooling
 - Moving from one area of kitchen/serving area to another
 - There is any question of safety

RECIPE USAGE

- Utilize recipes for all items produced to assure standards of quality, portion control, yield, and nutritional content.
- Use Recipe Module to access recipes and adjust for projected servings needed.
- Follow recipes precisely as written.
- Concerns or issues noted with any recipe, including inconsistent yield or quality issues, should be referred to the Quality Assurance or Nutrition Coordinator immediately for further evaluation and modification, as needed.

EQUIPMENT

- Only Nutrition Services staff are permitted to use any equipment in the kitchen without express permission from the Nutrition Services Director.
- All serving wells that hold water should be emptied daily.
- All Therm & Holds and CVap warmers should be emptied daily and stored with the door ajar.
 - Therm & Holds and warmers must have vinegar added to them daily.
 - Therm & Hold = 1 TBS; Warmers and Serving Wells = ½ tsp vinegar
- Microwave 3200 Watts
 - Never use for heating personal food brought from outside Nutrition Services
 - No paper products, including student trays, may be used in microwave due to fire risk
 - ONLY amber pans and amber lids may be used in the microwave
- Ice Machines
 - Scoops cannot be left inside machine
 - Wash scoops daily

- Wipe inside down weekly
- Robot Coupe R2 Dice Food Processor
 - Do not use for shredding cheese for Mac & Cheese
 - Must wash in 3-compartment sink; do not run through dish machine
- Orange Slicer
 - Must be taken apart to clean
 - Must wash in 3-compartment sink; do not run through dish machine
- Can Opener
 - Clean after EVERY use!
 - Cut lids completely off, rinse cans, and place lids in bottom of cans
 - Must wash in 3-compartment sink; do not run through dish machine (it will rust)
- Knives
 - Must wash in 3-compartment sink; do not run through dish machine
 - Do NOT submerge in the sink water, leave on the side where they are visible
- Potholders
 - Do NOT submerge in the water, wipe clean with cloth

SIGNAGE

- Use only printed signage; avoid handwritten signs
- Do not use masking tape to hang signage

FINANCIAL ACCOUNTING

CHECK PROCESSING

Park Hill Nutrition Services accepts checks for payment on student Nutrition Services accounts. In order to accept a check payment, the following must be present on the check:

- Student's Name and/or their Student Identification Number must be on the check.
- If the check is to be shared by two students, both students' names must be included on the check.
- Parent/Guardian daytime telephone number and address
- **NOTE: Only personal checks are accepted; new account "counter checks" are NOT accepted**

Park Hill Nutrition Services is sensitive to our families and submits "insufficient fund checks" to the bank twice to provide every opportunity for the funds to be available and credited to our account. However, if after the second presentation there are insufficient funds or the account has been closed, it is then forwarded to the Park Hill Nutrition Services office.

All checks returned for insufficient funds are handled by the District Nutrition Services Office as follows:

- The amount of the returned check will be deducted from the student's general Nutrition Services account with a negative account balance reflected.
- The District Nutrition Services Office will contact the parent immediately by letter to notify them of the returned check.
- The District Nutrition Services Office will notify the manager at the student's school site to alert them to the returned check.
- After two returned checks, we no longer accept check payments; "cash only" will be required as payment on the student's account.

DAY END PROCESSING

Accurate day end processing is vital to effective management of financial assets. The process should be completed as outlined in the designated Point of Sale software program checklist.

- Initiate Day End processing as soon as meal sales for the day are completed.
- All money, with the exception of starting cash, shall be deposited *daily* without exception.
- Reconciliation must be completed daily using the point of sale software program checklist. The deposit must match the amount being sent to the bank; any discrepancies should be researched and noted.
 - Please do not staple the bank deposit forms – use paper clips only.
 - Turn all money in the same direction.
 - Use black or blue ink only; Do not use gel pens, pencils, or colored inks such as red or purple.
 - Use the ".00" to indicate zero cents instead of a dash. EXAMPLE: \$2.00 instead of \$2–
 - Do not put a dash through the "7".
 - Attach one copy of the software program Deposit Slip to the bank deposit slip; Across the body of the deposit slip where the checks would be recorded, write "see attached".
 - Send white and pink bank deposit slips to the bank with deposit.
 - Detach yellow copy of deposit slip and forward it to the District Nutrition Services Office.

- Deposit Corrections
 - Accuracy is extremely important on all deposits.
 - If the bank identifies a deposit error, they will send a Deposit Correction request to indicate the money received did not match the deposit slip.
 - If a discrepancy occurs, the Nutrition Services Office staff will attempt to identify the discrepancy and correct it. If unsuccessful, the school manager will be notified to assist in resolving the discrepancy.

REFUND PROCEDURE

- Cash refunds may only be made by cafeteria managers for account balances that are \$10 or less.
- Managers must speak to a parent for students in the 11th grade and under. Graduating seniors may request their refunds personally.
- Cash refunds are to be taken from the daily deposit.
- A written receipt must be completed in full.
 - A signature or printed name must be obtained on the receipt.
 - The white copy is given to the student or recipient of the refund.
 - The yellow copy is retained by the cafeteria manager.
 - The pink copy is sent to the Nutrition Services office.
- Place the cash and completed receipt in an envelope for the student.
- Once the refund is given:
 - The student's account must be adjusted to zero.
 - A detailed adjustment reason must be given, including the name of the parent making the request, as well as the receipt number.
- Refunds of \$10.01 or larger must be processed through the Nutrition Services office.

RECEIPT		DATE <u>1-29-16</u>	No. <u>787551</u>
RECEIVED FROM <u>PHHS food Service</u>		\$ <u>9.50</u>	
<u>Nine & 50/100</u>		DOLLARS	
<input type="radio"/> FOR RENT	<u>Lunch Acct Refund- Cash</u>		
<input type="radio"/> FOR			
ACCOUNT		<input type="radio"/> CASH	FROM _____ TO _____
PAYMENT		<input type="radio"/> CHECK	
BAL. DUE		<input type="radio"/> MONEY ORDER	BY <u>Student signature</u>
		<input type="radio"/> CREDIT CARD	T-4880046802
<u>Print student's name</u>			

Example Receipt

GENERAL OPERATIONS

HEALTH DEPARTMENT REQUIREMENTS FOR NUTRITION SERVICES EMPLOYEES

Health department regulations require that all Nutrition Services employees maintain a current Food Handlers Card on file at their assigned location.

- Employees must complete a Food Handlers Course before they begin work in Nutrition Services.
- Employees are responsible for maintaining an up-to-date card/certificate in order to report for work.
- Managers at each school site are responsible for assuring their staff have current Food Handlers Cards and providing copies to the Nutrition Services Office. Managers must immediately notify the Nutrition Services Office of staff reporting to work without a valid Food Handlers card.
- Nutrition Services substitutes and student employees are required to complete a Food Handlers Course and provide a current card/certificate to the Nutrition Services Office.
- The Park Hill Nutrition Services Department will pay for or reimburse regular employees for Food Handlers Class and two hours of paid time to complete the course.
- Managers, Assistant Managers, secondary school department heads, and 5.5 hour elementary employees are required to have ServeSafe certification. The Nutrition Services Department will pay for employee time to take the course and the cost of the certification. Failure to pass the test may result in disciplinary action.

REQUESTING TIME OFF

As outlined in the Support Staff Handbook, it is important to have staff at work for all scheduled workdays. However, when time off is necessary, the following procedures should be utilized:

- Notify your direct supervisor immediately by phone or in person if tardiness or an absence is anticipated. Emails and texts are not acceptable.
- **Multiple days off during the school year for planned events or trips must be discussed with and approved in advance by the Nutrition Services Director.**
- Employees who work six (6) hours or more per day should submit their Time Off Request through UKG/Kronos, as well as complete the Nutrition Services Leave Form.
- Employees who work less than six (6) hours per day should complete the Nutrition Services Leave Form and submit this to the Nutrition Services Director for review.
- All leave requests during a block out periods should be requested in advance if possible. All requests must be directed to the Nutrition Services Director for consideration.

All leave requests will be considered and honored as possible; however, requests may be declined if the absence will negatively impact service to our students.

BLOCK OUT DATES

Attendance at work is mandatory during certain block out dates unless approved by the Director of Nutrition Services. Block out dates include the first ten (10) days students are in session at the beginning of the school year, full and half workdays before and after a holiday, and the last five (5) days students are in school.

Please note: Fluctuations in the school calendar may change these dates.

2022-23 Dates	Reason
August 22 – September 2	First 10 student days
September 2 & 6	Labor Day: September 5
November 22 & 28	Thanksgiving Break: November 23 – 25
December 22 & January 3	Winter Break: December 23 – January 2
January 13 & 17	Martin Luther King, Jr. Holiday: January 16
March 16 & 27	Spring Break March 17 (half day) – 24
May 19 - 26	Last day of school May 26 (half day)

UNIFORM STIPEND

Park Hill Nutrition Services places great importance on a professional appearance for its staff and provides an annual stipend to be used to purchase the prescribed uniform.

- A uniform stipend of \$125.00 will be included in regular employees' October paychecks.
- Employees starting during the school year and after the October stipend is paid, will receive their uniform stipend in their first paycheck following the conclusion of their probationary period.
- Receipts for purchases are *not* required.

JOB-RELATED INJURY REPORTING

All injuries sustained during the employee workday must be immediately reported to your supervisor and documented on a "Report of Injury" Form within 72 hours of the injury. Employees choosing to see their own physician will do so at their own expense. Park Hill is not responsible for payment of any unauthorized medical treatment.

The Report of Injury Form, Directions and Maps to Area Workers' Compensation Providers and Employee Injury Notification Procedure documents are located on the Park Hill internet at "Work Tools and Resources (orange tab), Business, Employee Injury & Workers' Compensation. An "Employee Injury Notification Procedure" is posted in the Manager's office to refer to as needed.

Failure to report an injury may result in delayed treatment to resolve the injury or denial of services if the time and place of occurrence cannot be substantiated.

- Notify your direct supervisor immediately of an incident/injury.
- If a serious injury or medical emergency occurs, 911 should be called immediately.
- Less serious injuries requiring medical intervention will be directed to the school's nursing office for evaluation, treatment and further referral, as necessary, to the district's approved medical services provider. Should a visit be required, the school nurse should provide an OPTIMUM form that may be completed at North Kansas City if a prescription is prescribed or medical supplies are needed, i.e. bandages, gauze, etc. The prescription can then be filled at no charge to the employee at an approved pharmacy.
- All visits must be coordinated in advance through the designated district office contact person. Currently this is Krista Lindner at extension 5952 or designee in her absence.
- Employees must clock out before going to the district's approved medical services provider.
- The visit is compensated by the Park Hill School District, however, the time at the visit is not.
- Employees must utilize their emergency contact for transportation to the district's approved medical services provider if they are not able to drive themselves. Employees of the district will not provide transportation.
- Employees should report the outcome of their visit to their supervisor.

All recommendations for restricted duty from the district's approved medical services provider must be immediately communicated to the employee's supervisor and the Nutrition Services Director.

- An employee on restricted duty may NOT return to work without direct approval from the Nutrition Services Director or Human Resources.
- A determination will be made as to whether the restriction can be accommodated by the Nutrition Services Department. Modified job duties may be temporarily assigned.
- All job restrictions prescribed must be strictly followed by the employee. Failure to do so may result in disciplinary action.
- The date of follow-up physician appointments and any change in restrictions must be communicated to the employee's supervisor and the Nutrition Services Director.

NON-JOB-RELATED INJURY REPORTING

All injuries sustained outside of the workplace that result in a physical restriction prescribed by a physician MUST be communicated to the employee's supervisor and the Nutrition Services Director before the employee's next scheduled workday.

- An employee on restricted duty may NOT return to work without direct approval from the Nutrition Services Director or Human Resources
- A determination will be made as to whether the restriction can be accommodated by the Nutrition Services Department.
- All job restrictions prescribed must be strictly followed by the employee. Failure to do so may result in disciplinary actions.
- The date of follow-up physician appointments and any change in restrictions must be communicated to the employee's supervisor and the Nutrition Services Director immediately.

MEAL ACCOMODATION FOR SPECIAL DIETS

Park Hill School District participates in the National School Breakfast and Lunch programs. Our participation in these programs requires us to make meal accommodations for students who meet the following definition of a disability. The Americans with Disabilities Act (ADA) of 2008 expanded the definition of “disability”, which includes conditions that limit a major life activity.

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 oneself, eating, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working and major bodily functions. The term “physical or mental impairment” includes, but is not limited to, such diseases, conditions, and functions as:

*Orthopedic, visual, speech and hearing impairments
Cerebral Palsy, Epilepsy, Muscular Dystrophy
Multiple Sclerosis
Digestive, bowel and bladder
Neurological and brain
Respiratory
Cancer
Cardiovascular, circulatory and heart
Metabolic and endocrine
Food anaphylaxis (severe food allergy)
Mental retardation
Emotional illness
Drug addiction and alcoholism*

Individuals who take mitigating measures to improve or control any of the conditions recognized as a disability are still considered to have a disability and require accommodation.

A parent/guardian requesting meal accommodation for their student(s) must contact the Nutrition Coordinator or designee for assistance.

Managers may not accommodate a student meal request unless they have been instructed to do so by the Nutrition Coordinator or the Director of Nutrition Services.

PROCESS FOR MEAL ACCOMMODATION

- Parent/Guardian contacts Nutrition Coordinator to discuss diet needs.
- Nutrition Coordinator provides Parent/Guardian with a Medical Statement for Students Requiring Special Meals Form to be completed and signed by a Physician, Physician Assistant or Nurse Practitioner.
- Completed Medical Statements must be returned to the Nutrition Coordinator fully completed and properly signed.
- The Nutrition Coordinator will set up a meeting with the Parent/Guardian, student, Café Manager and school nurse to discuss the prescribed diet.
- A diet plan will be created and implemented following the meeting.
- The Nutrition Coordinator will provide any staff training as well as special foods necessary to enable the Café Manager to meet the prescribed requirements.
- The Nutrition Coordinator will add the Special Diet alert to the students point of sale account.

- The Café Manager should contact the Nutrition Coordinator with any questions regarding special diets.
- The Café Manager should contact the Nutrition Coordinator for a minimum of one week prior to requiring Special Diet food products.

PURCHASES

MEAL CHARGE PROCEDURES

The Park Hill School Board promotes healthy, high-quality school meals, recognizing that students need adequate, nourishing food in order to learn, grow, and maintain good health. To assure students have access to healthy meals, the district participates in the National School Breakfast and Lunch Programs which provide students who qualify with a free or reduced cost breakfast and lunch.

To accommodate students who purchase school meals, payment options include an online payment system that will take credit and debit cards, as well as cash and check payments at all school sites. The Park Hill School District provides multiple alerts to notify parents/guardians of their student's account balance to help ensure they have money available to purchase a school breakfast or lunch:

- Parents may set an alert on the payment website that will notify them of a low account balance.
- Automated telephone calls are made weekly to notify parents of a low balance.
- E-mails are sent weekly to notify parents of a low balance.
- Students are alerted of a low balance at the point of sale and provided a payment envelope when purchasing a meal.

Students who do not have money in their account or on hand to cover the cost of a meal at the time of service will be permitted to charge a full meal. *A la carte snacks and beverages may not be charged.*

When a charge occurs, the parent/guardian will be notified of the negative balance by:

- Automated telephone calls made twice weekly
- E-mails sent weekly
- Students are alerted and provided with a payment envelope when charging a meal.
- If charges continue without repayment:
 - Parent/guardian may be contacted by school staff to offer services or assistance as needed.
 - Parent/guardian may be encouraged to submit a Meal Benefits Application if one has not been completed during the current school year.

District employees are mandated by the state of Missouri to report any instances of suspected abuse or neglect to the Children's Division (CD) of the Department of Social Services. District personnel will report to the CD any instance where a student's arrival at school with no provision for food leads to a reasonable cause to suspect neglect.

Employees are not allowed to charge for meals and must provide payment at the time of service.

FREE AND REDUCED MEALS

The Park Hill Nutrition Services Department participates in the National School Breakfast and Lunch Programs that offer free or reduced priced meals to students based on income guidelines established by the USDA annually.

It is important that families who may qualify apply for free or reduced benefits, as there are other services and school funding included with approval. Benefits such as discounts on testing, health care and athletics fees may be available to families that qualify.

- Parents/Guardians must complete a Meal Benefit Application annually.
- Application forms are also available online. Refer to the Nutrition Page of the Park Hill website for further information.
- One application is used to include all students in the household and must also reflect all other household members along with their incomes.
- Applications must be fully complete and signed to be processed by the Park Hill Nutrition Services Department. Applications will be processed within 10 operating days of receipt. Parents/guardians are responsible for meal charges incurred prior to application approval.
- Students approved for Free or Reduced Meals the previous year in our district are automatically provided a 30-day grace period at the same approved level to allow time to submit and process a new application. If a new application is not received, at the end of the 30-day period, the students will return to Full Pay status.
- Students entering the Park Hill School District from another district are required to provide written verification from their previous district of their Free and Reduced Status, or they may complete a new application.
- A new application may be submitted at any time throughout the school year that reflects a decrease in income that may change a household's eligibility status.
- If an increase in income occurs within the school year after a household has been approved for free or reduced meals, it is NOT necessary to notify Park Hill Nutrition Services. Those benefits may remain in place through the following year's 30-day grace period. At that time, if an application is not filed or if income levels no longer qualify the household for benefits, then the students will return to Full Pay status.
- Verification of reported income is done annually with a random sampling of approved students selected electronically. Verification for cause may also be conducted if circumstances require the Park Hill Nutrition Services department to question information provided on the application.
- Failure to provide requested income verification will result in students within the household being returned to Full Pay status following the required notification period.
- Free and Reduced Meal benefits allow students to select a reimbursable breakfast and lunch daily when school is in session. Seconds and a la carte items are not included in Free and Reduced benefits. These items must be paid for by the students at the point of service.

SPECIAL CIRCUMSTANCES:

- Foster children are automatically eligible for free benefits.
- Households that provide a Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), or Food Distribution Program on Indian Reservations (FDPIR) number are automatically eligible for Free benefits.
- When one student in a household has been approved for Free meal benefits through SNAP, TANF or FDPIR, then all students in that household automatically qualify for those benefits as well.

ADULT FOOD PURCHASES

Adults may purchase a meal or ala carte selections offered daily from the Park Hill Nutrition Services Departments.

- **IMPORTANT NOTE:** USDA Commodity Foods obtained through the National School Lunch Program are used to produce school meals. These items cannot be used for adults unless additional reimbursement for those commodities is charged to compensate. For this reason, adults must pay a higher price for the same portions served to our students.

- Adults should not receive larger portions unless they pay for a second portion.
- Ala Carte items may be purchased from the Nutrition Services Department during the regular school day at the designated sale price.
- Internal purchases for catered events or special functions must be arranged through the Nutrition Services Department. Refer to this protocol.
- Payment for all meals or ala carte items must be made at the time the item is received by the adult customer.
- Adults may set up a Nutrition Services payment account and apply money to it that can be credited as purchases are made. No charging is allowed.

NUTRITION SERVICES EMPLOYEES

- Nutrition Services Employees are provided one meal of their choice each day at no charge as a portion of their compensation. They may take all the side choices offered including milk and juice.
- Additional items not included in a reimbursable meal, such as water, snack items, or second portions, may be purchased at the designated retail price.
- Nutrition Services employees cannot process their own purchase of these items.
- Food purchases must be consumed while at school and extra portions, leftovers and produce may not be purchased to take home.

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 (including the district), 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 the 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 the 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 https://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office, or write a letter addressed to the USDA and provide in the letter all 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 the USDA by:

1. *Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, DC 20250-9410;*
2. *Fax: 202-690-7442; or*
3. *E-mail: program.intake@usda.gov.*

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