



Our Mission

Inspire students to **think critically**, pursue their **dreams** and **change the world**.

Our Guiding Values

ACHIEVEMENT: Fostering academic success by taking action to increase student achievement through challenging and collaborative learning.

COMMUNICATION: Engaging with sincerity and honesty by using language that can be understood by all.

CONTINUOUS IMPROVEMENT: Pursuing excellence by identifying and strengthening what is working well and being flexible to change what is not.

COLLABORATION: Working together in a respectful manner that values and honors families, staff, students and the community.

ACCOUNTABILITY: Holding ourselves to high standards for the outcomes of student achievement and operational, instructional and fiscal performance.

INCLUSIVE CULTURE: Embracing each individual's culture, race, ethnicity, ability and identity.

SPPS Achieves

Each student. One community. Endless opportunities.

8/12/2022



Nutrition Services Employee Handbook



Notes:

Notes:

Table of Contents

Welcome to Nutrition Services	Page 2
Contact Information	Page 3
Introduction	Page 4
Nutrition Services Core Values/Mission/Vision	Page 5
Six Pillars of Partnership	Page 6
PBIS	Page 6
Reporting for Work	Page 7
Call-In Procedures	Page 7
Request for Time-Off	Page 8
Leave of Absence	Page 8
Sick Leave	Page 9
School Start-Up	Page 9
Blackout Period	Page 9
Staff Illness – Employee Responsibilities	Page 10
Staff Illness – PIC Responsibilities	Page 11
Employee Illness Decision Guide	Page 12
Customer Illness – PIC Responsibilities	Page 13
First Report of Injury	Page 14
Uniforms – Proper Work Attire	Page 15
Personal Hygiene	Page 16
Handwashing	Page 17
Gloves, Aprons, Cell Phones and Additional Standards	Page 18
Uniform & Hygiene Diagram	Page 19
Security and Emergency Management	Page 20
Technology Access	Page 21
Transfer to a Different School	Page 21
Out-of-Title Opportunities	Page 21
Meals for Employees	Page 22
Professional Development	Page 23
Minnesota School Nutrition Association	Page 23
Notes	Page 24-29

Dear Nutrition Services Team Member:

Notes:

Welcome to Nutrition Services! You play an important role in the education and achievement of students. You are joining a department that has earned a national reputation for creative and healthy meals. You can take pride in knowing we offer a number of homemade foods, a variety of fresh fruits and vegetables, delicious whole grains, and ethnically diverse menus that reflect our students' rich backgrounds.

Above all, I ask you to be responsible for safe food handling and sanitation practices at all times. Our students, parents, staff and customers must be confident that they will never be made ill from our food. In order to achieve this goal, we are guided by the United States Department of Agriculture (USDA) Food Code, local state and city rules, our Hazard Analysis Critical Control-Based Plan (HACCP), and Food Safety Procedures.

As you prepare for your work day, please remember you make a difference in each day of student learning by providing great customer service. We all know how it feels to be greeted by name, receive a smile, or hear kind words. So, please, take the time to respectfully greet our students, school staff, and your co-workers.

This handbook was developed to help you succeed in your role. We included information that will answer most frequently asked questions. Please feel free to ask your supervisor, coordinator, or me any questions. We are here to support you.

I am delighted to have you as a member of our team and I look forward to working with you.

Sincerely,



Stacy Koppen, MS, RD, LD, SNS
Director, Nutrition Services

Notes:

Contact Information

Nutrition Services		
	Office Main	651-603-4950
	Fax	651-293-5322
	Website	spps.org/ns
Nutrition Center		
	Office Main	651-523-6343
Payroll		
	Office	651-767-8243
	Website	spps.org/payroll
Human Resources		
	Brenda Shelby	651-744-6308
	Benefits	651-767-8200
	Benefits Fax	651-665-0269
	Website	spps.org/benefits
Technology Services Help Desk		651-603-4357
Teamster Local #320		
	Union Rep., Josh Loahr	952-797-3364
Office of Security and Emergency Management (24/7)		651-744-1191
MN School Nutrition Association (MSNA)		
	St. Paul Chapter #32	651-603-4950
	Website	mnsna.org

Your Contact Information:

School Name & Address: _____

School Office Phone: _____ Kitchen Phone: _____

Cafeteria Supervisor Name: _____

Supervisor Home/Cell Phone: _____

Coordinator Name: _____

Coordinator Cell Phone: _____

Introduction

NS strives to fulfill our vision and mission by giving our team members the tools they need to be confident and perform their job. We use tools, mentoring and continuing education to accomplish success.

This handbook was developed to give you information about our department, along with an overview of work expectations.

- You have been assigned a supervisor and coordinator who will help you locate resources throughout your orientation, training, and employment periods.
- You will be provided additional forms, tutorials, and training information outlining your job duties.
- All temporary and regular employees are accountable for meeting these expectations on a daily basis.
- After your temporary-to-permanent hire, two performance evaluations are given during the one-year probationary period. You must meet satisfactory standards in order to maintain employment at SPPS.
- Permanent employees will also receive performance evaluations on a regular basis, which must meet satisfactory standards.

If you have questions, please direct them to your supervisor or coordinator.

Notes:



Nutrition Services Core Values

Respect, Stewardship, Compassion, Accountability,
Courage, Quality, Integrity, Growth

Nutrition Services Mission

1. Create a positive culture through recruitment, hiring and training.
2. Provide dependable access to delicious no-cost meals to all children in Saint Paul.
3. Procure healthy, sustainable, high-quality food and supplies.
4. Nurture relationships with children, parents and community.
5. Support lifelong learning.

Nutrition Services Vision Statement

To eliminate hunger and provide every child with HOPE (Healthy Options Positive Engagement) through exceptional food.



Six Pillars of Partnership

1. We build and maintain a positive and respectful work environment.
2. We communicate openly, honestly, directly and respectfully at all times.
3. We are change agents who strive to be innovative, empathetic, and responsible.
4. We collaborate, share multiple perspectives, and support each other publicly.
5. We are committed to the children of Saint Paul and their achievement.
6. We enjoy our work and each other.

The Six Pillars of Partnership represent our collective identity. These statements describe Saint Paul Public Schools Nutrition Services' values, priorities, and expectations. Our pillars support an intentional, positive, and respectful culture in our workplace.

Positive Behavior Intervention and Support

PBIS is a process for teaching children positive behavior expectations and providing the support necessary to sustain that behavior.

PBIS is a framework for schools to create and sustain positive, effective and culturally inclusive environments that support academic and social success for all students.

All cafeteria staff are responsible for knowing their school's positive behavior expectations and how these expectations are to be modeled in the cafeteria. These are often centered around respect, responsibility, and safety.

Example	CAFETERIA EXPECTATIONS
BE RESPECTFUL	- Clean up after yourself - Use inside voice
BE RESPONSIBLE	- Raise hand if you need something - Get what you need in line - Sort trash correctly
BE SAFE	- Stay in your seat until dismissed - Enter in line and sit in assigned space

Professional Standards

The United States Department of Agriculture (USDA) has established minimum professional standard requirements for School Nutrition Professionals.

The goal of the training standards is to ensure that personnel have the knowledge, training, and tools needed to operate school nutrition programs successfully.

Training requirements are based on job duties. Annual requirements are:

Position	Hours
Supervisor / NSA 2	10
Program Staff (working more than 20 hours/week)	6
Program Staff (working less than 20 hours/week)	4
Students/Interns or Program Staff working less than 14 hours/week	2

Anyone hired after January 1, must complete half of the above training hours by the end of the year.

During the school year, you will have various opportunities to fulfill your professional standard requirements. If you are not able to attend the training sessions, you should contact your coordinator who can help you identify other opportunities to meet USDA requirements.

Minnesota School Nutrition Association

The purpose of MSNA is to provide members opportunities for professional development.

- All employees are eligible to participate.
- Employees are encouraged to join.
- Contact 877-251-2344 to sign up.



Meals for Employees

NS provides meals at no cost to eligible employees. Eligible persons are employees who spend more than 50% of their normal workday performing food service tasks (cooks, dishwasher, cashiers, etc.).

All other employees are considered non-eligible and must purchase meals.

Guidelines:

- Food must be consumed in approved break areas.
- Eligible employees may have an adult breakfast if on duty during breakfast service.
- Eligible employees may have an adult lunch if on duty during lunch service.
- Employee meals cannot be sold, donated or transferred to others.



Reporting for Work

Every employee is important to the success of our District. Tardiness and absenteeism place a burden on your coworkers, and it can impact students. You are expected to be reliable and punctual in reporting for work.

You must be at your job station and ready to work at your assigned start time (hands washed, hair restrained, uniform ready). Absences are to be kept to a minimum. Anytime you cannot report to work on time and or work your scheduled shift, you must follow the call-in procedures.

Call-In Procedures

If you miss work for any reason, you are directed to:

- Call your supervisor no later than one (1) hour before your scheduled start time or 7:00 AM, whichever is earliest. Texting is an acceptable method of contacting your supervisor.
- Speak directly with your supervisor to provide a reason for your absence.
- Report pertinent symptoms and information.
- Indicate a time you expect to return to work.
- Immediately update your supervisor when your plans change.

Anytime you are tardy, you must:

- Speak directly with your supervisor to provide notice you will be late.
- Provide notice as early as possible.
- Provide a reason for your tardiness.
- Indicate the time you expect to return to work.
- Review your adjusted schedule (**required** when you are more than 6 minutes late).

Anytime you leave early or leave the work area during your scheduled shift, you are required to:

- Speak directly with your supervisor before you depart.
- Provide as much notice as possible.
- Provide a reason for your departure.
- Indicate the time you expect to return.
- Immediately update your supervisor when your plans change.

If you cannot reach the supervisor, leave a message for the supervisor and call your coordinator. Tardiness and absenteeism are documented by your supervisor and reviewed regularly by the coordinator. Failure to meet expectation may result in disciplinary action, up to and including termination.

Request for Time Off

Employees should submit requests for time off to their supervisor at least ten (10) days in advance. You can submit a request at any time, and we encourage you to ask for time off as early as possible. Given the nature of our program and the level of customer service we provide, only a limited number of time off requests will be granted.

Leave of Absence

Employees requesting to be absent from work must follow the Nutrition Services Department procedures, Civil Service Rules and the employee's Labor Agreement. Failure to follow procedures may result in disciplinary action, up to and including termination.

Types of Leaves

1. Personal Leave (PL)
2. Short Term Leaves or Vacation (if available)
3. Long Term Leaves, Medical and Other
4. Military Leave
5. Jury/Witness Leave
6. Leave under Family and Medical Leave Act (FMLA)

Personal Leave

Per Section 4, Article 4 of the Labor Agreement, employees may use up to five (5) sick days per school year for personal leave. Personal leave is deducted from accumulated sick leave. Personal leave may be taken for any reason. If personal leave is used for non-emergency reasons, the employee must submit a request to the immediate supervisor ten (10) working days in advance of use.

Approval of personal leave is subject to approval and the ability of the employer to cover work responsibilities.

Personal leave may also be taken on non-school days through the end of the school year.

For any other leave, please contact Benefits at 651-767-8210

Technology Access

Your email account and active directory are automatically set up for you. Contact Technology Services at 651-603-HELP (4357) for login information.

You need your SPPS email account to receive NS and District information including payroll confirmation emails. SPPS will also send important notifications to the phone number you register. You are required to use all of your accounts to stay up to date on communications.

Computer Log On

Name = eXXXXXX (x=employee number)

Password = 8+ characters; combination of letters/numbers/symbols

Must be changed every 90 days

SPPS Email

Name = first name.(period)last name

Password = 8+ characters; combination of letters/numbers/symbols

Pay Checks - PeopleSoft

To view paycheck: <https://hr.sppserp.org>

Name = XXXXXX (x=employee number)

Password = 8+ characters; combination of upper and lower case letters/numbers/symbols

HELP

The Service Desk is your point of contact for SPPS technology questions and incidents. Submit a service ticket online at [Link: http://servicedesk.spps.org/](http://servicedesk.spps.org/); email the Service Desk at service.desk@spps.org; or call 3HELP from a district phone or (651)603-HELP from a non-district phone. The Service Desk hours are 7:00 AM – 5:00 PM Monday-Friday.

Transfer to a Different School

Requests to transfer to another school are considered on a case-by-case basis. Staff who have a satisfactory performance evaluation and no recent record of discipline are eligible to request a consideration for transfer. Please submit requests by email to NS@spps.org.

Security and Emergency Management

As a reminder, all staff members must wear their ID badge so it is visible at all times when you are at a SPPS building.

- All visitors shall comply with checking in at the school office.
- Unnecessary persons are not allowed in food preparation, storage or warewashing areas; kitchens; or work areas.
- All persons including visitors, delivery drivers, maintenance personnel or pesticide applicators, comply with food code requirements.

Keep in mind: **If you see something, say something.**

If you don't recognize a person in your building, ask if they need assistance or contact SEM if something doesn't feel right. Being diligent, asking questions and paying attention to your surroundings can help everyone feel safe.

You may contact SEM by calling 651-744-1191. However, if an incident occurs involving a serious injury, fire, immediate threat, etc., please call 911.

Sick Leave

Any employee who has accumulated sick leave shall be granted leave with pay for illness or injury. Sick leave may be granted for such time as is actually necessary for office visits to health care personnel. Such appointments are to be scheduled in advance and before or after work or on non-school days whenever possible, to minimize the number of hours missing from work.

Medical Verification

You are required to provide a signed doctor's note for any medical absence of three (3) or more consecutive working days.

In addition, you may be required to submit a doctor's statement to your supervisor at their discretion for any period of absence due to illness or injury, regardless of length.

If required documentation is not received, your absence will be considered unauthorized and will be without pay. You may also be subject to discipline.

For approved absences an employee will be paid only for the number of days or hours for which they would normally have been paid if they had not been on sick leave.

Per Section 4, Article 6 of the Labor Agreement, if the employee does not have sufficient accrued leave to use, the leave will be unpaid and each day absent will be unexcused and subject to discipline.

School Start-Up

Due to operational needs, Nutrition Service Supervisors must be available to work two (2) weeks before the start of school. Nutrition Service Assistants are required to be available to work one (1) week before school starts. Work days will be determined by the Nutrition Services Supervisor at each site.

Blackout Period

No time off will be granted during the two (2) week period after school begins or last week of school. Other restrictions may also apply for time off depending on operational needs.

Staff Illness – Employee Responsibilities

Some illnesses can be transmitted through food from employees to customers. Therefore, employees cannot work if they have:

- Diarrhea
- Vomiting

Employees with diarrhea or vomiting cannot return to work for at least 24 hours after symptoms end.

Employees must report to the Person in Charge (PIC) if they have any of the following symptoms:

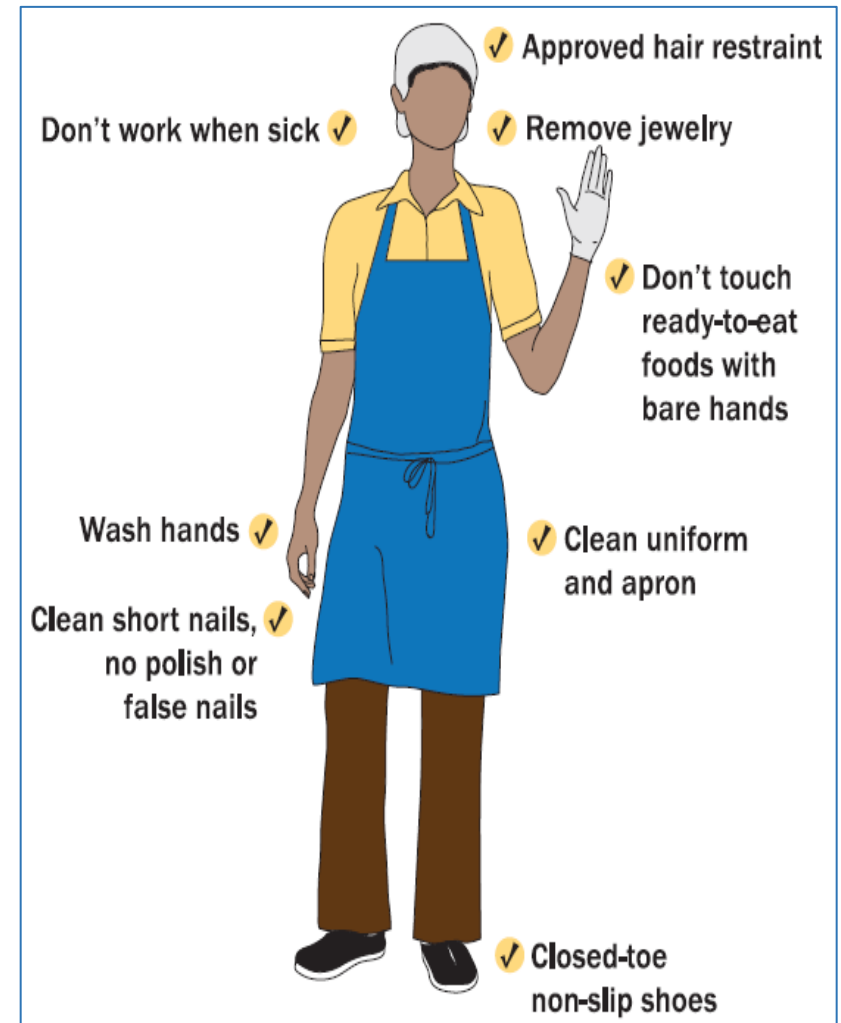
- Diarrhea
- Vomiting
- Jaundice (yellowing of skin or whites of eyes)
- Sore throat with fever
- Open, infected wound

Employees must report to the PIC if they have any of the following infections:

- Norovirus
- Salmonella
- Shigella
- Hepatitis A virus
- Shiga toxin-producing E. coli
- Infection with another enteric bacteria, viral or parasitic pathogen

Employees must report to the PIC if they have been exposed to, or are a suspected source of a disease outbreak in the last 30 days.

All SPPS staff must adhere to the SPPS COVID-19 Guidelines. See SPPS.org for latest guidelines.



Gloves

- Put on your hair restraint, apron, name badge, etc. first.
- Properly wash hands before putting your gloves on.
- Change gloves when necessary (see below).
- Wash your hands when changing gloves.
- Make sure your gloves fit properly.

Change Gloves:

- When they become contaminated, dirty or torn.
- When you change tasks and/or switch the type of food you are working with.
- When you touch hair, face, equipment, raw food, anything that has not been sanitized.
- Often, whenever there is potential for contamination and at least every 4 hours.

Aprons

- Remove apron when leaving food preparation and service areas.
- Do not wear your apron when using the restroom.
- Use plastic apron when washing/cleaning dishes.

Cell Phones

Cell phones pose a risk to food safety. They are not permitted in work areas, and employees are not allowed to keep cell phones in their possession (such as their pocket) while on duty. Employees may use their cell phones during breaks in approved areas. Employees should direct necessary phone calls to their kitchen phone line or school office.

Additional Standards

- All personal items must be stored during work hours and it is the employee's responsibility to secure belongings. SPPS is not responsible for theft or damage
- Eating, drinking or chewing gum is only allowed in designated areas.
- SPPS is a Tobacco-Free Environment. Smoking or use of tobacco products is prohibited on district property per SPPS Policy 414.00 Tobacco-Free Environment. E-cigarettes are not allowed.

Staff Illness – Person in Charge (PIC) Responsibilities

The PIC must exclude all ill employees from the establishment while they have:

- Diarrhea
- Vomiting

Employees with diarrhea or vomiting cannot return to work for at least 24 hours after symptoms end.

The PIC is responsible for recording all reports of diarrhea and vomiting, including the date/time of onset in an Employee Illness Log.

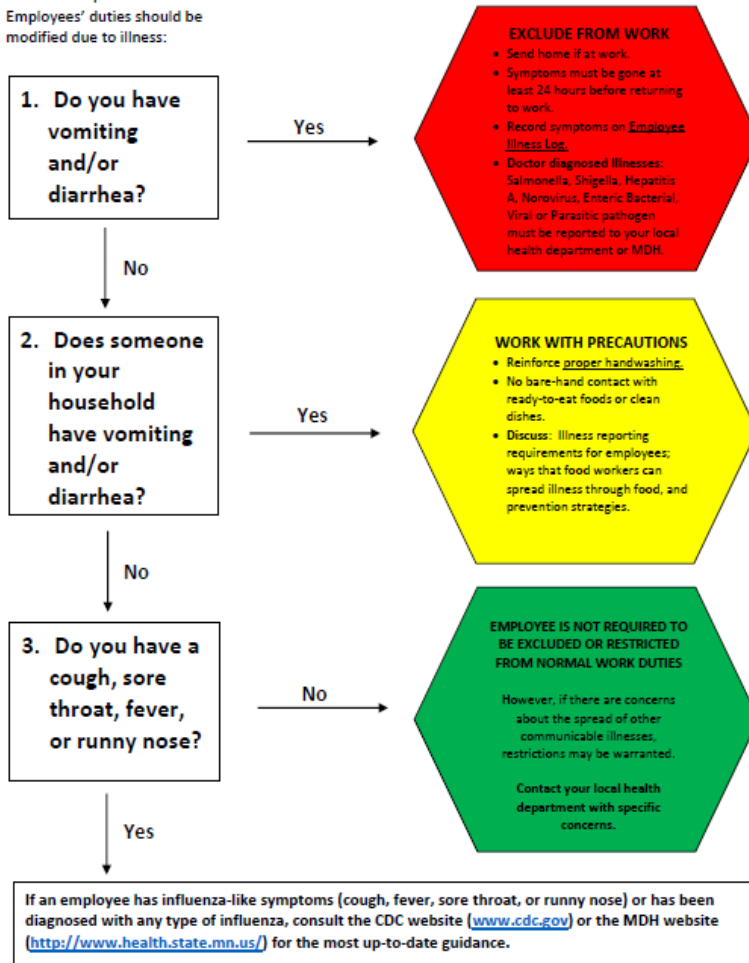
The PIC must notify the local health department or MDH of any employee diagnosed with any of these illnesses:

- Norovirus
- Salmonella
- Shigella
- Hepatitis A virus
- Shiga toxin-producing E. coli
- Infection with another enteric bacteria, viral or parasitic pathogen
- COVID-19

Ill employees are restricted or excluded if they have been diagnosed with any of the illnesses listed above. The PIC should work with the management team to ensure the regulatory authorities, customers and employees receive the appropriate information. The PIC should direct questions, concerns, and reports to the Quality Control Specialist (QCS).

EMPLOYEE ILLNESS DECISION GUIDE
For Use by Food Establishment Persons-In-Charge
CONTACT MDH OR YOUR LOCAL HEALTH DEPARTMENT WITH ANY SPECIFIC QUESTIONS

Ask these 3 questions to decide if Employees' duties should be modified due to illness:



Foodborne Illness Hotline: 1-877-FOOD-ILL (1-877-366-3455)

Handwashing

How to wash:

1. Wet your hands with warm running water.
2. Apply soap.
3. Rub your hands vigorously for 20 seconds. Wash all surfaces: back of hands, wrists, between fingers, tips of fingers, thumbs, under fingernails.
4. Rinse well.
5. Dry vigorously with paper towel.
6. Turn off water with paper towel.

The entire process takes at least 20 seconds. Some find it helpful to sing the “Happy Birthday” song twice.

When to wash:

- Before working with food, utensils, or equipment.
- Before putting on gloves.
- Each time you change tasks.
- After touching soiled surfaces and body parts. Whenever hands become contaminated or soiled.
- After using the restroom.



Personal Hygiene

Employees working in direct contact with food, food-contact surfaces, and food packaging materials must follow hygienic practices while on duty to the extent necessary to protect against contamination of food.

- Maintain personal cleanliness, including hair, uniform and apron.
- Shower or bathe daily to remove dirt, dead skin, sweat and bacteria.
- Wash hands and use gloves according to procedures.
- Medical information bracelets may be worn around the neck or in a pocket.
- No other jewelry may be worn except for a plain metal ring (no jewelry, visible piercings, watches or fitbits, etc.)
- Cell phones are not allowed outside of locker rooms or break areas.
- Fingernails must be kept short, trimmed, filed, and maintained so the edges and surfaces are cleanable and not rough.
- Employees shall not wear fingernail polish or artificial fingernails.
- False eyelashes are not allowed.
- Strongly scented products like perfume or aftershave are not allowed.
- Cuts or sores must be covered with a waterproof bandage and gloves.

Characteristics of good food safety advocates are a positive attitude towards hygiene and a willingness to help maintain high standards in the workplace. At SPPS, we rely on you to make good impressions on customers, visitors, and coworkers. Please ask for help if you want to know more.

Customer Illness – PIC Responsibilities

The PIC is required to notify the local health department or MDH of complaints from a customer who:

- Reports becoming ill with diarrhea or vomiting after eating at the establishment
- OR**
- Reports having or is suspected of having norovirus, hepatitis A virus, Salmonella, Shigella, Shiga toxin-producing E.coli, or another enteric bacterial, viral or parasitic pathogen after eating at the establishment.

Customer complaints may also be reported directly to the MDH Foodborne Illness Hotline toll free at 1-877-366-3455 or fill out the online Minnesota Foodborne & Waterborne Illness Report.



The PIC is also responsible for notifying the QCS and coordinator at the time the report is made. The QCS is available to provide assistance to ensure reporting expectations are met.

First Report of Injury

If an employee is injured on duty, follow these steps:

1. Call 911 if necessary.
2. Seek medical care when needed.
3. Notify the supervisor immediately.
4. The employee's supervisor must submit the First Report of Injury form within 24 hours of the incident to Rebecca.Murray@spps.org in the Facility Department.
5. Employees must call their supervisor anytime they are not able to work. Employees are required to provide a signed doctor's note with the expected return date.
6. When work time is lost as a result of the injury, employee should mark "Workers Comp" on their timesheet.
7. Before returning to work, employees must bring a Workability Report to their supervisor. Employees are not permitted to return to work until all restrictions have been reviewed and approved by Human Resources.

Supervisors: The First Report of Injury form can be found on the Nutrition Services Web Page. Choose "Staff Section: Login Required". Log in, scroll down and select "First Report of Injury" fillable form.

Uniforms - Proper Work Attire

Employees are responsible to launder and keep their uniform in good repair. Uniform must be worn at all times while at work. The pieces of the uniform are:

Chef-Coat

- Only District-approved chef coats may be worn.
- Long-sleeved shirts may be worn under chef coat, as long as sleeves can be rolled up and remain that way.
- School or department shirts, School Nutrition Association (SNA) or Minnesota SNA t-shirts may be worn on Fridays.

Pants/Shorts/Skirts

- Trouser-type pants, knee-length shorts or skirts are approved.
- Must be a solid neutral color (black, brown, tan, khaki, navy blue, white or grey).
- Sweatpants, denim and leggings are not allowed.

Shoes

- Clean, closed-toe shoes with a non-slip sole must be worn.
- Must be a solid neutral color.
- Shoes made with canvas or mesh, sandals, clogs, and crocs are not allowed.
- Shoe vouchers may be issued by Facilities. See supervisor for details.

Aprons

- Only District-approved aprons may be worn.
- Apron must be clean.

Hair Restraints

- Must wear a hair restraint such as hair net, hat, cap, hijab, scarf, or beard net that is effective in keeping hair restrained.
- See supervisor for details.

Badges

- Badges must be worn with name visible and securely fastened to uniform. Badge lanyards are not allowed as they are too long and pose a safety risk.

Special Events/Exceptions

- See coordinator/NC manager for any exceptions to uniform policy.