



Food & Nutrition Services

EMPLOYEE MANUAL



AUG. 2026

FOOD & NUTRITION OFFICE CONTACT LIST

NAME	TITLE	PHONE	EMAIL
Mike Embly	Director	301-766-2896	EmblyMi@wcps.k12.md.us
Dave Reese	Assistant Supervisor	301-766-2895	ReeseDav@wcps.k12.md.us
Jared Reichert	Assistant Supervisor	301-766-2894	ReichJar@wcps.k12.md.us
Chelsey White	Assistant Supervisor	301-766-2893	WhiteChel@wcps.k12.md.us
Shannon Gronholm	Assistant Supervisor	301-766-2845	GronhSha@wcps.k12.md.us
Helen Sweeney (12 month)	Administrative Secretary	301-766-2892	SweenHel@wcps.k12.md.us
Kristine Daywalt (12 month)	Lead Field Manager	301-730-2776	BrodKri@wcps.k12.md.us
Crystal Tobery (10 month)	Lead Field Manager	240-983-8809	ToberCry@wcps.k12.md.us
Joanna Stine (10 month)	Support Specialist	301-766-2891	StineJoa@wcps.k12.md.us

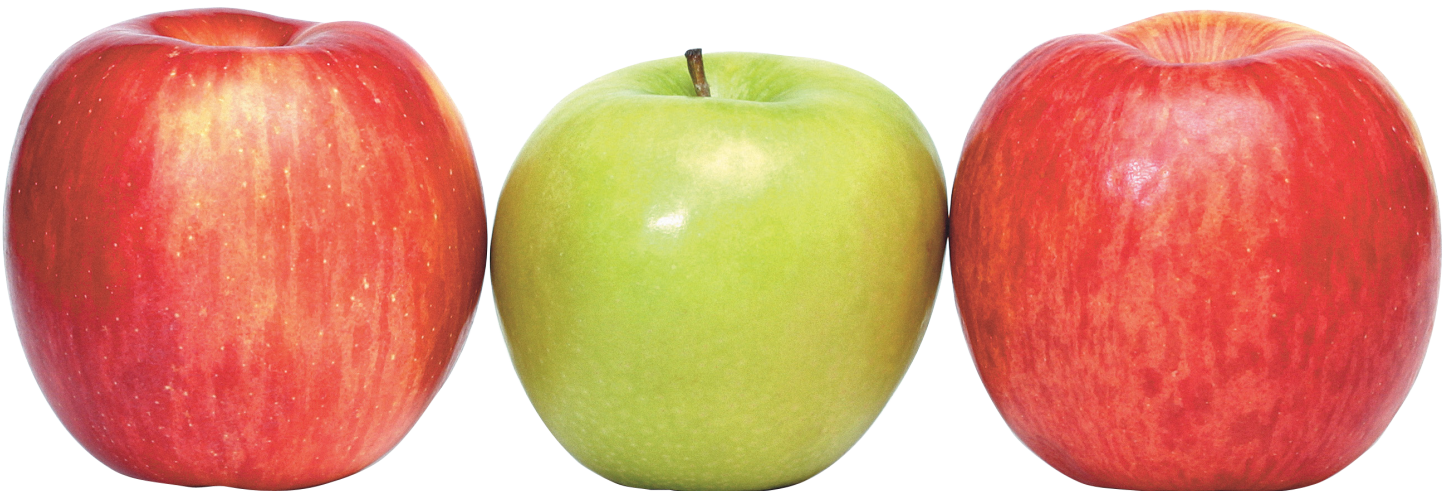


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Our Vision

To provide food and nutrition knowledge, skills and values students need for a healthy body.

Our Mission

To prepare and serve nutritious and appealing meals that meet the dietary guidelines to students, staff, and the community in a positive, cheerful manner, while maintaining financial soundness, and contributing to the quality and excellence of the educational experience.

Basic Expectations

- Regular / Predictable attendance is an essential function of the job.
- All Food & Nutrition Service (FNS) staff are expected to abide by, read, and understand all resources including but not limited to: HACCP Plan, WCPS internal policies and procedures, employee manual, negotiated agreement, etc.
- Perform all duties as assigned.
- Be on time and prepared to start working at scheduled times.
- A positive, professional attitude must be maintained at all times.
- Maintain confidentiality where all student information is concerned.
- Abide by the written dress code policy.
- Immediately report any issue to your FNS manager.
- A focus on exceptional customer service and great food quality.

Attendance & Time Cards

- Poor attendance is the number one reason for disciplinary action including separation from service.
- FNS staff must use badge to clock in and clock out daily.
- FNS staff needs to submit time card for each pay period. This means that on every other Friday (pay-day), you log into UKG, review your time card, and click SUBMIT if all issues are resolved.
- FNS staff is responsible for corrections on their timesheet by submitting a change request or exception. All corrections or changes must be done by change requests.
- Supervisors cannot approve *leave without pay* requests. Using leave without pay may result in disciplinary action.

CONTRACT HOURS

- FNS staff must account for weekly contract hours. If contract hours are not met, missing contract hours must be accounted for under another reason/designation. (Sick or personal leave, for example)

*For example, a 3.5 hr. contract Food Service Assistant (FSA)
must have a total of 17.5 entered in UKG for a 5-day week. (3.5 hrs. X 5 days).*

- Weekly contract hour's change based on the scheduled days in a given week
 - FNS staff must be aware of their weekly contract hours for each pay period.
- Sick leave can not be used for vacation or general leave.

SICK LEAVE

- FNS staff that are out sick should enter their hours under the sick designation in UKG, regardless if they have hours available. (Payroll tracks available time and will not pay an employee if no time is available)
- If no time is available, the sick designation will automatically change to sick unpaid.

PERSONAL LEAVE

- All personal leave must be pre-approved via email sent to Kitchen Manager, Regional Base Manager & Assistant Supervisor.
- Personal leave can be used for sick leave **but only** if all available sick leave hours have been used.

LEAVE OF ABSENCE

- If you need to be out of work for more than 3 days, please notify the HR Benefits team at benefits@wcps.k12.md.us or 301-766-2810 of your upcoming absence or by logging a case in the HUB.
- The HR Benefit team will review and determine if you qualify for a leave of absence. Please be aware that your absences are doctor driven, and documentation will be required.

INCLEMENT WEATHER

- **FULL DAY CLOSURE:** FNS staff can do one of two actions in UKG to account for hours during a full day closure due to inclement weather:

OPTION ❶ Enter normal contract hours under “INCLEMENT WEATHER — SICK”

OPTION ❷ Enter normal contract hours under “INCLEMENT WEATHER — PERSONAL”

FNS staff should remember that full day inclement weather days will be made up, thus no actual time is lost. Staff should be careful in managing sick or personal time so that if they actually need a personal day or a sick day, they have not used available leave for inclement weather closures.

- **FULL DAY CLOSURE AFTER REPORTING TO WORK:** If the employee reports to work before any school closures are announced, they will be paid for regular time worked. When leaving early on an inclement weather day use the three above options for submitted.
- **EARLY DISMISSALS/DELAYS:** When schools have an early dismissal or a delay, employees should enter any hours they were at work under “Regular Hours”, and any remaining contract hours can be entered as the following two options:
 - OPTION ❶** Enter normal contract hours under “INCLEMENT WEATHER — SICK”
 - OPTION ❷** Enter normal contract hours under “INCLEMENT WEATHER — PERSONAL”

Please note: *Sick Time cannot be used for delays or early dismissals.*

NOTE:

- The only circumstance employees can utilize “LEAVE WITHOUT PAY” is for early dismissals or delays, all other hours must be accounted for in another designation (sick, personal, etc.)
- Not entering hours worked prior to the required deadlines may result in disciplinary action or may prevent the employee from being paid in a timely manner.
- The only circumstance when an employee cannot have hours entered under a work day is if it's an inclement weather day (schools closed) and they either choose to not enter hours for reimbursement or they have no sick or personal leave left.

Benefits

WCPS offers a generous benefits package to all employees. The benefits package helps our employees and their eligible dependents safeguard and improve health, grow financial resources, and enhance well-being. For more information on the benefits offered to you, please visit <https://wcpsmd.com/benefits> or contact HR Benefits at benefits@wcps.k12.md.us or (301) 766-2810.

UNIFORM/DRESS CODE

Uniform allowances are for employees only. All FNS staff receive a \$250 annual allowance to purchase uniforms at Central Office, BJ's Custom Creations or Super Shoes. If an employee spends more than \$250 an invoice will be sent to the employee. Prior to making end of year uniform purchases, it is the employees' responsibility to know their uniform allowance balance. Returns will not be accepted in the month of June. Employees will need to present their WCPS ID as well as one other form of picture ID to purchase uniforms. All shirts and hats are received at the Central Office. The annual allowance is only good for purchases at the two listed retailers and Central Office. Items purchased at other stores will not be reimbursed and will require the approval of the Director of Food Services before they can be worn.

The FNS staff uniform consists of:

- Black WCPS FNS logo shirt
- Black dress pants (no denim or yoga style or capris)
- A WCPS logo hat or a hairnet (nurse caps are acceptable, but must be all black. No bandanas, skull caps or visors)
- Leather types shoes with non-skid rubberized soles (fully enclosed toes and heels-except Croc's Bistro for food services which are acceptable)

Per code of Maryland, an employee who handles exposed food and food contact surfaces:

- Report to work in good health, hygiene (ie. deodorant used), dressed in clean and proper uniform.
- Hair covered with hair/beard net or hat prior to coming into kitchen area. Long hair to be tied back and up.
- If wearing an apron, change when soiled.
- Wash hands properly, frequently, and at the appropriate times following the SOP #3 for Washing Hands.
- Keep fingernails trimmed, filed, and maintained so that the edges are cleanable and not rough.
 - Unless wearing gloves that are in good repair, does not wear finger nail polish or artificial finger nails.
- Jewelry is not permitted except:
 - Wedding band with properly gloved hands
 - If wedding band contains a stone, must wear 2 gloves with no tears.
 - Studs that are secured (limit to one or one pair)
 - Medical alert bracelet
 - Watches may only be worn if the band is washable. No metal or leather bands permitted.
- Treat and bandage wounds and sores immediately. When hands are bandaged, single use gloves must be worn at all times and changed frequently.
- Eating and drinking is only permitted during breaks and in designated areas. Eating and drinking in prep, serving or dish rooms are not permitted.
- Gum chewing is not permitted in the kitchen.

BREAKS

FNS staff should refer to the most recent Negotiated Agreement for breaks (*Article 6.5*).

The Kitchen manager will schedule all breaks. Breaks will not be unreasonably denied, and may include time spent using the restroom, eating, or other kitchen downtime.

FNS staff are entitled to a normal adult meal each day at no charge. All meals must be consumed on site and no food may be taken home. Any ala carte items must be purchased. Employees are not permitted to process transactions for themselves.

SMOKE-FREE BUILDINGS

- The sale of or use of tobacco and cannabis, including smoking devices, is prohibited on school property or in Board vehicles.
- The Board is committed to providing employees, students, parents, and other visitors with a safe and healthy environment. It is also in the educational interest of the Board and its employees to provide a positive role model for students.
- The Board agrees to provide approved smoking cessation programs free of charge to any employee.

CELL PHONE USE

Cell Phones **MUST** be kept on silent or vibrate and kept in a locker or pocket during work hours.

It is **NOT** acceptable to use your cell phone during work hours.

Employees should give family members their schools main office number and kitchen phone numbers so they can be reached in the event of an emergency.

COMMUNICATION

INTERNAL

- **GENERAL** - Maintaining a professional positive attitude with fellow staff, students, and school staff is required. Please utilize phones and email to communicate effectively. If there is an issue, you are required to follow the chain of command and communicate that issue with your Kitchen Manager.
- **EMAIL** - It is expected that you check your email regularly. Important information such as policies/ procedures, dates, training, timecard instructions, etc. is sent via email. You will be held accountable for all information sent to your email address. Please confirm receipt of email in response, something as simple as "ok". If you have trouble accessing please contact your Manager. Should you need additional training on using email, please contact your Assistant Supervisor.

EXTERNAL

As a representative of Washington County Public Schools you must maintain professional standards when outside of work and when communicating with students, parents, staff and the community. Sharing information or writing comments in regards to the School Board/WCPS on social media sites will be monitored, per policy GBEE-R.

SCHOOL SAFETY & SECURITY

- Kitchen doors must remain closed and locked at all times.
- Doors can only be propped open if someone is monitoring the door.
This would include: deliveries, loading / unloading vans, and or taking out trash.
- Never allow access to the school for someone you do not know or recognize.
- All visitors must report to the main office and sign in.
- Employees must be familiar with their schools emergency plan.
- Report suspicious behavior immediately.

TRAINING

All FNS staff are required to attend trainings as part of ongoing professional development. These trainings may be hands on, in a classroom, or online assignments.

ANNUAL REQUIREMENTS

- All Kitchen Manager, Regional Assistant Managers, & Regional Managers are required to attend at least ten (10) hours of training annually.
- Food Services Assistants are required to attend at least six (6) hours of training annually.
- Food Service Substitutes are required to attend at least four (4) hours of training annually.

VECTOR SOLUTIONS TRAINING

All FNS staff are required to complete Safe Schools trainings annually. New staff will have ninety (90) days to complete this training. Current staff will have until the assigned date to complete all of their assigned required training. Staff who do not complete their assigned training may be restricted from working until completion of all required courses (and face possible disciplinary actions).

NEW EMPLOYEE TRAINING

All FNS staff will be required to attend new employee trainings. These trainings consist of a review on procedures, technology, basic expectations and a hands-on training to learn about basic kitchen terminology and proper chemical use.

FOOD SAFETY TRAINING

All FNS staff are required to take a Food Handler's course in food safety which is provided by the FNS department. Staff is expected to successfully pass the course examination within one year of their employment. The exam results are good for three (3) years. Staff who are unable to pass the exam may be restricted from promoting until successfully passing the exam.

All Kitchen Manager, Regional Assistant Managers, & Regional Managers are required to take the full ServSafe course and successfully pass the exam as part of their job duties. The exam results are good for five (5) years.

KITCHEN MANAGER JOB SHADOWING PROGRAM

Kitchen Manager Job Shadowing Program is a preparatory class offered by the FNS department to prepare food service assistants who may be looking to promote into a Kitchen Manager position. Requirements to participate include:

- ServSafe Certification (Food Handler or Manager course).
- No areas of growth or unsatisfactory ratings on previous years evaluation.
- Endorsement from the Assistant Supervisor or Director of the FNS department.
- Preference will be given to non-probationary staff.

ADDITIONAL TRAININGS

FNS staff may be asked to participate in additional trainings (required or voluntary) throughout the school year and in the summer. The FNS department may hold required trainings when they are critical to ensure compliance to program regulations or to ensure that food safety standards are being met.

PERSONNEL

INJURY AT WORK/WORKERS' COMPENSATION

- If you are injured while at work, you should notify your supervisor immediately. You will also need to call *Company Nurse* (1-877-545-9152) to report your injury. If your need for medical care is an emergency, please obtain the care you need and call *Company Nurse* afterward to report your injury. Please also notify HR by sending an email to workerscomp@wcps.k12.md.us or contacting 301-766-8789.
- Any questions please contact HR at workerscomp@wcps.k12.md.us or 301-766-8789.

PROBATION/PROMOTION

- Probation period is 90 duty-days for all new staff. At the end of the probation period your immediate supervisor will recommend that the employee be granted regular employment status or that the employee be released from employment.
- All new employees will receive at least one performance evaluation before the 45th duty-day from their supervisor. Areas covered: Attendance, interpersonal relations, knowledge of job, & communication.
- All employees receive an annual evaluation. FNS supervisors provide feedback (both positive and areas for improvement). Staff must electronically acknowledge their evaluation.
- Part-time probationary employees cannot promote within their current benefit level. Benefit levels are: up to 3.75 hours no benefits, 4.0–5.75 hours 50% paid benefits, and 6 hours or more is 85% paid benefits
- A promotion is considered a change in grade. Probationary employees are not eligible for a promotion until the completion of their probationary period except in an area of critical need.
- Per Article 13 - Transfers Language: only the top (5) most senior qualified internal applicants will be granted an interview.

DISCIPLINE PROCESS

It is the policy of the Board that all employees are expected to comply with the Board's standards of behavior and performance and that any non-compliance with these standards must be addressed by administration. All discipline concerns will be initially presented to the employee(s) within ten (10) days of the occurrence or knowledge of the occurrence. During the investigation, the Board will ensure due process. Disciplinary action taken may include, but shall not be limited to, verbal and written warnings, suspension, demotion, and/or termination.

Under normal circumstances, the Board endorses a policy of progressive discipline for routine performance problems in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in a different manner, including, but not limited to, any or all of the progressive discipline steps.

Progressive discipline steps:

1. Coach / Counsel
2. Memorialize conversation – typically done via an email, this is a communication to ensure all parties understand what was discussed during a coaching / counseling meeting
3. Letter of Concern – documented letter stating administrative concerns
4. Letter of Reprimand – documented letter stating administrative concerns of a severe nature
5. Potential administrative leave with or without pay
6. Termination / separation of service

At any time during the disciplinary process employees can be placed on a performance improvement plan (PIP). A PIP is designed to be a documented plan to give the employee resources needed to succeed.

Failure to successfully complete a PIP may result in additional disciplinary action up to and including separation from employment.

VEHICLES

Secure load with proper straps to prevent vehicle damage.

FNS provides vans to transport food and make deliveries between base kitchens and satellite schools.

Any employee who drives a WCPS owned vehicle must have a valid drivers license in good standing.

All laws must be followed at all times while operating a WCPS owned vehicle. This includes: no texting or handheld cell phone use, following posted speed limits, and using proper turn signals.

If you get a speeding ticket or any violation within your control while driving a Board vehicle, you are responsible for payment.

EMPLOYEE RESOURCES

Below are some important additional contacts:

DEPARTMENT	PHONE NUMBER	EMAIL/WEBSITE
Human Resources	301-766-2800	hr@wcps.k12.md.us
Benefits	301-766-8789	wcps_benefits@wcps.k12.md.us
Payroll	301-766-2830	payroll@wcps.k12.md.us
Employee Assistance Program (EAP)	800-451-1834	www.inova.org/eap
WCPS Homepage		www.wcpsmd.com
WCPS FNS Homepage		www.wcpsmd.com/food-nutrition-services
WCPS Technology Homepage		www.wcpstech.org



BASE KITCHEN LIST

** DENOTES BASE KITCHEN

SCHOOL	SCHOOL PHONE
Boonsboro Middle **	301-766-8041
Boonsboro Elementary	301-766-8019
Greenbrier Elementary	301-766-8174
Pleasant Valley Elementary	301-766-8301
Sharpsburg Elementary	301-766-8326
Boonsboro High	301-766-8027
Clear Spring Middle **	301-766-8096
Clear Spring High	301-766-8089
Clear Spring Elementary	301-766-8078
Fairview Outdoor	301-766-8140
Hancock M/H	301-766-8189
Hancock Elementary	301-766-8179
E. Russell Hicks Middle **	301-766-8114
Bester Elementary	301-766-8007
Emma K Doub Elementary	301-766-9132
InnovatED Learning Center	301-766-8450
Lincolnshire Elementary	301-766-8689
Rockland Woods Elementary	301-766-8490
North Hagerstown High **	301-766-8247
Northern Middle **	301-766-8261
Barbara Ingram	301-766-8846
Eastern Elementary	301-766-8126
Fountaindale Elementary	301-766-8159
Pangborn Elementary	301-766-8286
Paramount Elementary	301-766-8294
Potomac Heights Elementary	301-766-8309
Ruth Ann Monroe Primary	301-766-8671
Smithsburg High **	301-766-8342
Cascade Elementary	301-766-8070
Old Forge Elementary	301-766-8276
Smithsburg Elementary	301-766-8334
Smithsburg Middle	301-766-6611
South Hagerstown High **	301-766-8378
Western Heights Middle **	301-766-8406
Marshall Street / JDC	301-766-8516
Maugansville Elementary	301-766-8235
Thomas J. Garner Elementary	301-766-8318
Jonathan Hager Elementary	301-766-8443
Williamsport High **	301-766-8429
Fountain Rock Elementary	301-766-8152
Williamsport Elementary	301-766-8419
Springfield Middle	240-956-5419
Hickory Elementary	301-766-8204

KEEP IN TOUCH

 wcpsmd.com/food-nutrition-services

 facebook.com/WCPSTFoodNutritionServices

 foodandnutritionservices@wcps.k12.md.us

 301-766-2890  301-766-8738

