

Zionsville Community Schools



Food Service ADDENDUM

Important Notice: This Handbook Addendum is subject to change at any time. The most updated version of this handbook may be obtained via the ZCS HR Resource Portal found within the “Staff” section at www.zcs.k12.in.us. If unable to access electronically, it is the responsibility of the staff member to contact their ZCS Human Resources Department for assistance.

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Zionsville Community Schools

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Dear Colleague:

Welcome to the Food Service Department at Zionsville Community Schools (ZCS).

Continuing to provide the best possible environment for youth is only possible through the combined contributions of each team member, including YOU. As an organization, all of our efforts will be guided by the statement created by ZCS students sharing the all-inclusive belief that “Everyone Belongs Here”.

This Food Service Addendum serves as a supplement to information contained in the ZCS Classified Employee Core Handbook, as such it provides additional expectations required of all ZCS Food Service members. This Addendum also explains what you, as a valued team member, can expect from this organization. One such expectation is that of a positive work environment, whereby each member’s contributions are valued and evident so that the work place and those within can thrive.

After reading this Addendum, should you have any questions, concerns or suggestions, please contact me directly.

Thank you and again welcome to Zionsville Community Schools where YOU will help us achieve success!

Jan Swander
ZCS Food Service Director

OBJECTIVES

ZCS FOOD SERVICE DEPARTMENT MISSION

To operate a high quality meal service program which emphasizes nutritional awareness; customer preference; safe and sanitary work practices and efficient utilization of resources.

DEPARTMENT GUIDANCE

The ZCS Food Service Department participates in the National School Lunch Program (NSLP) as well as the School Breakfast Program (SBP). Both of these child nutrition programs are part of the United States Department of Agriculture (USDA) and are administered locally by the Indiana Department of Education (IDOE). The Health Department and the State Board of Accounts provide program oversight as well. Due to the nutritional and safety regulations that guide the USDA programs, and the resulting financial assistance received, there are many rules and regulations guiding the department.

DEPARTMENT POSITIONS

Within the ZCS Food Service Department each position contributes significantly to the successful operation of the program and requires flexibility and openness to the duties required. The Food Service Director reports to the ZCS Assistant Superintendent of Operations. ZCS Food Service Managers/Coordinators may either work within a specific cafeteria, or they may have more generalized duties impacting all cafeterias, thereby supporting the entire department. ZCS Food Service Associates (FSA) as well as benefit eligible FSA II positions further supplement the department staffing as do food service substitutes (SUBS) who work on an as needed/as available basis. Job Descriptions exist for each department position and are reviewed to obtain assurance of staff's ability to complete associated tasks.

EXPECTATIONS

WORKING HOURS

Working shifts/assignments are based upon meals actually provided and services rendered; as such they are set and are not to be modified without pre-approval of management or in the case of an emergency. Staff members are to clock in on a department computer, not their phone, and are expected to be ready to work at the start of their shift. Whenever possible, those food service staff members working 6.5 hours or more per day may take a 10 minute morning break. In addition, lunch breaks of approximately 15 minutes are provided whenever possible for those staff members working 4 hours or more per day. Breaks are not guaranteed yet are provided if possible.

It is the responsibility of each staff member to view their hours worked using the automated time entry system, to ensure the appropriate submission of working hours to ZCS Payroll. Employees will be compensated for all hours worked in compliance with FLSA regulations and district compensatory time policy. Unless in the case of an emergency, hours worked in excess of 40 per week (for benefit eligible positions) or 29 per week (for non-benefit eligible positions) must be pre-approved by ZCS management.

DRESS CODE

- Within the ZCS Food Service Department, a modest, neat and well-groomed appearance is expected in order to promote the professional image of the department and to ensure safety for both food and staff.
- Each staff member purchases his/her own uniform, unless a special shirt is provided.
- Overall, unacceptable attire in the ZCS Food Service Department includes the following:
 - extremely tight, sleeveless, low-cut or otherwise revealing.
 - reflective of any logo/advertisement, unless it is ZCS related.
 - inappropriate in the school setting or not positively reflecting ZCS.
- Acceptable cafeteria dress provided by each staff member described below:
 - Upper Half of Uniform- :
 - A solid, BLACK shirt without logos:
 - Sleeves can be short, long or 3/4 length
 - NO sleeveless
 - Nothing low-cut, extremely tight or otherwise revealing
 - “Spirit Day” attire on Friday OR another group planned, school theme day.
 - Lower Half of Uniform:
 - Blue denim-colored pants/skirt, capris, or shorts.
 - Skirts/shorts must reach fingertips when arms held to the side.
 - No “Yoga” pants or the equivalent are to be worn.
 - Comfortable, clean, skid/slip resistant, closed toed shoes with a heel less than 2 inches
 - Shoes and socks of any color are permitted.
- When cafeteria staff participate in theme related “Dress” days, (i.e. Homecoming), notification is provided to the Food Service Director in advance.
 - Related group pictures of staff may be used for marketing purposes.
- Hairnets and aprons are provided in each kitchen at no cost to the staff members.
- Jewelry usage is limited per Board of Health and food safety standards. Staff will be asked/expected to remove inappropriate items if observed.
 - Allowed:
 - A plain ring band (no stones) on one finger
 - Small/post earrings that do not dangle or hang lower than the ear surface to which they are attached.
 - NOT Allowed:
 - Watches
 - Bracelets
 - Necklaces
 - Lanyards - (for PROX/Identification Cards or other needs)
 - Decorative Pins
- ⊖ Employees must wear a hair restraint within the kitchens as standard practice.
 - ⊖ The hair restraint is to cover the hair properly, so as to prevent it from being loose.
 - Examples include the following:

- Hairnet
 - Beard Restraint
 - Plain black scarf
 - Plain black hat OR a ZCS hat of any color
- ⊖ If the employee's hair is long enough to put in a ponytail, braid, etc., it is to be pulled back and up, off the shoulders and contained in one of above listed hair coverings.
- The objective of the restraint is to restrict hair from coming into contact with food/equipment/utensils/etc. as well as to eliminate the opportunity for hands to contact hair.

ZCS Food Service staff members are to follow these overall grooming guidelines:

- Professional appearance is essential
 - Without exception, staff is expected to demonstrate personal cleanliness.
 - Facial hair should be kept neat and closely trimmed.
 - Perfume, scented lotions, etc. are to be used in moderation.
- A ZCS PROX (identification) card must be clipped to uniform while on duty-no lanyard use.

CUSTOMER SERVICE

All staff members within the ZCS Food Service Department are expected to serve/interact with students and adults using courtesy and respect. This approach is also applicable to internal customers (i.e. co-workers).

Great customer service is delivered by the preparation/production of high quality and good tasting food as well as the serving of such items. The concept carries on to those on the Point-of-Sale units to conclude the sales.

This practice extends beyond the meal serving period as interaction occurs between staff and teachers, parents, delivery persons, administrators, etc.

To summarize, staff members are to identify the needs of our customers and when possible, meet OR exceed their expectations, always with a smile, no matter the circumstances.

ATTENDANCE

Specific to the ZCS Food Service Department, health situations involving flu-like symptoms, fever, diarrhea, vomiting, jaundice, or a sore throat with fever or any infected wound or boil that is open and draining **must** be reported to the food service manager or person in charge. If appropriate, those reporting to work will be assigned to a non-food contact position. Staff missing more than 3 consecutive days due to illness for themselves will be required to complete a Leave Request Form found on the employee portal. This form will be need to be signed by the staff member's supervisor, then forwarded to Human Resources. In addition, staff member needs to provide a written medical release indicating their ability to return to work.

Curtailing the spread of disease which may be related to food handling requires notification efforts by employees and applicants. Under guidelines of the Indiana State Department of Health those who have been diagnosed with or exposed to the following illnesses: Salmonella (nontyphoidal), Shigella, STEC (Shiga toxin-producing E. coli), Hepatitis A virus, Typhoid Fever or Norovirus, are to report this information to their ZCS Food Service Manager or Director.

All staff are expected to work the first and last weeks of the school year. If applicable, this includes makeup days or scheduled workdays beyond the school year. With ZCS planned school breaks, including those consisting of a minimum 4 day weekend, the day before and the first day after a break are required workdays. Taking such a day off leads to an unapproved day. Requests for exceptions must be explained in writing and submitted initially to the staff member's supervisor who will then relay to the ZCS Food Service Director (with potential input from ZCS Human Resources) for possible approval.

ABSENCE NOTIFICATION

Each regular staff member is to input all absence requests into the absence management program for both approval and tracking purposes; directions follow. Absences, when planned, are to be discussed in advance with the staff member's supervisor.

Absences occurring on the day requested must be entered into the system two hours in advance of the staff member's start time. If not entered by that time, employees must call (NOT text) their direct supervisor at the school phone, leaving a voice mail message if necessary. Only in an emergency is it appropriate for someone other than the employee to call in for an absence.

Failure to report to work without notice (no show) will be considered grounds for termination as will any absence in which the employee does not have a remaining PTO for the absence.

Bereavement days, with relationship of family member noted, should be entered in advance and personal days are requested to be entered with 48 hours advance notice. Once an absence is entered into Absence Management, it will be sent to the direct supervisor for the approval process. Staff will receive an email once it has been approved or denied.

ABSENCE NOTIFICATION USING FRONTLINE:

BY PHONE

- 1) CALL 1-800-942-3767
- 2) Enter your 10-digit ID: and press #
 - a. Staff member's area code and phone number.
- 3) Enter your 4-digit PIN: and press #
 - a. Staff member's last 4 digits of social security number.

From the main menu:

- 1) Press 1 to create an absence
- 2) Follow the prompts to enter the day, length of time, and % of day of absence (Full or Half)
 - a. If a half day, enter "1" when the system prompts you to identify the number of days
 - i. After that, you will be able to identify if it is a half or a full day.
- 3) Enter the absence reason:
 - a. Sick = 1
 - b. Personal = 2
 - c. Bereavement
 - i. Immediate family = 3
 - ii. Extended family = 4
- 4) Review absence and press 1 to confirm
- 5) Confirmation # is identified
 - a. No need to record unless desired.

BY WEBSITE

Log in at www.frontlineeducation.com

Select "Sign in" in upper right, then "Sign in" under "Absence Management"

- 1) Enter your 10-digit ID followed by your 4 -digit PIN
- 2) Click on the **Create Absence Tab**
- 3) Scroll over the dates on the calendar on the left for the dates you will be absent
- 4) Select an Absence Reason
 - a. Sick
 - b. Personal
 - c. Bereavement
 - i. Immediate family
 - ii. Extended family
- 5) Add any notes to the administrator which will be seen by the approving manager.
- 6) Click on green **Create Absence Button**

PERFORMANCE REVIEWS

Typically, a written Performance Review is completed during an employee's first 90 days which is followed by an annual Review prepared for each staff member by the employee's direct supervisor. A meeting will occur between the supervisor and employee to discuss these documents and a copy of such will be electronically provided to the employee with the original on file with ZCS Human Resources. Consistent attendance, loyalty, hard work, initiative, job performance, meeting participation and attitude are all significant components of these evaluations.

CODE OF CONDUCT: AWARD AND ADMINISTRATION OF CONTRACTS

No ZCS Food Service employee will participate in the selection, award or administration of a contract supported by federal funds or participate in any other transaction in which ZCS is a party if the employee has a real or apparent conflict of interest in the transaction.

In addition, ZCS Food Service employees will not accept gratuities, favors or anything of monetary value from persons or entities attempting to do business or currently conducting business with ZCS unless such items are of nominal value and unsolicited.

The purchase of any food, service or supplies from a ZCS vendor during the school day for individual use is prohibited.

Also prohibited is the removal of any food, supplies, equipment or other school property (i.e. recipe books, production records, linen, etc.) unless pertinent to a job requirement and approved in advance by the food service director.

ZCS Food Service employees who violate the expectations in this Code of Conduct may be subject to disciplinary action, up to and including termination of employment.

PROFESSIONAL DEVELOPMENT

There may be occasions throughout the school year for staff members to attend workshops, conferences, etc. While at these events, staff is expected to adhere to the same professional standards as during a typical workday (i.e. conduct, professional appearance, punctuality, etc.) The hours worked for these days shall be established prior to attending and may or may not include travel time or mileage reimbursement.

There may be occasions when the meeting time is not considered "work time", however the Cafeteria Fund will pay the cost of the conference; an example of this may be workshops occurring after work, on a Saturday or during the summer. All off-site meetings and/or those with a registration cost require prior approval by designated ZCS personnel and attendees need to adhere to the same professional standards as noted above. While at a ZCS paid conference, workshop, etc., any prizes or incentives valued at \$25 or more are considered property of the school corporation/cafeteria and are to be reported to the ZCS Food Service Director.

Professional Standards

The United States Department of Agriculture (USDA) requires annual training for those staff members involved in the management and operation of the National School Lunch and School Breakfast programs. As a result, all staff within the ZCS Food Service Department are expected to participate in ongoing training.

Providing opportunities for school food service staff members to become more knowledgeable in their chosen field of work is important. Throughout the year, workshops and training programs are scheduled to promote this very goal. If staff members are not at the meeting, it is their own responsibility to obtain the information presented. Expectations for the number of required training hours per school year are: ten (10) for food service managers and six (6) for non-managerial food service. These hours are tracked for USDA verification and are submitted by staff members upon completion of their training. Failure to achieve the expected number of hours will result in follow-up as needed.

Courtesy and respect are to be given to any speaker, regardless of the training location; therefore, all cell phones are to be silenced during such meetings.

Professional Organizations

Those staff members who desire further professional growth may be interested in becoming a member of the Indiana School Nutrition Association (ISNA) and subsequently the national School Nutrition Association (SNA). The objectives of these organizations are to promote quality child nutrition programs, in part, through professional training opportunities for their members

Please contact a ZCS Food Service Manager or the ZCS Food Service Director for further information regarding ISNA membership and the optional certification program or visit the following websites for more details: www.indianasna.org or www.schoolnutrition.org.

BENEFITS

PAY POLICY

All food service employees are paid on an hourly basis.

MEDICAL / DENTAL / VISION

Food Service Managers and other benefit eligible Food Service positions will be eligible for Medical, Dental, Vision benefits after completion of a 90 day waiting period. A member of Human Resources will review benefit options in more detail.

PAID TIME OFF (SICK and PERSONAL)

	<u>Managers / Asst. Café Mgr</u>	<u>Associates</u>	<u>Sub</u>
<u>Sick</u>	5	5	0
<u>Personal</u>	2	2	0

Sick Leave

Sick Leave days may be used after the first of the month following 30 days of employment with ZCS. Employees may use their annual allotted sick leave days to be absent from work for personal or immediate family illness or the birth of a child (spouse).

Immediate family shall be defined as: Spouse, child, sister, brother, mother, father, mother-in-law, father-in-law, grandparent, grandchild, and any other member of the family unit living in the same household.

Unused sick leave will roll over to the next year and may accumulate indefinitely.

Personal Business Leave (PBL)

PBL days may be used after the first of the month following 30 days of employment with Zionsville Community Schools. Employees may use their annual allotted personal leave days to be absent from work to conduct personal business. These days are to be pre-arranged and approved by the immediate supervisor. Accumulated days (beyond the maximum allowed) automatically rollover to accumulated sick leave. The number of available allotted days is listed on employees' pay advices.

Sick and personal days may not be used for the final two weeks following an employee's notice of separation / resignation from Zionsville Community Schools. Sick leave may be used with an accompanying doctor's note.

SEVERANCE

For employees hired prior to July 1, 2024 only. Employees who are eligible for medical benefits are also eligible for severance benefits. Severance benefits are provided upon separation of employment. To qualify for this severance benefit, the following requirements must have been met:

1. Ten (10) years of service in the School Corporation (or its components prior to consolidation) in a benefits eligible position; and
2. Must have reached the age of fifty-five (55) by July 1 of the year of severance, or; must have completed twenty (20) years in the School Corporation or its components prior to consolidation, regardless of age.

The severance benefit consists of a single payment which is the total of:

1. \$25 for each full year of service in the School Corporation (or its components prior to consolidation); plus
2. \$15 per day for each day of unused accumulated sick and personal business leave.

In the event an employee who has completed twenty (20) years in the School Corporation (or its components prior to consolidation) and who is under fifty-five (55) years of age, becomes totally disabled (as certified by a doctor approved by the School Corporation), that employee shall qualify to receive the severance benefit.

Should an employee, who has met the requirements above, die prior to receiving full benefits, the remaining benefits shall be paid to the employee's designated beneficiary or to the employee's estate.

REFERRAL BONUS

ZCS Food Service Staff Members who refer an applicant who is subsequently hired and completes a 90 day probationary period will be awarded a \$250 bonus. It is essential that the applicant provide the name of the referring ZCS Food Service Staff Member on their application or mention prior to the completion of their first interview.

COMPLETION OF THE YEAR INCENTIVE

The ZCS Food Service Department offers a year-end bonus which is designed to recognize and retain current staff. A Completion of the Year Incentive is available for each, hourly, qualifying ZCS Food Service Employee in a regular position. To qualify, staff must work in a regular position and be employed in that position on student day one of the current school year and still be employed by the ZCS Food Service Department on September 1 of the following school year at which time they are eligible to receive a \$200 bonus, unless they have any unpaid/unapproved days during the time period.

Exceptions for unpaid days may be made for time lost during the first 90 days of new employment if discussed with the ZCS Food Service Director in advance of the absence(s).

In addition, those qualifying for the \$200 bonus will receive \$50 for each year of continued/unbroken employment in a regular position, up to a total maximum bonus of \$700 after 10 years of employment.

The bonus is paid along with payroll hours submitted after September 1.

GENERAL INFORMATION

FOOD CONSUMPTION BY STAFF

Per USDA guidelines, individuals who work solely for the school food service department are entitled to receive a free school lunch which would consist of the same items and serving quantities as those provided to students. A la carte items are not provided for free yet may be purchased thru a staff member's meal account which can be set up by the Food Service Office. All food items, including any beverages with lids, should be consumed in an appropriate location at the work site yet not in a food production, service or customer check out area.

Due to concerns related to food safety and sanitation, break times are the only times during the workday that eating is permitted, unless taste testing occurs as part of food preparation. To ensure that contamination does not occur, tasting should be done using a "two spoon tasting method" which utilizes a spoon to transfer the item to be tasted onto a clean spoon. Do not re-use the tasting spoon, instead use a new tasting spoon each time a sample is obtained.

There is the possibility that meal items for staff members may not be available until all student lunches have been served as the customers are the priority.

The State Board of Accounts prohibits the practice of taking leftovers home (including break food). Unless being transferred for school usage, no food may leave the building without the written authorization of the ZCS Food Service Manager/Director. Unauthorized action of this nature leads to questionable practices.

CELL PHONE USAGE

Other than at planned break(s), personal cell phones are not to be used during the work day. The exceptions to this involve manager's work related use and emergency situations.. If phone is kept on a person, for their own sense of safety, it is to be kept out of site, on silent mode and not used, unless an emergency OR on break. IF phone is used or touched, hands are to be washed before returning to work tasks.

DEPARTMENT WEB PAGE

The ZCS Food Service Department maintains a webpage (found at www.zcs.k12.in.us and clicking on “Food Service”) and a Facebook page (ZCS Food Service) both of which provide recognition and raise awareness of department activities within the ZCS community and beyond. All staff members are encouraged to provide suggestions for use by visiting both sites.

OUTSIDE FUNCTIONS

Scheduled outside functions that require kitchen equipment must have a member of the kitchen staff present. The employee to work each function shall be designated by the food service manager within the cafeteria and it is the designated person’s responsibility to see that the equipment is properly used. It is not the food service staff member’s responsibility to do the work of preparation, clean-up, etc. but rather to ensure that the organization meets its contractual agreement for use of the kitchen.

Use of company property/equipment for non-work purposes requires permission from the ZCS Assistant Superintendent of Operations. Any decision made may involve input from the ZCS Food Service Director. To avoid conflicts of interest, those ZCS Food Service staff members utilizing kitchen equipment for their own catering needs shall gain prior approval for such actions through the ZCS Food Service Director or designee and will perform the tasks before or after their scheduled work shift. Any expenses incurred for these actions will reflect facility usage costs and will be directed to the staff member for payment.

SAFETY

A First Aid Kit is available in each kitchen. With limited exception, described below, assorted medicine and first aid supplies for staff should not be kept in the food preparation, storage or service areas. All appropriate/approved medication related items are to be kept out of sight, labeled/dated and stored in a designated area/locker that can be secured. The exception to this is medication that requires refrigeration, which can be stored properly labeled/dated in an area of the walk-in cooler designated as “Employee Food/Medicine”.

Only in the case of an emergency are children associated with staff members to be present during the staff member’s work time. Such arrangements are to be pre-approved by the ZCS Food Service Director.

SANITATION

ZCS cafeterias strive to operate at all times in accordance with guidelines established by the Board of Health. Proper personal hygiene, food handling, food serving and storing techniques are to be practiced on an ongoing basis. Information pertaining to acceptable methods will be communicated to staff through in-services, posters, newsletters and through general discussion with management staff. The Department of Education expects that each ZCS kitchen will receive two food safety inspections per school year conducted by appropriate regulatory

agencies. The results of the inspections are to be displayed for customers and the public to view.

Basic Sanitary Guidelines for ALL ZCS Food Service Staff

1. Hand washing is to be practiced on a frequent basis, before starting work, whether at the start of a day or returning from a mid-day break, and after the following occasions:
 - eating
 - handling raw foods
 - handling soiled dishes
 - using the restroom
 - handling money
 - touching hair/face
 - Etc.
2. For sanitary and professional reasons, gum chewing is prohibited during working hours, regardless of the position worked within the ZCS Food Service Department.
3. Fingernails should be clean and trimmed to short or moderate length.
 - If nail polish is worn, it is to look professional and cover the nail.
 - Gloves are to be worn during production/service/operations.
 - No evidence of nail polish residue is to be observed on any surface, including paperwork.
 - Artificial fingernails are prohibited.
4. Tongs or plastic gloves should be utilized when handling unpackaged food products directly and should be changed after each task.
5. Reminders:
 - For safety and sanitation concerns, the only jewelry permitted is a plain band on one finger (no stones) and post style, small earrings to be worn in ear lobes and not hanging below the ear lobe. (See page 4.)
 - Watches, necklaces, decorative pins, bracelets, lanyards *and attire with decorative gems* are not to be worn during departmental work shifts, *due to potential contamination/safety risk.*

USDA Non-Discrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

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