

Romulus Central School District

School Food Service Handbook

As an employee of Romulus Central School District, you represent the District to students, visitors and community members. Your appearance, attitude and job performance reflect not only the Board's expectations but also the pride and dedication Romulus has come to expect from its school employees. This handbook, while not all inclusive, is intended to assist you in meeting the requirements for a successful career at Romulus. Civil Service Law and the agreement between the District and the CSEA Bargaining Unit establish the basis for employee rights and responsibilities.

Attendance: Good attendance is an important aspect of your job. Employees are expected to report to work on time and prepared for the shift. When an absence becomes necessary, i.e. illness, emergency, etc., employees are expected to contact the Operations Manager as soon as possible. Scheduled absences (personal leave, floating holiday) require prior approval as agreed to by contract. Every effort will be made to accommodate employee requests; however, there may be situations that will not allow approval of all requests.

Appearance: All employees are expected to be neat and well groomed. All Child Nutrition employees must adhere to the dress standards that meet the Department of Health. This includes Romulus logoed shirts, black or blue pants or jeans, non-slip sneakers, minimal jewelry and hair restraints. Aprons are available.

Professional Standards: All Child Nutrition employees are mandated by U.S.D.A Child Nutrition to acquire professional development training hours each school year. The required amounts are:

Over 20 average per week work hours: 6 Hours

Under 20 average per week work hours: 4 Hours

Training opportunities will be provided by the Food Service Manager however Child Nutrition employees are ultimately responsible to obtain the mandated hours.

Duty Assignment: Work assignments for the day are the responsibility of the Operations Manager and must be completed in a timely manner.

Mandatory Assignments: From time to time there may be events that require mandatory attendance by all food service staff, due to their nature or magnitude. When this occurs, all staff is expected to work the event day as well as the day preceding it; staff may not opt out of these assignments. These events will be identified by the Food Service Director.

Harassment: The Board of Education is committed to nondiscrimination and recognizes its responsibility to provide an environment that is free of harassment and intimidation. Therefore, the Board prohibits and condemns all forms of harassment on the basis of race, color, creed, religion, national origin, political affiliation, sex, age, marital or veteran status or disability by employees, school volunteers, students and non-employees such as contractors and vendors as well as any third parties who are participating in, observing, or otherwise engaging in activities subject to the supervision and control of the District.

Customer Service: The highest level of professionalism is expected when interacting with students, adults, guests and team members, treating each with respect, dignity and courtesy.

Health Regulations: Food Service Staff must adhere to all health department regulations and department standard operating procedures. There are many regulations surrounding the safety of providing food to customers. The following are just a few of the highlighted areas that staff are required to follow. Staff must use disposable gloves when handling ready to consume food and during serving time. Consuming food or beverage on any of the serving lines, including cashiers and dish room is strictly prohibited. There are designated areas where food and beverage may be consumed, these areas are the staff break room and kitchen office. When using the restroom staff must remove their apron prior to using the facilities and use proper handwashing before returning to their work duties.

Drugs/Alcohol/Tobacco: The possession of drugs or alcohol on school grounds is absolutely prohibited. The use of any tobacco product on school grounds is also prohibited. Violations can result in either disciplinary action and/or prosecution.

Safety: All employees are expected to perform their tasks in a safe manner. Your health and safety are important to the school, and you are expected to use the equipment properly. Training in the use of kitchen equipment, i.e. steam kettle, slicers, etc., will be provided for all new employees. Staff should not use unfamiliar equipment until instructed in its safe operation. A deliberate disregard of safety measures will be taken very seriously. Any work-related injury is to be reported to your immediate supervisor.

Use of District Owned Equipment: Personal use of District owned equipment is strictly prohibited. There is no "borrowing." Video surveillance cameras have been installed on school grounds and in our buildings. You could be monitored at any time. Should you have any questions, please ask with your immediate supervisor.

EXPECTATIONS/DUTIES OF ALL FOOD SERVICE EMPLOYEES

Food Preparation: All employees are to follow Department of Health regulations regarding the safe handling and storage of foods. Gloves are provided and are to be worn whenever you encounter food. Instruction regarding portion control, serving temperatures, storage procedures, etc. will be provided by the Operations Manager. If you are unsure, ask!

Cashiers: You must ensure all meal components are on each student's tray. You are entrusted with the free/reduced student names. Please remember that this is **confidential information**. This district has a No Lunch Shaming Policy meaning that students are allowed to have a meal regardless of ability to pay. They are not however allowed to charge ala carte items. The complete Romulus Policy #5660 regarding Meal Charging and Prohibition against Meal Shaming is attached this year's pricing will be given to you at the start of the school year and thereafter as necessary. Adult sales of food must be paid for at the time of the purchase meaning adults can't charge meals or ala carte items. Adult meals are subject to sales tax.

Severs: Must offer fruit with all breakfast meals. Must offer a vegetable with all lunch meals. Ensuring all students chose the required meal components.

Kitchen Area: Students and staff are not permitted in the kitchen area unless assigned to work. This is a potential safety/security problem.

Snacks / Ala Carte: No one is allowed to Charge a Snack / Ala Carte item.

FOOD PREPARATION PROCEDURE

1. Know that the DANGER ZONE for food temperature is between 41 and 140 degrees. To cool food, know which food needs to be cooled in the freezer, in the cooler, or an ice bath. Whatever method you use to cool food it must be done as rapidly as possible and you must see for yourself that the thermometer reading is 41 degrees or lower before accepting it as being cooled and safe for reheating.
2. Frozen food needing to be thawed is thawed only in the cooler, so schedule accordingly. Items to be thawed must be placed on trays or in pans in the cooler on the bottom shelf.
3. Keep food stored at least 6" off the floor.
4. Plastic serving gloves are to be used on serving lines when food is served by hand and be changed as often as necessary.
5. After cutting or handling meat, wash and sanitize the tools and the work surface before handling any other food with those tools or on that surface.
6. Use the proper cutting boards when a board is necessary.

7. An approved hand wash will consist of applying soap to the hands and washing vigorously with as hot water as you can tolerate. Wash all the way to the elbow. It shall also consist of using a clean sanitized nailbrush beneath each nail to assure all germs are removed. Rinse the hands and arms well and dry with a single use paper towel. Note: Hand wash should last a minimum of 20 seconds.

8. All potentially hazardous food items will be cooked to the minimum requirements as set forth in Regulation:

- a. Poultry 165 degrees
- b. Ground beef and Pork 155 degrees
- c. Fish and seafood 145 degrees
- d. Eggs to be held for service 155 degree

9. Any food being served or being held for service that falls into the danger zone below 140 degrees will be reheated to 165 degrees to render it safe for service.

Serving line temperatures must be taken once during the shift to ensure correct temperature.

10. You are required to familiarize yourself with the HACCP temperature log and all beginning, as well as final cooking temperatures along with the times will be recorded on the temperature log.

11. Each time you make an entry to the log you are required to initial that entry.

12. HACCP requires that the following actions take place before beginning any recipe:

- a. SANITATION INSTRUCTIONS: Food prep areas, equipment, and utensils, to be used in recipe will be washed and sanitized prior to beginning the preparation and cooking.
- b. GETTING READY: Assemble all ingredients, utensils, etc. to be used in recipe within easy reach of prep area so that food safety can be managed more effectively as well as better control of contamination and cross contamination.
- c. PERSONAL HYGIENE: Wash hands thoroughly before handling food, after handling contaminated food or objects, and before switching to another step where there is an opportunity for contamination. This applies as well to before and after glove use.
- d. BEGINNING TEMPERATURES: Take and record on a temperature log all beginning temperatures of refrigerated foods before beginning the recipe.
 - The temperature of all refrigeration will be checked daily using the built in thermometer and recorded on the log provided. A comparison

temperature will be taken as well using the hanging thermometer within the unit. If there is a marked difference between the two readings the manager is to be notified.

- Along with recording the temperature of the unit you will take one or two random temperatures of product within the unit. If a marked difference occurs notify management.
- When checking in a purveyor or receiving commodities you are required to make some random temperature checks and reject any product in the danger zone.

MEAL ACCOUNTABILITY AND RESPONSIBILITY

The POS (point of sales system) will record the Number of Meals Served for Federal reimbursement to obtain this reimbursement, the Food Service Director will use these counts to record and claim the number of meals actually served to students by eligibility category (i.e. paid, reduced price, free). As a result, you must have a point-of-service meal accountability procedure that ensures accuracy of daily meal counts by eligibility category (i.e. paid, reduced price and free). Acceptable point-of-service counting and claiming procedures are required to determine the number of reimbursable meals served. Correctly Identify Reimbursable Meals. Each cashier and server must be capable of correctly identifying students' food selections that comprise reimbursable meals. A reimbursable meal must offer all required food components or menu items before the point-of-service meal count is taken. The required serving size of each component must be offered. Five food components must be offered for lunch and four food components must be offered for breakfast. The student must select the required components to qualify for a reimbursable meal. Romulus uses the "Offer" vs. "Serve" method to ensure compliance. The following counting methods are **NOT** point-of-service and are not acceptable:

- a. Counts taken in the classroom
- b. Counts based on attendance rosters
- c. Counts based on subtracting one count from another count
- d. Head counts
- e. Tray counts

Accurately Account for All Sales Money is to be secured before, during and after meal service. Point of service records, including NutriKids records must support the data contained in the cashier's daily reports. All cashier reports are to be completed and signed in ink to prevent alteration. Money and cashier's reports should be provided to the Operations Manager within thirty (30) minutes after service. All money collected is centrally counted, verified and compared to supporting data for deposit. Two counters and two signatures on deposit slips are required when processing all deposits.

Provide Equal Access for All Students: When offering more than one type of reimbursable meal, or a reimbursable meal with a variety of food and milk choices, you must offer the

same selection to all students regardless of their eligibility categories. If certain items are not made available to all students, including those receiving reduced price or free meals, those items may **NOT** be counted as a reimbursable meal.

Protect Identity of Students' Eligibility Category: Common serving areas, dining areas and serving times are to be used for all students during meal service. Use the same procedures for paid, reduced price and free meals to prevent overt identification of students' eligibility categories when distributing or collecting the medium of exchange (see below).

Medium of Exchange: You must have a way to update daily a student's eligibility category (i.e., noting transfers, withdrawals, and changes in status due to temporary approval, verification, etc.). The Food Service Director will ensure all updated information is entered into POS. The meal count/collection procedures must ensure that the medium of exchange prevents overt identification of reduced price and free meal recipients in the coding, distribution and collection process.

- a. A la carte items: Food items sold independently of the reimbursable meal and not priced as a unit may not be claimed for reimbursement. Only meals priced as a unit, offered to all students regardless of category (paid, reduced price, free) and meeting meal pattern requirements are eligible for reimbursement.
- b. Second meals: Second meals served to students in any category must **NOT** be claimed for reimbursement. We can claim only one meal per eligible student per day per type of meal service (breakfast, lunch or snack).
- c. Ineligible person: Only enrolled students are eligible for reimbursable meals. Meals served to ineligible students, adults, younger siblings or visitors may not be claimed for reimbursement.

Serving Guests Adults, visiting students and very young children (absent special pricing) who visit the program must pay the adult meal price or an established guest meal charge. Guest meals cannot be claimed for reimbursement.

Accepting Cash at the Point-of-Service: Cashiers are to use language that does not overtly identify eligibility status when cash is received on the serving line (e.g. "Thank you", or "Shall I put all of this in your account?"). A payment system does not meet program requirements if it displays a balance paid/due or the student's eligibility category. You must have a way to determine if a student is to pay the reduced price or the paid price.

Treatment of other staff/employees of Romulus Central School: It is expected of you to perform with a professional attitude towards other team members and staff. Please also be polite and respectful towards parents or visitors that may stop into Romulus Central School.

SUBJECT: MEAL CHARGING AND PROHIBITION AGAINST MEAL SHAMING

It is the District's goal to provide students with access to nutritious no- or low-cost meals each school day and to ensure that a student whose parent/guardian has unpaid meal charges is not shamed or treated differently than a student whose parent/guardian does not have unpaid meal charges.

Unpaid meal charges place a large financial burden on the District. The purpose of this policy is to ensure compliance with federal requirements for the USDA Child Nutrition Program and to provide oversight and accountability for the collection of outstanding student meal balances to ensure that the student is not stigmatized, distressed, or embarrassed.

The intent of this policy is to establish procedures to address unpaid meal charges throughout the District in a way that does not stigmatize, distress, or embarrass students. The provisions of this policy pertain to regular priced reimbursable school breakfast, lunch and snack meals only. Charging of items outside of the reimbursable meals (a la carte items, adult meals, etc.) is expressly prohibited.

Minimizing Student Distress

- a) Staff will not publicly identify or stigmatize any student in line for a meal or discuss any outstanding meal debt in the presence of any other students.
- b) Students with unpaid meal charges will not be required to wear a wristband or handstamp, or to do chores or other work to pay for meals.
- c) Staff will not throw away a meal after it has been served because of the student's inability to pay for the meal or because of previous unpaid meal charges.
- d) Staff will not take any action directed at a student to collect unpaid meal charges.
- e) Staff will deal directly with parents/guardians regarding unpaid meal charges.

Ongoing Eligibility Certification

- a) Food Service Director will conduct direct certification through the New York Student Identification System (NYSSIS) or using SED Roster Upload at least monthly to maximize free eligibility.
- b) Food Service Director will provide parents/guardians with free and reduced price application and instructions at the beginning of each school year in the school enrollment packet.
- c) If the District uses an electronic meal application, it will provide an explanation of the process in the school enrollment packet and instructions on how to request a paper application at no cost.
- d) The District will provide at least two additional free and reduced-price applications throughout the school year to families identified as owing meal charges.
- e) The District will use its administrative prerogative to complete an application on a student's behalf judiciously, and only after using exhaustive efforts to obtain a completed application from the student's parent/guardian. The District will complete the application using only available information on family size and income that falls within approvable guidelines.
- f) The District will coordinate with the foster, homeless, migrant, and runaway coordinators at least monthly to certify eligible students.

Prepaid Accounts

Students/Parents/Guardians may pay for meals in advance via www.myschoolbucks.com or with a check payable to Romulus CSD Cafeteria. Further details are available on the District's webpage at www.romuluscsd.org. Funds should be maintained in accounts to minimize the possibility that a student may be without meal money on any given day. Any remaining funds for a particular student will be carried over to the next school year.

To obtain a refund for a withdrawn or graduating student, a written or e-mailed request for a refund of any money remaining in the student's account must be submitted. Students who are graduating at the end of the year will be given the option to transfer any remaining money to a sibling's account through a written request.

Unclaimed funds must be requested within one school year. Unclaimed funds will then become the property of the District Food Service Program.