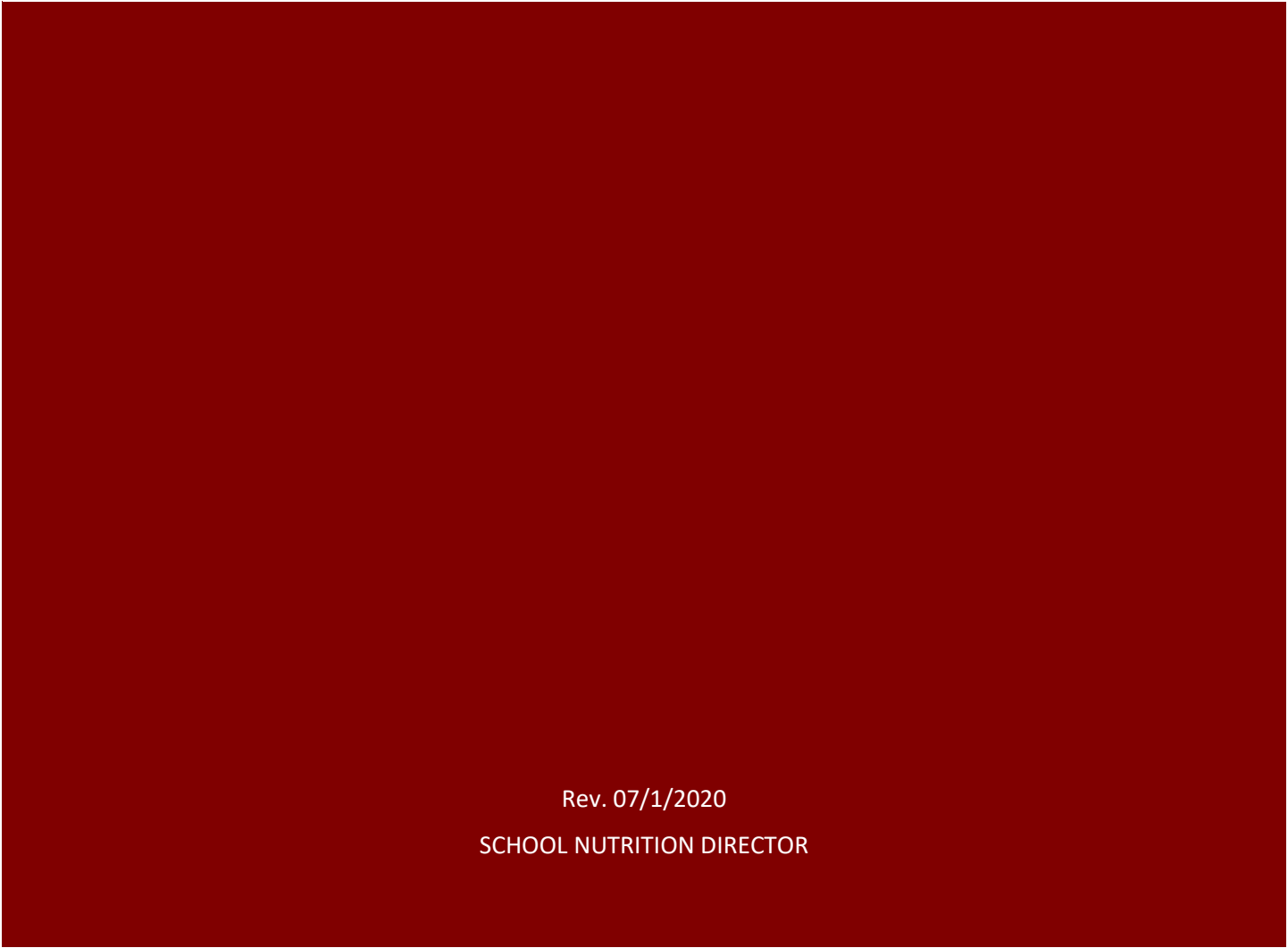




WHITEHOUSE ISD SCHOOL NUTRITION EMPLOYEE HANDBOOK

Rev. 07/1/2020

SCHOOL NUTRITION DIRECTOR



ADMINISTRATIVE OFFICE AND CAMPUS ADDRESSES

Whitehouse Independent School District

Administration
104 Hwy 110 North
Whitehouse, Texas 75791
Telephone Number: 903-839-5500
Hours: M-Fri 7:45 am – 4:00 pm

Whitehouse Independent School District

School Nutrition Department
106 Wildcat Drive
Whitehouse, Texas 75791
Telephone Number: 903-839-5658
Hours: M-Fri 7:45 am – 4:00 pm
Summer Hours: M-Thurs 7:30 am – 5:00 pm
Director: Theresa Wilson
Secretary: Jan Sharp
Compliance Supervisor: Tammy Larsen
Operations Supervisor: Johnnie Sheffield
Training Manager: Cora Walborn

001 Whitehouse High School

901 East Main Street
Whitehouse, Texas 75791
Phone: 903-839-5551

041 Whitehouse Junior High School

406 West Main Street
Phone: 903-839-5590

Whitehouse, Texas 75791
042 JW Holloway Sixth Grade
701 East Main Street
Whitehouse, Texas 75791
Phone: 903-839-5656

111 Gus Cain Elementary

801 Highway 110 South
Whitehouse, Texas 75791
Phone: 903-839-5600

112 Mozelle Brown Elementary

14600 CR 2191
Whitehouse, Texas 75791
Phone: 903-839-5610

113 Higgins Elementary

Higgins Elementary School
306 Bascom Road
Whitehouse, Texas 75791
Phone: 903-839-5580

114 Stanton Smith Elementary

500 Zavala Trail
Whitehouse, Texas 75791
Phone: 903-839-5730

Welcome to the new school year. We appreciate the dedication returning staff members have always displayed in doing their jobs and we invite each new staff member to come to work with a caring attitude and respect for students and fellow staff members. In Whitehouse, customers come first! The Whitehouse School Nutrition Department strives to exceed our customers' expectations. Providing foods that give students proper nutrition is the main goal of our department.

Our team approach has handled many changes and we will continue to be successful if we do not lose sight of our vision - nutritious, quality food served to all our customers in a courteous, professional manner. Attention to detail every day will make each of you a success.

Our menu choices reflect our efforts to reduce the fat, sugar and salt content while still maintaining adequate calories and nutrients by increasing whole grains, fruits, and vegetables. If we are to increase student participation, we must provide customer-oriented meal choices, served in a courteous and professional environment by employees who are dedicated to excellence.

You are an important member of our team. Your dedication and commitment will make this a successful year. **Good attendance is important.** Each of our staff members play an important role in our program and when any of us are absent the quality of our program is compromised. Please make every effort to come to work every day and please be on time.

Thank you for your dedication and commitment to provide quality food and service every day to our customers. The School Nutrition Department is a very important part of the total educational program and we must take our responsibilities seriously to serve our customers the best that we can offer.

Theresa Wilson
Director of School Nutrition
Whitehouse ISD

INTRODUCTION

Welcome to the Whitehouse ISD School Nutrition Department. This handbook has been provided to acquaint you with the policies and procedures which govern the performance of your duties as an employee of the School Nutrition Department for the District. You should find this handbook essential to functioning in an appropriate and professional manner. The handbook is only a partial compilation of policies, but it includes those policies that pertain to your job. For further information on applicable policies, please refer to the WISD Employee Handbook and the Board Policies online at <http://www.whitehouseisd.org> >Departments>Human Resources>Employee Handbooks. This handbook is neither a contract nor a substitute for District Policy or Employee Handbook. It is not intended to alter the at-will status of employees in any way. Rather it is a guide to and a brief explanation of District and School Nutrition rules and guidelines.

The Whitehouse Independent School District is an equal opportunity employer. The School District does not discriminate based on race, age, disability, color, religion, sex, age, or national origin in making decisions regarding staff members or students.

It is the responsibility of each staff member to read and become familiar with all regulations and procedures as outlined in this book.

PROGRAM OVERVIEW

The Whitehouse Independent School District, with an average enrollment of 5000 students, provides nutritious breakfasts and lunches for all students and staff. Whitehouse employs about 40 staff members in the School Nutrition Department and provides approximately 2500 lunches and 1200 breakfasts daily.

The School Nutrition Department operates under an agreement with the Texas Department of Agriculture for the school lunch and breakfast programs. Under this agreement, we comply with all State and Federal guidelines and strive to provide program excellence for Whitehouse students. A successful School Nutrition service operation depends upon: (1) Food quality, (2) Excellent Service, (3) Financial Responsibility to Balance Revenue and Expenses, and (4) A Professional relationship with all school personnel and customers.

**WHITEHOUSE INDEPENDENT SCHOOL DISTRICT
SCHOOL NUTRITION DEPARTMENT GOALS**

The School Nutrition Department has long-range goals and yearly goals.

School Nutrition Goals

1. Be recognized for customer satisfaction while complying with TDA and USDA regulations.
2. Increased student participation indicates a strong, successful program.
3. The School Nutrition Department will be financially sound with money reinvested in the Child Nutrition Program.
4. Marketing Event each year to promote School Nutrition to our customers.
5. Staff will obtain adequate continuing education hours to meet requirement for each school year.

Short Term Goals

1. Increase breakfast participation by 3%.
2. Increase lunch participation by 3%.
3. Develop cohesive teams that work well together.
4. Nutrition Education provided to all students and faculty.
5. Provide safe and sanitary work environment.

OFFER vs SERVE (OVS)

Offer versus Serve (OVS) is a provision in the NSLP and SBP that allows students to decline some of the food offered. The goals of OVS are to reduce food waste while permitting students to decline foods they do not intend to eat. Students who take 3, 4, or 5 food components for lunch or 3 or more food items for breakfast pay the meal price.

The goal of Student Nutrition is to educate the students on healthy food choices and portion size.

Vision Statement

We believe our first responsibility is to the children of the Whitehouse Independent School District; our principal purpose and product is the provision of quality, healthy school meals and nutrition education to students as an integral part of their education. We will accomplish this through active partnerships with those who are very important to our cause and share our commitment to children which includes school principals, teachers, staff, and parents. We aim, for high participation, nutritional quality, sound fiscal management and 100% compliance with State & Federal program regulations.

Whitehouse Independent School District

MEAL CHARGE AND COLLECTION POLICY / PROCEDURE

TEXAS-HB3562—CHARGE POLICY

If a school district allows students to use prepaid accounts to purchase school meals, the district must establish a grace period during which a student is able to charge meals after the prepaid funds are exhausted. The school district must also notify the student's parent or guardian that the student's account balance is exhausted. The district is not allowed to charge a fee or interest in connection with meals purchased by the students during the grace period. When the school district notifies the student's parent or guardian that the student has a negative balance, the district may set a repayment schedule for the meal charges.

Policy Communication: Ensure this policy is provided in writing to all households at the start of each school year and to households that transfer to the school during the school year. It also must be provided to all school staff that may assist students in need. Policy will also be included in student handbooks and the Whitehouse ISD School Nutrition website.

GOALS:

- ◆ To encourage parents to assume appropriate parental responsibilities.
- ◆ To treat all students with dignity about their meal account in the serving line.
- ◆ To create positive situations with district staff, district business policies, students, and their parents.
- ◆ To teach students self-responsibility with appropriate policies.
- ◆ To establish a consistent district policy regarding meal charges and collection.

DISTRICT-WIDE POLICIES in effect until two weeks before school ends. (See reminders)

STUDENTS:

Students are not allowed to charge snack items or a-la-carte items, only reimbursable meals. Once the maximum amount of \$6.00 has been met, the student will be offered an alternate meal until their balance is paid. The alternate breakfast meal may consist of up to two fruits or one fruit and/or juice, a graham cracker, and a milk for all campuses. The alternate lunch meal may consist of a fruit, up to two vegetables, bread, or dessert (if offered) and a milk at Elementary, Holloway, and Jr. High campuses. The alternate lunch meal at Whitehouse High School may consist of up to two fruits and/or vegetables, a dessert (if offered), and a milk.

Every attempt will be made by the School Nutrition Department to avoid offering an alternate meal. Verbal reminders will be given discretely reminding student to bring lunch money. Charge notices will be sent by email, mail, and via take home folders to all parents to collect and keep parents informed. There are 3 methods of payment available to parents/guardians to keep accounts current: cash, check, or payment online. If paying online, visit the Whitehouse ISD website, under Departments select School Nutrition, select School Café on the right side of the page and follow the special instructions. This site allows many conveniences such as payment online, low balance email notices, ability to view purchases, and other advantages parents/guardians may choose to use.

FACULTY/STAFF:

Faculty and Staff can charge up to \$6.00. Every attempt will be made by the School Nutrition Department to make the account whole. Faculty and staff will receive a verbal reminder by the cashier when payment is needed. School Nutrition Staff will place a personal account print-out in staff mailbox regularly and/or email will be sent to notify any outstanding charges. If charges do not get paid, no more charges will be

allowed until prior charges have been paid. No alternate meal will be provided for faculty or staff. Meal charges are not allowed the last two weeks of school, so money must be placed on your account.

SPECIAL CIRCUMSTANCES:

If charges occur before the meal application is approved, then charges must be paid as accrued.

Parents may elect to deny their children charge privileges. In this event, a special note will be made in the Point Of Service computer. Every effort is made to feed our students. The collection of owed charges is aggressively pursued.

OTHER INFORMATION FOR PARENTS

The Whitehouse Independent School District uses a computer system for student meal purchases. All students are assigned a personal Student ID # when enrolled.

All students have their own account and money may be deposited into it on a daily, weekly, monthly, or yearly basis. We encourage monthly deposits to help speed up the serving lines at mealtime. We appreciate our parents who prepay for the meals. It helps the line move so much quicker, and also assures that your child will receive a meal without delay.

Parents may get information about their students eating habits anytime by using School Café, our online source, by contacting the school manager of your child's school or by calling School Nutrition office at 903/839-5658.

- ✱ The sooner your child learns their id number, the easier it is to get lunch promptly. Parents, we will try and keep you informed of your elementary child's account balance but you can always check it using – School Cafe <https://www.schoolcafe.com/initial>
- ✱ Please refer to our Meal Charge and Collection policy listed for more details.

REMINDERS –

- ✱ Checks returned for insufficient funds will not be accepted for future payments and cash, money order or using School Café will be your payment options.
- ✱ Charges accrued before application approval must be paid.
- ✱ Credit Card Online Payment For Student Meals – School Cafe <https://www.schoolcafe.com/initial> + \$1.75 fee
- ✱ Parents are encouraged to set up a 'Low Balance Notice' through School Café.
- ✱ Meal Charges are not allowed the last two weeks of school so money must be on your student's account or alternate meal will be offered.
- ✱ Nonprofit School Food Service resources may not be used to cover costs related to Bad Debt arising from uncollectable accounts. These funds must come from the school district's general fund or non-federal source.
- ✱ Virtual/Remote Learners:
Will have access to school meals, however, they are prohibited from charging the student meal account when funds are not available in the student meal account.
Virtual/Remote meals will be based on meal eligibility status FREE, REDUCED, PAID.

JOB REQUIREMENTS FOR SCHOOL NUTRITION STAFF MEMBERS

Excellence in food quality and customer service is our goal. To be an active team member, you will need to adhere to the following:

1. Be physically able to carry out the following job requirements:
 - a. Must be able to perform moderate lifting and carrying.
 - b. Must be able to operate institutional food service equipment.
 - c. Must be able to carry 18" x 26" x 2" pans unassisted.
 - d. Must be able to move easily from one area in the Whitehouse ISD kitchen to another.
 - e. Must be able to stand or walk for long periods of time.
 - f. Must be able to twist at the waist and use two arms and hands in a sweeping motion.
 - g. Must be able to reach over your head.
 - h. Must be able to work in a variable environment, which includes high humidity and hot and cold temperatures.
2. Maintain current food handler's certificate from an approved provider. Employee is responsible for ensuring that their certificate is on file with the local health department. All cafeteria managers are required to have a current manager's food handler certificate.
3. Be able to read, write and follow written and oral instructions. English is necessary for conducting business. English is used to communicate job responsibilities, duties, and assignments, and to provide information to our customers. All staff must make every effort to communicate clearly during business hours.
4. Be able to understand and use customary measures and scales.
5. Be able to arrive at work on time and remain at work for the entire scheduled time. **Be at work every scheduled workday.**
6. Be able to work around and with children of all ages.
7. Be clean and neat at all times. A proper uniform must be worn every day.
8. Be able to adhere to District policy regarding a drug free environment including not smoking on school premises.
9. Staff must always demonstrate a professional attitude. No staff member shall engage in behavior on the job that holds potential for severely damaging or destroying the professional and personal trust required for a cooperative working relationship. By example, but in no way as a limiting factor, such unacceptable behavior shall include profanity, displays of vulgarity, sexual misconduct, sexual harassment, lying, alteration of records, and inappropriate or illegal disclosure of confidential information.

10. Demonstrate a cooperative team spirit by helping others, maintaining a cheerful expression, and positive tone of voice.
11. Be willing to follow all regulations and accept your share of the responsibility in all aspects of the breakfast and lunch program.
12. Be willing to work harmoniously with co-workers, teachers, parents and students.
13. The encouragement of good nutrition practices is important. Refrain from discussing personal likes and dislikes of food in the presence of children or customers.
14. Be willing to follow all oral and written directions given by management.
15. Always understand the purpose of the school breakfast/lunch program and work for the improvement of the program.
16. Be familiar with all policies and practices of this handbook.
17. Must be willing to work at all school locations as a floater or regular staff member.
18. Follow all standards for safety and sanitation.
19. Be productive and consistent in all work assignments. Use time efficiently.
20. Be willing to follow and complete all work assignments as determined by the Cafeteria Manager.
21. Take excellent care of all Whitehouse ISD property.

ABSENCES, STAFF MEMBERS, & SUBSTITUTES:

1. Campus assignments:
 - a. **Shall** be willing and able to work at all campus locations, assignment may vary day-to-day.
 - b. Must arrive at work on time and be ready to work.
 - c. Shall be able to accept calls from management as early as 6:30 a.m. to receive work assignment for the day if you do not have a permanent assignment.
 - d. Must be able to work every scheduled working day, staff member is not employed on “as needed” basis.

2. Shall wear appropriate attire. Blue jeans are acceptable on designated “spirit” days if worn with a Whitehouse ISD spirit shirt. Blue jeans must not have holes and should fit appropriately.
3. Shall report to Cafeteria Manager concerning illness or absences from work:
 - ✱ Whenever you are going to be absent from work, either for an illness or personal business, you must call and talk with the Cafeteria Manager regarding the day(s) you will be off. It is preferred that you call the day prior to an absence. All absences must be called in to the Cafeteria Manager as early as possible. If you are unable to contact the Cafeteria Manager by phone, you must call a School Nutrition Supervisor or the School Nutrition Director. Note: Text messages are not a sufficient way to report an absence from work. If an employee has any No Call/No Shows it will be used as cause for termination.
 - ✱ You must call the Cafeteria Manager **every** single day you are out, at least one hour prior to your work schedule.
 - ✱ When the employee returns to work, an Absence from duty form must be completed.
4. The Cafeteria Manager will evaluate employees while under his/her supervision and these evaluations will determine regular staff assignments. Poor evaluations, and/or absences will be used as cause for termination for those staff members with a permanent assignment.

AT-WILL EMPLOYEES:

Student Nutrition employees are considered “at-will” employees. The employee may voluntarily quit his/her job at any time. At-will employees may be dismissed at any time for any reason not prohibited by law or for no reason, as determined by the needs of the District.

1. Staff members may be transferred to any school within the District at any time at the discretion of the Director of School Nutrition.
2. Staff members may be required to work in another location at any given time to ensure that quality food service is maintained when staff shortages occur.
3. Assignment to a campus, temporary assignment, as well as being placed on the floater assignment list will be at the discretion of the Campus Supervisor or Director of School Nutrition.
4. Refusing to work where staff is needed may be grounds for termination.

MONEY HANDLING

All money handling procedures must be followed in accordance with department policy/procedure. Money is to be in double custody when not secured in safe or POS cash drawers. Management is to verify all currency and checks counted and recorded. Cashiers will not verify cash amounts of another cashier unless the person is acting in the role of Manager or Assistant Manager for the day. Staff will only sign/verify money they have personally counted. Staff is prohibited from using personal funds to “balance” for the day. All register operators are responsible for their money handling. If they choose to leave or switch with someone on the register, the cashier will still be liable for their money on hand.

Failure to follow all money handling procedures will result in disciplinary action up to and including recommendation for termination.

CHAIN OF COMMAND

Each employee of the Student Nutrition should follow the chain of command when discussing problems or situations arising in the kitchen.

- All kitchen staff, including floaters/substitutes, assigned to a campus should approach the Cafeteria Manager first when discussing work-related problems. Should an issue not be resolved at the manager level, an appointment with the assigned Supervisor should be requested.
- The Cafeteria Manager will report to the assigned Supervisor first when discussing work-related problems. Should an issue not be resolved at the supervisor level an appointment with the Director of School Nutrition should be requested.
- The Supervisor will report to the Director of School Nutrition any work-related problems.
- Student Nutrition office staff will report to their assigned supervisor when discussing work-related problems.

WORK HOURS/WORK YEAR

Workers Work Hours

1. Staff members are required to work their normally scheduled hours. The number of hours to be worked in each school is set by the Director of School Nutrition. Work hours may change during the school year because of increased or decreased participation, performance, attendance, etc. The scheduling of staff members is done to benefit the schools' operations.

2. School Nutrition workers are paid by the number of hours worked. Regular employees will be docked for the number of hour(s) not worked. Cafeteria Managers will notify their Campus Supervisor or the Director of School Nutrition when an employee leaves work early.
3. If a staff member works over their scheduled hours, it must be approved AHEAD of time to be paid. **Overtime without prior approval may not be paid.**
4. All employees must clock out to leave for any personal events on campus.
Example: Conferences with your child's teacher.
5. Employees may not clock another employee in or out. Clocking in/out for another employee is considered a falsification of time documentation and is subject to disciplinary action up to and including termination per the WISD Employee Handbook.

Timekeeping records must accurately reflect hours worked. Do not work "off the clock."

Management Work Hours

Managers and assistant managers are assigned up to eight (8) hours a day and are expected to be on their campus the entire eight hours except for scheduled managers meetings. In the event of **extenuating circumstances**, extra hours must be approved for overtime by the Director of School Nutrition.

REPORTING HOURS

Official Hours

Hours collected on the time clock are the official hours used for pay calculations. Staff members must clock in and out every day for hours to be accurate. Managers must fill out time-clock adjustments or email the School Nutrition Director when procedure has not been followed, or when there are exceptions.

- a. Staff member fails to clock in or out. For example, employee forgets to clock in until they have been on the job for 15 minutes
- b. Time clock information is inaccurate.

It is the responsibility of the staff member to bring any adjustments that need to be made to the attention of the manager.

Managers need to clock in every morning and out every afternoon.

Rules of Conduct for Reporting Hours

Staff members are expected to clock in and out at the assigned times, unless the manager has requested extra time and approved by the Director of School Nutrition.

Staff members must not clock in until they are in proper uniform and ready to work.

Falsifying time cards or records is the same as a theft and may lead to termination.

Work Year

Staff members will be notified before school ends each May as to the scheduled calendar year.

Staff members are expected to work a complete work schedule on clean-up days and staff development days. A staff member who chooses to leave before his/her regularly scheduled hour will be docked. All School Nutrition staff members report to work for in-service days according to the calendar. Staff members who do not report on these days are counted as absent. These are regular paid workdays, as is any other school day. Clean-up days at the end of the school year are also scheduled workdays.

Staff members are not to leave their assigned campus at any time during the work shift without notifying their immediate supervisor.

Managers who leave their campus during the day must report their absence to the School Nutrition Office and report again upon returning to the campus. Additionally, they should designate a responsible person in their absence. All employees who leave campus for personal business must clock out and in upon returning. If manager's leave their campus to transport food, they must notify their assistant manager and/or staff prior to leaving.

Pay Periods

All School Nutrition staff members will normally receive paychecks on the 20th of each month.

Submit Time

All School Nutrition staff members must submit their time to payroll.

ABSENTEEISM

Absenteeism is defined as *not reporting to work as scheduled*. The ability to come to work regularly is important. Frequent absentees cause hardships in a kitchen. Excessive absenteeism may result in termination. Unexcused absences may cause immediate termination. **Excused** absences are:

1. Personal illness or illness of immediate family member
2. Bereavement - immediate family as defined in the District Handbook Policy.

3. Family Medical Leave Act
4. Personal (up to limits set by District)
5. Approved holidays
6. Jury duty/Court subpoena
7. Military service

IF A STAFF MEMBER IS UNABLE TO REPORT TO WORK AS SCHEDULED, FOR ANY REASON, THE FOLLOWING PROCEDURE WILL APPLY:

1. Contact their Cafeteria Manager as early as possible, and at least 1 hour prior to their scheduled shift. In case of emergencies or if the manager is not available, contact the assigned School Nutrition Supervisor or Director of School Nutrition. Excessive and/or a pattern of questionable absences will be reviewed by management. The outcome of the review may result in documentation, disciplinary action and/or recommendation for termination.
2. The staff member should remember that failure to do this makes it difficult to obtain a substitute. Failure to call or come to work may lead to termination.
3. Each day that the staff member is absent (unless having given a definite return to work date) he/she must call the Cafeteria Manager at her/his school before 1:00 p.m. to report if he/she will be returning the next day or if he/she will be absent again. If a staff member returns to work after an absence without notifying the appropriate supervisor, the staff member may be sent home and docked for the time.
4. If a staff member is absent for more than three (3) days, in succession, written verification of illness must be provided. Verification must be in the form of a letter from a doctor stating that the staff member has been examined and is under the doctor's care and is unable to work. The letter must state the specific nature of the condition and the expected date of full recovery.
5. Absences from duty for reasons other than those for which leave is granted are not acceptable. Should a staff member need to be absent because of illness, death in the family, or other emergency after allotted leave has been used, he/she will be docked at his/her regular daily rate of pay.

Voluntary absence with days docked from pay for vacation, personal business, etc. is discouraged and should not occur except with the approval, in advance, from the Director of School Nutrition.

Excessive Absences

Staff members with excessive absences are subject to disciplinary actions up to and including recommendation for termination.

Failure to Report to Work - No Call/No Show

- Calling in to report an absence is the RESPONSIBILITY OF THE STAFF MEMBER.
- **Any** no call/no show requires a conference with the Director of School Nutrition before the staff member returns to work.
- Not reporting to work without calling to inform your Manager or Supervisor, or Director of School Nutrition is considered **job abandonment**.
- **Any no call/no show may result in a recommendation for termination.**

Light Duty

At the discretion of the Director of School Nutrition and the Human Resource Department, light duty may be considered when a staff member has an injury and a doctor has stated that light duty is acceptable. The School Nutrition director must have documentation from the doctor's office on specific restrictions before he/she will decide on a staff member's ability to safely return to work. A specific work schedule will be developed based on the restricted activities. Upon returning to work after an extended absence, the staff member may be reassigned to a different school cafeteria. The staff member is required to perform the new light duty work schedule as directed by the Cafeteria Manager or the Director of School Nutrition. The staff member may be terminated for failure to follow restricted activities.

Pre-screening for Employees Regarding COVID-19

See Whitehouse School District's Handbook

ACCIDENT REPORTING PROCEDURE

All accidents must be reported immediately. Accidents must be reported and documented even though at the time, it does not appear to be serious and the employee requires no medical attention. It is the responsibility of employees to notify the management of all accidents. The Cafeteria Manager must have employee complete an accident report at the time of the incident.

The following must be followed when an accident occurs involving any employee in the cafeteria in which medical attention is necessary.

1. Notify the school nurse and the School Nutrition Department Manager/Supervisor/Director immediately. Have the school nurse examine the injury, if possible. Depending on the seriousness call 911.
2. School Nutrition Employees who fail to immediately report an injury will receive written documentation for failing to follow the procedure for reporting injury in the workplace.
3. Whitehouse employees are covered by Worker's Compensation – refer to WISD Employee Handbook.
4. It is the employee's responsibility to provide WISD Benefits department with a copy of their work status report upon receipt from the doctor. Decisions to return to work will be reviewed on an individual basis.

5. Any employee that is unable to report to work due to injury or illness is prohibited from attending any WISD Student Nutrition event including meetings, training, and/or celebrations.

Tardiness & Not Completing Scheduled Hours

Any staff member failing to report to his/her assigned facility at the scheduled time or leaving early without prior approval based upon extenuating circumstances shall be considered tardy or "left early". Hourly staff is paid only for the hours worked. Abuse of this procedure will result in disciplinary action up to and including recommendation for termination.

First time:	Conference with Manager
Second time:	Conference with Supervisor
Third time:	Conference with Director

Additional occurrences may result in recommendation for termination.

USE OF DISTRICT PROPERTY, MATERIALS, AND FOOD

Questions are often asked regarding staff members' personal use of district property, and the disposal of outdated or unusable district property. So that no one will unknowingly violate the law, it is important that you be aware of the following explanation.

PERSONAL USE OF DISTRICT PROPERTY IS PROHIBITED.

As governmental employees, certain obligations are placed on public school staff members that employees in the private sector do not experience concerning the use of District-owned property. The School Nutrition Department uses Federal funds as well as revenue generated by those supported funds. All equipment and food is purchased using these funds.

School Nutrition staff will be disciplined up to and including termination for infractions of these rules:

1. NO food or equipment can leave the cafeteria.
2. NO food can be given away. **–Staff will avoid sharing food with each other.**
3. NO personal food or personal cooking is allowed in a School Nutrition Kitchen.
4. All food leaving the kitchen must go through the front door of the building. Only Managers, Supervisors, or assigned personnel may take transfers of food, food samples, or meals out of the kitchen door.
5. Management must have a Transfer Form with all items being transferred to another location.
6. Quality checks and recipes are done on items prepared in the kitchen. A Manager, Supervisor and/or the Director of School Nutrition for the purpose of quality control may collect samples.

NO personal food may be brought to the School Nutrition kitchen, unless it is for personal consumption. All staff must consult with management of the designated food area for staff. The

School Nutrition kitchen may not be used for personal cooking. A microwave in the teachers' lounge or the kitchen may be used to heat up an item brought from home if the Manager approves.

Used equipment must either be sold at auction or disposed of as approved in accordance with Board Policy. Any other means of disposing of District property is prohibited and is grounds for immediate termination.

Any empty #10 cans needed by staff for projects will need to be rinsed and cleaned on the employee's own time. Boxes must be broken down before leaving the kitchen. Staff members may not conduct personal business for profit during working hours nor may they use District supplies or equipment to advance the cause of their personal business. Two staff members must go together to remove trash from the kitchen, if large load. Trash duty may rotate daily. The Manager will assign trash duty. Staff may not leave the kitchen without notifying the Manager.

If the Cafeteria Manager/Supervisor has reason to suspect that District property, materials, food or money is missing; at the discretion of Human Resource she/he has the right to inspect all lockers, packages, boxes, purses, pockets, and aprons leaving the cafeteria. Do not bring any personal items to work. Do not share medications.

Ala Carte food items or extra food purchased by the employee must be consumed in the cafeteria and may not be removed from the cafeteria. Extra food from a special function such as PTO staff appreciation or other events must be consumed in the school cafeteria, and not removed unless the Manager approves. Anyone leaving the building with personal food must have cafeteria management verify the food they are taking. Staff members may not retrieve from the dumpsters anything for personal use. Nutrition staff members may prearrange a "bring-in" luncheon, birthday cake, or gift exchange with their Manager. Please notify the School Nutrition office of such events so that they may be properly documented. Any leftover food taken home must leave through the front door.

Purchase of Food Items

District employees may **NOT** purchase food items from delivery trucks or salesmen while on duty. No Whitehouse ISD staff member is to request delivery of items from a company for personal use at school locations.

School Nutrition staff members should not ring up themselves or family members at their register. The following procedure must take place:

1. Employee or their family member will go to other cashier to be rung up for their meal/purchase or properly documented by nutrition management.
2. If the employee is the only register that is open. The cashier log will be completed by school nutrition representative and submit to management to record purchase.

3. All nutrition staff must go through the point of service to receive a free staff meal.

COMMUNICATING CONCERNS IN THE WORK PLACE

The following are means of communications used by the Whitehouse ISD School Nutrition Department.

1. Supervisor Logs documenting staff concerns and procedures
2. Staff communication is a verbal warning, which may be signed by staff member
3. Conference with staff member, and written documentation of meeting
4. Safety, Sanitation, and Cashier/Cash Drawer Citations
5. Meal and Service Assessments and Quality Food Assessment Forms
6. Counseling Form/Conference

EVALUATIONS

Regular Staff Member:

The Cafeteria Manager may evaluate School Nutrition staff members in December and May of each school year. An evaluation must occur annually. The Director of School Nutrition must sign the evaluation before it is given to staff members. The Cafeteria Manager may evaluate a staff member at any other time during the year if it is deemed necessary. The Cafeteria Manager will review the evaluation with the staff member. The staff member will sign the evaluation indicating that it had been reviewed with her/him and acknowledge receipt of the evaluation. Signing the document does not signify agreement with any or all of the information.

Cafeteria Manager:

The Director of School Nutrition or School Nutrition Supervisor may evaluate a Cafeteria Manager in December and May of each year. If prior to those evaluations the Cafeteria Manager has problems performing his/her duties, the Director of School Nutrition may deem it necessary to give written notice of probation. An action plan will be developed with written notice of probation; the action plan will assist the Cafeteria Manager in correcting performance issues.

Kitchen Reviews/Audits:

Kitchen reviews will be done weekly to determine sanitation and cleanliness. Visual inspections will be done on each visit and during the Meal and Service Assessments to be done monthly. Random audits will be conducted. Cash drawers may be removed and counted down. Managers are required to investigate drawer shortages or irregularities immediately. Any shortages or irregularities must be reported immediately to the Director of School Nutrition.

CHANGE OF STATUS PROCEDURES

Transfer

The staff member notifies the School Nutrition Director of interest in moving from one campus to another. Requests are placed on file and considered when a position is available. It is preferred that transfers be made before the beginning of the school year.

Resignation

Staff members who wish to resign must complete a Letter of Resignation. Staff members should notify their Manager and the Director of School Nutrition as soon as is possible. It is appropriate to give the District two (2) weeks' notice.

The staff member must return any school property to include uniforms, badges, and keys. An exit interview may be conducted by school nutrition management as a part of the resignation process.

STAFF MEMBER CONDUCT

- A. Staff members are required to observe the rules of good conduct in their relationship with other staff members, teachers, students, etc.
- B. Staff members must control temper and display self-discipline on duty.
- C. Gossiping, profanity, gestures, harassment, and the spreading of rumors are prohibited.
- D. Staff members shall demonstrate a cheerful attitude and a cooperative working relationship while on duty.
- E. No staff member shall possess, use, or be under the influence of alcohol, alcoholic beverages, or drugs and narcotics while on school property or while working in the scope of the assigned duties or while attending any school or District sponsored activity.
- F. No staff member may use any tobacco products on District property. Staff members may be sent home without pay if found smoking inappropriately (times or places). District property includes:
 - 1. Buildings and grounds
 - 2. Parking lots and driveways (privately owned vehicles parked on school-owned property).
 - 3. Undeveloped tracts of land owned by the District and sites under development
 - 4. Athletic and exhibition complexes (indoor and outdoor)
 - 5. District-owned vehicles (even when being driven on public roadways)

6. Sites rented for District activities within or outside of District boundaries
- G. A staff member may be asked to go home without pay if staff conduct poses a safety risk to self or others.
- H. Complaints or criticism by staff or customers must follow the chain of command.
- I. Staff members may not share or sell prescription drugs or pills to others. All approved medicine must be kept stored in one's personal locker, purse, or with the school nurse.
- J. Use of telephone: District telephones should only be used for school business. Staff members may not accept incoming calls or phone out except in an emergency. No calls are to be made without the Cafeteria Manager's permission.
- K. Cell phones should not be used while on duty, especially on the prep line, serving line, or in the dish room. Phone calls should be limited to break periods only. Management may use cell phones to contact other management or the School Nutrition Director but should refrain from using them on the prep line, serving line, or in the dish room. If the call is an emergency, employee must leave these areas to take the call and must wash hands before returning to duty.
- L. Friends or relatives of staff members are NOT to visit in the kitchen while the staff member is on duty. You may not bring your children to work with you on any workday, (unless specifically approved by the District), including clean-up days. If students attend the campus where the employee works, they must be in a designated area and follow Cafeteria Visitor Procedures.
- M. Staff members may not purchase meals for students at the register. If money is donated on a student's account, it must be done prior to working hours.

ADDITIONAL IMPORTANT PROCEDURES

Hazard Analysis and Critical Control Points (HACCP)

School Nutrition staff will be responsible for following all HACCP standard operating procedures (SOPs) contained in the HACCP manual.

Food Sanitation

All staff must follow the food sanitation policies and procedures. Temperatures must be checked frequently and recorded. No food is to be eaten in the preparation area, serving lines, or at any place the Manager designates as inappropriate. Licking fingers, stirring spoons, etc., is prohibited. Proper food handling is critical to the health of our customers. Do not hesitate to bring a food-handling question to your Manager's attention. Poor food sanitation practices are grounds for instant dismissal.

HACCP forms may be a designated responsibility of an employee; HACCP forms are required by TDA and USDA. Failure to complete the forms daily may result in disciplinary action.

Proper Glove Use

- SN employees will wash hands before putting on gloves for a new task.
- Gloves should be put on using proper safety measures as outlined in department training material.

Breaks and Lunch

All employees that work during breakfast service are entitled to receive a program breakfast. All staff that report at 8:00 am or after, will not be allowed a program breakfast.

Lunch will be taken as time allows. Each manager will set their own time for lunch breaks.

Food Preparation Workers and Managers may have a 5-component adult lunch (that is being served) at no charge with tea or milk. This meal must be purchased prior to being consumed on the premises. Employees should not share the no charge meal.

Additional Ala Carte items not served as a part of the planned lunch must be purchased from the Manager or designee at the advertised price. No personal cooking of items is permitted.

Management should take time to eat with their staff. It builds teamwork and a good working relationship.

Security Procedures

School safety is vital to employees and students. To ensure the cafeteria safety, back doors must always be kept locked at all times. Everyone employed by Whitehouse I.S.D. must wear a name badge. Identify anyone coming to the back door before unlocking. An employee's personal money shall be kept separate from any District money. Keep personal valuables at home. Secure purses and personal belongings in lockers or secure areas. If you are assigned a locker and it has a lock, the manager must have a key or combination.

All School Nutrition funds must be handled according to policy. Improper money handling procedures can result in immediate termination.

PERSONAL APPEARANCE & HYGIENE

Personal Appearance

The role of the School Nutrition staff in improving health standards and preventing the spread of disease is an important one. The staff member who uses or operates the equipment and prepares the food is the key to the success or failure of a food establishment in maintaining standards of sanitation.

The practice of good personal hygiene and the use of correct food handling methods help to give customers confidence in the personnel and their ability to prepare and serve good food. For these reasons, the Food Service staff member is careful of her/his personal sanitation habits. They keep their appearance neat and their person clean.

Approved Dress Code

The School Nutrition Department regulation uniform consists of:

1. Clean black slacks/pants and collared maroon shirt
2. Leather-like shoes with slip resistance soles; closed-toes must be leather-like, if cloth, must be waterproof and no holes.
3. Shoes must be clean
4. Appropriate undergarments must be worn and should be of a color not visible through the uniform.
5. Official Whitehouse ISD picture identification badge.
6. Hair net, covering all the hair.
7. Clean Facial covering/face shield must always be worn on school district sites.

Every staff member shall:

1. Wear a regulation uniform every day.
 - a. It shall be clean and pressed.
 - b. Uniform should not be skintight in fit. It should allow free movement without being constrictive. No yoga pants should be worn.
 - c. Pants should come to top of the shoelace, no exposed skin, or ankles. Pants must be hemmed so as not to pose a safety hazard.
 - d. Skirts must be full length.
 - e. Shorts, capris, sandals, or crop pants are not acceptable for safety reasons.
2. Keep hair clean, well arranged and covered with an invisible hair net that covers all hair during working hours. Hairstyles must not have anything in the hair that may fall in the food during preparation, such as glitter, loose Bobbie pins, combs, etc. Employees may wear a cap that is either plain, with a WISD logo, or free from profanity.
3. Wear leather-like shoes, which are clean, comfortable, well fitting, low heel, with non-skid soles. Canvas shoes of any kind are not regulation footwear and are therefore not acceptable. Sandals are never acceptable as they are a safety hazard.
4. Keep hands clean and nails cut short. When looking at the palm of your hand you should not be able to see your nails above your fingertips. **No nail polish, artificial sculptured, overlay or solar nails may be worn.** Wash hands and nails frequently and carefully.
5. False eyelashes may not be worn.

6. The only types of jewelry that may be worn are a pair of small "stud" style earrings securely fastened to the ear and plain band wedding rings. Wedding rings with stones may not be worn during preparation and service without gloves.
7. All aprons worn during preparation, cleaning, and serving must be kept clean.
8. All staff should do their best at social distancing and are required to wear a face covering when they are unable to social distance within 6ft from another person.

Wear your **best smile** and treat each of our customers like an important guest.

***** Staff members who violate the dress code may be subject to disciplinary action. Cafeteria Managers must always remember they are the role models for their staff.

Dress Variations

The School Nutrition staff is encouraged to participate in their school's spirit days. The School Nutrition staff may wear the school shirt, Whitehouse ISD shirt, or other related attire on those designated days. The shirts must not be tight fitting, dingy, stained, or made of thin material. Along with the special T-shirt the employee may also choose to wear blue jeans that day if that attire is deemed appropriate in their school.

Opening & Closing of School

1. Staff members may not wear shorts in the kitchen during the opening and closing of school.
2. Staff members must wear their regulation work shoes during the opening and closing of school.

Personal Cleanliness-Health Hygiene

Hands carry germs-they must be washed with soap and warm water for 20 seconds as follows:

1. When reporting to the job and before any food or utensils are handled.
2. After handling objects which are not clean-money, handkerchiefs, tissues, garbage cans.
3. After using the toilet.
4. After coughing or sneezing.

Keep hands away from hair, ears, nostrils and face during food preparation and service. A daily bath and use of deodorant are important to personal cleanliness. Gum is not allowed in the kitchen.

WHITEHOUSE INDEPENDENT SCHOOL DISTRICT WORKING AGREEMENT

Since service to our district is largely dependent upon the conduct of our staff members, the following acts constitute a partial list of causes of a breach of the working agreement with the school district and give cause for immediate termination:

1. Refusing to do task assigned by supervisor or staff member in charge of assigned projects.
2. The district reserves the right to require any staff member to perform his/her regular duties at any facility owned or operated by the district for the purpose of conducting its regular business. Staff member may be assigned on a temporary or permanent basis as dictated by the needs of the district. Refusal to accept an assignment to a designated facility will be interpreted as a resignation on the part of staff member.
3. Willful falsification of job-related records to include, but not limited to absence from duty reports, time clock, accident reports, medical/production/maintenance records, and employment applications.
4. The use, possession, or condition of being under the influence of alcoholic beverages or the use, possession, sale, or testing positive for illegal drugs while on the job or on school district property.
5. Sleeping on the job or willful hiding to avoid doing assigned tasks, loitering, neglecting assigned duties, indifference to the job, disrupting work by other staff members, etc. will not be tolerated.
6. Reliable and regular attendance is an essential function of the job. Staff members are expected to report to work on time on a regular basis. Staff members are required to contact their supervisor prior to the beginning of work in accordance with the department's policy if they are to be absent. Staff members are in violation of this agreement if the following occur:
 - a. Unreliable and irregular attendance.
 - b. Absent without communication.
 - c. Absent more than accumulated sick/ leave days
 - d. Excessive undocumented absences.
 - e. Excessive tardiness.
 - f. Violation of district policy and/or procedures.
6. Violation of district policy and/or procedures.
7. Theft of district or personal property, food, money, etc.

8. Violation of safety procedures/practices.
9. An evaluation which has a cumulative score less than satisfactory. The district reserves the right to evaluate any staff member at any time based on documented poor job performance.
10. No food may be given away. Food may not leave the cafeteria without supervisor permission. All food leaving the kitchen must go through the front door of the building. Only managers and supervisors may take transfers of food, food samples, or meals out the kitchen door.
11. Damage to district tools, small wares, products, and equipment willfully or because of carelessness, or negligence or inefficient performance of duty.
12. Sexual harassment.
13. Acts of racial prejudice or discrimination.
14. Solicitation and unauthorized distribution of literature on school property.
15. Failure to report to supervisory personnel known acts of theft, or other unlawful acts, or failure to report demands or requests by others to participate in such acts, and failure to cooperate in an investigation.

I have received a copy of the School Nutrition Handbook. I understand this agreement serves only as notice of conduct, which may lead to disciplinary action including termination, and is not a contract of employment creating a property interest in my employment.

I will report any violations or demands made upon me which are violations of the policies and procedures in this handbook to my supervisor.

DATE_____

PLEASE PRINT NAME _____

CURRENT CAMPUS_____

SIGNATURE_____