

Bowling Green City Schools



Food Service Employee Handbook

Also available online at www.bgcsfoodservice.com

Compiled by Sue Chandler
Food Service Director
January 2010 updated October 2013

This employee handbook is intended as a summary and guide only. It is not intended to be an all-inclusive document of policies and procedures of the Bowling Green City School District. In the event of a discrepancy, this handbook shall be superseded by the appropriate language found in the Ohio Revised Code, The Bowling Green Board of Education Policy Book and/or the Collective Bargaining Agreement between the Bowling Green Board of Education and the Ohio Association of Public School Employees.

Welcome to the BGCS Food Service Department

Our Mission: We are committed to serving safe, nutritious, and quality meals in our effort to support the academic growth and success of our students.

Our Vision: We are innovative leaders in the school nutrition field. The Bowling Green Food Services Department will:

- Follow all regulations and requirements of the National School Lunch and Breakfast programs as administered by the United States Department of Agriculture.
- Comprehend and implement the nutritional requirements of all students based on the Dietary Guidelines for Americans
- Teach and encourage students, staff, and administrators to make healthful food choices to improve their health and well being.
- Provide affordable, quality food and efficient service.
- Encourage every food service employee to develop their skills and continue education in their field.

Our food service department offers a nutritious breakfast and lunch to BGCS students each day in every building. We provide a variety of menu choices for students and staff. In school year 2012-13 our food service staff prepared and served 289,635 lunches and 61,124 breakfasts for a total of 326,759 meals to our students. That's around 1800 meals served daily.

The Bowling Green Food Service Department is self-supporting. All money received for cafeteria sales goes to provide salaries for 32 food service employees, equipment for 5 kitchens, and quality ingredients for our meals.

We are happy you have decided to join our team. The purpose of this handbook is to provide important information that pertains to your employment and to help you understand our procedures. Please be sure to ask questions if something is not clear or understood. Questions should be directed to Sue Chandler, Food Service Director, (419) 352-3576 ext. 4040 or schandler@bgcs.k12.oh.us

Our department expects employees to be committed to helping food service achieve its goal of serving nutritious, delicious, attractive and economical meals to students and staff. Your performance is vital to achieving this goal.

ORIENTATION

A brief orientation will be scheduled. You will be introduced to district policies and procedures along with health department regulations pertaining to your job assignment. Time will be provided to answer any questions you may have concerning these policies and procedures. You will also be provided a copy of the current Collective Bargaining Agreement between the Ohio Association of Public School Employee (Chapter No. 311) and the Bowling Green City Schools Board of Education.

DRESS CODE

Image is important to customer satisfaction. Food service is a profession and we want to maintain a professional appearance. We must convey a professional image and keep safety in mind also.

Uniform

- **Shirts** - 3 short sleeve uniform shirts will be provided to you. It is your responsibility to keep these shirts clean and free from defects. You may wear a long sleeve shirt under the uniform shirt, if desired. No sleeveless shirts are allowed. Shirts also may not have alcohol, tobacco, firearms or disrespectful slogans or pictures on them. No exposed midriffs are allowed.
- **Pants** – Must be clean and free from defects. Each school will decide whether to wear black or khaki colored pants as their uniform. Check with your kitchen manager for more information. No spandex, leggings or sweatpants. Shorts are allowed, but must be fingertip length or longer.
- **Shoes** – Any rubber soled, non-slip, closed toe shoe is acceptable. No sandals, crocks, mules, or slip on shoes are allowed for safety reasons.
- **Hair** – Hats or hair nets must be worn while on duty. Long hair must be restrained with a pony tail, clip, etc.
- **Grooming** - Clean uniform daily, clean hair, clean shoes, clean body (bathe regularly); be cautious of your underwear color or appearance under your clothing.
- **Accessories** – No necklaces, dangling earrings, bracelets, or rings with stones (costume jewelry). No facial piercings and no visible tattoos.
- **Fingernails** – Nails must be kept clean and short. Due to health department regulations, polish, artificial nails or tips are not allowed.

ATTENDANCE

Employees are expected to be at work as scheduled and on time. Your attendance is very important. If an employee is absent or late, another food service employee must assume added duties and responsibilities.

Frequent or continual absenteeism, tardiness, or failure to notify a supervisor shall be cause for disciplinary action up to and including termination. Any employee who fails to report for work or call off for three (3) consecutive workdays shall be considered to have voluntarily abandoned and terminated his/her position.

An employee's attendance record will be considered in matters such as promotions, transfers, and demotions.

REPORTING ABSENCES OR TARDINESS

All food service workers sign a Food Employee Reporting Agreement before their hire. This states that an employee with a cold accompanied by coughing, sneezing, or nasal discharge, sore throat, diarrhea, vomiting or gastro-intestinal disease shall not report to work. The following procedure will be used for reporting daily absences: Staff will contact the Food Service Director no later than 7:15 a.m. on the day of their absence. Staff scheduled earlier than 7:15 a.m. need to call at least 1 hour prior to their scheduled start time. **Calls are to be made to the Director's cell phone (419) 409-0069. Do NOT call the office as your call may not be received in time for your replacement to be arranged.** Calls made at the earliest indication of illness or knowledge that you will be unable to work are appreciated. If you are going to be late for work, the director must be notified as soon as possible. Your time sheet should indicate the time you arrived at work.

Upon your return to work, you must complete an absence form available from the treasurer's office or your supervisor. This is to be sent to the Food Service Director for her signature.

The use of sick leave for more than four (4) consecutive days shall require the filing of a physician's statement. This should be attached to the absence form. See OAPSE Collective Bargaining Agreement, Article 18 for more detail.

PERSONAL BUSINESS LEAVE

All food service workers are allowed three (3) personal business leave days each year. Requests for use of a personal business leave day must be submitted to the Food Service Director on the appropriate form five (5) working days prior to the day requested. Please refer to your OAPSE Collective Bargaining Agreement, Article 7 for more detail.

BEREAVEMENT LEAVE

Our department follows contract agreement regarding Bereavement Leave. Please refer to your OAPSE Collective Bargaining Agreement, Article 18, Section D.

EMPLOYEE MEAL POLICY

- Full-time employees (those working more than 20 hours per week) are entitled to one free meal per day. This meal must be consumed before or after serving times.
- Part-time employees must purchase all food. This purchase must be entered into the POS system by the supervisor. The food must be consumed after the scheduled work shift and may not leave the building.
- Employees are required to use their own account to purchase food items for themselves. This account number consists of 99 plus the employee's ID#.

- Under no circumstances may employees purchase food for themselves from their child's account.
- Any food service employee wishing to add funds to their child's or their own food service account must have their supervisor enter the check or cash amount into the POS system.
- Due to health department regulations, there is absolutely no eating or chewing gum in kitchen, dish room areas, or at registers. All employee beverages must be in containers with a lid.

TAKING FOOD HOME

No leftover food is ever to be taken home or consumed by employees. No food may leave your building unless you have a transfer slip completed by the Food Service Director or she has given you verbal permission to transfer food to another building. Failure to follow this policy will be considered theft and may result in termination of your employment.

SMOKING

Smoking or tobacco use of any kind is prohibited on school property. See OAPSE Collective Bargaining Agreement, Article 49 for more detail.

PHONE USAGE

Food service employees have very important jobs that carry with them a great deal of responsibility. It is important for your safety and the safety of the students, that you are focused on your duties while at work. For that reason, cell phones must be left either in your car, school locker, or manager's office while you are on duty. Managers may leave their cell phones in their offices. If an emergency arises during working hours, you may be contacted through the school office.

Long distance calls from the cafeteria phones are prohibited. Misuse and abuse of phones may lead to disciplinary action and/or termination.

INTERNET ACCESS & EMAIL

All food service employees have access to the school district's computer system, which includes Internet access. You will be given an employee email address and are encouraged to check your email daily. All job postings will be sent via email. The internet must be used for school business only.

INSERVICES

Your attendance at food service in-services is mandatory. These are generally held on a conference day and you will be given prior notice of all in-service dates.

TIME SHEETS

Food service employees are paid hourly and must log hours worked on a time sheet daily. Your time sheet will be kept in the office and will be submitted to the Food Service Director by the cashier at the end of the pay period. Your time sheet is your property and it is your responsibility to be sure it is filled out properly and signed. If your time sheet is not received by the deadline, your pay may be delayed. Please make sure timesheets are completed in ink. No pencils, please. Falsifying timesheets may result in not only termination of employment and perhaps civil liability, but also criminal charges. An employee may be criminally liable for larceny by obtaining pay for hours which he or she did not work, and thereby defrauding an employer.

EXTRA HOURS

Prior approval from the Food Service Director is required for any hours beyond your normal schedule. If there is an emergency or unforeseen situation, contact the Director as soon as possible for approval.

PAY PERIODS AND PAYCHECKS

Full-time employees (20 hours or more) will receive 26 pays per calendar year. Part-time employees are only paid the months in which they work. Direct deposit is required and you will need to give your banking information to the Human Resource Director. Employees are paid every two weeks.

HOLIDAYS

Food service employees – both full and part-time receive nine (9) paid vacation days per year. These are Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Day, New Years day, Martin Luther King Day, Presidents' Day, Good Friday, Memorial Day. These days must occur within the employee's work year. You will be given a work day calendar each year. See OAPSE Collective Bargaining Agreement, Article 5 for more detail.

DEDUCT DAYS (LEAVE WITHOUT PAY)

Our district does not grant requests for days off without pay. You are expected to work the days scheduled on your work calendar.

CASH IN SCHOOL BUILDINGS

Please see the attached policy regarding money received by cashiers or other food service employees. All funds received are to be deposited the same day. No funds are to be left in a register (other than starting change), desk, or anywhere else in the building overnight. If the bank is closed, cashiers should use the night deposit slot at the bank. Go directly to the bank upon leaving your building. Under no circumstances are you to take money home or leave it in your car. Failure to follow this policy may result in termination of your employment.

FREE & REDUCED CONFIDENTIALITY

As a food service employee, you may have access to confidential information such as free and reduced status, family incomes, etc. This information is strictly confidential and all inquiries as to a student's status should be referred to the Food Service Director. Building principals are aware that parents need to have a signed waiver form on file before this information can be released to anyone.

CHARGING PROCEDURES

A copy of our charging procedure is attached. Under no circumstances do we take a meal from a child. It cannot be resold and will only embarrass the student. Please follow the procedure as outlined.

ACCIDENTS OR INJURIES

All injuries must be reported to your manager immediately even if they seem minor. It is required that you complete an accident/injury report, even if there is no apparent injury. If necessary, get immediate medical assistance. If an injury is not reported the day it occurs, the employee risks losing Workers' Compensation benefits.

PERFORMANCE AND EVALUATIONS

If there is a problem with your performance, you will be given a verbal warning first. If the problem is not resolved, you will receive a written warning, followed by a suspension and possible termination. See OAPSE Collective Bargaining Agreement, Article 16 for more information on progressive discipline.

Every food service employee will receive an annual evaluation of his/her performance. A copy of the form is included in your OAPSE Collective Bargaining Agreement.

BOWLING GREEN SCHOOL DISTRICT PROCEDURE ON CHARGED LUNCHES

The Food Service Director is responsible for the overall task of overseeing the charged lunch process and delegating the implementation of procedures regarding charged lunches to the individual cafeteria managers.

Faculty and staff will NOT be permitted to charge.

K-5 Students

In grades K-5, students may charge up to \$5.00 (breakfast and/or lunch) if the student forgets/misplaces their money. Once a student has reached this limit, they will be served a peanut butter and jelly or cheese sandwich and milk at ala carte prices.

Procedures:

- The school cashier will routinely print a patrons with negative balance report and phone parent(s)/guardian of students approaching the \$5.00 limit to notify them of their child's current balance.
- The school principal and the Food Service Director will be notified if a student reaches the \$5.00 limit.
- The principal will investigate the need for completion of a meal benefit form by the parent(s)/guardian.
- A computerized notice will be generated weekly in the school cafeteria, put in his/her teacher's mailbox, and given to the student to take home to the parent(s)/guardian.
- The cafeteria manager or cashier will provide the building principal with a list of students that have outstanding charges at the end of each marking period.
- The building principal will assist the cafeteria manager or cashier in collecting outstanding charges.
- When a payment is made, the student's account will be credited minus the balance due.
- All charge collections are to be handled by the cafeteria or cashier.
- Students with outstanding obligations will not receive a report card.
- Meal charges will not be permitted during the last full week of school.

6-12 Students

For grades 6-12, the credit limit is (1) breakfast and (1) lunch. The student must bring money the following day to receive a meal. No courtesy meals will be given.

This Emergency Lunch Procedure shall become a permanent part of File EF: Food Services Management policy adopted by the Board of Education.

File: DM CASH IN SCHOOL BUILDINGS

Moneys collected by District employees and by student treasurers will be handled in accordance with established procedures.

All money collected will be receipted, accounted for and directed without delay to the proper location for deposit.

In no case shall moneys be left overnight in school buildings, except for change funds and petty cash funds, which shall be maintained in safes, provided for safekeeping of valuables. All school banks will provide for making bank deposits after regular banking hours in order to avoid leaving money in a school building overnight.

Proposed New: 09/96
Adopted: December 16, 1996

LEGAL REF.: ORC 9.38

Please sign, date and return this page to the Food Service Director within 10 working days of receiving this handbook.

I have read, understand and agree to follow the instruction in this Employee Handbook (*revised 10/2013*). I have been given the opportunity to question any segment I did not understand.

Employee Signature _____

Date _____

Date received in FS office _____