

# **WELCOME**

## **MESSAGE FROM THE DIRECTOR**

*You make a difference in the lives of children each day as part of our Food Service team! At Porter Township School Corporation, we have a dedicated staff and our building quality facilities with state of the art technology contributing to a positive learning environment. Thank you for taking pride in your work and I value the important role you play in the education process.*

*School food service is a profession. During your career you will operate commercial food service equipment, use computer technology and point of sale systems, practice quality food production techniques, follow federal requirements governing the sale of reimbursable school meals and follow our HACCP food safety plan. Producing nearly one million healthy meals each year that meet nutrition standards and serving them all safely without compromising quality is an enormous task. Without your professional attitude and understanding of our operation, this could not be accomplished. Thank you for being so vested in your career!*

*And finally, a positive attitude is the best thing you can bring to work each day:*

*"A workplace filled with – and driven by – employees with positive attitudes, vibrates continually to the tune of service excellence and passionate team success." ~ Ty Howard*



**Loretta Rowland**  
**Director of Food & Nutrition Services**  
**Porter Township School Corporation**

## ***FOOD SERVICE LOCATIONS AND CONTACTS***

### **School Contact Telephone**

Boone Grove High School Manager 306-8600, ext. 2140

Boone Grove Middle School Manager 306-8600, ext. 3200 Boone Grove Elementary School

Porter Lakes Elementary School Manager 306-8600, ext.5121

## ***HISTORY OF FOOD SERVICE***

For more than 60 years, school food service and child nutrition professionals have fostered the educational, physical and social well-being of our nation's school children. Every school meal served is more than an isolated investment in a child; it is an investment in America itself.

Child nutrition programs date back to 1932 when stockpiled agricultural surplus commodities were supplied to some public schools. The devastating effects of the great depression and lack of nutritious foods available to children were seen by the beginning of World War II. The military had to turn away record numbers of recruits due to malnutrition and related health issues. As a matter of national security, Congress signed the National School Lunch Act into law in 1946, providing all schools with operational cash grants and agricultural commodity food. The Department of Agriculture has continued to be actively involved by supporting the fresh fruit and vegetable pilots. By using agricultural surplus commodities, schools help the USDA keep market prices stable for farmers.

Improper nutrition is not simply an issue of socioeconomic status; hunger does not discriminate. Any student who skips a meal, who has no access to breakfast or lunch or who fails to make healthy food choices, risks incurring serious learning and health deficits. School nutrition programs help to ensure the maximum return on the billions of dollars spent for public education, which will enhance America's future productivity and success. In short, we feed the future.

Everyone – students, teachers, parents, the entire community – benefits from successful school nutrition programs. The relationship between proper child nutrition and the development of young minds and bodies is well documented. Healthy, well-educated children are the future of this nation; their success will have a direct impact on the productivity of America's workforce, their standard of living and ability to compete in the global arena.

## ***TEN COMMANDMENTS OF FOOD SERVICE***

1. Students are the most important people in our business.
2. Students are not dependent on us; we are dependent on them.
3. Students are not an interruption of our work; they are the purpose of it.
4. Students do us a favor when they call; we are not doing a favor by serving them.
5. Students are a part of our business, not outsiders.
6. Students are not cold statistics; they are flesh and blood human beings who have feelings and emotions like yours and mine.
7. Students are not to argue or match wits with, to belittle or snub. They are to be welcomed warmly and graciously.
8. Students are people who bring us their wants and it is our job to fill those wants.
9. Students are deserving of the most courteous and attentive treatment we can give them.
10. Students are the life blood of our business, just as you are.

## ***INTRODUCTION***

At Porter Township School Corporation, we are working together for every child, every day. Our vision is for all children to eat well and grow strong. To support these efforts, Food and Nutrition Services' mission is to support academic and lifelong success by nourishing students and building healthy eating habits.

This Addendum to the Classified Staff Employee Handbook supplements the general expectations, requirements and benefits of all classified employees specific to those assigned to the Food and Nutrition Services Department. The purpose of this Addendum is to provide Food and Nutrition Services Department employees with information regarding Porter Township School Corporation's (PTSC) child nutrition programs and the policies and regulations governing operation.

The PTSC Food and Nutrition Services Department operates under the governance of the Indiana Department of Education's Office of School and Community Nutrition. Detailed information on a variety of related topics can be found on the IDOE website at:

<http://www.doe.in.gov/student-services/nutrition>

Information related to PTSC Food and Nutrition Services including menus, nutrition information and much more is available at: [www.ptsc.k12.in.us](http://www.ptsc.k12.in.us)

All policies herein may be modified, suspended, revoked, terminated or changed. Changes to the policies and practices contained in this Addendum shall be communicated to you through an updated addendum and through your supervisor.

The provisions of this Addendum neither creates nor constitutes a contract between the Board of School Trustees of Porter Township School Corporation and any employee for employment or the providing of a benefit. Absent a contract, employment of all classified employees is strictly at-will.

As an employee of Porter Township School Corporation, you are expected to read and understand the contents of both the Employee Handbook, policies and guidelines referenced therein, as well as this Addendum. You have been asked to sign an Employee Handbook Acknowledgment Statement. At any time during your employment, should you have questions concerning policies or practices, contact your immediate supervisor.

**It is the sole responsibility of the employee to maintain and keep your copy of the Employee Handbook and Addendum updated. A copy of this handbook can be found on our corporation website ([www.ptsc.k12.in.us](http://www.ptsc.k12.in.us)) and a hardcopy can be found in the main office of each building.**

## ***SECTION I***

### ***EMPLOYMENT PRACTICES***

#### ***EMPLOYEE CODE OF CONDUCT - SUPPLEMENT***

#### **CONFIDENTIALITY**

As a food service employee you may have access to student health information and/or their eligibility for free and reduced price meals. NEVER discuss this information with anyone other than the Cafeteria Manager. Failure to keep this information completely confidential will result in immediate termination and possible legal consequences.

#### **CUSTOMER SERVICE**

Food Service employees are expected to conduct themselves in a professional and appropriate manner at all times. All students, parents and staff (our “customers”) should be treated with patience, friendliness, kindness and respect. Profanity is never to be used while you are on duty. Do not engage in gossip or spread rumors.

Customer service plays an important role in this department. First impressions are lasting and may depend on how you handle a situation. Great customer service helps customers feel comfortable, have a positive attitude toward the school meals program and gain trust and confidence in your willingness to help them. In this way you are establishing rapport with your customers by making a personal, positive connection. Successful customer service will help any complaint that does arise have less tension.

School food service is fast paced and quality oriented. Working in this environment will inevitably lead to frustrations and tension. It is important that we treat each other professionally and courteously in order to deliver excellence. A positive attitude is required at all times. Employees are expected to perform their assigned duties at or above satisfactory levels while following acceptable standards of workplace behavior. In addition examples of unacceptable behavior/conduct noted in the Employee Handbook, other examples of unacceptable behavior that could result in discipline, up to and including termination are:

- Yelling at another employee, student, or parent
- Using offensive language or name calling
- Withholding information or assistance
- Subjecting fellow employees to complaints, gossip, rumors or comments creating a negative environment. If an employee has a problem, he or she should take the problem to the immediate supervisor and follow the chain of command.

Unprofessional conduct negatively affects the atmosphere and productivity of the Food Service Department. Our food service operation is customer driven and we expect a caring, helpful and courteous attitude of employees. Customer Service is a top priority!

### ***APPEARANCE AND PERSONAL HYGIENE – DRESS CODE - SUPPLEMENT***

In addition to expectations for appearance, personal hygiene and dress code noted in the Employee Handbook, the following applies to food service employees: Personal hygiene is essential to food safety and plays an important role in projecting a professional image. The number one cause of foodborne illness is employee-related. Employees must shower and wash their hair daily. Employees should be free of odors including perfume, smoke or body odor. Frequent hand washing is crucial to maintaining a safe and sanitary environment. Dental hygiene is required and is important in delivering customer service. The following policies are mandatory for all food service employees:

#### **Shoes/Socks**

Employees must wear sturdy, leather type, rubber-soled slip resistant shoes with closed heel and toe. No clogs with open heels. Socks must be worn at all times.

#### **Jewelry**

Jewelry is limited to a wedding ring and small, NOT DANGLING, earrings secured by a post.

#### **Fingernails**

Fingernails must be trimmed short and free of nail polish. False fingernails of any kind are not allowed.

#### **Cell Phones**

Employees may not use their cell phones (or other devices) for personal communications of

any manner during work hours. Employees may use their devices during their breaks. No MP3 players and/or earphones are allowed while on duty.

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### **Personal Belongings**

For security and sanitation, employees may not keep their personal items (purse, coat, sweater, etc.) in the kitchen food preparation area. Employees must keep their personal items in an employee locker. If lockers are not available, contact the site Manager or Director to make arrangements.

### **Uniforms**

“Uniform” consists of an employer-provided shirt and apron, BLACK approved pants and appropriate footwear (listed above). Employees are initially provided with shirts and aprons. Once employees have accumulated three shirts, they must turn in old uniform shirts and aprons in clean condition to receive new ones. Upon separation from employment, employees must turn in all employer-issued uniform shirts and aprons.

### **Approved Pants**

Long pants are to be as part of the uniform. Capris and shorts that rest at knee level may be worn with supervisor approval. The approved color for pants is BLACK. No other colors allowed. Pants must be free of holes, tears or excessive wear.

### **Approved Shirt Cover**

Button sweaters or zip-up sweatshirts may be worn over the uniform shirt in the kitchen (back of the house) during preparation, but may not be worn during service in the cafeteria (front of the house). Sweaters/sweatshirts must be free of holes and snags and must be either black or grey in color.

### **Casual Fridays**

Employees can choose to wear a school spirit shirt instead of an approved uniform shirt on Fridays. Spirit shirts cannot be sleeveless and are subject to approval. Employees are allowed to wear blue denim jeans (no holes or tears) on Fridays. All other dress code policies apply.

### **Hair Covering**

Employees are provided with hair nets. Certain chef hats are allowed with approval. Employees must cover all hair. Short bangs may be exposed on the forehead. No other hair is allowed to be uncovered.

**Employees not properly dressed in accordance with this policy will be sent home to change without pay and will be subject to formal disciplinary action.**

## ***SECTION III***

### ***EMPLOYEE RESPONSIBILITIES***

#### ***ATTENDANCE AND PUNCTUALITY - SUPPLEMENT***

In addition to the standards provided in the Employee Handbook for all classified employees, because attendance is critical to an efficient food service operation, the following policies and procedures apply to food service employees. Promptness is essential. Employees are expected to arrive at work 5-10 minutes before the start of their scheduled shift in order to wash hands, put on apron and hairnet, etc. You must be on the floor and ready to work at the time your shift begins.

Do not report to work if you are sick with symptoms of fever, vomiting, jaundice or diarrhea. State and federal health code strictly prohibits employees with these symptoms from performing food handling. You will be sent home if you report to work with these symptoms. It is important that you manage the number of personal and sick days you have earned and reserve days for emergency use.

#### **Calling Off Work**

When a food service employee is unable to report for work, he/she must notify his/her designated manager either in person or by telephone as soon as the need for an absence is known as provided below. If the need for absence is known in advance, the employee must notify his/her designated manager at that time so that coverage can be arranged.

Employees who are unable to communicate with their designated manager in person must call or text their designated manager's cell phone to inform the manager of their need for an absence from work. Upon initial hire, and at the start of each school year, employees will be provided with their supervisors personal cell phone contact information. Food service employee call-in time is as follows:

- Food service employees with shifts beginning before 7:00 am must notify their cafeteria manager of their need for an absence, the night before their shift or by 5:00 a.m. of the applicable work day two (2) hours before scheduled shift. If an employee is unable to speak directly to their supervisor, they must leave a detailed voice message or text message on their manager's personal cell phone
- Food service employees with shifts beginning after 7:00 am must notify their cafeteria manager of their need for an absence at a minimum of two (2) hours prior to

the start of their scheduled shift. If an employee is unable to speak directly to their supervisor, they must leave a detailed voice message or text message on their manager's personal cell phone

\*2-hour notification of absence is needed to assure there is time to schedule a

### substitute ***EMPLOYEE MEETINGS***

Managers are required to attend monthly leadership meetings. These meetings provide instruction, training and tools that employees need to perform their jobs satisfactorily. Attendance is mandatory and employees will be compensated for their time at their regular

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rate or overtime rate if the meeting results in employees working more than forty (40) hours in the work week.

Training and professional development are essential for employees and required by law. Throughout the year, all employees may be required to attend mandatory training. Employees will be given advance notice and paid for the time spent in training. Prior to the start of the school year all employees are required to attend the Back to School Workshop.

### ***FOOD SAFETY***

Food safety is the responsibility of every employee. Every action in food service has the potential to impact the safety of the food, either during purchasing, storage, preparation, holding, service or clean-up. Porter Township School Corporation has developed a Hazard Analysis and Critical Control Points (HACCP) plan to ensure food safety at all stages of food handling. The Centers for Disease Control (CDC) estimates that 76 million cases of foodborne illness occur each year in the United States. For certain groups, such as young children, a foodborne illness can be fatal. Food service employees are expected to adhere to the following expectations.

## **You Can Prevent Foodborne Illness**

### **Hand Washing Is Basic**

- Use a designated hand sink, never a three compartment ware washing sink.
- Use soap and hot water and vigorously rub your hands together for at least 20 seconds – or the time it takes to sing “Happy Birthday” twice.
- Turn off the faucets by using a single-use paper towel.
- Dry your hands with another single-use paper towel.

### **Wash Your Hands Often!**

- Before beginning your work shift
- Before returning to work after a break
- Before and after putting on single-use gloves
- Before each new work task
- After eating or drinking
- After using the restroom
- After sneezing, coughing, or using a tissue
- After you have touched any part of your body, such as your hair, ears, nose or mouth.

## **Temperature and Time**

Temperature and time are critical factors in food service. It is important to keep food out of the TEMPERATURE DANGER ZONE (40°F and 135°F) where harmful microorganisms grow and multiply. You must use a thermometer to record temperatures of food.

Temperatures for refrigerators, freezers, cooking and serving are taken and recorded in HACCP logs.

- Thawing is done in the refrigerator
- Foods are cooked to specific internal temperatures
- Hot foods are held for serving above 135°F

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- Cold foods are kept below 40°F

## ***FOOD ALLERGIES***

Managing food allergies in schools can be challenging. Education, communication, and cooperation are the keys to preventing allergic reactions in schools. Because food allergies could result in potentially life threatening anaphylaxis, it is important school food service employees understand their role.

When a parent enrolls a child with a food allergy, they must see the school nurse and complete an Allergy Action Plan. A Diet Prescription form must also be completed by the child's physician and returned to school.

Diet Prescription forms are sent to the Food and Nutrition Services office and an Alert will be entered in the point of sale system. Each time the student comes through the cafeteria line, an alert symbol appears on the account. The cashier must check the student's tray to be sure he/she does not have an item to which he/she is allergic.

Understanding ingredients and labels is a must for food service employees. Never assume a product does not contain nuts, check labels. Keep a list of students with allergies available to cross reference when preparing field trip lunches. Your help is vital in the lives of children with food allergies.

## ***EMPLOYEE SAFETY - SUPPLEMENT***

In addition to expectations for all classified employees to maintain safe working conditions as provided in the Employee Handbook, the following standards and expectations apply to food service employees:

### **Preventing Slips and Falls**

- Clean up any dropped food, spilled liquids and grease immediately.
- Wear properly fitted, slip-resistant rubber soled shoes.
- Contact a custodian for help with large spills. Ask to post a "wet floor" sign when necessary.
- Keep aisles and passageways free of carts, boxes, trash cans, mop buckets and other obstacles.

- Close oven doors immediately after inserting or removing food.
- Use the proper equipment (step stools, stepladders) for reaching upper shelves.  
Never climb on shelves, boxes or chairs.
- Tell the Cafeteria Manager immediately about any condition that could cause a fall such as a loose tile, spilled liquids, inadequate lighting, etc.

### **Safe Lifting**

Employees are required to lift up to 50 pounds. It is important to know how to lift loads safely in order to prevent a back injury. Follow these guidelines to lift safely and prevent back injury:

- Read a carton, box or bag for the weight of contents to determine if you can lift the load alone or need to get help.

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- Plan the way you will walk with the load. Avoid stairs when possible. •  
Make sure you have firm footing before beginning the lift.
- Never bend over an object to pick it up.
- Squat down by bending your knees. Test the weight of an object by lifting a corner. If it seems too heavy, get help.
- Use the large muscles of your thighs and stomach when you lift rather than the small muscles of your back.
- When you lift, tighten your stomach and buttock muscles. They act as an internal girdle to give your back extra support.
- Balance the load in the center of your body.
- Hold the load close to your body. Always keep your back as straight as possible. •  
Avoid twisting when you lift. Turn around with your feet.
- Set the load down by bending your knees, not bending over from the waist. •  
Be smart, use a cart!

### ***NON-DISCRIMINATION STATEMENT***

Porter Township School Corporation's food service program is regulated, in part, by the U.S. Department of Agriculture and is required to publish the following statement.

In accordance with Federal Civil Rights Law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination](#)

[Complaint Form](#), (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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### ***WHAT IS A REIMBURSABLE MEAL?***

Food service employees are expected to know what constitutes a reimbursable meal. A reimbursable meal is the federal formula that determines whether a school district will receive money as reimbursement for the meals served to students. This does not include adult or second meals, a la carte or student visitor meals. In order to get reimbursement, the USDA guidelines and “Offer vs. Serve” rules must be followed by cashiers. Lunch and Breakfast rules are different.

### ***HOW TO RECOGNIZE A REIMBURSABLE LUNCH***



Five components must be offered to students for Lunch. To be counted as a reimbursable meal, students must select three of the five components and one of the components must be a fruit or vegetable.

Components represent servings from the food groups Fruit, Vegetables, Grains, Protein and Milk. A food item on the menu may contain one, two or three components. For example, a cheeseburger contains grain (bun) and protein (burger) and counts as two components. A southwest salad contains vegetables (lettuce, tomatoes), protein (cheese and taco meat) and grain (tortilla chips). In this example, the southwest salad counts as three components and is a reimbursable meal by itself.

It's important to remember that although students must select at least three components, they are entitled and should be encouraged to select all five components offered.

## ***HOW TO RECOGNIZE A REIMBURSABLE BREAKFAST***



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Three components must be offered to students for Breakfast in the form of four items. Two ½ cup servings of fruit, milk and grain/protein.

Breakfast is different than lunch because cashiers are not counting components. Students must select three menu items to be considered reimbursable. One of the items must be a fruit.

For example, four items are offered on the menu: a blueberry muffin, peach cup, juice and milk. Students must select three of these items. One of the items must be a fruit.

Cashiers must count three menu items on the tray to be considered a reimbursable meal.

