

# FOOD SERVICE HANDBOOK 2016-17



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Park Hill School District

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Building Successful Futures • Each Student • Every Day

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# Park Hill Food Service

## We Feed the Future

### VISION, MISSION, AND VALUES

#### **FOOD SERVICE VISION**

Park Hill Food Service – We Feed the Future

#### **FOOD SERVICE MISSION**

Through the expertise of a motivated staff, the Park Hill Food Service Department provides healthy, nutritious meals in a safe, caring environment to support and ensure students' academic success.

#### **FOOD SERVICE VALUES**

- Expose students to new foods as well as old favorites
- Provide healthy food choices, including healthier spins on favorite foods
- Nutrition education – empower students to become informed consumers
- Partner with parents to promote healthy choices
- Maintain a fiscally responsible food service program



## EMPLOYMENT INFORMATION

### **EMPLOYMENT PROCESS**

Application forms for all job vacancies must be completed on-line at [www.parkhill.k12.mo.us](http://www.parkhill.k12.mo.us). Candidates who have applied in the district are considered for vacancies on the basis of:

1. Completed application which is screened and forwarded by Human Resources.
2. Interview and reference checks of candidate by Director of Food Service or his/her designee.
3. Recommendation for hire forwarded to Human Resources for review, interview and approval.
4. Candidate submits to and passes background checks and physical capacity test.

### **TRAINING**

All employees are **required** to attend Food Service Training which is held annually before the school year begins. This is part of the 177 work days per year. Additional orientation and mandatory training sessions may be held periodically throughout the school year with Food Service supervisors and/or Human Resources.

### **POSTING OF VACANCIES**

Food Service openings will be posted in each school or on the Park Hill web site. Request for transfer must be made online at the District website or Park Hill intranet. Employees requesting a transfer will be notified of the outcome.

### **PERSONNEL RECORDS**

The Human Resource Services Department maintains a personnel file on all food service employees. An employee may review any of the information in his/her file by requesting an appointment with the Assistant Superintendent of Human Resource Services.

### **EVALUATIONS**

Formative evaluations will take place throughout the year and include meetings and conferences as well as daily contact with supervisors. New employees shall receive an evaluation during their probationary period and continuing employees will receive an annual job evaluation by his/her supervisor. Employees may provide comments or written statements as an addendum to the evaluation. The general performance areas included in the annual evaluation are the following:

- Safety – ability to take every possible action to maintain the safety and security of the district.
- Adherence to Policy and Organizational Support – following procedures, protocols and guidelines.
- Communication Skills – effectively conveying information in a clear, professional, and courteous manner.
- Teamwork/Interpersonal Skills/Cooperation – ability to work cooperatively with others
- Attendance and Punctuality – attends work on a regular and punctual basis.

- Quality and Quantity of Work – Thoroughness, accuracy and completeness exhibited in routine assignments and special projects within assigned time.
- Dependability and Reliability – Assumes responsibilities and ensures tasks are completed without sacrificing accuracy or quality.
- Decision Making/Judgment/Problem Solving – identifying problems and drawing appropriate conclusions, communicating issues in an appropriate and timely manner.
- Job Knowledge –Depth of understanding of the content and procedures of the job.

Supervisors are evaluated on three additional performance areas:

- Leadership and Organization - Ability to convey instructions and organize tasks or people to carry them out.
- Development of Others – effectively coaching and motivating others.
- Resource Management – managing all assets effectively and efficiently.

### **PAY SCALE**

Pay rate will reflect assigned step/level and will be effective as soon as employee begins work in an assigned permanent position. Food service employees will be paid semi-monthly (1<sup>st</sup> and 15<sup>th</sup> of the month).

### **RECORDING TIME WORKED**

1. All Food Service employees will time in and out through Kronos, an electronic time and leave management system. It is not necessary to “clock out” for a 15-minute break, but it is necessary to “clock out/in” for a 30-minute lunch break.
2. **All employees working additional or overtime hours must have advance permission from their supervisor. Failure to obtain advanced permission may result in disciplinary action.**

### **MORNING BREAK**

A fifteen (15) minute morning break is scheduled for employees who work 5 hours or more if time and work flow allows. Eating or drinking in work area is a health violation and is not permitted.

### **LUNCH BREAK**

An unpaid thirty (30) minute lunch break is scheduled for each regular employee. Employees are allowed one menued meal daily at no cost. Additional food may be purchased at regular price.

## CUSTOMER SERVICE

### **EMPLOYEE UNIFORM AND GROOMING**

Park Hill School District's commitment to excellence requires standards of personal grooming from staff that are consistent with departmental needs and health codes. Each employee is a representative of the district and is expected to present a professional image to students, staff and patrons.

#### *UNIFORM AND GROOMING*

- Black pants and a Park Hill polo logo shirt are to be worn by all regular employees. No jean or Lycra material is allowed for pants or capris.
- All clothing attire must be clean and free of wrinkles and stains. Permanently soiled or faded uniforms must be replaced.
- During August, September, October, April and May, employees may wear black Capri pants below the knee. No jean or Lycra material is allowed.
- During winter months a long sleeved plain black turtle neck shirt may be worn under the polo shirt.
- Special event or promotional attire is permitted to coincide with Food Service or school events (example – pajama day, crazy socks day, school spirit day) Attire must not interfere with safety or health codes. Jeans are not allowed on Fridays unless designated by your school administration or the Food Service Department for specific events or promotions. School logo shirts or sports logo shirts (example – Chiefs or Royals jerseys) are permitted to coincide with Food Service or school events.
- A Park Hill logo apron will be provided for each Food Service employee at no cost. The employee is responsible for laundering the apron and must turn it into their manager upon resignation or transfer. Park Hill logo aprons must be worn when working in the front of the cafeteria or interacting with students/staff. They must be clean and changed as needed. Plastic or white cloth aprons are to be worn in the back of the house only.
- A solid black hat or hairnet is to be worn at all times while in the back of the house. Hats only are to be worn in the front of the house. Hair is to be clean and neatly combed. Hair shoulder length or longer must be worn in a ponytail or bun.
- All-leather skid resistant black work shoes are required. Socks are to be worn.
- Hair and body should be clean and free of offensive odors.



- Fingernails are to be clean. Nail polish and artificial nails are not to be worn while on duty.
- Costume jewelry, watches, and dangling earrings shall not be worn while on duty.
- Gum chewing while on duty is not permitted.
- Hands must be washed with soap and water after returning from the toilet, after using a handkerchief, after combing hair, after handling money and whenever soiled. Coughs and sneezes should be covered and hands washed afterwards.
- An employee's badge must be worn at all times during the work shift and breaks.

Uniform and grooming are important aspects of our customer service focus. Employees that do not meet the standards are subject to disciplinary actions and at a minimum, may be asked to return home. Time spent going home to change to appropriate clothing will be unpaid.

#### **MANDATED REPORTING OF FOOD BORNE ILLNESSES**

The Manager of each school food service operation, in combination with the Food Service Director, is responsible to:

1. Recognize diseases that are transmitted by foods
2. Inform employees of reporting requirements
3. Restrict or exclude infected workers
4. Notify the Health Department when an employee is diagnosed with a "Big Five" Illness

All Food Service Employees should recognize some common symptoms of diseases that can be easily transmitted by foods:

- Diarrhea
- Vomiting
- Jaundice
- Discharges from the eyes, nose and mouth
- Fever
- Infected wounds or boils
- Sore throat with fever

The "**Big Five**" Food Borne Illnesses that are singled out by the Health Department Food Code as being highly infectious and highly virulent are:

- **Norovirus**
- **Hepatitis A virus**
- **Shigella spp**
- **Enterohemorrhagic or Shig Toxin-Producing Escherichia Coli (E Coli)**
- **Salmonella typhi**

**All employees are legally responsible to report to their supervisor:**

- Present or past illnesses with the “Big Five” Food Borne Illnesses
- Symptoms of other illnesses that can be readily spread via food

**Upon notification, appropriate measure will be implemented to restrict or exclude infected employees as the situation dictates. Confirmed “Big Five” Illnesses will be reported to the Health Department by the Food Service Director or appointee.**

**SMOKING**

In an effort to promote the health and safety of all students and employees, to promote the cleanliness of the Park Hill School District buildings and grounds, and to demonstrate support for a tobacco-free environment, the Park Hill School District prohibits the use of all tobacco products on the property surrounding the buildings of the Park Hill School District, including but not limited to outdoor smoking on the sidewalks, grass areas, and parking lots surrounding the buildings in the district.

**EMPLOYEE COACHING AND COUNSELING**

The Park Hill Food Service Department strives to develop skills and provide training to create successful and productive employees. Positive and consistent coaching and counseling from supervisors is an integral part of developing a productive work force.

- Immediate feedback to employees is necessary to reinforce positive behaviors and address areas for improvement.
  - Coaching should be provided in a confidential and supportive manner.
  - Specific examples or direct assistance may be utilized to educate employees.
  - Time frames targets or documentation of task completion are useful instructional tools.
  - Notes on coaching interventions should be maintained by the Food Service Manager.
- When lack of improvement is noted after multiple coaching interventions on similar issues, more formal intervention/ counseling should be considered.
  - Performance issues that continue should be discussed with the Operations Coordinator.
  - Documentation will be reviewed and appropriate interventions determined with the Food Service Director and Human Resources involvement as the situation suggests.
  - Counseling with the employee and Food Service Manager that includes the Food Service Operations Coordinator and/or Food Service Director may be conducted. Written documentation of the counseling will be provided to the employee and maintained in employee files.
  - Documentation of counseling may be included in the employee’s annual performance appraisal.
- If unacceptable performance persists after coaching and counseling interventions have been repeatedly utilized, then a Performance Improvement Plan may be implemented.
  - All documentation of coaching and counseling must be provided to the Food Service Director and Human Resources for review.

- The Food Service Director and Human Resources will be involved in determination of appropriate steps to be taken.

If a manager at any time is uncertain of how to proceed, the Operations Coordinator or Food Service Director should be consulted for guidance.

### **FACES OF FOOD SERVICE**

Park Hill Food Service is strongly focused on offering outstanding service to our customers – students, staff, and parents. A tool to evaluate our success in this area is used annually to anonymously evaluate all staff as they interact with customers during meal service.

Results may:

- Be shared with employees
- Used as a teaching tool to improve customer focus.
- Incorporated with annual evaluations and addressed under Communication Skills.

		Needs Improvement	Good	Great	Points Total
		0 Points	1 Point	2 Points	
<b>Fun</b>	<b>F</b>	Interactions with students are routine and disengaged	interactions with students are friendly/expresses interest in customer	Instills "fun atmosphere" through lively conversation and appropriate humor	
<b>Addressing Customer</b>	<b>A</b>	Does not acknowledge customer	Acknowledges Customer	Addresses Customer By Name	
<b>Courtesy</b>	<b>C</b>	Discourteous responses to customers	Generally responds with common courtesies such as "Please" and "Thank you"	Uses courtesy and Cueing Phrase such as "Did you find everything you wanted?"	
<b>Eye Contact</b>	<b>E</b>	Minimal or no eye contact	Some eye contact	Maintains consistent and appropriate Eye Contact	
<b>Smile</b>	<b>S</b>	Negative or Flat affect	Smiles at Customer	Provokes Smile From Customer	
Employee Name _____ School _____				<b>Employee FACES Score</b>	

## **EMPLOYEE WORK HABITS AND RESPONSIBILITIES**

The Park Hill Food Service Department places great importance on professional conduct by its staff and strictly enforces proper employee work habits.

- Employees should report to work on time, properly dressed, well groomed, and ready to begin work as scheduled.
- Job assignments should be followed completely. When assigned tasks are completed, assist other departments or notify supervisor for additional task assignments – do not stand idle!
- Work cooperatively with other employees and as requested by your supervisor.
- Cooperate with faculty, students, manager, and workers.
- Maintain a neat, orderly work area and clean as you go.
- Follow all sanitation practices.
- Test and sample food with a teaspoon or fork, never use the cooking spoon or fingers. Pour a small portion from the stirring spoon into a teaspoon. Taste from the teaspoon.
- Avoid hand contact with hair, face, nose, and mouth.
- Personal beverages are not allowed in the food preparation or serving areas. Eating and drinking, other than tasting during food preparation, is not allowed in food preparation areas. Personal drinks may be kept in the refrigerator, covered and marked, in an area designated with signage.
- Use equipment properly and safely. Ask questions if necessary.
- Use plastic gloves whenever hands may contact food.
- Do not carry towels on shoulder or under arm.
- Do not carry food products against your body or apron.
- Use paper towels for drying hands.
- Handle food with tongs or other utensils when mixing, portioning, or serving.
- During working hours, discussions should be professional in nature.
- Cell phones are to be secured in employee lockers or purses during scheduled work hours and may be accessed during breaks.
- Employees may not leave their work area during scheduled work hours without permission from their manager.
- To the fullest extent possible, arrange personal appointments after working hours.

## **FINANCIAL ACCOUNTING**

### **CHECK PROCESSING**

Park Hill Food Service accepts checks for payment on student food service accounts. In order to accept a check for payment, the following must be present:

- Counter checks are not accepted – personalized checks only are accepted.
- Student’s name or their Student Identification Number must be on the check.
- If the check is to be shared by two students, both students’ names must be included on the check.
- The parent’s daytime telephone number and address must be included on the check.

Park Hill Food Service is sensitive to our parents and submits “insufficient fund checks” to the bank two times before it is referred to a collection agency for payment. Once it has been submitted to the collection agency, the fees incurred will be the responsibility of the parent to pay along with the amount of the insufficient funds check.

All checks returned for insufficient funds will be handled by the District Food Service Office as follows:

- The amount of the returned check will be deducted from the student’s General Food Service account and a negative account balance will be reflected.
- The District Food Service Office will contact the parent immediately by telephone and by letter to notify them of the returned check and that their student will be offered a cheese sandwich meal if cash payment is not received within the next 24 hour period.
- The District Food Service Office will notify the manager at the student’s school site and alert them to the returned check and the date that a cheese sandwich meal will be initiated.
- Follow-up telephone calls and letters will be sent to the parents until the balance is paid in full or the account is referred to a collection agency.
- After two returned checks, check payments will no longer be accepted and cash only will be required as payment on the student’s account.

### **DAY END PROCESSING**

Accurate day end processing is vital to effective management of financial assets. The process should be completed as outlined in the PrimeroEdge User Manual.

- All money, with the exception of starting cash, is to be deposited daily without exception.
- Day end processing is initiated as soon as the meal sales for the day have been completed.

- A “Checks Collected Report” should be run daily and used to reconcile the check amount recorded compared to the total of the checks added manually. This may be run multiple times as checks are received or as the school site prefers.
- Two additional check reports will be printed.
  - Attach one copy of the Checks Report with a paper clip (no staples) to the deposit slip and across the body of the deposit slips where the checks would be recorded write “see attached Checks Report”.
  - The other should be retained at the school for their records attached to the other PrimeroEdge reports for the day.
- The bank deposit total must match the amount of money being deposited in the bank. If PrimeroEdge does not match the cash, currency and checks to be deposited, the deposit amount in PrimeroEdge must be edited to reflect the amount that will be deposited in the bank.
  - Do not staple the bank deposit forms – paper clips only.
  - Turn all money in the same direction.
  - Use the .00 instead of a dash. Example - \$2.00 instead of \$2.---
  - Do not use gel pens, pencils, or colored inks such as red or purple. Use black or blue ink only.
  - Do not put a dash through the 7.
  - Send the white and pink bank deposit slips to the bank with the deposit.
  - Detach the yellow copy of the deposit slip and forward it to the District Food Service Office.
- Deposit Corrections – it is extremely important to be accurate on all deposits, however, occasionally a deposit error will be made by a cashier or identified and the bank will send a Deposit Correction because the money they received did not match the deposit slip. If a discrepancy occurs:
  - Attempts should be immediately made by the manager to identify the source of the discrepancy. Notes on the situation should be made for future reference and kept on file in the Manager’s office at the school site.
  - Correct the deposit as outlined by PrimeroEdge to reflect this “deposit correction”

## **REFUND PROCEDURE**

- Cash refunds may be made by cafeteria managers only for accounts that are \$10 or less.
- Managers must speak to a parent for students 11<sup>th</sup> grade and under. Graduating seniors may request their refunds personally.
- Cash refunds are to be taken from the daily deposit.
- A written receipt must be completed in full.
  - A signature or printed name must be obtained on the receipt.
  - The white copy is given to the student or recipient of the refund.
  - The yellow copy is retained by the cafeteria manager.
  - The pink copy is sent to the Food Service office.
- Place the cash and completed receipt in an envelope for the student.
- Once the refund is given:

- The student's account must be adjusted to zero.
- A detailed adjustment reason must be given, including the parent name making the request.
- The receipt number must be included in the reason.
- Refunds of \$10.01 or larger must be processed through the Food Service office.

Sample Receipt

<b>RECEIPT</b>		DATE <u>1-29-16</u>	No. <u>707557</u>
RECEIVED FROM <u>PHHS Food Service</u>		<b>\$ 9.50</b>	
<u>Nine &amp; 50/100</u>		DOLLARS	
<input type="radio"/> FOR RENT <input type="radio"/> FOR <u>Lunch Acct Refund- Cash</u>			
ACCOUNT		<input type="radio"/> CASH <input type="radio"/> CHECK <input type="radio"/> MONEY ORDER <input type="radio"/> CREDIT CARD	FROM _____ TO _____
PAYMENT		BY <u>Student signature</u>	<small>T-4880045802</small>
BAL. DUE		<u>Print student's name</u>	

## **GENERAL OPERATIONS**

### **HEALTH DEPARTMENT REQUIREMENTS FOR FOOD SERVICE EMPLOYEES**

Health department regulations require that all food service employees maintain a current Food Handlers Card on file at their assigned location.

- Employees must complete a Food Handlers Course before they may begin working in Food Service.
- Employees are responsible to maintain an up-to-date certificate in order to report for work.
- Food service substitutes and student employees are required to complete a Food Handlers Course and provide a current certificate to the Food Service Office.
- The Park Hill Food Service Department will pay for or reimburse regular employees for Food Handlers Class and two hours of paid time to complete the course.
- Managers, Assistant Managers, secondary school department heads and 5.5 hour elementary employees are required to have ServeSafe certification. The Food Service Department will pay for employee time to take the course and the cost of the certification. Failure to pass the test may result in disciplinary action.

### **REQUESTING TIME OFF**

As outlined in the Support Staff Handbook, it is important to have staff at work for all scheduled work days. However, when time off is necessary, the following procedures should be utilized:

- Notify your direct supervisor immediately by phone or in person if tardiness or an absence is anticipated. Emails or texts are not acceptable.
- Multiple days off during the school year for planned events must be discussed and approved in advance by the Food Service Director.
- A Time Off Request for all absences should be submitted in advance when possible through Kronos. From there, the request will be routed for approval to the Food Service Director.
- All leave requests during a block out periods should be requested in advance if possible. All requests must be directed to the Food Service Director for consideration.

All leave requests will be considered and honored as possible; however, requests may be declined if the absence will negatively impact service to our students.



## BLOCK OUT DATES

Attendance at work is mandatory during certain block out dates unless approved by the Director of Food Service. Block out dates include the first ten (10) days students are in session at the beginning of the school year, full and half work days before and after a holiday, and the last five (5) days students are in school.

2016-17 Dates	Reason
*August 11– 24	First 10 student days
September 2 & September 7	Labor Day - September 5
November 22 & November 28	Thanksgiving Break - November 23-25
December 21, December 22 (am) & January 5	Winter Break – December 22-January 4
January 13 & 17	Martin Luther King Holiday - January 16
March 16 & 27	Spring Break March 20 - 24
April 14 & 18	April 17 School Not in Session
May 16 – 23 (am)	Last day of school May 23

## UNIFORM STIPEND

Park Hill Food Service places great importance on a professional appearance for its staff and provides an annual stipend to be used to purchase the prescribed uniform.

- A uniform stipend of \$100.00 will be included in regular employees' October paychecks.
- Employees starting during the school year and after the October stipend is paid, will receive their uniform stipend in their first paycheck following the conclusion of their probationary period.
- Receipts for purchases will not be required.

## **JOB-RELATED INJURY REPORTING**

All injuries sustained during the employee work day must be immediately reported to your supervisor and documented on a "Report of Injury" Form within 72 hours of the injury. Employees choosing to see their own physician will do so at their own expense. Park Hill is not responsible for payment of any unauthorized medical treatment.

The Report of Injury Form, Directions and Maps to Area Workers' Compensation Providers and Employee Injury Notification Procedure documents are located on the Park Hill internet at "Work Tools and Resources (orange tab), Business, Employee Injury & Workers' Compensation.

An "Employee Injury Notification Procedure" should be posted in the Manager's office to refer to as needed.

Failure to report an injury may result in delayed treatment to resolve the injury or denial of services if the time and place of occurrence cannot be substantiated.

- Notify your direct supervisor immediately of an incident/injury.
- If a serious injury or medical emergency occurs, 911 should be called immediately.
- Less serious injuries requiring medical intervention will be directed to the school's nursing office for evaluation, treatment and further referral, as necessary, to Mosaic Life. Should a Mosaic visit be required, the school nurse should provide a Script Net form that may be completed at Mosaic if a prescription is prescribed. The prescription can then be filled at no charge to the employee at an approved pharmacy.
- All Mosaic visits must be coordinated in advance through the designated district office contact person. Currently this is Krista Lindner at extension 5952 or designee in her absence.
- Employees must clock out before going to Mosaic. The visit is compensated by the Park Hill School District, however, the time at the visit is not.
- Employees should report the outcome of their Mosaic visit to their supervisor.

All recommendations for restricted duty from Mosaic must be immediately communicated to the employee's supervisor and the Food Service Director.

- An employee on restricted duty may NOT return to work without direct approval from the Food Service Director or Human Resources.
- A determination will be made as to whether the restriction can be accommodated by the Food Service Department. Modified job duties may be temporarily assigned.
- All job restrictions prescribed must be strictly followed by the employee. Failure to do so may result in disciplinary action.
- The date of follow-up physician appointments and any change in restrictions must be communicated to the employee's supervisor and the Food Service Director.

## **NON JOB-RELATED INJURY REPORTING**

All injuries sustained outside of the work place that result in a physical restriction prescribed by a physician **MUST** be communicated to the employee's supervisor and the Food Service Director before the employee's next scheduled work day.

- An employee on restricted duty may NOT return to work without direct approval from the Food Service Director or Human Resources
- A determination will be made as to whether the restriction can be accommodated by the Food Service Department.
- All job restrictions prescribed must be strictly followed by the employee. Failure to do so may result in disciplinary actions.
- The date of follow-up physician appointments and any change in restrictions must be communicated to the employee's supervisor and the Food Service Director immediately.

## **PRODUCTION**

### **SHARING UNWANTED MILK, JUICE AND PACKAGED ITEMS**

Occasionally students take a carton of milk, juice or packaged food as part of their meal and then choose not to drink or eat it. To allow these unwanted packaged items to be shared with students who would consume them, refer to the “Share Table Policy and Procedure” in your HACCP Manual.

### **USE OF LEFT-OVERS**

Effective production and forecasting should minimize a large amount of left-over foods; however, when left over food does occur it should be handled in one of the following ways:

- Left overs may be offered for purchase as seconds on the day prepared as the building administration allows.
- If the left over is not of acceptable quality when reheated, or it has already been reheated previously it should be discarded and recorded on the Discarded Foods Logs.
- If the left over can be reheated and maintain acceptable quality, it may be offered as an additional choice the following day.
- If the left over is an entrée portion, It may be offered again as an Entrée choice in addition to the menued entrees. It may not be offered on the choice bar as an extra. (Example: Macaroni and Cheese may not be offered on the choice bar the next day as an extra food choice, but it can be offered as an additional Entrée choice.)
- If the left over is a vegetable or fruit, it may be included on the choice bar in addition to the menued choices. A left over fruit may also be offered on the choice bar at breakfast.
- If it is mashed or au gratin potatoes, it may be offered as a “served” vegetable choice the following day in addition to the menued items. Mashed potatoes and gravy may not be frozen.
- Left over fresh vegetables or fruits may be combined into a salad recipe contained in our Recipe System or vegetables cooked and served as an additional choice. (Example: Left over spinach, lettuce, tomatoes and broccoli may be combined into a tossed salad and served the following day. Fresh zucchini may be sliced and cooked and offered as an additional vegetable choice).
- Left overs must be discarded if portions remain after being reheated a second day.
- Left-over portions may not be purchased to take home.
- Left-over portions may not be given away. If they cannot be reused they must be discarded in the trash and recorded on the Discarded Foods Log.

## **PURCHASES**

### **CUSTOMER CHARGES**

The Park Hill Food Service Department expects payment for meals to be provided at the time the meal is served. If a customer is unable to do so the following protocol should be followed:

#### Elementary Students:

- May charge three days reimbursable breakfasts and lunches. No ala carte of any kind may be charged. The Food Service Manager must contact the parents or guardian of the child and notification be sent home that additional funds are needed for their student to eat meals at school.
- After three days of charges have occurred at lunch, a cheese sandwich entree, milk and choice of all sides will be provided in place of the menued entrees at lunch.
- After three days of charges have occurred at breakfast, two slices of toast, milk and choice of all sides will be provided at breakfast.  
Efforts to collect outstanding charges must continue and the school office and social worker should be contacted for assistance in the process.
- The final 30 days of school each year, all charges are suspended at the elementary level. Notification is sent to parents/guardians that charging will not be allowed. Students with insufficient funds on their accounts will immediately receive a cheese sandwich entrée, milk and choice of all sides.

#### Secondary Students:

- Students at the secondary level are not allowed to charge meals. Students with insufficient funds on their accounts will be offered a cheese sandwich entrée, milk and choice of all sides.
- The Food Service Manager will send notification to the parent/guardian that additional funds are needed for their student to eat meals at school.

#### Adults:

- Adults including teachers, administration and employees are not allowed to charge.
- Parents are not allowed to charge but may have money deducted from their student's account to pay for their meal.
- Food service employee purchasing seconds or ala carte items may not charge.

### **RECIPE USAGE**

Recipes should be utilized for all items produced to assure standards of quality and nutritional content.

- Recipes should be accessed using the VBOSS recipe module and adjusted for the projected servings needed.
- The recipe should be precisely followed in all respects.
- Concerns or issues noted with any recipe should be referred to the Food Service Director or Nutrition Coordinator to evaluate the recipe and modify it if necessary.

## **ADULT FOOD PURCHASES**

Adults may purchase a meal or ala carte selections offered daily from the Park Hill Food Service Departments.

- School Meals - Commodity foods obtained through the National School Lunch Program are used to produce school meals and these “free items” cannot be used for adults unless additional reimbursement for those commodities is charged to compensate. For this reason, adults must pay a higher price for the same portions served to our student -- adults should not receive larger portions unless they pay for a second portion.
- Ala Carte items may be purchased from the Food Service Department during the regular school day at the designated sale price.
- Internal purchases for catered events or special functions must be arranged through the Food Service Department. Refer to this protocol.
- Payment for all meals or ala carte items must be made at the time the item is received by the adult customer. Adults may set up a food service payment account and apply money to it that can be credited as purchases are made. No charging is allowed.

### *Food Service Employees*

- Food Service Employees are provided a meal of their choice each day at no charge as a portion of their compensation. They may take all the side choices offered including milk and juice.
- Additional items not included in a reimbursable meal such as water, snack items or second portions may be purchased at the designated retail price. Food service employees cannot process their own purchase of these items.
- Food purchases should be consumed while at school and extra portions, left-overs or small items of produce may not be purchased to take home.
- Cases of product may be purchased if individually invoiced through the vendor and sales tax is added to the invoice. Food service employees cannot process their own purchase transaction and full payment must be made at the time the item is picked up.

## **FREE AND REDUCED MEALS**

The Park Hill Food Service Department participates in the National School Breakfast and Lunch Programs that offer free or reduced priced meals to students based on income guidelines established by the USDA annually.

- Parent or guardians must complete a Free and Reduced Meal Application annually.
- One application is used to include all students in the household and must also reflect all other household members along with their incomes. Applications must be completed fully and signed to be processed by the Park Hill Food Service Department. Free and Reduced Forms are also available online. Refer to the Nutrition Page of the Park Hill website for further information.
- Applications will be processed within 10 operating days of receipt. Until an application is processed and approved, students must pay full price for meals purchased.

- Students approved for Free or Reduced Meals the previous year in our district are automatically provided a 30 day grace period at the same approved level to provide time to submit and process a new application. If a new application is not received, at the end of the 30 day period, the students will be returned to Full Pay status.
- Students entering the Park Hill School District from another district are required to provide written verification from their previous district of their Free and Reduced Status or they may complete a new application.
- A new application may be submitted at any time throughout the school year that a decrease in income occurs that may change a household's eligibility status.
- If an increase in income occurs within the school year after a household has been approved for free or reduced meals, it is NOT necessary to notify the Park Hill Food Service and those benefits may remain in place through the following year's 30 day grace period. At that time, if an application is not filed or income levels no longer qualify the household for benefits, then the students will be returned to Full Pay status.
- Verification of reported income is done annually with a random sampling of approved students selected electronically. Verification for cause may also be conducted if circumstances require the Park Hill Food Service department to question information provided on the application.
- Failure to provide requested income verification will result in students within the household being returned to Full Pay status following the required notification period.
- Free and Reduced Meal benefits allow students to select a reimbursable breakfast and lunch daily when school is in session. Seconds and ala carte items are not included in Free and Reduced benefits. These items must be paid for by the students at the point of service.

#### Special Circumstances:

- Foster children are automatically eligible for free benefits.
- Households that provide a Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), or Food Distribution Program on Indian Reservations (FDPIR) number are automatically eligible for Free benefits.
- When one student in a household has been approved for Free meal benefits through direct certification, then all students in that household automatically qualify for those benefits as well.