



INDEPENDENT SCHOOL DISTRICT

Food & Nutrition Services Department

Feeding our Leaders



EMPLOYEE HANDBOOK

2016-2017

August 2016

We are excited to have you with us here at McAllen ISD Food & Nutrition Services and look forward to a successful school year.

This handbook has been prepared to provide you with a thorough understanding of the policies, practices, and procedures of McAllen ISD Food & Nutrition Services. The contents within are in operation at this time but as the need arises, these policies and procedures will be reviewed and updated to reflect best practices. You are also encouraged to become familiar with our policy manual, forms, menus, and recipes found on our district website ([McAllen ISD FNS website](#)) to assist you with completing required job duties.

All of the information contained herein carries little value without superior customer service on your part. Ninety-nine percent of our success lies in the important cooking, accountability, and food safety decisions you make daily. The statistics show that poor judgment while preparing and serving meals can have distressing results. Our goal is to adequately prepare you and to provide you the necessary tools to perform your job well. We strive to build your confidence and help you make the right decisions to ensure the safety of all your customers as well as yourself.

Every employee is part of the team whose goal is to serve the best interests of all the children. All are trustees of an important public confidence and, as such, must be dedicated to doing the safest, most effective and efficient job of which they are capable.

It is advised that you become thoroughly acquainted with this handbook and refer to it frequently. We urge you to make suggestions to your supervisors and the Director for future improvement and revisions to this document.

This handbook is not a substitute for the official McAllen ISD District Policy Manual but a supplement to it that is more specific to the Food & Nutrition Services Department. This handbook does not serve as a contract and is not intended to alter the at-will status of the employees in any way. In the event that the contents of this handbook conflict with the McAllen ISD Board Policy Manual, the McAllen ISD Board Policy Manual will serve as the authority.

The policies and procedures contained in this handbook will be applicable from the first calendar day of each school year to the first calendar day of the following school year. Should any revisions be made, notifications will be made to all employees. Every employee is required to sign a statement agreeing to follow all departmental procedures. Employees are also encouraged to update their knowledge of this handbook throughout the school year.

Welcome!

Alexandra Grand-Molina
Food & Nutrition Services Director

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DEPARTMENT INFORMATION / CONTACTS

The McAllen ISD Food & Nutrition Services Department is located at 4309 Warrior Drive Suite D, McAllen TX 78501. Main office phone number is (956) 632-3226.

The following phone numbers are provided to you as a resource. In the event that you need to contact any of the following people or departments, do not hesitate to reach out for any assistance. Food service workers are encouraged to contact and communicate with their cafeteria manager and then campus supervisor for immediate assistance.

| | | |
|--------------------------------|-------------------|----------------|
| Director: | Alexandra Molina | (956) 648-0178 |
| Assistant Director: | Mayra Lopez | (956) 784-2703 |
| Budget & Cost Specialist: | Sally Meza | (956) 458-9512 |
| Field Supervisors: | Alicia Vigil | (956) 457-2368 |
| | Aida Alfaro | (956) 638-6992 |
| Purchasing Supervisor: | Martha Serrata | (956) 212-2671 |
| Warehouse Supervisor: | Angelita Guerrero | (956) 537-2446 |
| McAllen ISD Police Department: | | (956) 632-8768 |
| Central Office / HR: | | (956) 618-6000 |

In the event of an emergency, please call 911 immediately

STAFF REQUIREMENTS

All Food & Nutrition Services employees at McAllen Independent School District are held to stringent qualifications to ensure that only the “Best of the Best” are allowed to provide meals and support services to our students. Staff may be moved to campuses as needed to maximize on-time meal production and meal service based on established meals per labor hour staffing patterns.

Before an employee can be involved in the preparation or service of food and beverages, they must have a current Food Handler’s Permit from the City of McAllen. Managers must maintain a current Food Manager Certification from the City of McAllen. Employees having a Food Manager Certification are not required to also maintain a Food Handler’s Permit since the Food Manager Certificate supersedes the Food Handler requirements.

In addition, all Food & Nutrition Services employees agree to and comply with

1. State/District Administration drug and alcohol rules.
As per board policy DHE (Legal).
 - Search of employee work location with reasonable suspicion
 - Random drug and alcohol testing.
 - Post accident drug and alcohol testing.
 - Reasonable suspicion drug and alcohol testing.
2. Reporting of child abuse or neglect if observed
3. Meet education and training requirements outlined in USDA Professional Standards and maintain continuing training requirements on an annual basis.

All staff are required to report to their supervisor, immediately, any criminal offense. Supervisor will report immediately said violation(s) or conviction(s) to Food & Nutrition Services Director.

Attendance / Punctuality

Scheduling and safety require that all employees establish and maintain regular attendance and punctuality. Employees are expected to arrive on time to work daily, ready to perform their duties to serve all students. In the event that an employee is unable to arrive to work by the start of their scheduled shift, it is the employee's responsibility to notify supervisor immediately. Failure to do so can result in disciplinary action. Excessive tardiness and/or absenteeism by an employee negatively impacts the daily operations of the department and will not be tolerated.

Clocking In / Clocking Out

All employees are required to clock in and out for their scheduled work shifts. Time clocks are available in the department and at campuses for employee use. Additionally, employees are required to call in absences. It is the responsibility of the employee to monitor and correct any issues. Failure to do so could result in a disruption of earned pay and/or benefits. At no time should employees be performing job duties off the clock.

DRESS CODE – ALL STAFF

Board Policy DH

Dress and appearance should be in good taste, appropriate for the duties being performed, and respectful of the values, norms, or mores of McAllen ISD. Employees should be in compliance with department dress code at the time they report for duty, and remain so throughout their shift.

Dos and Don'ts

DO follow the district's and department's guidelines regarding the dress code
DO wear the department provided uniform daily to work
DO keep the uniform in good repair and clean when reporting to work
DO keep fingernails trimmed and short in food preparation, service, and storage areas.

DON'T report to work without the department provided uniform
DON'T wear jewelry except plain wedding band in food preparation, service, and storage areas.
DON'T wear body piercings (eyebrows, lips, etc) that can contribute to the cross-contamination of food

Uniform Compliance

McAllen ISD Food & Nutrition Services provides uniform shirts to employees for use while at work. Additionally, all employees are advised at time of hire of the requirement to wear black scrub or black khaki pants, and black non-skid shoes in food preparation areas. Pants and shoes must be non-restrictive to allow for movement and safe operation of food service equipment. Staff must also wear hair restraints in all food preparation areas. Employees are required to report to work in their McAllen ISD Food & Nutrition Services provided uniforms daily and should not arrive without the uniform. Those employees who report to work without the department uniform will be sent home.

Jeans may be worn only as authorized by department director but never in food preparation areas.

PROFESSIONAL CONDUCT – ALL STAFF

Employee Standards of Conduct

Employees are expected to observe the following standards of conduct:

- Recognize and respect the rights and property of students and co-workers and maintain confidentiality in all matters relating to students and co-workers.
- Report to work in accordance with assigned schedule. Notify their immediate supervisor in advance or as early as possible in the event that they must be absent or late. Unauthorized absences, chronic absenteeism, tardiness, and failure to follow procedures for reporting an absence may result in disciplinary action.
- Know and comply with department and district procedures and policies.
- Observe all safety rules and regulations and report any injuries or unsafe conditions to a supervisor immediately. (Note: failure to report work related injuries immediately to a supervisor may result in loss of worker's compensation benefits.)
- Use district time and property for authorized district business and activities only.

For more complete information concerning the McAllen ISD Employee Standards of Conduct refer to the Board Policy Manual and the McAllen ISD Employee Handbook.

Civil Rights

McAllen ISD Food & Nutrition Services is committed to affording every customer, employee, and applicant for employment fair and equitable treatment without regard to race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, reprisal, and marital status. All employees must receive annual civil rights training. All cafeterias must have a "Justice for All Poster" as well as civil rights procedure/forms for use by anyone having a civil rights violation concern. All complaints will be forwarded to Texas Department of Agriculture.

Harassment

Board Policies DH, DIA; District Policy "Discrimination, Harassment, and Retaliation [Towards Employees]

Board Policies DF, DH, FFG, FFH; District Policy "Harassment of Students [Towards Students]

See also Texas Penal Code § 42.07

McAllen ISD is a harassment free workplace. Employees are expected to uphold professional standards of conduct and to respect fellow employees and students at all times. Harassment includes remarks or behavior that shows disrespect for its victims and is unwelcome. All Food & Nutrition Staff have a legal responsibility to protect students and other staff from known or reasonably foreseeable harm occurring or in connection with daily activities.

Appropriate Speech

As school district employees, we are to conduct ourselves in an appropriate manner. The use of profanity and vulgar conversations is not in keeping with this expectation. Such behavior is to be kept out of the workplace. The use of profanity in the presence of students is a serious incident and will be treated as such with regard to disciplinary action.

While on duty or on district property, topics of conversation and language must be kept appropriate for the workplace. Gossip and negativity are not productive and reflect poorly on those involved; such conversational matter will also not be permitted in the workplace.

Public Relations

For many of our students, cafeteria workers and managers are the first greeting in the morning and provide nutritious meals during the day to support academic learning. As such, it is critically important that we convey to our consumers and the community at large the importance of safe and nutritious foods throughout the school day. This includes receiving, storing, preparation, and serving of menu items prepared following standardized recipes and strict food safety protocols that ensure high quality meals at all grade levels. All staff members of the department must understand their roles in this process and ensure all food items received, prepared, and served meet all state and Federal guidelines for food safety and meal reimbursement in accordance with Healthy Hungry Free Kids Act of 2014 and Child Nutrition Reauthorization.

Complaints/Suggestions

Complaints coming to a supervisor from parents, school staff, or other concerned citizens will be documented and discussed with employee as a remedy for resolving the problem. Employee's record will not be affected if complaint is found to be inaccurate or misleading. **Complaints are intended to be resolved at the lowest possible administrative level** depending on level of severity and number of occurrences. Employee has the right to submit a statement in writing if not in agreement with recommended corrective action. Employees should respect the chain of command at all times.

Grievances will be handled as per Board Policy DGBA (Legal) and DGBA (Local) and in the following order.

Step 1 - obtain the paperwork from Human Resources for filing a grievance

Step 2 - file with Food & Nutrition Services Director's office within 10 days of complaint

Personnel, personal, or time clock issues are handled through the Director's office. Please contact the director's specialist to schedule an appointment.

Issues or complaints regarding campus operations are handled through the supervisors. If you feel that the complaint or issue regarding a campus operation issue has not been resolved, you may ask to be referred to the assistant director and if still unresolved to the director.

Suggestions or ideas are always welcomed. Please keep in mind that the suggestion or idea must be beneficial to ALL, not just a selected group or individual. Board or District policy will always supersede any suggestion or idea that will change set policy.

ADMINISTRATIVE ACTION – ALL STAFF

An employee's job performance may stimulate comments from parents, students, school administrators and the general public. When received by the Food & Nutrition Services Department, these comments become an item we must follow up on. These items will be validated and discussed with the employee in a timely manner by appropriate supervisory personnel.

Rules for Food Safety

A very important responsibility of all Food & Nutrition Services employees is to know the rules that govern the purchasing, receiving, preparation, and service of items and meals. The rules are maintained by City of McAllen, the state of Texas, and the Federal Government. All employees must obey these rules in addition to the guidance and policies established by the McAllen Independent School District. All meal programs offered by McAllen ISD Food & Nutrition Services are operated under the offer versus serve provision. Offer versus serve (OVS) allows students to decline some of the food offered in a reimbursable breakfast, lunch, or supper to reduce food waste and encourage students to select food items they are planning on consuming. In another effort to reduce food waste, students may take non-perishable food items with them from their reimbursable meals out of the cafeteria for consumption later in the school day. Perishable food items may not be taken from the serving location. All staff are responsible for becoming familiar with the specific program policies and procedures as it relates to their specific scope of work.

Progressive Discipline

The Food & Nutrition Services Department handles problem situations with employees through progressive discipline as outlined in *Board Policy DCD Local*. This procedure is designed to provide the employee with information as follows:

1. Nature and scope of the problem
2. Possible solution for the problem
3. Consequences for future violations

In most cases, disciplinary action is progressive and may range from verbal warning(s), written warning(s), suspension from work (with or without pay) up to and including termination.

In certain circumstances, an employee's actions (or failure to act) may be serious enough to result in termination of employment rather than progressive disciplinary action. The following are situations which may result in termination of employment without prior disciplinary action:

- Insubordination or failure to comply with official directives.
- Consuming, possessing, or being under the influence of an intoxicating substance (drug or alcohol) on McAllen ISD property or at District-sponsored events or activities.
- Conviction at trial court level of any felony or misdemeanor which is inconsistent with the safe operation of the Department. This includes conviction of any crime involving moral turpitude.
- Harassing, fighting, threatening, or attempting to do bodily injury to any employee or student of McAllen ISD. Bodily injury means pain, illness, or any impairment in physical condition.
- Possession of weapons on McAllen ISD property.
- Disorderly, disruptive, or immoral conduct on any McAllen ISD property.
- Stealing, misappropriation, abuse, misuse, deliberately damaging or destroying property, tools or equipment of McAllen ISD, its employees, or its students.

- Unauthorized use of McAllen ISD vehicles or equipment.
- Falsification of personnel records, insurance records, injury reports, or other official McAllen ISD records or making false statements on an application for employment.
- Falsifying or refusing to give testimony concerning incidents during the course of the normal investigation process.
- Failure to comply with City, State, and Federal food safety guidelines
- Falsification of meal preparation or documentation records and/or cash receipts
- Absent without notification for three (3) or more days. (Job Abandonment)
- Testing positive for any prohibited substance during a random or post-accident drug test.

Nothing in this policy or in this handbook is intended to limit in any way the District's right to terminate the employment of any employee at any time, with or without cause and with or without advance notice.

WORKPLACE INJURIES – ALL STAFF

Any employee who is injured in any way while performing his or her job duties must report that injury immediately to their immediate supervisor. When reporting the injury, required forms will be completed and the employee will determine the need to seek medical attention. In some instances, due to heavy injury, a supervisor may require the injured employee to seek medical attention.

Failure to report injuries immediately may result in a delay or loss of worker's compensation benefits.

Employees are expected to take any and all necessary and reasonable precautions in order to safely perform job duties. Failure to follow safety procedures while at assigned work location could result in disciplinary action.

For a full explanation of worker's compensation policies, consult the district's Employee Handbook.

PERFORMANCE RESPONSIBILITIES - ALL STAFF

The principles listed below require the active daily attention of all employees, including consistent attendance, high standards of food handling, prevention of food and supply waste, thoughtful attention to human relations and cooperation of food service staff with other persons engaged in the educational tasks of McAllen ISD. All regulations, rules and procedures of the Food & Nutrition Services Department are related to these central principles.

1. Safe and appealing meal services
 2. Accurate documentation that supports department purchasing and meal reimbursement
 3. Continued exceptional daily performance
 4. Positive environment for every person including students, adults, and visitors
- Perform all duties noted in job description.
 - Report for duty five (5) minutes prior to scheduled departure time to prepare for job tasks
 - Conduct and document a thorough review of work schedule responsibilities and items used to complete assigned job duties.

- Exercise caution and safety while performing duties; including using all available safety equipment and reporting any and all unsafe conditions immediately.
- Use appropriate, approved food safety techniques to ensure and maintain student and staff safety.
- Maintain confidentiality of information related to students.
- Ensure that all ordering, receiving, shipping, and preparation of food and non food items is accurately completed. Par levels should be maintained at all times to avoid shortages of needed items. Excessive inventories should be identified immediately and corrected.
- Follow work schedule as outlined by supervisor and notify the Supervisor and/or field supervisors of any necessary changes **BEFORE** making the change.
- Keep all work areas clean; and maintain area free of potential hazards for employee and coworkers
- Secure all premises prior to leaving work. Complete inspection upon arrival and if concern is identified report to supervisor immediately
- Prepare and submit all required paperwork accurately daily. These reports directly affect the funding for this department and the operations of the school district. Any employee found to be falsifying documents will be recommended for termination.
- Ensure that all state and federal requirements for specific job duties are met including license renewal, certification, and training hours, and that all documents are kept on person while on duty. Failure to maintain requirements may result in termination.

Performance Evaluations

All employees should strive to maintain exemplary performance every day. Employees will have their job performance evaluated annually. In addition to this annual review, employees will have one informal mid-year evaluation to serve as guide on performance status.

Annual performance evaluations will be utilized to determine continued employment or the need for refresher training.

All employees have the option to respond in writing to the Food & Nutrition Services Director concerning their evaluation.

Summer Employment Program

Employee opportunities are limited during the non-school or summer months. Near the end of the school year, mid May, employees will have an opportunity to apply for summer employment.

Consideration will be given to all 190 calendar employees based on the following:

- Attendance
- Punctuality/Dependability
- Performance Appraisal
- Seniority



HANDBOOK ACCEPTANCE – ALL STAFF

The policies and procedures found in this employee handbook may change from time to time at the sole discretion of the McAllen Independent School District Food & Nutrition Services Department. The McAllen Independent School District Food & Nutrition Services Department explicitly reserves the right to change or modify any of the provisions contained in these policies and procedures at any time, with or without advance notice.

The policies and procedures set forth in this employee handbook are not a binding employment contract. This handbook provides general guidelines only and none of its provisions are contractual in nature. I understand that all employment with the McAllen Independent School District Food & Nutrition Services Department is “at will,” meaning that my employment may be terminated at any time, with or without notice, for any reason or no reason, by either the McAllen Independent School District Food & Nutrition Services Department or the employee.

This handbook is not a contract guaranteeing employment for any specific period of time, either the McAllen Independent School District Food & Nutrition Services Department or the employee may end this relationship at any time, with or without cause, notice or reason. No manager, supervisor, or representative other than the McAllen Independent School District’s Superintendent and Board has the authority to enter into any agreement guaranteeing you employment for any specific period of time or to make any written or oral promises, agreements, or commitments contrary to this policy. Further, any employment agreement entered into by the Superintendent and Board will not be enforceable unless it is in writing.

This handbook replaces and supersedes all earlier McAllen Independent School District Food & Nutrition Services Department personnel practices, policies, and guidelines.

I _____ acknowledge receiving the McAllen Independent School District Food & Nutrition Services Department’s employee policy handbook. I clearly understand that this policy handbook does not create a contract for employment with the McAllen Independent School District Food & Nutrition Services Department, and that the McAllen Independent School District Food & Nutrition Services Department may change or modify the policies and procedures in this handbook at any time, with or without prior notice. I agree to read the policies outlined in the McAllen Independent School District Food & Nutrition Services Department’s handbook, and will ask for clarification for any item not understood. Should no questions be asked it will be implied that I fully understand all policies contained in the McAllen Independent School District Food & Nutrition Services Department’s handbook. I agree to be bound by the McAllen Independent School District Food & Nutrition Services Department’s rules and regulations during my employment. I understand that violating the policies and rules set out in this handbook may lead to discipline, up to and including termination.

Employee Signature

Date