

Standard Operating Procedures: Standards & Code of Ethics

I. INTRODUCTION

The child nutrition program is an extension of the educational programs of Mercedes ISD schools. Therefore, the student's needs are first priority. It is the department's goal to render high quality food that is safe and healthy and in order to achieve this goal, cooperative efforts from all CNS staff is necessary.

II. PROFESSIONAL STANDARDS

Dress Code (Level 1)

All CNS employees shall report to work as follows:

- ✓ Clean body & hair (without odor)
- ✓ Clean clothes/uniform
- ✓ Safety belt
- ✓ Hair net that cover all hair
- ✓ Shoes that are clean, in good condition, closed-toed, low-heeled, and rubber-soled with good traction. NO canvas tennis shoes
- ✓ Fingernails should be short; no longer than the end of fingers
- ✓ No nail polish, or false nails
- ✓ Fingernails must be clean
- ✓ No jewelry (i.e., watches, rings, earrings, necklaces, bracelets, etc.)
- ✓ Make-up if worn should be appropriate and attractively applied
- ✓ No false eyelashes or anything else cosmetic that may fall into food during preparation
- ✓ *Tattoos & hickies* must be covered at ALL times
- ✓ Black pants that allow for bending and scooping
 - No ankle or Capri length
 - No low rise fit
 - No denim pants
 - No scrubs, warm-ups or pajama/yoga style pants
 - Slacks must be comfortable for work but in good taste, fit well, and not too tight
 - No torn, faded or worn out clothing will be allowed
- ✓ Uniform Shirts are provided to each CNS employee
 - Shirts must be in good condition, clean, and non-revealing; no long sleeves
 - Each manager will assign which shirt to wear on which day
- ✓ Blue jeans may be worn on Fridays with the designated/assigned shirt ONLY
- ✓ No holiday costumes may be worn during food production.
 - No scary costumes (witches, vampires, devils, etc.)
 - Costumes should not interfere with meal service
 - Costumes must be in good taste
 - Tight revealing costumes are prohibited
 - Costumes should not have anything that can cause physical contamination (dangling buttons, sequins, etc).
 - Manager has the authority to deem costume not suitable for meal service
 - If principal is not allowing costumes to be worn then CNS staff must respect principal's decision

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Reporting to Duty (Level 1)

1. All staff and substitutes are required to clock in using CNS computer system upon arrival and clock out before leaving the premises.
2. No staff should ever be asked to stay "off the clock."
3. If work still needs to be done staff must stay clocked in until work is done.
4. ALL overtime must be approved by CNS Director.
5. Using company time to conduct personal business is strictly prohibited.
6. Purposely prolonging job duties/tasks is strictly prohibited.
7. Every employee is responsible for clocking themselves in and out. No other employee may input co-worker's time.
8. Only the CNS director or assistant director have the authority to input and/or correct employee clock in and clock out time.
9. All employees are to show up to work on time every day.
10. Employees are to call immediate supervisor if he/she is going to be late.
11. Employees are to call his/her immediate supervisor at least 24 hours before they are scheduled to work to report his/her absence.
12. Employees out for 3 days in a row are required to bring in a doctor's excuse.
13. Employees out for more than 3 days in a row are required to call Human Resources.
14. Employees out for more than 5 days in a row will not be allowed to return to work without the release of his/her doctor with NO restrictions.

Reporting to Duty (Level 2)

15. Habitual Tardiness: implies the lack of respect of supervisor and co-workers' time.
 - a. Any employee who has been tardy 5 or more times in 30 calendar days may be subject to disciplinary action up to dismissal.
16. Habitual Absences: (Excused/Unexcused) implies the inability to commit to job duties.
 - a. Staff with excessive absences more than 5 absences in one semester may be subject to disciplinary action up to dismissal.
 - b. Staff with excessive absences on Fridays, Mondays, and/or prior/after a holiday may be subject to disciplinary action up to dismissal.
17. Abandonment of Position: Any employee who fails to report to work or leaves their assigned site without notifying and/or approval from immediate supervisor will be considered as abandoning his/her position which may be grounds for immediate dismissal.
18. Request for leave/absence must be approved by immediate supervisor/CNS director and will be reviewed/approved case by case basis.
19. All staff is expected to report to duty physically and mentally capable of carrying out all essential job duties effectively and efficiently.

Basic Safety & Sanitation Rules (Level 2)

- Employees shall not report to work with an acute respiratory infection (sneezing, running nose, or coughing)
- Employee shall not report to work with fever, sores, cuts, or burns on hand or arm.
- Employee shall not report to work if they have been experiencing diarrhea, or vomiting in the last 24 hours

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- Chewing Gum is not allowed while at work.
- Use of cell phones is not permitted during working hours.
- When applicable, plastic gloves will be worn and changed after every task.
- Employees shall refrain from coughing, sneezing, or blowing nose in the production area.
- Eating or drinking in the production area is not permitted.
- Hands shall be washed several times a day (following proper hand washing procedures):
 - Before starting to work
 - After using the restroom
 - After touching face, hair, or body
 - After handling raw meat or eggs
 - Before changing tasks
- FOOD SAFETY is EVERYONE'S responsibility:
 - All staff is to assist in receiving, inspecting, and rotating merchandise
 - All staff is to inspect for physical, chemical, and biological contaminants and report any concerns immediately to their supervisor
 - All staff is to check dates and practice First In First Out for safety & quality
 - All staff is to document time & temperature using the appropriate equipment
 - All staff is to obey time & temperature regulations

PROFESSIONAL CONDUCT (Level 3)

The following offenses are considered serious and will require meeting with the CNS Director and may be grounds for suspension/dismissal.

- Habitual Tardiness/Absences: excessive tardiness/absence
 - Excessive Absenteeism (excused/unexcused) implies the inability to commit to job duties
 - Excessive Tardiness implies lack of respect of supervisor and co-worker's time
- Abandonment of Position: Failure to report to work without notifying immediate supervisor
- Theft: at no time may any items (food/nonfood) leave campus
- Incompetency:
 - Recurrent Level 1 & Level 2 Infractions
 - Recurrent Consecutive Unsatisfactory Performance Evaluations 3 or more
 - Recurrent Written Reprimands 3 or more
- Recurrent reports of insubordination, and/or failure to perform essential job duties
- Recurrent reports of using company time to conduct personal business resulting in neglect of duties
- Purposely prolonging job duties in order to get more paid hours
- Failure to develop and follow through corrective action plan or plan of action

The following are considered a more serious offense and require a FORMAL REPRIMAND on the first offense and a meeting with CNS Director:

- Causing a hazardous work environment (not following safety precautions)
- Failure to maintain an effective working relationship, or maintain good rapport with parents, the community, or colleagues
- Disrespectful to student, faculty, or staff (on/off school premises; this includes social media).
- Causing a Hostile Work Environment (i.e., bullying, gossiping, hazing, cyber bullying, etc.)
- Make False Statements and/or Misrepresentation of Facts about a co-worker, supervisor, staff, or student to supervisor or other district official

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- Falsification of records which includes but NOT limited to: *time sheet, absentee forms, food production records, inventory reports, and withdrawal reports*
- Failure to follow USDA, state, school district/department policies and procedures.
- Revealing confidential personnel information concerning co-workers, supervisors, staff, etc.
- Use of profanity in the course of performing any duties of employment, whether on or off school premises, in the presence of students, staff, or members of the public, if reasonably characterized as unprofessional
- Behavior that presents a danger of physical harm to a student or other individuals.
- Disability, not otherwise protected by law that prevents the employee from performing the essential functions of the job;
- Gross negligence resulting in monetary loss and/or added unnecessary expense to operation

GROUND FOR IMMEDIATE DISMISSAL (LEVEL 4)

- Use of intoxicants, drugs, alcohol, or tobacco is strictly PROHIBITED
- Conviction of a crime
- Intentionally or knowingly misrepresent employment history, criminal history, and/or disciplinary record
- Accepting gratuities, gifts, or favors that impair professional judgment to obtain special advantage
- Intentionally, knowingly, recklessly engage in deceptive practices regarding official policies of the ISD, USDA, and CNS department standard operating procedures