

WARREN COUNTY SCHOOL NUTRITION SERVICES

Procedures Manual

In operating and maintaining an efficient Food Service program that is constantly changing it is important for all parties be on the same page. This Food and Nutrition Services Procedures Manual is designed to assist the Principals, Food Service Managers, Food Service employees, and all other interested personnel in the Food Service program. It is further designed to provide uniformity and standardization in the Food Service program, in order to promote the best interest of the children we serve. This manual is designed as a supplement to policies and procedures established by the Warren County School Board and School Nutrition Program.

FOOD SERVICE

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Section 1: On The Job

Responsibilities of the Director of Food and Nutrition Services:

To comply with all federal and state laws, regulations, and School Board Policies in administering the centralized Food and Nutrition Services program, in cooperation with the school principals.

To provide assistance and training to all School Food and Nutrition Services centers to assure that the Food Service programs meet nutritional needs of students during the school day. To direct the overall operation of the Food and Nutrition Department.

Responsibilities of the Food Service Supervisor/ Training Manager:

To provide district level support to the maintenance and improvement of school lunch and breakfast programs. To provide supervision and technical assistance to managers. Provide nutrition information as needed. To ensure that these meal programs are in compliance with state and federal regulations by conducting periodic program reviews; assist managers to ensure that each food service operation meets standards of accountability, quality food service, and student acceptance. To serve as resource person for district-wide nutrition education and training activities. To perform other tasks as assigned by the Director of Food and Nutrition Services.

Responsibilities of the Food Service Manager:

The Food Service Manager is under the administrative supervision of the Principal and technical supervision of the Director of Food and Nutrition Services. The manager shall be responsible for the efficient and satisfactory operation of the department, following procedures and regulations of the Warren County Schools Food and Nutrition Services program. An important part of every manager's responsibility is to listen and help resolve any work –related problems or issues. We truly are concerned about you as an individual, and we encourage CN employees to share concerns with his/her CN manager first. In the event, the employee feels he/she is not satisfied with the outcome from the meeting with your manager; you may contact the CN director and schedule an appointment after your regularly scheduled hours. This meeting will be on your personal time. If the issue is not resolved, the CN director will schedule a meeting with the Human Resources Director. The CN manager will conduct employee meetings as needed to communicate information with his/her staff but within two days following a scheduled manager's meeting. Employees are to sign a roster to record attendance. The Manager must notify his/her employees and the CN director of the scheduled meeting time.

Responsibilities of Food Service Assistants:

All other Food Service personnel shall work under the direct supervision of the Manager and/or Assistant Manager and are responsible for satisfactorily performing duties as assigned.

Employee Responsibilities

The CN manager has the overall responsibility to administer the National School Breakfast and Lunch program and ensure that local/state/federal procedures are followed in accordance to regulations. The CN employee is responsible for understanding and following local/state/federal procedures that govern the CN program. The employee is also expected to provide a positive environment for students, faculty and guests. Employees need also set a positive example when representing WCS outside of the traditional workplace. Please refer to BOE Policy Number 7301 . The policies and procedures contained in these materials are subject to continuous review and revisions. Nothing contained in these materials are intended to create or shall be construed as creating or implied contract or conferring any rights or entitlements not otherwise existing under law.

Communication

CN employees are expected to communicate in a positive manner with his/her coworkers, students, staff, parents and supervisor. Positive communication does not begin or end with verbal expression. Your non-verbal communication (such as how a person makes facial expressions, holds his/her body, and/or moves) is just as important as verbal expression in communicating with others. The CN manager has the discretion to remove employees from their job if the situation is disruptive to other employees or students. Failure to communicate in a positive manner as outlined above is considered a direct violation and may be grounds for dismissal.

Job Descriptions:

Child Nutrition Manager

Job Summary:

Responsible for the supervision of the daily operation of the cafeteria in compliance with School Breakfast Program(SBP), National School Lunch Program(NSLP), Afterschool Snack Program Nutrition, USDA, local, state and Federal policies, procedures, rules, regulations and guidelines. The manager will be responsible for the supervision of a staff of employees and the implementation of the high standards of nutrition, food production, financial accountability and student services set forth by the School Nutrition Services Director and his/her Office.

Essential Duties

1. Assumes responsibilities for ordering, receiving, storing, handling, preparing and serving of food according to established standards outlined in the Child Nutrition Services Handbook.
2. Inspects food deliveries; inspects all food services areas for cleanliness; inspects food preparation; monitors temperatures on freezer, refrigerator and food; inspects machinery and orders maintenance when necessary.
3. Assures that sanitation and safety practices in all phases of the child nutrition operation meet established standards developed by the Child Nutrition Services Office and NC Department of Health.
4. Maintains accurate child nutrition paperwork, to include food and equipment inventories, food production records, food orders, payroll, deposit ticket, accounts payable and emergency fund reimbursements. Meets all deadlines for paperwork.
5. Plans schedules and work assignments. Trains, supervises and evaluates employees according to established procedures.
6. Participates in promotions to increase meals served and educate students about healthy eating habits.
7. Manager may be requested to prepare and serve meals for special events such as 5th grade graduation.
8. Trains a child nutrition employee to open and close the operation in the absence of the manager to include: starting computer, downloading, performing end of day procedures, counting money, making deposit ticket and dropping deposit bag at bank.
9. Operates computer to include but not limited to: downloads, food production records, food inventory, end of day and month procedures, lunch loan notices to

students, weekly roster to be used in the event of power failure, and the ability to send and receive e-mails.

10. Ability to cook, bake and cashier when needed.
11. Attends all manager meetings and workshops.
12. Performs other duties as assigned.
13. Models nondiscriminatory practices in all activities.

Job Specifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications:

A minimum of a high school diploma or equivalent and four years experience in food services; or a degree in food and nutrition, institutional management or a related field, or a combination of education and experience equivalent to either of the above. Ability to operate a computer with knowledge of Microsoft Windows, MS-Word and MS-Excel. Ability to organize, delegate, instruct, supervise and evaluate people. Ability to properly convert standardized recipes. Ability to train and supervise in safety precautions in order to avoid injuries of minor cuts, bruises, falls, burns and scalds. Follow dress code as outlined in the School Nutrition Services Handbook. Ability to complete written forms and records and submit to appropriate office by designated due date. Successful completion of an approved sanitation course.

Working Conditions & Physical Requirements:

Must have the ability to stand for extended periods of time; exhibit manual dexterity to use equipment; see and read printed material with or without vision aids; speak in audible tones so that others may understand clearly; physical agility to lift and carry up to 30 pounds; to bend, to stoop, to walk and to reach overhead. Must possess the ability to establish and maintain effective working relationships with staff and students.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in a

school/cafeteria environment. The noise level in the work environment is usually moderate to loud.

Child Nutrition Assistant

Qualifications:

High school diploma
Strong knowledge of money handling
Proficiency in math skills

Reports To:

Child Nutrition Manager or Manager's Designee

Purpose:

Perform all tasks in the cafeteria pertaining to food production.
Service of meals and cleanup as specified by the Child Nutrition Manager.

Essential Functions and Duties

Food Production/Safety Sanitation

Read, interpret and follow standardized recipes, calculate servings needed from basic recipe.
Learn and apply quantity food preparation methods and procedures
Follow work schedules and cleaning schedules as assigned
Work efficiently, keeping work surfaces clean and neat
Ability to take and record food temperatures during food preparation and serving.
Complete required records as according to state, federal and local guidelines.
Return clean equipment to its proper place
Practice safety precautions at all times in work
Promote team work and assists where needed at all times

Personal Traits

Ability to stand for an extended period of time and ability to lift 50 pounds.
Display competence in operating computer point of sale program, handling money, and following written and verbal directions
Follow items outlined in the "Child Nutrition Employee's Duties, Responsibilities and Dress Code"
Assists in creating a pleasant work environment for other staff members
Must be courteous and pleasant with students, parents, faculty
Any other duties as assigned.

Must participate in training activities as required by the Child Nutrition Department.

Salary

According to Warren County Schools Salary Schedule.

Evaluation

According to established Board policies and administrative procedures and guidelines.

School Nutrition Delivery Driver

Job Summary:

School Nutrition Delivery Driver loads food items, supplies and/or equipment for the purpose of preparing items for transport to assigned location. Maintains assigned vehicle (e.g. fluid levels, fueling, cleaning, tire pressure, etc.) for the purpose of ensuring safe operation of vehicle and sanitation of transported food items.

Essential Duties

- Maintains records for the purpose of providing written support and/or conveying information. Responds to inquiries from site and/or central kitchen staff for the purpose of providing information and/or direction regarding status of deliveries, etc.
- Transports food items, supplies and/or equipment on routine deliveries, special deliveries, for the purpose of delivering requested items to designated sites.
- Unloads food items, supplies and/or equipment for the purpose of providing requested items at designated sites.
- Performs other related duties, as assigned, for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements:

Knowledge and abilities skills are required to perform single tasks using existing skills. Specific skill-based competencies required to satisfactorily perform the functions of the job.

1. Adhering to safe driving practices. KNOWLEDGE is required to perform basic math; understand written procedures, write routine documents, and speak clearly; and understand multi-step written and oral instructions.
2. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: basic computer use, basic vehicle maintenance, and safety practices and procedures.
3. ABILITY is required to schedule activities; collate data; and use job-related equipment.
4. Flexibility is required to work with data utilizing specific, defined processes; and operate equipment using standardized methods.
5. Ability is also required to work with others; work with similar types of data; and utilize job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited to moderate.
6. Ability required to satisfactorily perform the functions of the job and meeting deadlines and schedules .

Responsibilities include:

Working under direct supervision using standardized procedures; providing information and/or advising others. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to effect the organization's services. Responsibility

Working Conditions & Physical Requirements:

Performing the job's functions require the physical demands of significant lifting, carrying, pushing, and/or pulling; significant climbing and balancing; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. The job is performed under temperature extremes and in a generally hazard free environment.

Section 2: School Nutrition Program

Warren County School Nutrition Services (WCSNS) is committed to excellence by ensuring that each student is offered a quality, nutritionally balanced meal. WCSNS realizes nutrition is critical to the academic achievement and disposition our students and the district, in conjunction with School Nutrition Services, strives to meet those needs.

“Students Are Our Customers Program”

The Your Choice Menu has been designed with one main focus: Serving the Student. This district-wide program focuses on three areas; **Service, Presentation, and Nutrition**. By focusing our efforts on these three things, we can increase sales, improve nutrition, and bring a better sense of value to the parents for what their students buy from us. The students in our schools are our *customers*, and we are proud to present Breakfast and Lunch choices designed for students, approved by students. By following the principles and guidelines of the Your Choice menu, we will feed more students. Students will enjoy delicious, well-prepared meals about which they can be excited, and we can increase student participation especially in reimbursable meals. The Your Choice brand begins with the menu but extends to all areas of your Food Service. All of this is geared to giving an immediate impression to our students that everything has changed! The Your Choice menu brings an expectation of standardization, commitment to quality, and a better focus on customer service. All the schools will be serving the same foods prepared in the same ways. This not only helps to lower our costs, but also helps build a better repeat business as it gives our customers a better sense of what to expect from us as they grow from school to school.

Food Services Available:

Breakfast:

All schools operate under the School Breakfast Program(SBP). All student breakfasts conform to the breakfast pattern and are free to all students. A variety of breakfast offerings are available for students' choices.

Lunch:

All schools operate under the National School Lunch Program (NSLP) during a regularly scheduled lunch period. All student lunches conform to the school lunch pattern and is free to all students.

Offer Vs. Serve:

Students have all five breakfast components or may choose at least three of the five items offered. A fruit or vegetable portion must be taken as one of the three minimum components. Students may have all five lunch components or may choose three, of the five different required food items. A fruit or vegetable portion

must be taken as one of the three minimum components. The quantity offered for all foods shall be consistent with the minimum and maximum requirements of the breakfast and lunch patterns and be offered to ALL students. Under NO circumstance should ANY child be given any food component that is below the Federal requirement that he/she choose from the serving line.

Offer vs. Serve information should be posted at all serving lines and an effort must be made to inform students and school staff about Offer vs. Serve.

AfterSchool Snack:

The snack served to students in the After-School Snack Program is administered through the National School Lunch Program guidelines. The School Nutrition Director must be notified as soon as the request for the Afternoon Snack is needed so the proper paperwork can be completed by the School Nutrition Office and the school. It is extremely important that the site coordinator and the food service manager stay in close communication as to the number of snacks needed and the student acceptance of the foods served. All after school snacks are listed on the menus provided by the District School Nutrition Office, if you find that a change needs to be made, refer to the approved After-School Snack Schedule, and contact the Food Service Director at 252-257-3184 x1239.

Child and Adult Care Food Program (CACFP)

Warren County Schools(WCS) is now providing snack and dinner for afterschool programs at some of their school site through the Child and Adult Care Food Program(CACFP)

COMMUNITY ELIGIBILITY PROVISION (CEP)

The Community Eligibility Provision (CEP) for the National School Lunch Program (NLSP) and School Breakfast Program (SBP) gives all of Warren County Schools (WCS) the option to offer free school meals to all children without collecting lunch applications. Under this provision WCS is able to provide free meals to all students in the Warren County School District.

Section 3: Playing By The Rules

SERVING LINE PROCEDURES:

1. A lunch schedule should be posted near the serving line.
2. All employees should be at the serving line with all necessary foods and utensils ready to serve well in advance of the first student's entering the line.
3. The manager must indicate the size of scoop or number of items adjusting for elementary and secondary students, according to the meal pattern.
4. All School Nutrition Staff should strive to develop a good relationship with the students, staff and faculty while they are customers of the School Nutrition Program.
5. The heated section of the serving line should be heated prior to serving time so that hot food may be kept at the correct temperature. (135° F).
6. All ready to eat foods should be served with plastic gloves or tongs. Food should not come in contact with hands on the serving line.
7. Food should be covered with pan lids. Paper or cloth towels are not to be used as covering for food.
8. To ensure that each student receives a hot lunch, trays cannot be pre-plated in advance.
9. A clean damp towel should be kept handy to wipe up all spills immediately. The towel must be kept in a sanitizing solution (towels must be changed after each meal period).
10. Cleaning chemicals shall not be stored in the serving line area.
11. Hot foods must be placed at counter level within easy reach to avoid burns and spills.
12. Cold foods, such as juice, should be served cold (41° F or colder), hot foods should be served hot (135° F or above) to every student.
13. Hair restraints should be worn at all times for sanitary reasons.
14. Only Child Nutrition personnel are to serve food to students and adults.
15. Unauthorized personnel are not allowed behind the serving line at any time.
16. Employees who serve should present a friendly, helpful attitude toward the students and faculty but they have no jurisdiction over student discipline.

FUNCTIONAL ROUTINES:

Receiving Food and Supplies:

The approved steps required to efficiently receive all food and supplies delivered are:

1. Check all items delivered against the receiving report.
2. Inspect the quality of all fresh produce; verify frozen foods meet HACCP temperature requirements.
3. Have all errors adjusted and verified in the presence of the driver. Before signing the delivery ticket any shortage should be noted.
4. Returning Foods to the vendor that does not meet specifications, incorrect items delivered, damaged and thawed items are to be returned at the time of checking delivery and the returned item should be noted on the delivery ticket. In some cases damages cannot be determined until cases are opened. However, vendors should not be requested to pick up food after it has been on hand more than 15 days.

FOOD SERVICE STORAGE

1. Commodities (USDA) and purchased foods may be stored alongside each other in the same section: for example, all fruits should be together.
2. Leave all foods in cases until needed, then remove remaining cans from cases.
3. Date all cases or boxes with magic marker as they are received with the MONTH/YEAR.
4. Rotate stock using FIFO (first in-first out).
5. Store items used frequently, such as spices and staples, nearest the door.
6. Store items used less frequently in less accessible places.
7. Store light-weight items nearest the top shelves, and store heaviest items at waist height or below.
8. Detergent and cleaning supplies must be stored in a separate room from food. Do not use old food containers such as white gallon containers for detergents and bleach. Clearly mark containers.
9. Remove all equipment not being used from the storeroom. Call School Nutrition Director and request that equipment be stored at another location.
10. Annually transfer to the Child Nutrition Office all bills, receipts, and records that are required for auditing purposes.
11. Discard empty plastic and glass jars.
12. Assign cleaning of storage room areas on a daily and weekly basis. A good general rule is for the individuals in certain preparation areas to be responsible as outlined in the HACCP Book
13. Avoid re-freezing bakery products. Baked products such as cakes, cookies, and breads do not improve with age or re-freezing.
14. Have a place designated for everything and keep everything in its place.

Freezer and Refrigerator:

1. All refrigerated, frozen and dry storage food items are to be dated with a magic marker when they are received with MONTH/YEAR.
2. Rotate frozen and refrigerated foods first in, first out.
3. Cover all foods stored in refrigerators or freezers. Label and date any opened foods or leftovers.
4. Leftovers should be used within 30 hours or frozen. Offering choices enables managers to use leftovers without complaints from our customers.
5. Single use containers cannot be used for storage of food.
6. Leftover food must be either refrigerated or frozen in approved containers and marked with contents and date.
7. Any unused food that cannot be kept by one of these methods is to be destroyed. It is NOT permissible to give away or sell leftover foods to individuals or organizations or to purchase prepared foods from organizations which have sponsored special meals or events.

AFTER SCHOOL USE OF CAFETERIA KITCHEN FACILITIES:

The School Nutrition Department is responsible for the kitchen facilities, equipment and supplies in each cafeteria. The School Nutrition Department should be notified when the school or other organization plans to use the cafeteria. It is required that a School Nutrition staff member be present doing the entire event (NO LESS THAN 3 HOURS). The presence of the manager or one of the cafeteria workers should be requested in writing/email at least one (1) week in advance by School Nutrition Director. The individual or organization using the cafeteria facility will be responsible for the payment of the School Nutrition staff working the event.

Emergency School Closing/ School Delay Procedures and Plan:

The Superintendent of Warren County Schools, with the approval of the Board of Trustees may close any school in the district because of weather, health or other emergencies. The *Emergency School Closing/ School Delay Procedures and Plans* have been developed for the whole school district. A copy of the plan shall be on file in each cafeteria. Employees should familiarize themselves with these plans in order to be prepared in the event of an emergency. Emergency procedures are established for each school. School Nutrition staff should familiarize themselves with these the signals for tornado drill/emergency is a continuous, fire drill/emergency. All School Nutrition employees shall participate in drills.

Major Emergencies:

Major emergencies include any condition recognized as requiring immediate and unusual action or support beyond the capability or authority of responsible persons at the location of the emergency; any condition that may result in major aggravation of existing damage or injury; any request for assistance from the normal application. Examples are fire, flood, hurricanes, bombing, major gas leaks, major civil disturbances, major vehicle accident, etc. The manager or assistant manager receiving initial notification that an emergency exists will affect further notification as follows, in the order noted:

1. Alert local police, fire department or rescue service when appropriate by calling 911.
2. Ensure that the principal is aware of the emergency.
3. Ensure that the Director of School Nutrition has been notified.
4. In Case of Fires the telephone number of the fire department is 911. It should be posted in a conspicuous location near the telephone. Employees should be familiar with the use and location of all fire alarm pull boxes, and fire extinguisher (the use of the fire extinguisher can be demonstrated to all employees when the fire marshal visits the school). In the event of a fire, an employee should immediately activate the alarm system. When calling the fire department identify yourself, give exact location of the fire and what is burning. Never let fire get between you and the exit.

When an Accident Occurs:

If necessary, call for the rescue squad to take employee to the hospital emergency room or have the employee visit a doctor. Do not dispense medicine to an employee or student. For minor injuries, administer first aid. Notify Principal and School Nutrition Office of the accident immediately and complete a written report describing the accident. The Report of Injury form must be submitted to the School Nutrition Director on the day of the accident.

General Rules of Safety:

1. Avoid overreaching – use a safe ladder. Never stand on boxes or chairs.
2. Wipe up spills at once.
3. Pick up any loose objects from floor. 3. Destroy cracked or chipped kitchen wares.
4. Provide proper lighting in work area.
5. Show a new employee the correct and safe way to use equipment.
6. Walk, do not run, in the kitchen.
7. Report all unsafe conditions such as broken tiles, loose rails, and defective equipment.
8. Employees shall wear a back brace while participating in lifting tasks. Ask for assistance in lifting heavy objects. When lifting keep back straight, bend knees and use leg muscles.
9. Turn off and unplug electrical equipment before cleaning. Do not touch electrical wires with wet hands.
10. Keep passageways free of obstacles at all times.
11. Store knives in knife holder. Clean knives immediately after using.

Basic Safety Rules for Using Electricity and Electrical Appliances:

1. Never drape electrical cords across sinks.
2. Never stretch electrical cords across walkways.
3. Never turn an electrical switch on or off or unplug a cord in the socket with wet hands or while standing on a wet floor.
4. Never use more than two appliances on a double wall socket. Overloaded circuits are shock and fire hazards.
5. Pull plugs from the sockets by the plug not by the cord.
6. Never leave appliance unattended for a long time while in use
7. Keep all liquids and metals away from the inside of appliance.

PROCEDURES TO BE USED IN DEALING WITH BODY FLUIDS

In the event of an accident, injury, or any other circumstances that involves blood or body fluids, the following procedures should be used:

1. Block off the area from staff and students until cleanup and disinfection are complete. For incidents involving vomit, contain all areas within 25 feet of the spill.
2. If the spill is in a non-foodservice area (dining area), school custodial staff should handle the cleanup.
3. Send sick staff and students to the school clinic/nurse for assistance.

4. Exclude /Send home school nutrition employees with symptoms of vomiting or diarrhea from foodservice operations.
5. Rubber gloves shall be worn when cleaning up blood and body fluids spills in food service areas. Consider double gloving.
7. These spills shall be disinfected with a solution of bleach (1 part bleach to 7 parts water) and persons coming in contact with said blood and fluids shall wash their hands immediately after said contact.
8. Items soiled with blood or body fluids (mop heads, wash cloths, paper towels, buckets, etc.) shall be placed in leak-proof bags and disposed of in an outside dumpster, immediately. *Staff members and employees shall receive in-service training on standard procedures for dealing with blood and other body fluids.*

PROCEDURES TO BE USED FOR FOOD POISONING

If food poisoning is suspected:

1. Notify the principal and Director of School Nutrition immediately.
2. If the health director is not available, call an inspector from the local office of the Health Department.
3. Do not give any medication.
4. Keep a sample of all food served that day.

SANITATION

All School Nutrition employees are responsible for carrying out good sanitation practices. Good sanitation means applying sanitary measures at every stage of the operation. (Purchasing, receiving, storing, preparing, serving, and holding food). The following should be observed:

Operation and Equipment Sanitation:

1. Routine check for damaged screens and doors since flies, roaches, rodents and flying insects contaminate food. Call the exterminator immediately when needed.
2. Plants are not permitted in the food preparation area due to the possibility of the development of micro-organisms that could be transmitted to food.
3. The equipment should be rinsed thoroughly and sanitized before using.

Sanitizing Process:

All kitchenware and food-contact surfaces used in the preparation, service, or storage of potentially hazardous food must be sanitized prior to use and following any interruption of operations during which contamination of the food-contact surfaces is likely to have occurred (such as overnight). Where equipment and utensils are used for the preparation of potentially hazardous food on continual or production line basis, the food-contact surfaces of such equipment and utensils must be cleaned and sanitized at intervals throughout the day. Prior to

washing, all equipment and utensils must be scraped and, when necessary, soaked to remove large food particles and soil. All tableware must be sanitized after each use. A spoon or other utensil, one used for testing food, is not to be reused until it has been cleaned and sanitized. All Pots and Pans In a 3 compartment sink as instructions : 1 st Sink - Pot & Pan Detergent 2 nd Sink - Plain water for rinsing 3 rd Sink - Sanitizer . All pots, pans, and utensils must be air-dried before being stored or be stored in a self-draining position on suitably located hooks or racks constructed of corrosion-resistant material. Whenever practical, stored containers and utensils should be covered or inverted.

Food Sanitation – Storage and Receiving

1. To avoid spoilage, keep cooler (refrigerator) temperature 41° F or lower. Freezer temperature should be at 0°F or below.
2. Do not store meat, fish or poultry in a ice cream cabinet as the cabinet may not maintain 0° F level.
3. Do not accept meats that have appearance of “freeze-thaw-refreeze” upon delivery.
4. Keep flour, beans and cereal in dry storage.
5. When food molds, destroy the entire product as mold may diffuse in a product.
6. Destroy any product that shows evidence of contamination from rodents or insects.
7. Store food only in approved plastic containers that have smooth interiors. Cover with pan lids food that is refrigerated prior to serving.
8. Report any “questionable food” to the Office of Child Nutrition before serving and request help in determining if it is safe to serve the food.
9. Do not line drawer with paper or foil.
10. Immediately notify the Office of Child Nutrition of all rusty, dented or bulged cans. Do not use food if the can has any dents, rust spots or bulges.
11. Check products when received for visual defects, such as discoloration or damaged wrap on container. Report problems immediately.
12. Store ice cream at temperature 0°F to 10°F above zero.
13. Cover all food stored in the refrigerator or freezer. Items in their original wrap do not need to be covered.
14. Store eggs in refrigerator, off the floor, and ensure air circulation around the crates.
15. All stock must be dated when placed in storage to ensure rotation of items, FIFO – First in-First out.
16. Once an item has been opened the contents should be refrigerated. This includes peanut butter, mayonnaise, and jellies.

17. Label and store disinfectants or pesticides and all cleaning supplies in a separate storage area away from all food products.
18. Store all food items in freezers, refrigerators, and storerooms off the floor.

Food Sanitation/Safety Preparation

1. After handling protein foods such as eggs, poultry, beef, fish and cold cuts, wash hands, wash and sanitize utensils, equipment and work surfaces.
2. Wash fresh vegetables and fruits before beginning food preparation.
3. Do not use MSG (monosodium glutamate) in food preparation.
4. Since poultry is a potentially hazardous food which is highly perishable and capable of supporting rapid and progressive growth of infectious microorganisms, follow these strict procedures when handling all poultry products to avoid contamination:
 - A. Carefully check in all poultry products to ensure acceptable products.
 - B. Promptly store in freezer if delivered product is in frozen state.
 - C. Defrost under refrigeration (leave wrapped). Allow two to three days to defrost depending on type and size of poultry.
 - D. Wash and clean in cold running water when preparing to cook.
 - E. Never bone poultry prior to cooking.
 - F. Do not stuff poultry with dressing.
 - G. In cooking poultry be sure internal temperature reaches 165° F.
 - H. Cool cooked poultry stock rapidly in small batches DO NOT LET COOL AT ROOM TEMPERATURE.
 - I. Do not allow employees with colds, sore throats, cuts or broken cuticles to work with poultry. After handling poultry, clean and sanitize all sinks, table surfaces, cutting boards, utensils, and hands before going to another job. Take slicer apart and use 180° F water with chlorine solution to sterilize.
 - J. To serve poultry safely: a) Keep meats refrigerated until time to heat. Avoid room temperature. Do not cook too far ahead of serving time. b) Turkey roll should be used within 48 hours after removing from freezer. c) After cooking poultry store in refrigerator no more than two days or freeze if more than two days. d) Keep poultry cold (41° F or colder) until it is placed in oven or steamer to be heated. Thaw in refrigerator. e) Heat poultry to 165° F. or hotter in the oven or steamer in 2 1/2" deep covered serving pans.

Section 4: Meal Accountability

Incomplete/Non-reimbursable Meals

If it is identified at the POS that a student has not selected a reimbursable meal, there are two options:

1. The food service employee can request the student return to the meal service line and select the necessary food component(s) to provide a reimbursable meal. If the student goes back and makes the necessary additions to their meal, they can be included in the meal count and no further action is necessary.
2. If the student declines to return to select the required food components, the student must be charged a la carte pricing for each individual item on their tray. In this option, their meal cannot be counted and claimed for reimbursement.

Modified Diets

The National School Lunch Program (NSLP) and School Breakfast Program (SBP) aim to provide all participating children, regardless of background, with the nutritious meals they need to be healthy. In order to operate the Programs, school food authorities (SFAs) must enter into an agreement with their respective State agency. As part of this agreement, SFAs must comply with the United States Department of Agriculture (USDA) regulation Non Discrimination on the Basis of Handicap in Programs or Activities Receiving Federal Financial Assistance [7 CFR 15b]. This includes ensuring children with disabilities have an equal opportunity to participate in and benefit from the NSLP and SBP. SFAs are required to make substitutions to meals for children with a disability that restricts the child's diet on a case-by-case basis and only when supported by a written medical statement from a state licensed healthcare professional. **The only permits the following state licensed healthcare professionals to complete and sign a written medical statement for a disability: licensed physicians, physician assistants, or nurse practitioners.**

Second Meals

Schools choosing to offer students a second meal may not claim these meals for federal reimbursement. They should ensure that the second meal counts are separately recorded. Second meals must be charged as A la carte prices for each item they have.

Visiting Student Meals

Students who are enrolled in one school but are visiting a school in another school district may receive a reimbursable meal. Visiting student may be claimed in accordance to the districts status. Students and/or siblings who are not enrolled in any school must be charged A la carte prices for each item they have.

Student Worker Meals

Schools with student workers must follow the visiting student procedure to claim these meals.

Adult and Non-Student Meals

Meals may be served to adults at sites at the discretion of the school. Adult meals are to be charged A la carte prices for each item they have unless it is a Holiday meal where there is a set plate menu and set price.

A la carte Sells

A selection of à la carte snacks and meal options are available daily for all students. These foods are offered in addition to the complete school lunch or breakfast and are charged separately from the lunch or breakfast. **Students must have money or money in their accounts to purchase à la carte items.** À la carte items are analyzed for calories, total fat, saturated fat, trans fat, sodium, sugar and portion size. See [Smart Snacks in School](#) for more information about the Smart Snacks Rule and à la carte foods nutritional regulations set by USDA.

Student Identification Numbers

1. Each student is assigned a student personal identification number (PIN) which may be used to deposit money into student meal accounts to purchase a la carte items.
2. All students must present PIN to cashiers once their meal selections are made. If the student has forgotten his/her PIN the cashier can look up the student's name in the POS to retrieve his/her PIN.
3. ALL students are expected to memorize student IDs so that they may be give their PIN to the cashier or typed into a keypad of the POS computer system.
4. Pre-K Teachers are given their students PIN and they provide cards of the students that are receiving breakfast/lunch that day and the cashier reviews their plates and then their PIN's are inputted in the POS at the end of meal service.
5. Students attending school who have not been assigned an ID# will be inputted as generic 200 until their student information is updated in Power School and then updated in Meals Plus. After the 3rd day please notify the School Nutrition Office.

Field Trips

One of the main objectives Warren County Food Nutrition Services is to ensure that each student served receives a high quality, safe, reimbursable Bag Breakfast/Lunch Meal while on field trips. The need for continued safe food handling practices after the meals leave the food service area of operation must be emphasized. Preparing Bag Breakfast/ Lunches allows Food Nutrition Services to provide meals for students at no cost to the school. Proper record keeping is required for bag breakfast/ lunch meals as with any other type of meal service. As per federal guidelines/regulations accurate meal counts taken at the point of service needs to be properly documented. Meals served during such field trips should be subject to especially stringent sanitary and precautionary measures to avoid food contamination and spoilage. HACCP guidelines must be developed and adhered to for all meals consumed on school-sponsored, supervised field trips. Please note that the following procedures are to be followed ALL YEAR ROUND, including summer school.

Request for Field Trip Bag Lunches:

Bag Breakfast/Lunches must be done 2 weeks (10 Days) in advance. **Advance Notice Is Required** (no exceptions)

1. Field Trip Coordinator needs to obtain a Bag Lunch Request Form from Cafeteria Manager or School Nutrition Office.
2. Field Trip Coordinator will then submit Request Form completed in its entirety to Cafeteria Manager at least 10 instructional days in advance prior to the scheduled field trip. *This allows ample ordering time for food supplies.*
3. Requests received after the two-week deadline will not be approved due to availability of menu items. a. To ensure food safety as well as compliance with USDA meal pattern regulations specific menu request/modifications may not be considered.
4. Any request for deviations from the Field Trip menu may be accommodated, however, meals will be considered as a “catering” and school will be charged accordingly.

II. Teacher/Field Trip Coordinator Responsibility:

1. Day before Field Trip: A pick up plan for the bag lunches the morning of the field trip at designated location in the cafeteria must be agreed upon by Field Trip Coordinator and Cafeteria Manager.
2. Insulated containers (cleaned) shall be returned back to cafeteria manager after the field trip.
3. The Teacher/Field Trip Coordinator will ensure that meals eaten within four hours of leaving the cafeteria area, and be responsible for discarding any uneaten food (student selected but did not eat)
4. To accurately record the number of students that took a reimbursable bag meal breakfast/lunches. All students that refused meals must be accurately marked on the student roster. Any undocumented meals or meals served that are not reimbursable will be billed to the school at the A la carte rate per item.

III. Manager’s Responsibility

1. Day before Field Trip verify time & pick up location for the bag meals breakfast/lunches with field trip coordinator.
2. Manager will record the proper food temperature of all food being dispensed.
3. Manager will also provide training to the Teacher/Field Trip Coordinator on counting and claiming reimbursable meals, USDA regulations about milk compliance procedures, review the Food Safety on Field Trips handout for transporting and serving the meals.
4. Counts are verified by cafeteria staff and entered into the POS system that day.

Section 5: Cash Management...Cash Collection , Claims, and Procedures

Point of Sale/Meal Counts and Claiming

Point of Sale (POS) means that a meal MUST be received by the student before any claim for reimbursement can be made. The manager is responsible for seeing that cashiers practice “Point of Sale” procedures. The point of sale must be located at the end of the serving line where reimbursable meals can be verified before being entered into the Meals Plus Point of Sale program. The student must pass the cashier with a meal that meets the requirements for a reimbursable meal. Before the student’s meal can be claimed, each student must be identified at the point of sale and their Personal ID number must be entered into the system the student (Key Pad), cashier entered student ID number, or manual look-up by cashier.

Accountability for claimed meals:

Claimed meals should be checked each day on your edit check. The edit check is set to flag if meals claimed exceed the attendance factor. During end of day procedures you must check for flags. If there is a flag you must initial by the flag indicating you have verified accuracy of meals claimed. The edit check must be signed at the bottom each day indicating you have reviewed the edit check

Emergency Roster/ Computer-generated roster:

Emergency rosters are to be used in the event of power failure, or computer system failure, the Food Service manager or someone designated by the manager, will manually record each and every student Personal ID number, meal session (i.e. lunch, ala carte items, etc.), and any monies collected on a sheet of paper for entry into Meals Plus at a later time. This may be done on accountability roster or an offline roster form. During a system failure, accuracy & attention to detail MUST be followed in order to ensure that the data transferred is complete. Remember to verbally identify each student at point of sale and check off on the roster after each meal is served. In the event of an emergency or system failure, the original documentation must be saved for backup.

Meal Charges –

Since all of Warren County Schools are classified CEP there are no meals charged, and ALL A la cart items must be paid in full at point of sale.

Petty Cash

Each School will be given an allotted amount of petty cash for their cash drawer(s) at the beginning of each school year by the school nutrition office. Each school must maintain this allotted amount through the school year. At the end of each school year it is the responsibility of the manager to return the allotted petty cash to the Warren County Schools Finance Office.

Daily Cash Collection Procedures

1. All cashiers are to verify the beginning cash in his/her money drawer prior to meal service with manager or designee. During meal service the cashier(s) is to collect money for the exact items purchased, apply money to student accounts, note meal charges to student accounts and make appropriate change as needed. At no time, is the cashier/manager to “cash” checks for personal use, “cash” checks for other school personnel or “cash” checks made out to the school.

For security measures, cashier(s) are not allowed to keep extra change in cash drawers or in pockets. The cash drawer is to be kept in a secure location and never left unattended. Money should not be stacked on top of the cash drawer and all money received should be verified for accuracy before the customer leaves.

In addition, CN personnel are not allowed to run transactions for themselves or relatives through his/her computer. The manager/designee must handle these transactions.

2. At the end of each meal service, the cashier is to count all of the money in the drawer with another person in a safe and secure location. The amount of petty cash must be subtracted out to determine the actual amount collected. The cashier must fill out the *Cash Totals Sheet* with the amounts collected, and turn the money and *Cash Totals Sheet* over to the manager or designee to be verified.
3. Once the money has been verified by the manager/designee, the breakfast/lunch summary report will be ran and signed by the manager/designee and the cashier. The cashier will run his/her own reports and the manager/designee reviews their report. If the manager/designee feels that an error has been made by the cashier, the manager can run necessary reports to determine any error(s). Once the errors have been identified, the manager will counsel the cashier, make necessary corrections, re-run summary reports and obtain verifying signatures on the new report.
4. Any employee caught in violation of these procedures will be reprimanded and/or terminated.

Edit Checks

An edit check refers to the procedure(s) used by the SFA to compare each site's daily meal counts of all students served meals against the number of children in that site currently eligible for free, reduced, and paid meals **and** the attendance adjusted enrollment. This process is required to be completed prior to submitting a claim for reimbursement. The process may be automated (completed by a Point of Service software system) or manual. The SFA has the edit checks procedure so that meal counting and claiming processes are accurate so we may submit and receive for reimbursement.

Daily Deposit

Cash must be deposited on a daily basis. Each cafeteria will be issued numbered security deposit bags. In the event that the money cannot be deposited, the **CN office must be notified** and the deposit taken immediately to the school's vault and receipted by the financial bookkeeper or principal.

The manager/designee will combine all monies collected from breakfast, snack, and lunch. All coins must either be rolled or put into individual envelopes by type and a total amount recorded on the outside. Cash must be bundled in 25's, 50's 100's, or 500's if possible. All checks must be endorsed with "deposit only" on the back. A calculator tape should be attached to the checks showing the addition and a total. The daily deposit amount should equal the total of all breakfast and lunch summary reports.

Special Deposits

In the event that money is received for special sales (PTA/PTO reimbursements, catering.), a separate deposit ticket will need to be used. In addition to the deposit ticket, the Local Cash Receipts form must be completed and attached to the CN office copy of the deposit ticket.

Money received from special sales cannot be included in the regular school deposit.

The manager/designee must complete the following information on the Local Cash Receipts:

- Date deposit
- Received from
- Amount of deposit (note if is cash or check)
- A description of what it was for
- Total needs to be recorded again and the manager/designee needs to initial.

- ***The remaining information will be completed by the CN bookkeeper.***

Money Collected After Deposit Is Completed

In the event money is collected after the deposit is finalized and the day is “closed”, any money collected must be taken to the school secretary/bookkeeper to be receipted and placed in the school’s vault until the next operating day. At that time, the money can be recorded into the appropriate meal account and deposited.

Accountability is everyone’s responsibility. If an employee suspects or witnesses managers or other employees not following the procedures outlined above, they need to report that immediately to the CN Director.

Section 6: Training and Certification

Training and Education

Child Nutrition employees and managers are required to attend scheduled Managers Meeting and workshops. If an employee cannot attend due to illness, the employee must have a doctor’s note stating why the employee was not able to attend and they will be responsible for making up and or receiving all materials from the workshop(s).

If the employee fails to show up and does not notify his/her immediate supervisor or contact person, then he/she will have the absence documented and/or may be terminated for failure to perform duties as assigned.

Child Nutrition employees hired as of July 1, 2007, must have a high school diploma or a GED.

Professional Organization Membership

Warren County Schools CN encourages each employee to become a member of *The School Nutrition Association*. By being a member of this professional organization employees have access to scholarships, a legislative voice at state and national level, school professional networking communities, training resources/opportunities and access to other professional resources.

Warren County Schools CN employees have affiliated a local chapter of the School Nutrition Association of NC. In order to be a member of the local chapter, you must hold a valid membership in the state and national organization. Each year the association will determine the local dues. Membership to the local association is not required; however, non local members will not be able to participate in some local sponsored activities and may not be eligible to receive perks given by the local chapter.

Certification

Child Nutrition employees and managers are encouraged to obtain/maintain SNA Certification Level 1 under the guidelines established by the School Nutrition Association.

****it is the employee's responsibility to keep up with their renewal requirements. The CN Department will cover the costs at the member rate only.***

Certification criteria are governed by the *School Nutrition Association*. The current criteria requires (as of July 1, 2010) employees be (1) be a member for a year prior to applying for certification, (2) complete a minimum of 10 hours of sanitation training and (3) complete a minimum of 10 hours of nutrition based curriculum. All course work completed must be current (completed within 5 years) of application for certification. (4) effective July 2011, new members or members who have let their certification lapse must have their high school diploma or GED in order to apply for certification.

