



Pasco County Schools Food & Nutrition Services
EMPLOYEE HANDBOOK
2015/2016 SCHOOL YEAR

rev 09/2015



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ABOUT US

Welcome to Food and Nutrition Services

The Food and Nutrition Services (FNS) department is one of the largest district departments with approximately 700 total employees working at either the District Office complex or at school sites.

“We are the Nutrition Zone”

Each school kitchen has its own unique identity, but is still a part of the FNS team and follows the same menu, standards, policies and procedures.



We are organized with an administrative staff located at the District Office in Land O’ Lakes, and self-contained production kitchens in each school. Each elementary school has a staff that consists of one FNS manager and support staff. Secondary schools are staffed with one FNS manager, an FNS assistant manager and support staff. Support staff includes FNS assistants and production assistants.

In the District Office, the administrative FNS staff is organized into seven support areas including administration, finance/operations, marketing/grants, nutrition/wellness, school support, team development, and technology. Together, the District administrative staff helps develop healthy menus, establishes meal standards, designs new schools/remodels, reviews food service operations, runs emergency shelters, develops marketing, promotional and grant programs, establishes professional development programs and assists with school-based technology support and training.

Pasco County is composed of approximately 69,000 students among 82 schools. We serve approximately 3.6 million student breakfasts and 7.1 million lunches annually.

We are excited that you have joined the Food & Nutrition Services department and look forward to having you as an active part of our team!

Our Mission and Objectives

Building a Healthier Student Body is our mission and this represents our commitment to provide nutritious meals to help students succeed and build a solid foundation for a healthy lifestyle. We achieve our mission by continuously working on 7 main objectives:

1. Food Service

- > To promote the importance of healthy eating and ensure that foods offered in Pasco schools provide students with healthy choices and contribute to the development of lifelong, healthy eating habits.
- > To provide excellent customer service and greet each customer with a smile.

2. Safety and Sanitation

- > To provide FNS employees with training, assistance, and equipment needed to maintain a safe and sanitary work environment.
- > To ensure foods and beverages are safely prepared and served to our customers.

3. Program Operation

- > To ensure department compliance with federal, state, and local child nutrition program regulations.
- > To effectively utilize available resources to maintain a financially independent school food service program.

4. Family and Community Outreach

- > To provide family members and the community with program and nutrition information to support a healthy school environment.
- > To reinforce positive nutrition messages received at home and in the community.

5. Nutrition Education

- > To act as a resource for nutrition education and assist school staff with nutrition education through classroom instruction, special events, handouts, materials, or other available services.

6. Training and Professional Development

- > To provide training and professional development opportunities to FNS personnel to help reinforce the department's mission and provide FNS employees with the knowledge and skills needed for career advancement.
- > To provide training and professional development opportunities for school staff, district personnel, and FNS employees regarding school food service program information, personal wellness, and nutrition or nutrition-related topics to help support a healthy school environment.


7. Evaluation

- > To regularly evaluate the effectiveness of department policies, procedures, and nutrition messages in promoting healthy eating and meeting program objectives and change as appropriate to increase its effectiveness and participation.

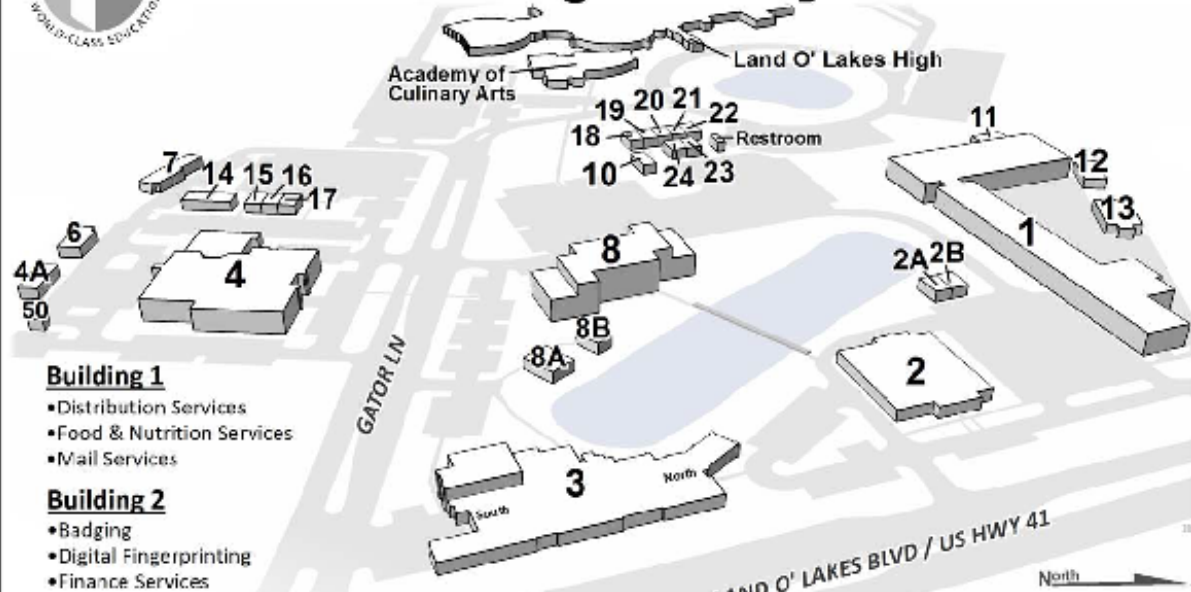
Teamwork and Communications

We are committed to providing open, free, and effective channels of communication among and between employees. Not only does open communication foster teamwork and facilitate a healthy working environment, but it also promotes synergy which enables our department to realize the greater potential of our employees as a whole.

District Office Complex Map



District School Board of Pasco County Building Directory



Building 1

- Distribution Services
- Food & Nutrition Services
- Mail Services

Building 2

- Badging
- Digital Fingerprinting
- Finance Services
- Grants
- Human Resources & Educator Quality
- Sub Central

Building 2A

- Internal Audit

Building 2B

- Student Support Programs and Services

Building 3

North Entrance

- Boardroom
- Dual Enrollment Textbooks
- Employee Relations
- Professional Library
- Take Stock in Children®
- Training Lab F

South Entrance

- Accountability, Research & Measurement
- Career & Technical Education
- Professional Development & School Supports
- Training Rooms A, B, C, & D

Building 4

- Employee Benefits & Risk Management
- Employee Wellness
- Purchasing
- Technology & Information Services
- OTIS Training Computer Lab

Building 4A

- Technology & Information Services

Building 6

- Records Management

Building 7

- PLACE Program

Building 8

- Administration
- Communications & Government Relations
- Early Childhood Programs
- Student Support Programs & Services
- Teaching & Learning, Charter Schools & Educational Choice

Building 8A

- Training

Building 8B

- Storage

Building 10

- Plant Operations

Building 11

- Distribution Services

Building 12

- Storage

Building 13

- Telecommunications

Building 14

- Employee Health & Wellness Center

Building 15

- Post-Offer Employee Testing

Building 16

- Pasco Education Foundation, Inc.

Building 17

- Quest Training

Building 18

- Technology Support - Central

Building 19

- Tech Services

Building 20

- Tech Services

Buildings 21-24

- Training

Building 50

- Storage

Planning Services
Updated: July 23, 2015

EMERGENCY SITUATIONS

Facility Emergencies

Telephone numbers for the fire, police, and paramedic departments should be located next to the office telephone. If you are unsure, dial 911.

Check with FNS Manager to review building policy in regard to emergencies, including environmental, lock-down, explosion, fire, food fights, intruders, robbery, or vandalism.

Follow these steps during an emergency:

DO	DON'T	NOTE
<ul style="list-style-type: none">• Remain calm• Get out of harm's way• Help others get out of harm's way• Help injured person(s) remain calm• Call 911 if needed• Notify your Manager at the first opportunity	<ul style="list-style-type: none">• Try to move an injured person• Hang up the phone with 911 until the operator says it is alright to do so• Clean up the area until instructed to do so• Move anything around the accident scene unless instructed to do so	<ul style="list-style-type: none">• When calling 911, make sure to give them your name, location of the emergency, and the severity of the emergency

Medical Emergencies

It's not always clear when a medical emergency exists. An injured person can exhibit a variety of symptoms, from visible wounds to no apparent signs of distress. If you are uncertain whether a person needs medical attention, please seek professional help for immediate assistance.

Emergency Shelter Information

Select school sites in Pasco County are designated as Emergency Shelters for our community. In the event of an emergency, FNS employees may be asked to work at a shelter school on a paid status. Staff will be given an opportunity to indicate which, if any, shelter schools in which they would be willing to work.

MENU AND NUTRITION

National School Breakfast and Lunch Program

The National School Breakfast Program (NSBP) and National School Lunch Program (NSLP) are federally assisted meal service programs that help provide nutritionally balanced meals to qualifying students at low-cost or for free. The School Board annually renews its agreement with the state and federal governments to participate in the National School Lunch (NSLP) and Breakfast (NSBP) Programs.

Pasco County Schools Food & Nutrition Services takes great pride in offering our students affordable, nutritionally-balanced meals throughout the school year. In order for our program to operate, we must serve meals that meet the federal regulations set by the United States Department of Agriculture (USDA). Students are offered a variety of fruits and vegetables, whole grains, low-fat milk and lean proteins on a daily basis. Students are required to select a fruit or vegetable—for both breakfast and lunch—in order to avoid inadvertent or unexpected ‘a la carte’ charges.

All menus are nutritionally analyzed by Registered Dietitians on staff to ensure compliance within the guidelines for sodium, calories, saturated fat, and trans-fat. In order to meet these guidelines for healthy growth, nutrition standards are based on the following grade groups: K – 5, 6 – 8 and 9 –12.

In addition to meals, nutritious snack options are available for purchase at meal service time (all snacks and a-la-carte items offered meet USDA’s Smart Snack Standards. Our department is committed to providing the students of Pasco County Schools with a high quality school food service program, federally-funded and regulated by the USDA.

After School Supper Program

In addition to the NSLP and NSBP we provide Pasco County students at eligible locations the After School Supper Program funded through the Child and Adult Care Food Program. Meals are served at sites where at least half of the children in the school attendance area are eligible for free and reduced price school meals.

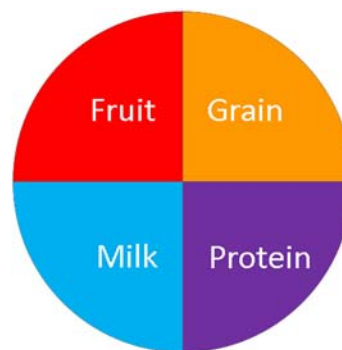
The sites must also offer educational or enrichment activities, after the regular school day ends or on week-ends and holidays, during times of the year when school is in session. Meals consist of an entrée, 2 sides (fruit and/or vegetables), and a milk.

Meal Patterns

BREAKFAST

The Breakfast Color Wheel highlights the breakfast meal choices for students. There are four (4) component groups:

1. **Fruits (red)**
2. **Grains (orange)**
3. **Protein (purple)**
4. **Milk (blue)**

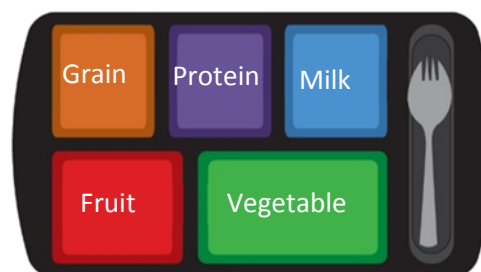


Main entree items will usually count as two (2) components. (2 grains or a protein/grain combination). To receive a breakfast at the published price, students must select a minimum of one (1) choice from three (3) component groups up to a maximum of one (1) choice from all four (4) component groups. One (1) choice must be a fruit component to avoid unexpected ala carte charges.

LUNCH

The “MyTray” highlights the lunch meal choices for students. There are five (5) component groups:

1. **Fruits (red)**
2. **Vegetables (green)**
3. **Grains (orange)**
4. **Protein (purple)**
5. **Milk (blue)**



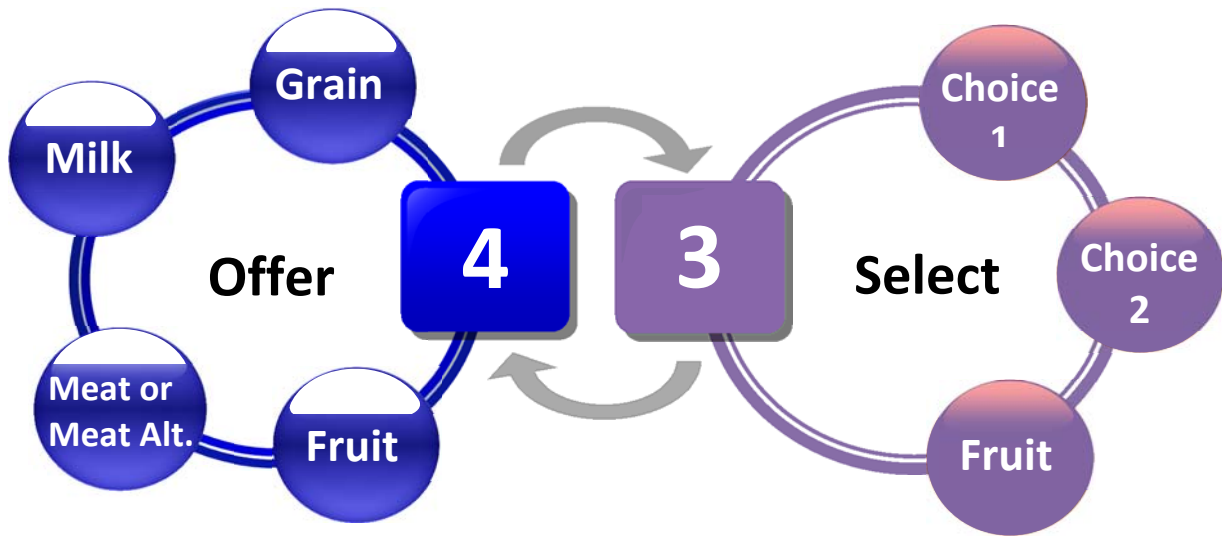
Entrées will usually be a combination of two or three different component groups. To receive a lunch at the published price, students must select a minimum of one (1) choice from three (3) different component groups up to a maximum of one (1) choice from all five (5) different component groups (2 vegetable choices are allowed). One (1) choice must be from either the fruit and/or vegetable component group to avoid unexpected a la carte charges.

Offer vs. Serve

The USDA regulations allow students to decline certain foods (including fluid milk) in order to reduce food waste. Our procedure is as follows:

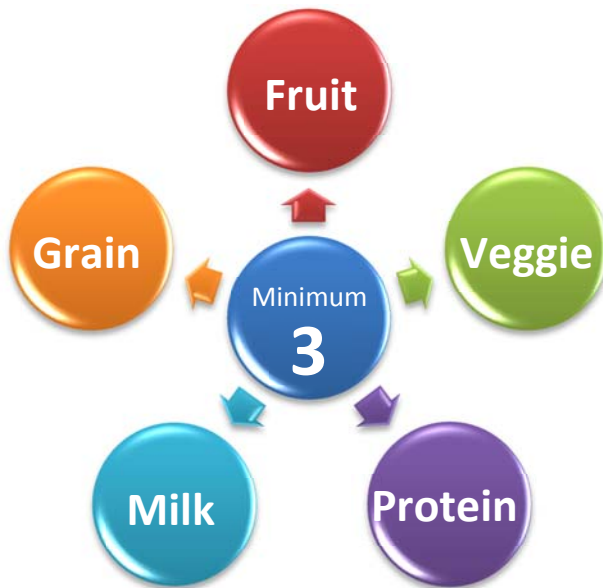
BREAKFAST

- We **MUST** offer students FOUR (4) components during meal service.
- Students **MUST** select at least THREE (3) of the four (4) components to be a reimbursable meal.
 - One of the three components selected **MUST** be a fruit.
 - Juice counts as a fruit choice. Two juices are not permitted.



LUNCH

- We ***MUST*** offer students FIVE (5) components.
- Students ***MUST*** select at least THREE (3) of the five (5) components to be a reimbursable meal.
 - Students can take all 5 components if they choose.
 - One component ***MUST*** be a fruit ***OR*** vegetable.
 - Students are permitted to take two (2) servings of vegetables.
 - Juice counts as a fruit choice. Two juices are not permitted.



HUMAN RESOURCES

Employment

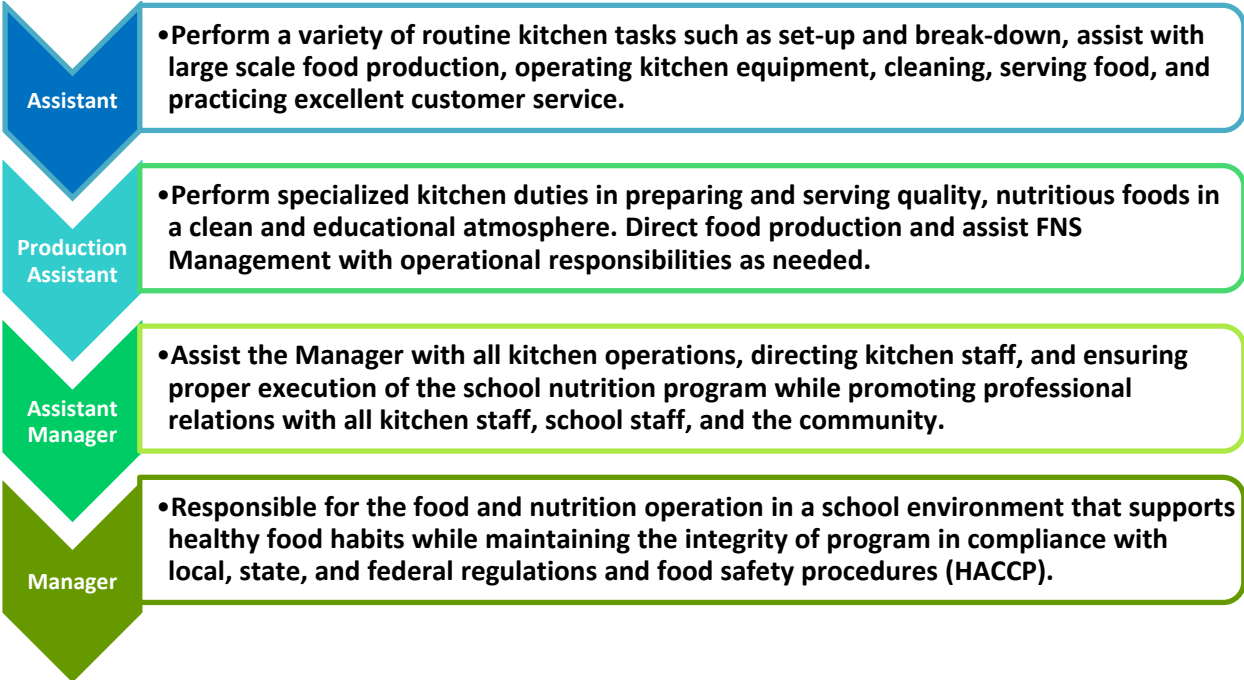
Our department works together with integrity, teamwork, and cooperation to help us accomplish our goals. It is the responsibility of all employees to be courteous, knowledgeable about our services, and to help our students/staff enjoy the highest quality experience we can provide. Further, all FNS employees who create the services we offer must always strive to do the best they can to create a product that we are proud to identify with our department.

“We strive to provide our employees with a challenging, exciting, and fulfilling environment.”

Positions

All FNS employees are assigned a job position. Each position differs in job duties and responsibilities to establish a common goal of building a healthier student body. There are different experience and training requirements for each position.

We are committed to having our employees develop and advance professionally in a manner consistent with their abilities. Although decisions may arise in hiring, evaluating performance, promoting, and disciplinary actions, our department expects such responsibilities to be carried out with fairness, discretion and respect for privacy, as well as compassion for the individuals involved.



Requirements

Assistant	Production Assistant	Assistant Manager	Manager
<ul style="list-style-type: none"> •Basic reading, writing, and mathematic skills •FNS courses or approved external equivalent •<i>Preferred, but not required:</i> High school diploma or equivalent 	<ul style="list-style-type: none"> •Functional reading, writing, and mathematic skills •FNS courses or approved external equivalent •<i>Preferred, but not required:</i> High school diploma or equivalent and 1 yr of institutional cooking experience in large quantity food production. 	<ul style="list-style-type: none"> •High school diploma or equivalent •2 years work experience in school food service or equivalent •ServSafe Certified or obtained w/in 6 months of hire and maintain certification •FNS courses or approved external equivalent •<i>Preferred, but not required:</i> FNS Management Internship Program or external equivalent, completion of FNS Leadership Academy, and 1 yr of institutional cooking experience in large quantity food production. 	<ul style="list-style-type: none"> •High school diploma or equivalent •3 years work experience in school food service or equivalent •ServSafe Certified or obtained w/in 6 months of hire and maintain certification •FNS courses or approved external equivalent •<i>Preferred, but not required:</i> FNS Management Internship Program or external equivalent, completion of FNS Leadership Academy, and 2 yrs of institutional cooking experience in large quantity food production.

All job descriptions are available on the district website at www.pasco.k12.fl.us . Physical prerequisites (with or without reasonable accommodation) are as follows:

- Employees *MUST* be able to
 - Walk and/or stand for up to four hours at a time without physical or emotional fatigue.
 - Lift and/or carry objects weighing less than 35 pounds unassisted.
 - Lift and/or carry objects weighing more than 35 pounds assisted.
 - Bend, twist, turn, push, pull, stoop, climb, and have normal hand dexterity.
 - Reach and grasp objects above shoulder height.
 - Tolerate loud noises for up to eight hours without distress.

Work Day and Scheduling

Scheduled work hours at each school location are determined by the Food and Nutrition Services Manager at that school. Employees should be in their kitchen ready to begin working at their assigned time, but not more than 5 minutes before their scheduled start time. Scheduled hours may be adjusted throughout the school year to accommodate program participation as determined by

the labor allocation formula and meal periods. Schools are allocated labor hours based upon meal participation rates. As stated in the School Related Personnel (SRP) master contract:

- Each SRP shall be granted a thirty (30) minute duty-free non-paid lunch period. An SRP who does not receive a paid lunch period shall be permitted to leave the worksite during his/her lunch. The FNS Manager will designate the lunch period for each SRP.
- Employees working less than five (5) hours per day may take their lunch break the first or last thirty (30) minutes of their shift if approved by the FNS Manager or Assistant Manager on duty.
- No SRP shall be required to work beyond the normal work day without additional pay. When overtime is necessary, an SRP who is not an exempt employee who works such overtime shall be paid at a rate of one and one-half (1.5) times his/her hourly rate for each hour in excess of forty (40) hours per week. Each hour up to and equal to forty (40) hours is at the regular rate of pay.

Attendance

Regular attendance is an essential function of every Pasco County Schools position. Satisfactory performance is characterized by being at work a sufficient number of days to accomplish the essential tasks of the position without having to distribute extra work to other employees or to delay those essential tasks.

Employee absenteeism interferes with our ability to provide good service to our students and staff. Requests for time off should be kept to a minimum and appointments should be scheduled outside of work hours whenever possible. Satisfactory attendance performance is generally characterized by not exceeding the combined number of sick and vacation days which are earned by an employee during that period with the exception of approved FMLA or other district leaves. ***Excessive absences (generally defined as 10 days per annual period for FNS staff) will be addressed and may risk the employee's continued employment with our department.***

FNS Managers will use an attendance log to track employee absences and share with the employee. If an employee knows they will be absent ahead of time, they should notify the FNS Manager immediately or as early as possible so that other staffing arrangements can be made.

While unexpected illnesses or other circumstances which may require prolonged absences are understandable, frequent absences and/or questionable absences which result in hardship to other employees or which result in the delay of essential tasks can result in documentation or unsatisfactory performance.

Reporting an Absence

- If unable to report to work, it is the employee's responsibility to call the FNS Manager as soon as possible. A two (2) hour notice of absence is requested before your scheduled work time.
- While absent, employees must keep their manager informed as to their expected date of return.
- Absences of ten (10) consecutive days or more may require a doctor's release to return to work.
- If there is a question as to the employee's ability to perform the job (due to the nature of the illness or injury), please contact the FNS office to discuss.
- In the event that they are unable to report to work, FNS Managers need to notify the following

persons in this particular order:

1. School Support Specialist
2. School Administration
3. Assistant Manager
4. Production Assistant

Resignation by an Employee

Notice of resignation should be given at least ten (10) working days prior to the last day of work. The notice of resignation should be in writing or email and given to the FNS Manager. It should include date submitted, reason for resignation, and an effective date.

Work Calendar

FNS employees work a ten-month calendar and are expected to work their scheduled hours according to their contract. This includes:

- Each day student meals are served in the schools
- Back-to-school in-service days
- Cleaning days (opening, mid-year, and closing school)
- Services requested by school administration
- Unforeseen circumstances critical to department function

Break Times

- Paid break periods are intended to provide relief from the daily work schedule to reduce employee fatigue and allow SRPs to attend to personal needs. As such, paid breaks should not be taken at either the start or end of the workday.
- The FNS Manager will designate the break period for each FNS SRP.
- Six (6) to eight (8) hour employees shall be granted two (2) fifteen (15) minute breaks during the work day.
- Three (3) to five and one-half (5.5) hour employees shall be granted one (1) fifteen (15) minute relief/break period during the work day.
- Two and one-half (2.5) hour or less employees are not eligible for a break period.
- Breaks cannot be taken consecutively and must be spread throughout the work day. If an SRP refuses to take their break at the predetermined period, they are not guaranteed this break time later in the work day.

Holidays

Each employee will have access to a copy of the school calendar which indicates workdays, holidays, and other employee information.

Personal Calls and Cell Phones

Social and non-business calls to FNS employees are not permitted during the work day. Cell phones should be turned off and should not be used in the work place, except during a scheduled break or lunch period.

Visitors and Children

No visitors whatsoever are allowed in the food service area at any time. This includes--but is not necessarily limited to--children, minor legal dependents, family, and/or other personal contacts.

Only FNS staff members and adults on official business are allowed in the kitchen and serving areas.

Workers' Compensation

If your accident is serious and requires immediate medical treatment, go to the nearest hospital for treatment or call 911. After treatment, have a representative from the facility call Johns Eastern Company at 1-800-749-3044 or The District School Board of Pasco County at (813) 794-2520 or 2345.

The District School Board of Pasco County's (District) goal is to provide you a safe working environment. We realize that occasionally an accident occurs at work; therefore, we have teamed up with Johns Eastern Company to provide you quality medical services if you are involved in a work-related accident that results in the need for medical treatment.

Employee Responsibilities:

- Immediately report all work-related accidents to your supervisor or the designated person at your work location.
- If your work-related accident results in the need for medical treatment, and is not an emergency, you must immediately report the injury to your supervisor before seeking medical treatment.
- Advise your Manager to contact the Workers' Compensation (WC) Designee to complete a notice of injury report and obtain authorization for medical services. You are required to seek medical treatment at an authorized workers' compensation network provider nearest your work location.
- A Johns Eastern Company representative will contact you after you file your notice of injury report. For your convenience, workers' compensation wall cards are posted at your work location with outlined procedures and network provider information.
- Obtain all medical services from a provider within the District's authorized workers' compensation provider network. If your treating physician approves treatment by another physician, you must obtain authorization from Johns Eastern Company at 1-800-749-3044 before your first date of treatment.
- Follow your physician, case manager and/or adjuster's instructions concerning your treatment and ask questions if you do not understand or need an explanation.
- Provide your treating physician with complete information on your medical history and current medical problem as related to your employment.

- Keep all scheduled appointments and be on time for all medical treatments and evaluations. You are encouraged to schedule appointments before or after your normal work schedule.
- If you choose to cancel or do not keep your scheduled appointment(s), you may be considered in non-compliance, which may affect your eligibility for certain workers' compensation benefits. Contact the case manager or adjuster assigned to your case before canceling or rescheduling an approved appointment.
- Return to work as soon as your treating physician AND FNS District Office releases you. You are responsible for providing physician release information to FNS District Office.
- Only request medical treatment for injuries or illnesses related to your work environment.
- Cooperate and respond to all requests from Johns Eastern Company regarding your work-related accident.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) requires employers to provide reasonable accommodations to employees with disabilities who have physical restrictions and/or work limitations. Reasonable accommodations can only be provided to employees who submit medical documentation to the Equity Manager for processing. Please contact the FNS District Office if you have any physical restrictions and/or work limitations and need reasonable accommodations in order to perform your assigned job tasks.

Pay Checks

FNS employees are paid bi-weekly. Direct deposit is required. The pay period begins on Saturday and ends on the Sunday of the following week. Paychecks are usually deposited to your designated bank account on Fridays unless there is a holiday or no school scheduled for that day. All FNS Employees are on equalized pay, which means that every paycheck will be the same amount each pay period regardless of the number of days worked.

Employees must sign-in to indicate start of work time, lunch, and end of work time every day and then sign the time sheet at the end of each pay period. ***Check with your FNS manager for location of time sheets.***

Job Position	# of Workdays per Year	# of Checks per Year	# of Days Paid per Paycheck
Manager	195	22	8.86
Assistant Manager	191	22	8.68
FNS Production Assistant	191	22	8.68
FNS Assistant	191	22	8.68

Pay Rates

Typically, the Board sets the salaries for our department and rates are determined for the July 1 start of the new fiscal year. Unless an employee is salaried, the amount an employee is to be paid is based on the number of days/hours to be worked in a year.

Overtime

Hourly (non-exempt) employees who are not exempt from overtime are not permitted to work in excess of their regular working hours or outside of their regular working hours without obtaining permission from their FNS Manager prior to working the extra time (or if a Manager, then the School Support Specialist must give the approval). Permission will only be given when needed to address time-sensitive projects/work. Working overtime without supervisor approval is prohibited and may lead to disciplinary action.

Employee Benefits

Complimentary Meal Policy

All FNS employees are provided one (1) complimentary meal for the meal service period they work. For example, if an employee is scheduled to work during breakfast, then they may have a complimentary breakfast. If they are scheduled to work during lunch, then they may have a complimentary lunch.

Complimentary meals and beverages are to be consumed on school grounds and may not be taken off the premises, however partially consumed beverages may be taken off school grounds at the end of the day.

- Upscale menu items or a la carte menu items may not be selected as part of the complimentary meal.
- FNS employees are allowed to select one (1) complimentary \$1.25 a la carte item or one (1) carbonated beverage per day, not per meal service.
- All menu and a la carte items selected **MUST** be recorded on the Daily Employee Meal Log for each meal service.
- Leaving school grounds with school food and beverage items for personal use is not permitted at any time, unless accompanied with a receipt of payment. *Note: Partially consumed beverages will be permitted to be taken home at the end of the day.*

Sick Leave

Employees working four (4) hours or more on a daily basis (20 hours or more per week) earn sick leave in accordance with Article VIII, Section B of the SRP Master Contract.

Leaves & Temporary Duty

Refer to Article VIII of the School Related Personnel (SRP) Master Contract for complete information. This can be found on the Employee Relations website:

<http://www.pasco.k12.fl.us/er/contracts/> School Related Personnel Master Contract.

Credit Union

Membership information can be obtained by contacting the Suncoast Schools Federal Credit Union office. Payroll deduction and direct deposit will be provided by the Board at no cost to the employee when requested by the employee.

Insurance

FNS employees who work five or more hours on a daily basis are eligible for health, medical, dental insurance, and additional life insurance coverage.

- Schools are allocated the number of benefit earning positions (> or = 5 hours) based upon meal participation rates and staffing formulas.

Email Access

Each working day, five (5) minutes will be provided to each staff member in order to check their District email for important communications and other announcements. This time will be designated by each FNS Manager and may be different from kitchen to kitchen. Your Manager will be able to tell you when the time is provided at your work location.

Employee Assistance Programs (EAP)

The Employee Assistance Program (EAP) is a benefit program intended to ensure a healthy work environment for all staff. Services include counseling and referral for personal problems, wellness initiatives, financial advisement, and other specialized programs. You can access EAP by phone or on the web at: www.pasco.k12.fl.us/ebarm/eap/

Employee Self Service

To check the status of time off, edit personal information, access benefits and paycheck information, print pay stubs, employees may log into Employee Self Service (ESS): <https://mss.pasco.k12.fl.us/ess/> Employees will be given username and password information. It is the employee's responsibility to keep all personal information up to date and confirm pay rate is correct.

Passport Discount Program

This program was established to connect employees with local and state businesses that have agreed to offer special discounts to Pasco County employees. For further details on specific businesses, please visit: <http://www.pasco.k12.fl.us/communications/passport/> . To receive the discount or special offer from a participating business, simply show your employee ID badge or pay stub. You may view/print pay stub through Employee Self Service.

Free Microsoft Office 365 and Symantec Anti-virus

As an employee of the District School Board of Pasco County, FNS employees are entitled to Microsoft Office and Symantec for their home computers (up to 5 devices per household). For more information on how to get started, email the FNS Technology Services fns-help@pasco.k12.fl.us

Dell Computer Discount Program

Pasco County employees are eligible to receive a discount on Dell Computers. Use this

information to get started: www.dell.com/mpp/Pasco-K12-FL Member ID: US29258512
Phone: (800) 695-8133

CareHere

Employees, retirees and dependents covered by Pasco County School District's group health plan, Florida Blue, *formerly* Blue Cross and Blue Shield of Florida, can receive medical services that include treatment for primary care, lab work, medication, x-ray and more, all at no out-of-pocket cost at your onsite CareHere Health Center.

First Time Users

Go to the website provided under "appointments" below and enter the following information and then follow the instructions on screen:

Access Code = PCFSD7

Appointments

www.carehere.com

Locations

Land O' Lakes HWC	20360 Gator Lane, Bldg. 14	Land O' Lakes, FL 34638
Centennial HWC	38503 Centennial Road	Dade City, FL 33525
Gulf HWC	5117 Madison Street	New Port Richey, FL 34652
Hudson HWC	14730 Cobra Way	Hudson, FL 34669
TEWMS HWC	30649 Wells Road	Wesley Chapel, FL

Food Consumption

Employees may eat or drink in designated areas. No food may be consumed in the food preparation or service areas. The use of chewing gum is prohibited. Only approved drinking cups with screw top lids and straws will be permitted in the food preparation or service areas.

Dress Code and Appearance Requirements

Both the community and the Pasco County School Board expects all employees to come to work properly groomed and in attire that presents a professional image to our customers and colleagues. In compliance with the Health Department regulations and School Board policies, employees shall wear appropriate undergarments and clean outer clothing to prevent contamination of food, equipment, utensils, and service articles. Employees dressed inappropriately or not groomed, will be sent home to change and/or clean up. The time spent away from work is considered leave and will need to be made up or submitted as leave.

Uniform requirements shall be designated by the FNS Manager at each school. Administrators may be more restrictive than the following terms listed below:

Shirts, Jackets, or Sweaters

- Each employee will receive three (3) Zone shirts upon the beginning of each school year.

Shirts must be kept in good condition and will not be replaced unless it is a manufacturer flaw or has been damaged on the job. Additional shirts may be purchased. Employees must wear the Zone shirts three (3) days per week as designated by the FNS Manager.

- Personal shirts, jackets or sweaters may not contain advertising of drugs, alcohol, tobacco, obscene and/or offensive language.
- May not be tattered or torn.
- May not be sleeveless, short sleeve shirts with the sleeves rolled up, or shirts that expose armpit areas.
- No tank tops, tube tops, or shirts that show the midriff area are permitted.

Pants, Capris, Jeans, Shorts, Skirts, or Skorts

- Jeans are only permitted on days specifically designated by the School Board.
- We strongly advise wearing long pants at all times for your own safety.
- Shorts, skorts, or skirts need to be no shorter than 2 inches above the knee.
- May not be tight slacks, tight shorts (e.g., spandex, lycra, etc.) or gym/athletic wear.
- May not contain advertising of drugs, alcohol, tobacco, obscene and/or offensive language.
- May not be tattered or torn.

Safety Shoes

- At the start of each school year, each employee will receive a \$30 (non-taxed) payment on their paycheck for the purchase of safety shoes.
- Safety shoes must have non-skid soles to prevent slips and falls. (Safety shoes are available at many local store chains including Payless Shoes, Wal-Mart, Target, Kmart, Sears, and Shoes for Crews.)
- Canvas or open toed shoes are not permitted.
- Safety shoes may not be tattered or torn.
- Safety shoes must be worn daily.

Jewelry

All FNS employees must comply with federal, state and local regulations on jewelry in the food service environment.

- Rings: Rings hold bacteria that can potentially contaminate food. Only one (1) ring set is permitted.
- Earrings: Earrings can become a physical hazard if they fall into food and hold bacteria that can potentially contaminate food.
 - A maximum of two (2) pairs of small post earrings or hoop earrings with a ½” diameter or less are permitted. No dangling type or large hoop earrings allowed.
 - Earrings must have some form of secured fastener or clip
- Necklaces: Necklaces may get caught in machinery and can hold bacteria that can potentially contaminate food.
 - Necklaces can be no longer than approximately 2 inches from the trachea.
 - No charms of any type allowed.
 - Only one (1) necklace (without a dangling charm) is permitted.
- Body Piercings: Facial or tongue body piercing jewelry will be restricted.
- Bracelets and Wrist Watches: Bracelets and wrist watches, including medical ID

bracelets, are not allowed. ***If medical ID is needed, a medical necklace may be worn.***

Tattoos

Tattoos that are offensive to community standards will be restricted.

Aprons

- Aprons are provided by Food & Nutrition Services.
- Aprons should not be discolored, faded, tattered or torn.
- Employees must wear white aprons during preparation.
- Black aprons must be worn by all servers, front line employees, cashiers, managers, and assistant managers during meal service.
- Aprons must be removed when using the restroom and when leaving the kitchen area.
- Laundering of all aprons must be done at the school site.

Personal Hygiene

Due to the close contact with food, students, and other employees, we require the following in personal hygiene:

Cleanliness

- Regular bathing
- Frequent hand-washing
- Use of a hairnet
- Clean hair
- Use of an antiperspirant/deodorant
- Avoid using strong, heavy scents/fragrances. These are not permitted.

Hair Restraint

Employees shall wear hair restraints at all times in the kitchen and food serving areas. Restraints should be designed to effectively keep hair from contacting food, surfaces used to prepare food, and any other surfaces that food will come in contact with (serving lines, etc.).

The appropriate way to restrain hair while working in the kitchen is to pull all hair, including bangs, back away from the face and neck. Long hair must be pulled to the back of the head and secured in place with some form of a hair tie. No hair should touch your back. Any additional loose hanging hair must be secured using clips, barrettes, hairnet, or some other form of hair accessory.

- Hair restraints must hold all hair in place, including bangs.
- Hair restraints can be worn alone or under a black hat/visor, but hats and visors must never be worn without a hairnet depending on the length of your hair. If you are unsure whether or not you need a hairnet, speak to your FNS Manager or School Support Specialist before entering a kitchen environment.
- Hair should be kept clean and neat during work hours.

- Hair spray, sweat bands, or head bands are not suitable hair restraints.

Facial Hair

For all male employees, well-maintained facial hair is permitted, provided that it is neatly and closely trimmed and does not present an unkempt appearance. Fully grown beards, goatees and any extreme mustache styles are prohibited. For clarification on whether facial hair is acceptable, please consult with your school manager. If additional assistance is needed, please contact the Food & Nutrition main office at (813)794-2439.

Fingernails

- Fingernails must be kept trim, filed, and maintained (no rough edges) at all times.
- Fingernails must be kept clean around and under the nail bed.
- Fingernails must be kept short; approximately no longer than the fingertip.
- No nail polish, including clear, is allowed at any time.
- No acrylic, gel, or artificial nails allowed at any time.

EMPLOYEE RELATIONS

Introduction

Not to be confused with Human Resources (HR), Employee Relations (ER) serves as chief negotiators for the Instructional and School Related Personnel (SRP) bargaining units during the development of the Master Contracts and the equitable administration of these contracts.

ER also works with employees in need of improving performance and responds to issues related to equity and employment law, including discrimination and harassment. All District employees are entitled to a civil work environment, clear performance expectations, and fair and equitable treatment.

Equity; Respect and Civility

The District School Board of Pasco County believes that a safe, secure, nurturing and civil environment is essential in accomplishing its mission to create a community which works together so all Pasco County students will reach their highest potential.

This policy promotes mutual respect, civility and orderly conduct among all district employees, students, parents and the general public. The policy is not intended to deprive any person of his/her right to freedom of expression. Rather, it is intended to maintain, to the extent that is possible and reasonable, a safe, harassment-free workplace for students, families, and staff that is free of disruptive, demeaning, intimidating, threatening, or aggressive behaviors.

1. District staff will treat students, parents, fellow staff members, and members of the public with respect and will expect the same in return.
2. District staff will not conduct business with those who use obscenities or otherwise speak in a demanding, loud, insulting, or threatening manner.
3. Volatile, hostile, or aggressive actions and words will not be tolerated, and individuals who engage in these activities may face penalties up to, and including, criminal prosecution.

District students’ rights and responsibilities are further defined within the Student Code of Conduct.
Authority: 1001.41(2), F.S. PCSB Policy: 1380, 3380, 4380

Bullying

In compliance with Florida’s Anti-Bullying Law (1006.147.F.S.) and the District’s agreement with the Office for Civil Rights, school-based staff that have interaction with students and may have the opportunity to intervene in a bullying or harassment situation MUST complete annual training.

Harassment or bullying of students or staff is an extremely serious violation. It can also be a violation of criminal law. ***The district will not tolerate unlawful bullying and harassment, including sex-based harassment, in schools or school campuses, school sponsored buses, school-related or school-sponsored events, or through the use of technology or any electronic communication.***

Professional Conduct

All employees are expected to conduct themselves in a professional competent manner by following a code of ethics:

- To uphold the dignity of the food service profession by refraining from any action that would reflect unfavorably on the department, the school, the district, or the profession.
- To use their skill and knowledge by promoting the good of every person in a caring, compassionate manner, by respecting the dignity, worth, and rights of those we serve.
- To be fair, honest, and impartial in their profession by conducting themselves so as to not falsely or maliciously injure the personal or professional reputation of others.
- To strive to increase the competence and prestige of their profession by applying skill, knowledge, and judgment in upholding the duties of the profession, by promoting and developing sound business practices, by supporting sound nutrition for children, by continuing education and training to keep informed, and by not jeopardizing personal and professional integrity due to outside interests.

Conflict of Interest

The FNS department is built on the trust, confidence, and expectation of our students and staff that they can always depend on our services. To ensure that we deliver our very best, we require the full and undivided dedication and efforts of all our employees. Conflicts of interest or the appearance of such conflicts could also damage the image of our department.

A conflict of interest occurs when an individual's private interest, or those of his or her immediate family interferes in any way, with the interest of the Food and Nutrition Services Department. No employee of the Pasco County District School Board shall engage in or have financial interest in (directly or indirectly) any activity that conflicts, or raises a reasonable question of conflict, with his/ her duties and responsibilities. Honest and ethical behavior in all matters relating to the service we provide is expected at all time.

Employee Evaluation Process

The purpose of an evaluation is to assess and/or improve the quality of our program. All SRPs will be evaluated for performance at least once during the school year in accordance with the SRP Master Contract, Article VII, Section F. All employees must be shown a blank copy of the evaluation as well as a description of terms used, by September 15th of each school year.

The FNS Manager is required to review the evaluation with the employee and have him/her sign the form. The signature does not imply agreement with the evaluation, but indicates the employee has seen and understands the document. If an employee refuses to sign the evaluation, the supervisor should contact the FNS department for additional instruction.

Major Workplace Infractions

- Physical or verbal abuse of a fellow worker, supervisor, teacher, principal, staff or student with

or without profane or obscene language.

- Unauthorized absence from workstation during working hours.
- Threatening, coercing, or intimidating a fellow worker, supervisor, teacher, principal, staff or student.
- Reporting for work, or working when unfit due to intoxication or drugs.
- Disregard safety regulations or failure to report an unsafe condition.
- Falsification or deliberate destruction of work, school or public records.
- Deliberate disclosure of student or employee private personal information such as income level, meal status, telephone number, or address to a person or agency outside the immediate school district.
- Use of electronic mail (E-mail) or the Internet to send or receive personal, or inappropriate, obscene, threatening, racially offensive or illegal material.
- Assault or battery with intent to injure.
- Falsifying or withholding facts to gain or retain employment.

Smoking, Tobacco, Narcotics, Alcohol Policy

Smoking and the use of all tobacco products are prohibited by law inside all Board facilities and in all "common areas" as defined in the Florida Clean Indoor Air Act to be "any hallway, corridor, lobby, aisle, water fountain area, restroom, stairwell, entryway, or conference room. Except as exempted by the collective bargaining agreements, all other school grounds, campuses, and property, whether owned or leased by the Board, are to be tobacco free at all times. This includes the use of such tobacco products in motor vehicles on property with the exception of those moving vehicles entering or exiting the work site(s).

For purposes of this policy, "use of tobacco" shall mean all uses of tobacco, including cigars, cigarettes, pipe tobacco, chewing tobacco, snuff, or any other matter or substances that contain tobacco, and the possession of papers used to roll cigarettes.

The "use of tobacco" shall also include the use of electronic, vapor, look alike, clove, or any other substitute forms of cigarettes or any smoking devices.

- In schools built before July 1, 1996, smoking is permitted in designated areas only, unless otherwise prohibited.
- All schools built or substantially remodeled after July 1, 1996 are smoke/tobacco free. Smoking is not permitted anywhere on campus and ***employees must leave campus during their duty-free non-paid lunch to smoke. Smoking is not permitted in parked cars located on school property.***
- Alcohol or narcotics are not permitted on school property.
- On September 1, 2008, the District School Board of Pasco County implemented a Reasonable Suspicion Drug Testing Program. As a tool for supporting and enforcing the Reasonable Suspicion Drug and Alcohol Testing policy, employees are subject to Reasonable Suspicion Drug and Alcohol Testing. Employees must submit to drug and/or alcohol testing when a supervisor observes specific indicators consistent with drug or alcohol use/abuse.
- **Effective July 1, 2016:** All Pasco County school grounds, campuses, property, and all Board vehicles, including golf carts and school buses, shall be tobacco free at all times. This includes the use of such tobacco products in motor vehicles with the exception of those moving vehicles entering or exiting the work site(s).

Drug-free Workplace

It is the intent of the District School Board of Pasco County to provide a drug-free environment for students and a drug-free workplace for its employees. Students often model the behavior and develop the values expressed by those with whom they interact. It is imperative, then, that everyone realize that all those employed by Pasco County Schools may have a powerful influence on the students in the community.

The District is committed to providing an educational environment in which students are free from harmful messages concerning substance involvement. In addition, as an employee, the staff member's actions are a reflection upon other employees in the system and affect the credibility of the total system within the community.

Board policy states that the possession or use of certain drugs is a serious violation of law and is punishable by fine and/or imprisonment. School authorities have the same responsibility as every other citizen to report violations of law.

The manufacture, distribution, dispensation, possession, or use of illegal drugs, controlled substances used inconsistently with a doctor's prescription, and/or alcohol is prohibited on any Board property or at any Board-sanctioned activity. Being under the influence of illegal drugs, controlled substances, and/or alcohol is likewise prohibited. Criminal conduct will be promptly reported to appropriate law enforcement officials.

All Board employees are provided information pertaining to this policy at the time of employment. Any Board employee who is in violation of the above shall be subject to discipline up to and including dismissal or at the discretion of the Superintendent may be required to satisfactorily participate in a drug abuse or rehabilitation program as a condition of continued employment.

The employee must notify the employer (supervisor) no later than five (5) days after any conviction for a violation of any Federal or State criminal drug statute occurring in the workplace or as required by Florida statutes.

Conviction is defined as a finding of guilt (including a plea of nolo contendere) or imposition of sentence or both by a judicial body charged with the responsibility to determine.

All employees will abide by the terms of this law.

Social Media

As a steward of Pasco County Schools, all employees must adhere to social media guidelines. Facebook, Twitter and blogs have now become part of daily life for many district employees. Though social media and blogs have many positive uses, they also open the door to serious situations if caution is not exercised. Many do not realize that anything on the internet has the potential to be publicly viewed, regardless of privacy settings or attempts to remain anonymous.

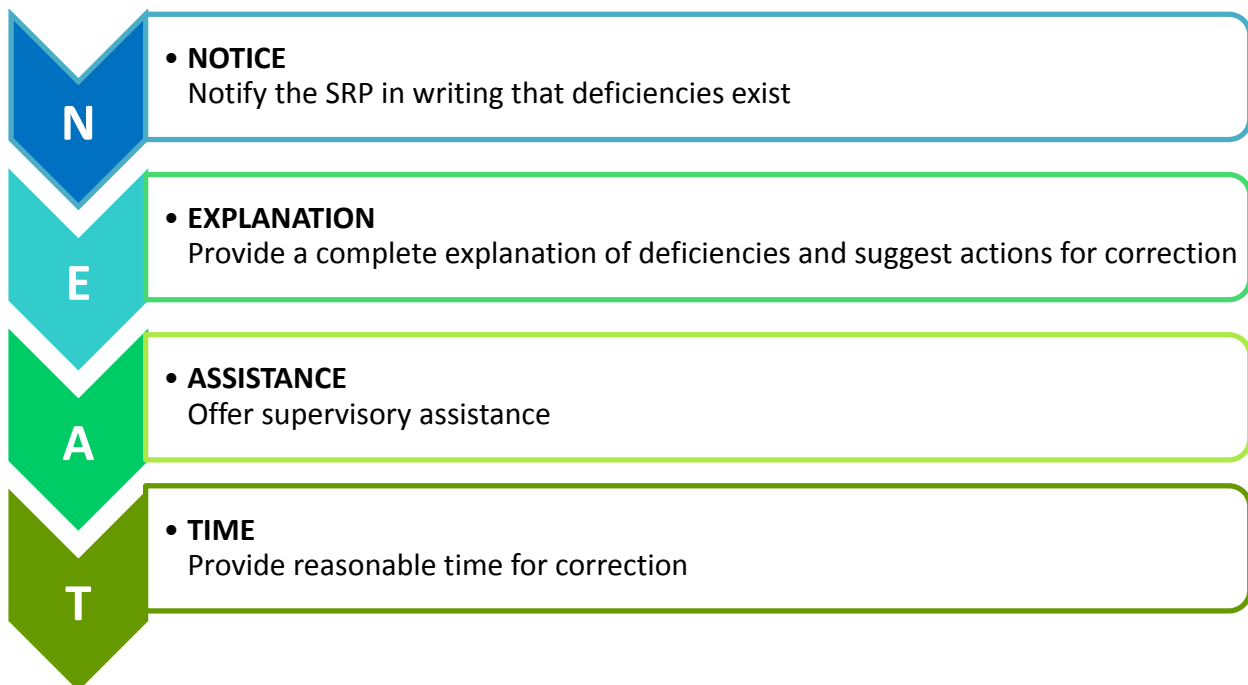
The Office for Employee Relations receives numerous concerns regarding inappropriate comments and pictures posted online. These concerns have ranged from complaints about co-workers and supervisors to inappropriate Facebook posts and pictures to "friending" or contacting students or staff through the use of social media.

In some instances, what an employee does on their own time is their own business. However, when an employee's conduct outside of work causes a disruption at work, diminishes an employee's ability to be an effective employee, or creates a student boundary concern, these issues must be addressed. Please note that the current state of the law regarding off-duty conduct is evolving. You should refer to the County's complete document regarding Social Media usage for all staff:

http://www.pasco.k12.fl.us/library/communications/documents/social_media_guidelines.pdf

Disciplinary Action Process

The employee whose work is less than satisfactory must be evaluated on a continuing basis with written records. The FNS Manager will comply with the district NEAT process. Please contact the Office for Employee Relations for assistance through the NEAT Process.



SANITATION AND SAFETY

Introduction

Sanitation is a precaution that is taken very seriously in food service. Careless procedures in this area could result in potential food borne illness and possible death.

A standard set of procedures for handling hot and cold foods, preparing fresh foods, thawing foods properly, maintaining proper temperatures, handling chemicals, and handling leftovers are available from your food service manager. These are referred to as SOPs, or Standard Operating Procedures.

Quality Assurance Review

As a part of the department's quality assurance program, the Quality Assurance (QA) Review is conducted at all schools in Pasco County every year. The goals of the QA program include a continued effort to:

- Provide the community with high quality, safe and sanitary food
- For schools to meet program standards as well as local, state, and federal regulations
- Maintain consistency among schools

Hand Washing

Hand-washing is the most important and most effective way to prevent contamination in food service. Proper hand-washing procedures must be followed while working in food service. Hands must be washed in the following situations:

- Before beginning work
- When changing job task
- After using the restroom or smoking
- After eating, drinking, touching face and/or mouth
- After handling money
- After coughing or sneezing

Hands must be washed with soap, water, and good friction for a minimum of 20 seconds. Disposable gloves need to be worn when handling food items that will not be heated to 140°F or above. Gloves need to be changed as often as hands would need to be washed.

Food Safety Training

All FNS employees are required to attend the FNS Serving It Safe training class, which discusses the importance of food safety and sanitation in school kitchens and cafeterias. FNS employees are required to take a follow-up class, Keeping It Safe, every three (3) years. Both of these required courses are provided during paid time.

Illness

No person, while infected with any communicable disease or while a carrier of such disease, shall work in any area of food service. Please follow proper protocol when notifying your Manager if you are unable to come to work. ***For complete details regarding attendance, refer to HR Topics / Attendance and Reporting an Absence within this Handbook.***

Wounds

If an employee has an abrasion or cut on his/her hand, a bandage ***AND*** glove must be worn during food preparation and serving.

Work Safety

Every employee should make safety a priority and promote safety awareness by:

- Reporting unsafe working conditions, practices, and faulty equipment to the manager immediately.
- Obeying all posted safety rules and signs.
- Using equipment properly and when instructed.
- Knowing the fire evacuation plan, location of fire extinguishers and how to use them properly.
- Making sure that work areas are kept neat, clean, and clear of clutter.
- Reporting all accidents, no matter how minor, immediately to the manager.

Maintaining Safe Working Conditions

To keep your area safe, observe and inspect your work area throughout the day. Use this checklist to ensure the ongoing safety for you and your co-workers:

REMEMBER: You will not be penalized in any way for reporting unsafe conditions and/or practices.

Make sure walking and surfaces are clear and dry to prevent slips/falls.

Make sure employees are using correct body postures and food handling techniques.

Be sure equipment and utensils are being used properly.

Be sure employees are able to see around objects they are carrying.

TEAM DEVELOPMENT

Introduction

Employees have the opportunity to advance to a higher level of position, responsibility, and compensation by taking advantage of courses available through our department. In addition to courses that are mandatory (i.e. New Employee Orientation, Serving it Safe, etc.), Team Development also offers voluntary self-improvement classes throughout the school year and also in the summer.

Management Preparatory Program

For more information, please contact the FNS Team Development Specialist at (813) 794-2403.

Leadership Academy

The Leadership Academy is offered once a year (every summer) to all employees who want to promote growth with their leadership skills and advance with Pasco County Schools Food and Nutrition. During this 4-day training, you will learn a variety of skills that are common among leaders within and outside of our industry. To attend the Leadership Academy, an application and acceptance is required. The acceptance process typically begins in the Spring.

Manager Internship Program

The FNS Manager Intern Program is an on-the-job training program that focuses on the knowledge and skills needed to become an entry level FNS Manager. The Manager Internship Program is a great opportunity to receive specialized training to prepare individuals to become a qualified FNS Manager candidate at either the elementary or secondary level.

Professional Organizations

School Nutrition Association (SNA) www.schoolnutrition.org is a national professional organization created to assist school food service personnel with training and development. There are also state and local organizations for food service employees.

Florida School Nutrition Association (FSNA) www.floridaschoolnutrition.org is the state affiliate of SNA and monitors any state legislative activities affecting Child Nutrition Programs. FSNA sponsors conferences, regional workshops, and also provides the opportunity to meet other school employees in the district, the region and the state. Membership offers you professional publications, scholarship opportunities, professional growth, and recognition for accomplishments in school food service.

School Nutrition Association of Pasco (SNAP) www.snapasco.org is our local chapter of FSNA which sponsors monthly meetings to help employees keep up to date with the latest trends in the business. SNAP provides opportunities for networking with other FNS district staff and connecting with our community. For more information on SNAP, please contact Adam Van Hoesen, 2015-16 SNAP president, at: avanhoes@pasco.k12.fl.us

FINAL WORD

Non-Discrimination Statement/Civil Rights

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

Closing Statement

This employee handbook is designed to familiarize you with Food and Nutrition Services and provide you with important information regarding FNS policies and procedures. You are expected to comply with all provisions in this handbook.

This employee handbook presents only an overview of some FNS policies and work standards. These policies and work standards have been established to assist you in understanding your job responsibilities and to facilitate your orientation to FNS.

This resource guide is not intended to create contractual employment, and it remains the policy of FNS that all terms and conditions may be altered or terminated at any time at the discretion of FNS. In addition, changes may be made in the policies set forth herein, whenever such changes are deemed desirable by FNS.

For further information regarding employment by the School Board of Pasco County, please refer to the School Related Personnel (SRP) Master Contract on the Employee Relations page of the District website: http://www.pasco.k12.fl.us/library/er/1415_srp_contract.pdf.pdf