

Table Of Contents

[Accuclaim](#)
[Areas of Responsibility](#)
[Free and Reduced Price Lunch Applications](#)
[Processing of Free & Reduced Applications](#)
[General Instructions for Free & Reduced Applications](#)
[Handling Approved Free & Reduced Applications](#)
[Verification of Free and Reduced Price Meals Eligibility Process](#)
[Collection Procedures](#)
[Payment Procedures](#)
[Child Nutrition Mission Statement](#)
[Child Nutrition Organization](#)
[Purpose of Administrative Procedures](#)
[Retention of Records](#)
[Filing Procedures](#)
[Cooler/Freezer Temperature Check Form](#)
[Procedure for Inclement Weather](#)
[A La Carte Sales/Competitive Foods Policy](#)
[Purchase of Small Equipment](#)
[Employee Meals](#)
[Use of Facilities for Special Functions](#)
[Work Schedules](#)
[Production Schedules](#)
[Production Schedule Check Sheet](#)
[Rotating Employees](#)
[Cafeteria Closing Procedures ~ End of the Year](#)
[Meals Plus Point of Sale and Inventory](#)
[Position Descriptions](#)
[Procedures for Filling Vacancies](#)
[Procedure for Correcting Personnel Problems](#)
[Administrative Procedures Workers Compensation](#)
[Absences](#)
[Sick Leave](#)
[Voluntary & Involuntary Terminations](#)
[Timesheets](#)
[Use of Substitutes](#)
[Labor Hour Allocations](#)
[Uniform & Health Requirements](#)
[Employee Evaluations](#)
[Use of Computers](#)
[Deposits & Cash Reconciliations](#)
[Daily Closing Procedures](#)
[End of the Month Procedures](#)
[Procedures for Returned Checks](#)
[Meal Service](#)
[Food Offerings & Food Brought into Schools](#)
[A La Carte Sales](#)
[Vendor Deliveries/ Returns](#)
[Inventory Procedures](#)
[USDA Policy](#)
[Catering Program](#)
[Purchase for Personal Use, Gifts, & Gratuities](#)

Accuclaim

Accuclaim is a nationwide project to improve the accuracy and accountability of claims for reimbursement in the National School Lunch and School Breakfast Program. It is the result of Federal audit findings and the concern of Congress and taxpayers for program integrity.

In May of 1987, the Office of the Inspector General released a summary report of audits conducted in 13 school districts in six states. The report showed that neither internal controls over school food services operations nor the AIMS reviews were adequate in detecting meal count deficiencies and over-claims. In addition, compliance with program requirements was not being enforced or monitored. As a result, nearly two million dollars claimed in reimbursements were assessed by auditors. This reflects an average over-claim of more than \$7,000 per school reviewed that had meal count problems.

School systems are responsible for ensuring that the cash reimbursement they earn is based on accurate meal counts by category. At no time can a school system claim free or reduced price meals that exceed the number of free and reduced price applications on file. If we do, we are subject to having an over-claim assessed against us that may be devastating to our program.

In response to the audit report, the Food and Nutrition Service, working with a task force of State agencies and local schools, resolved to improve meal count systems, as well as to improve training and monitoring of local schools. This would be accomplished by providing strengthened regulatory requirements and improved technical assistance. As a result of these efforts, a model meal count system was developed and was implemented during the 1989-90 school year.

Effective beginning the 1989-90 school year we are required to meet the 13 criteria established by the task force. These criteria are:

1. Guidance, including written detailed instructions, will be developed and provided to all responsible personnel.
2. All personnel involved in the meal count system will be trained in the system.
3. All applications will be approved in accordance with regulations and in a timely manner.
4. Category determinations will be accurately recorded and maintained.
5. ID cards, PIN numbers etc., will accurately reflect student's eligibility.
6. Reimbursable meals will be clearly identifiable.
7. All meals will be correctly counted at the point of service and recorded by category.

8. Cash collections systems will ensure that appropriate amounts of cash are collected and recorded.
9. A cash reconciliation system will be used that determines on a daily basis that the cash collected reconciles with meal counts as recorded; ensures that all differences are documented; and ensures that corrective action is taken where necessary.
10. A system is in place to safeguard tickets if used.
11. Reports of daily meals and cash collected are complete and are compiled properly.
12. Edit checks for individual schools are implemented to identify potential problems in the meal count system.
13. Periodic monitoring and technical assistance will be provided to each school to ensure compliance with the approved meal count system.

Areas of Responsibility

Child Nutrition Department

The Child Nutrition Department shall implement the established policy for free and reduced price meals. It shall be the Child Nutrition Department's responsibility to develop meal accountability procedures that will ensure all Accuclaim criteria are met.

Specific responsibilities include:

1. Develop and monitor cash collection procedures for all schools.
2. Process all free and reduced price meal applications and provide individual schools with appropriate reports.
3. Monitor meal accountability activities in accordance with state federal guidelines.
4. Develop and monitor cash accountability procedures for all schools.
5. Develop and implement verification procedures for free and reduced price meals.
6. Provide each school with a copy of the approved free and reduced price policy statement.
7. Perform edit checks as required prior to submission of a claim for reimbursement.
8. Review each school using the review form at the end of Part I by February 1.
9. Perform follow-up reviews as required within 45 calendar days of the first review if problems in meal counting or claiming procedures were discovered during the first review.

Principals

Each school principal shall have responsibility for the following:

1. Provide each student with a free and reduced price meal application.
2. Receive completed free and reduced price meal applications from students, and give to Cafeteria Manager.
3. Maintain records on the Free and Reduced Policy Statement for three years. Memo usually sent via school mail in August.

School Cafeteria Managers

New Hanover County School Cafeteria Managers shall have the following responsibilities:

1. Participate in annual training sessions.
2. Complete pre-audit of completed applications and forward to the Child Nutrition Department.
3. Identify and record reimbursable meals accurately.
4. Follow guidance provided in all cash collection procedures.
5. Complete all required records and reports promptly and accurately.
6. Comply with all cash reconciliation requirements.

Cashiers

1. Identify and record reimbursable meals accurately.
2. Follow guidance provided in all cash collection procedures.
3. Complete all required records and reports promptly and accurately.
4. Comply with all cash reconciliation requirements.

State and Federal Agencies

Representatives from state and federal agencies shall have the following responsibilities:

1. Approve free and reduced price meal policy statement and all related forms.
2. Perform periodic site visits to verify accuracy and compliance.
3. Audit verification process.

Free and Reduced Price Lunch Applications

Application Process

1. Printed applications should be delivered to schools, along with the Letter to Parents.
2. The schools must distribute parent letter and blank application to all students on the first day of school, or the first day of enrollment for new students. (Refer to General Instructions – Free and Reduced.)
3. Cafeteria Managers pre-audit applications and send to Child Nutrition. (Refer to General Instructions and Processing of Applications Information.)
4. Process applications and update computer files. (Refer to Application Approval Process.)
5. Distribute parent notifications and process other information. (Refer to Handling Approved Application Information.)

Record Retention Responsibilities – Child Nutrition

1. Retain processed applications on file for three years.
2. Retain copies of computer printouts with audit trail for three years.
3. Retain all verification documentation for three years.

Record Retention Responsibilities – Principal

1. Maintain Free and Reduced Policy Statement on file for three years.

Record Retention Responsibilities – Cafeteria Manager

1. Retain master rosters for one year.
2. Retain any other information relative to free and reduced price meals for one year.

Processing of Free & Reduced Applications

1. On the first day of school, or on the day a new student enrolls, a blank Free and Reduced Price Meal application must be given to each student by their home school along with the Letter to Parents.
2. When the application is returned to the school, the cafeteria manager is responsible for the following:

Verify the following information:

- a. School name and/or number is entered correctly.
- b. Child's name, school, and grade level is completed and readable.
- c. If the applicant receives food stamps or a TANF case number is entered, the only other information required is the name, address, social security number and signature of an adult household member. Note the case number must be listed by each student that is covered by the case number. Note: Social Services cases are linked to social security numbers of the student.
- d. Name, social security number, and income information for head of household is entered and readable.
- e. Signature of adult household member is present.
- f. Application is dated.
- g. Name, address, and phone number are readable.
- h. Application must be completed in ink.

Send completed applications to the Child Nutrition office each day. Please do not hold any applications once you have completed the pre-audit. Federal regulations require that all applications be processed within 10 days from the date of a complete application.

3. If an application must be returned to the parent for additional information or clarification, be sure to record each date the application is returned to you. Include a brief note as to why the application was returned.
4. The Child Nutrition Support Associate shall make the initial review of all applications for approval.
5. The Child Nutrition Director will make a second review within 30 days of the initial review.

General Instructions for Free & Reduced Applications

1. Prior to the beginning of the school year, each school will be provided an approved Free and Reduced Price Master Roster based upon those children who were approved for free and reduced meals as of the last day of the previous school year. This listing should be used to determine the status of students who were enrolled in New Hanover County Schools last year, but are new to your school. **THESE ARE THE ONLY STUDENTS WHO MAY RECEIVE FREE OR REDUCED PRICE BENEFITS FOR THE FIRST 30 DAYS WITHOUT A CURRENT APPLICATION ON FILE WHEN SCHOOL BEGINS.**
2. Federal regulations require that EVERY student, whether a new student or a returning student, must receive a new application each school year. This application must be completed and returned to the Child Nutrition office for approval within the first 30 days of the school year if the student is to continue to receive benefits for the current school year. Please instruct your faculty members to give each student an application. Under no circumstances should a faculty member ask students if they would like an application. **BECAUSE OF TIME LIMITATIONS IMPOSED ON SERVING STUDENTS ON LAST YEAR'S APPROVALS, IT IS VERY IMPORTANT THAT EACH STUDENT BE GIVEN AN APPLICATION ON THE FIRST DAY OF SCHOOL.**
3. Principals or School Social Workers may fill out, sign and approve an application for a child if the principal is directly aware of the economic need and if the parent refuses to submit an application.

Handling Approved Free & Reduced Applications

1. After an application is processed at the Child Nutrition Office, a notification letter will be sent to the parent or guardian.
2. When a student leaves your school, have him or her check out at the cafeteria also.
3. When a student transfers to your school from another New Hanover County School, their status and account balance will follow them from their previous school.

Verification of Free and Reduced Price Meals Eligibility Process

1. Using the method required by the state for our district, applications will be selected for verification.
2. Send letters of notification of verification to parents.
3. Obtain documentation from households.
4. Determine eligibility based upon documentation. (Refer to Documentation Procedure.)
5. Send findings notifications to parents.
6. Follow timelines for verification information to be submitted to the state agency.

Verification Documentation

1. Verification is the confirmation of eligibility for free or reduced price meal benefits. It must include either confirmation of income eligibility, or confirmation that the child is currently residing in a certified food stamp household or receiving TANF assistance.
2. Verification by the Child Nutrition Director will occur after the applications have been processed. The following verification steps shall be followed:
3. Verification shall be conducted by the Child Nutrition Office beginning October 1st of each year.
4. Using the Random Sampling Method, the Child Nutrition Office shall run the computer programs that identify those applications to be verified.
5. Letters will be sent to parents notifying them that they have been selected. The letter shall identify the child/children being verified and shall specify acceptable types of documentation.
6. When documentation is received, the Child Nutrition Office shall compute the income information and record all pertinent data.
7. Once verification is completed for all students selected, the Child Nutrition Office will make corrections to each student's record.
8. Adverse findings – Letters will be sent to the parents and cafeterias will receive updated master rosters.
9. For households that reapply, documentation will be required prior to the application being processed.

Methods for Calculating Income for Verification

Check stub(s) – amount of gross pay multiplied by the appropriate number of pay periods to reach annual salary. If more than one check stub is submitted as documentation, an average of all gross pay amounts is to be computed. In addition, a Social Security Number Form must be completed by all families chosen for verification that submit income information. We will need the name and social security number of each household member 21 years of age or older.

Other documentation – for such items as child support, social security benefits, Food Stamp/TANF, etc., a letter or statement will be sufficient to determine the amount and frequency of income from the agency.

Copies of all documentation must be included in the child's verification file. Be sure that complete documentation is obtained for each child being verified.

Sources of Acceptable Income Documentation

The following listing contains suggestions of sources of acceptable income documentation. This list is not exclusive, and additional sources may be requested.

Earnings – wages and salary: total or gross earnings before the withholding for FICA and taxes, or other deductions such as insurance. If the applicant is a self-employed business person or farmer, net income should be used. (Note: many of the assets of self-employed business persons are on paper and their cash or net worth is often very low, although they may hold considerable property and equipment (assets). They should report only their actual cash income, not assets.

Suggested Sources of Acceptable Written Evidence

- A current paycheck stub
- Pay envelopes showing total gross pay
- Letter from employer stating gross wages
- Self-employed:
 - Business or farming documents, such as ledger books
 - Last quarterly tax estimate
 - Last year's tax return

Cash Income: Some persons who work in situations where the employer does not want to be responsible for withholdings such as domestic workers, casual laborers, or persons working for an individual or small business on an irregular basis, may receive wages in the form of cash.

Suggested Sources of Acceptable Written Evidence

- A letter from the employer stating wages paid and frequency

TANF or Temporary Assistance for Needy Families: This is a welfare payment intended to assist eligible persons to meet the cost of daily living. Most often these payments are made to families with needy children under the age of 18 (21 if in school) where a parent is absent from the home. Many states also provide benefits to families where the male head of the household has been unemployed for a long time.

Suggested Sources of Acceptable Written Evidence

Benefit letter from the welfare agency

General Assistance or welfare is often a cash payment made by local welfare/human service agencies based upon need. Often these payments are confused with or even combined with TANF payments.

Suggested Sources of Acceptable Written Evidence
Benefit letter from the welfare agency

Unemployment Compensation is paid to individuals who have lost their job.

Suggested Sources of Acceptable Written Evidence
Unemployment compensation award letter
Notice of eligibility from State Employment Security Office
Agency records

Child Support or Alimony is a payment by a separated or divorced spouse for the support of children and/or the spouse. Although the court has ordered (decreed) a monthly amount or an amount was agreed upon, payments may be infrequent or irregular. Only actual payments and not the amount that is supposed to be received should be reported.

Suggested Sources of Acceptable Written Evidence
Copies of checks or other proof of payments received, court decree, or agreement

Social Security Retirement is more correctly named Old Age and Survivors disability Insurance. It actually includes the traditional retirement benefit, payments to survivors (spouses and children), and disability payments. (The disability payments are similar to SSI.) Please note that younger persons (pre-retirement) and their dependents can also receive disability payments unless they are retired (over 60).

Suggested Sources of Acceptable Written Evidence
Social Security retirement benefit letter
Official statement of benefits received
Monthly check (green in color)

SSI or Supplemental Security Income is not a retirement pension. It is a special funding program to assist households with aged, blind, or disabled members. Often, if a child has a learning handicap, the household will receive a monthly SSI assistance payment. Please note that some applicants will refer to these payments as “disability” and may not understand that it is a form of Social Security payment (welfare).

Suggested Sources of Acceptable Written Evidence
SSI eligibility letter
SSI check (gold in color)
Official statement of benefits received

9. Retirement-Pension refers to non Social Security retirement. It includes private pensions, State pensions, veterans, and/or military.

Suggested Sources of Acceptable Written Evidence

Official statement of benefits received

Pension award notice

Railroad Retirement Benefit is a special government retirement fund for former employees of the railroads. Payments can be made to survivors (spouses and children).

Suggested Sources of Acceptable Written Evidence

Official statement of benefits received

Veterans Administration award notice

Veteran's Payments is the money paid periodically by the Veterans Administration to disabled members of the American Forces or deceased veterans.

Suggested Sources of Acceptable Written Evidence

Official statement of benefits received

Veterans Administration award notice

Rental Income is room and board payments by non-household members living in the home.

Suggested Sources of Acceptable Written Evidence

Rental agreement or letter from non-household

Members stating amount paid

Military Housing Allowance may be received if an adult member of the household is a member of the military and the household is located off-base.

Suggested Sources of Acceptable Written Evidence

Leave and Earnings statement

Letter from the Base Commander stating amount and frequency of allowance

Zero Income – On occasion, a household may report no income on the application. This might occur if a parent is a live-in housekeeper and receives only room and board as compensation for work done, or if a household is being supported by non-monetary means provided by religious or civic organizations due to illness or disability. At the discretion of the state agency, a household can be asked to provide a written statement describing the household's circumstances, i.e. how the household pays for food, housing etc, when no income is reported. (In lieu of requesting such a written statement, the state agency may want to use a collateral contract approach to verify the application.) In most cases those individuals claiming zero income will only receive temporary approval not to exceed 30 calendar days.

Suggested Sources of Acceptable Written Evidence

Written statement from household describing how it subsists

Collateral contract

Collection Procedures

Cash and Account Numbers or Permanent ID Cards

In advance, all students may go to the cafeteria area, at varying times during the day to deposit money in their account. The cashier receiving the money will record the transaction on the student's account.

At meal time students may pay cash if they have not made previous arrangements, or meals may be charged if necessary. The students will either present a permanent ID card or state their account number to the cashier. The status of any child is only known to authorized cafeteria staff. After the cashier ascertains that a reimbursable meal is on the student's plate/tray, the transaction is then finalized. The computer program tracks meals by category.

Accountability: A daily count is made by category automatically at the end of each serving period by cashier and for the school. These counts are automatically generated by the computer program.

Assurance: At all times there is no overt identification of free and reduced price meal recipients. Numbers assigned are assigned in sequential order alphabetically instead of by blocks of numbers. When ID cards are used, students are identified by their NCWISE or other assigned number. The NCWISE number is imprinted on the card and can be visually read or scanned by a slot reader.

Collection Method Requirements

1. Charges may be allowed according to the criteria contained herein.
2. The opportunity to prepay meals must be offered to all paid and reduced students.

Equipment/Supplies Required

1. Computer/Scanners
2. Master roster of Free/Reduced students
3. Daily Deposit Reconciliation Report
4. Daily Cashier Reports
5. Bank Bag

Distribution of ID Cards/Account Numbers

1. Coded ID cards or account numbers are to be provided by the manager.
2. Coded ID cards are prepared by the school at the high school level.
3. Anytime that a student's meal category changes, the system will update the Point of Sale.

Pre-Point of Sale Procedures

1. The cashier shall review the day's menu and a la carte offerings to be certain he/she is aware of prices and what constitutes a reimbursable meal.
2. The manager or cashier shall confirm the date and other computer information.
3. The cashier shall count his/her change fund(s).

Point of Sale Procedures

1. Each child shall present his/her ID card or ID number to the cashier.
2. The cashier will either scan the card or enter in the account number.
3. The computer program will then call the account number up on the screen. If the child is free, the screen will show \$.00 owed. The cashier will then depress the F9 key and the transaction is recorded.
4. If the child is reduced price, the screen will show \$.30 breakfast and \$.40 Lunch in the owed section. The cashier will then either depress the F9 key if cash is received or the F11 key if the meal is charged or if the child has money on his/her account. The computer program will either debit or credit the account. The transaction is completed when either the F9 or F11 key is depressed.
5. If the child is full pay, the screen will show the dollar amount for the meal. The cashier will then either depress the F9 key if cash is received or the F11 key if the meal is charged or if the child has money in his/her account. The computer program will then either debit or credit the account. The transaction is completed when either the F9 or F11 key is depressed.
6. If a student comes through the line with two meals, or comes through the line twice, only one meal may be counted as a reimbursable meal. A la carte prices or second meal price shall be charged for any extra food components with the cash and meal being counted in the appropriate category.

Post-Point of Sale Procedures

1. Daily Meal Counts/Cash Reconciliations:
 - a) At the close of meal service the cashier will count his or her money.
 - b) The amount of money will then be verified with the manager or her designated representative.
 - c) The manager will then enter the appropriate data into the computer and a cashier's report will be printed. This report will reflect all sources of income, if the cashier is over or short, and if so by how much.
 - d) Once this data is verified and printed for each cashier, the manager will then count the total amount of cash collected from all sources on that day and print a Daily Deposit Reconciliation. The manager will check the daily ADA and ADM numbers to ensure that Free and Reduced are not over claimed. Once this printout is verified as accurate the report will be run again with the Y signifying that the data is accurate and the day will be closed out. No changes can be made after the Y report is run.

- e) The “Y” Daily Deposit Reconciliation reports are to be printed. One is maintained at the school and two are sent to the Child Nutrition Office. These reports should be signed and dated by the manager. Affix a copy of the bank deposit slip on each report.
- f) Each cafeteria manager is responsible for filing and compiling all daily reports for submission to the Child Nutrition Office.
- g) The cafeteria manager shall prepare daily deposit slips based upon cash collected as reflected on the Daily Reconciliation Reports.
- h) Deposits will be made daily by manager/assistant manager or designated representative.

Emergency Procedures for Manual Collections

In the event that a computer breaks down or power is lost, the school shall use the procedure outlined below.

1. If the computer is not available for the entire serving period:
 - All phases of the collection system normally in place will be followed up to the point of recording the meals served.
 - Use “On Line Tally Machine” to record meals by category.
 - A list of account numbers will be annotated so that the meals can be recorded later.
 - A la carte sales are to be discontinued.
2. If the computer breaks down during serving:
 - Implement number 1 above when computer goes down.
 - At the end of the day, enter in transactions from list of account numbers.

Payment Procedures

Prepayments

1. Prepayments can be made at any time.
 - a. The cafeteria manager, or his/her representative, shall receive the money from the student and record the sale on the child's account.
 - b. The cashier shall enter the total amount of money received from prepayments into the computer.
2. Schools may elect any of the following methods of distributing ID cards:
 - a. Issue ID cards directly to the students with responsibility for safeguarding the ID card remaining with the student.
 - b. Issue ID cards to students with responsibility of safeguarding the ID cards resting with the teacher. (Cards are given to students prior to the next serving period and taken at the point of sale, returning them to the teacher each day.)

Stolen/Damaged ID Cards/Numbers

1. In the event that a student loses his/her ID card, he/she shall be issued a replacement ID cards.
2. If a child is caught using another child's ID card or number he/she is to be reported to the principal for appropriate disciplinary action.

Student Charges

1. Student meals may be charged in grades PreK-8 only; subject to the following limitations. Principals, teachers, and cafeteria managers need to coordinate their efforts to collect these charges and to make sure that the parents are aware of the charges owed.
 - A. Students may not charge a la carte items.
 - B. It's encouraged that the charge balance will not exceed \$10.00 for any child.
2. The cafeteria staff will use the following procedures:
 - A. Bills will be mailed weekly for all accounts of \$10.00 or more by the cafeteria staff.
 - B. Once a bill reaches \$40.00, the Child nutrition manager will call the parents.
 - C. Principals will receive a weekly balance due report once accounts reach \$15.00 or more. Before the charge report is presented to the principal the CN manager will document the activity they have had collecting the money and any other comments (phone conversation with parents or guardian) will be listed too.
 - D. Principals will assist, if needed, in the collection process. Via a letter or call to parents, have the social worker or counselor involved, etc.
 - E. Students owing more than \$10.00 on charges will not be allowed to purchase a la carte items. The money will be applied towards the outstanding charges.
 - F. Change from future cash sales will be held and applied toward the unpaid charges.
3. Students in High School are not allowed to charge.
 - A. If charges do occur, the child nutrition manager will mail out bills weekly and call parents.
 - B. If money is not collected procedure 2c will be followed.
4. Teachers and other support staff assigned to a particular school may pay by cash, debit account or LunchPrePay. No charging allowed.

Student Teachers

1. Student teachers will pay the a la carte meal price.
2. Student teachers will not be allowed to charge.

3. Account can be set up with a debit system in place.

A La Carte Sales

1. All a la carte sales by item will be properly recorded at the point of sale.
2. Total counts of a la carte sales will be obtained from the Daily Reconciliation Report after each serving period.

Dropped Plates

1. Dropped plates will be replaced at no cost to the student.
2. Dropped plates will be listed on the appropriate CNS-3 daily.

Returned Checks

1. Returned checks will be handled by FARS.

Visiting Students

1. The child's status will pertain to any school within New Hanover County.
2. Cash on line will be at the current student price.
3. Students from outside New Hanover County will pay the current student meal price for visiting children.
4. Pre-school children shall pay the current student meal price for visiting children.

Petty Cash

1. At the beginning of each school year, each cafeteria manager shall receive a petty cash fund as determined by the Child Nutrition Director.
2. The cafeteria manager will be required to sign certifying receipt for the petty cash.
3. The petty cash will be by check.
4. The cafeteria manager shall make daily allocations of petty cash to his/her cashier(s).
5. The petty cash will be double counted by the cafeteria manager and cashier(s), upon issue and return.
6. The cashier will sign for all petty cash received daily.
7. The manager will provide a receipt to the cashier(s) daily, showing petty cash and cash collected.
8. All petty cash will be locked in a secure place overnight and on weekends with access restricted to the cafeteria manager.
9. At the end of the school year, the cafeteria manager will make a separate deposit ticket for depositing the petty cash directly in the bank. The deposit ticket will serve as the receipt for the cafeteria manager.

Security

1. Cafeteria managers are responsible for ensuring that the cash receipts, petty cash, master lists, and rosters are properly secured in a location with restricted access.

Training

1. Annually each CN employee will receive mandatory training on accountability.
2. Managers are required to document training and orientation training for all new and substitute employees.

Edit Checks

1. Managers will make a daily comparison of the total claimed free and reduced meals with the current number of free and reduced lunch applications approved.

2. At no time can more free or reduced price meals be served than the number of approved applications on file.
3. In the case of visiting students, a statement specifying the number of free and reduced students served will be affixed to the appropriate Daily Deposit Reconciliation Report.
4. Cafeteria managers will take into consideration the average daily attendance when claiming free and reduced meals.
5. The current number of approved free and reduced lunch applications will be entered into the participation program at the Child Nutrition Office by school on a monthly basis. This program will not allow more free or reduced lunch prices to be claimed than the number of free and reduced lunch applications on file. All discrepancies will be resolved between the appropriate manager and the Child Nutrition Office.
6. Monthly participation data will be screened against the number of approved free and reduced applications prior to submission of the Claim for Reimbursement. At this time ADA factors will be considered to highlight schools with a potential over claim problem.
7. Those schools with a possible over claim because of attendance factors will be reviewed by the subsequent month by members of the Child Nutrition Department.
8. Breakfast participation percentages will be monitored by the Child Nutrition Department. Any school experiencing a five percent deviation from the previous month will be reviewed by members of the Child Nutrition Department.
9. All students that have left the school will have their account status changed to a withdrawn status.

Overages/Shortages

1. Cash overages/shortages are to be recorded on the daily cashiers report.
2. Overages/shortages will be reflected on the SFS-5.
3. Overages will be reflected on line 49 of the quarterly FC-1A.
4. Shortages will be reflected on line 49 of the quarterly FC-1A.
5. Any cashier that is more than 3% over or under three times in one month will be assigned other duties.

Child Nutrition Mission Statement

To provide attractive and nutritious meals at an affordable price in a clean, friendly, and inviting environment to all students in New Hanover County Schools.

Child Nutrition Organization

The New Hanover County Child Nutrition Program is a centralized program which operates under the Superintendent. The Director of Child Nutrition is tasked with the responsibility of the overall program.

The Director of Child Nutrition will cooperate with the principals in each school. The responsibility for control of the students rests with the principal.

Individual cafeteria operations and all Child Nutrition personnel are the responsibility of the Director of Child Nutrition.

The Director of Child Nutrition has three Child Nutrition Supervisors to assist and monitor the daily operation of each cafeteria. Additionally, a Supervisor and clerical/accounting staff is available for administrative assistance.

Purpose of Administrative Procedures

The purpose of this manual is to provide each Principal and School Cafeteria Manager with the information necessary for the performance of their assigned job responsibilities.

Hopefully, the information contained herein will serve for the day-to-day operations of the individual school cafeterias. The manual has been divided into six major sections: 1.) Introduction; 2.) Administration; 3.) Personnel; 4.) Financial; 5.) Meal Service; and 6.) Market Orders. Each of these sections provides the guidance necessary for the efficient and effective operation of the Child Nutrition Program. Managers and/or Principals should use this information in the manner that they feel will benefit them.

Questions that arise that are not addressed by this manual should be directed to the Director of Child Nutrition.

Retention of Records

Child Nutrition records are subject to inspection and audit at any time. The compilation of good, accurate, and organized records is the manager’s responsibility. The following is to allow you to understand how long a particular record must be retained.

Types of Records	Retention Time
Year End	Three years (CN Office)
Inventories	One year
Daily records, i.e. freezer check (HACCP)	Three years (CN Office)
Deposit slips	Three years
Daily reconciliation report	Three years (CN Office)
Cashier reports	Three years
CN-3 and CN-6 (HACCP)	Three years
Payroll data sheets	Five years
Free and Reduced rosters	One year
Free and Reduced rosters	Three years (CN Office)
Monthly Series of four inspections sheets (HACCP):	Three years
• Monthly Pest control (HACCP)	
• Annual operation Assessment (HACCP)	
• Reports from Health Department (HACCP)	
• Purchasing & Receiving Delivery Invoices (HACCP)	

Any questions concerning the disposition of records should be directed to the Child Nutrition Director.

Filing Procedures

In order to assure standardized and accurate retention of records, the following procedures should be adhered to by all cafeteria managers.

- Monthly inventories filed in a separate folder marked “Monthly Inventory” (month and year)”.
- Production Records, i.e. CN-3, CN-10, and Salad Bar Production Record CN-3A filed together in a monthly folder titled “Daily Production Records – (month and year)”.
- Vendor invoices filed by vendor in a monthly file marked “Vendor Invoices – (month and year)”.

- Monthly forms, i.e. student roster, freezer/refrigerator checklists, and Free and Reduced master rosters are to be filed together in a folder marked “Monthly Forms – (month and year)”.
- Daily Cash Reconciliation Reports, Cashier Reports, and deposit tickets are to be filed in a monthly folder titled “Monthly Participation Data – (month and year)”.
- From time to time, memos may be sent that are to be inserted into the Operations Manual. These memos will be numbered and instructions given as to their placement in the manual.

Cooler/Freezer Temperature Check Form

The following instructions are for completing the cooler/freezer and storeroom temperature check form, as contained in the appendix, and the form can also be found in HACCP material. This form is necessary to justify any loss of USDA foods in the event of a freezer breakdown. Without this form, Child Nutrition could become liable for replacing any spoiled foods.

- Each piece of refrigeration and freezer equipment and the storeroom are to be checked daily. The morning temperature check shall be first thing each day.
- Use one form per piece of equipment per month.
- Enter the date, observer initials, temperatures and corrective actions taken if needed.
- Temperature should be read from the interior thermometer, when appropriate.
- File the form with the other records at the end of the month.

Procedure for Inclement Weather

If school is cancelled after the beginning of the employee’s work day, the employee shall be paid for the actual time worked, or two (2) hours pay, whichever is greater. In the event that school is cancelled due to inclement weather prior to the beginning of the school day, each manager will receive a call from the Child Nutrition Office. The manager will then contact all of her/his employees.

** NHCS Employee Handbook 35. States

SCHOOL CLOSINGS

Ten Month Employees

If school is canceled for the day, 10-month employees, all teachers and Child Nutrition Managers, unless otherwise directed by the Superintendent, shall report to work at the normal starting time or select one of the following options:

1. scheduled make-up day
2. take annual leave, if available
3. take leave without pay.

If one of the stated options is selected, the principal/supervisor must be informed of the employee’s intentions.

In case of school cancellation, delayed opening and/or early dismissal of school due to emergency and/or hazardous conditions, the following procedure shall govern all employees. The official closing notice will be delivered via a calling tree, placed on our public access television channel and posted on the New Hanover County Schools’

website. Television and radio stations will be notified, when necessary, early on the mornings(s) of hazardous conditions. When school is canceled for the day(s), due to hazardous conditions, the cancelled day(s) will be rescheduled in the school calendar by the school system's calendar committee at the direction of the Superintendent. If school is canceled for the day on a mandated or optional teacher workday, employees who are scheduled to work (teachers and affected 10-month employees only) should report at the normal starting time or select one of the following options:

1. take unscheduled vacation, if available
2. take leave without pay.

Twelve-Month Employees:

If school is canceled for the day, employees shall report to work at the normal starting time or select one of the following options unless otherwise directed by the Superintendent. Any changes in the time for the employees to report to work will be announced by the Superintendent as soon as reasonably possible.

If school opening is delayed for students, school based non-administrative instructional employees are expected to report at least fifteen (15) minutes before the time designated for students to arrive; this time (delayed opening) will not have to be made up. All other employees are expected to report at the regular work time except for bus drivers and child nutrition employees whose schedule, under such conditions, is to be set in advance by the supervisor. If for some reason the above appropriate timeline is not possible, the employee will contact the principal/supervisor about the arrival problem and the issue of taking leave or making up the time missed. If school is dismissed early, teachers and other school-based employees will be dismissed at the direction of the principal/supervisor. This time will not have to be made up. A principal or his/her designated representative must remain at the school until all students who ride school buses assigned to their schools have been delivered to their afternoon destination. Central Office personnel will be dismissed at the discretion of the Superintendent.

A La Carte Sales/Competitive Foods Policy

There are established policies in North Carolina concerning the control of competitive foods/a la carte sales. The North Carolina Administrative Procedures Code addresses approved a la carte sales items as well as other extra food items, as follows:

- Approved a la carte sales must be limited to foods which contribute to the nutritional well-being of the child and aid in establishing good food habits. Confections and carbonated drinks are not approved a la carte items. A la carte sales are food and beverage items sold during or before the established lunch period. These sales must be operated through the school's cafeteria with all receipts becoming the property of Child Nutrition. Income must be used in the operation of the school's non-profit lunch and breakfast programs.
- Other extra food items may be sold in the lunchroom or its general environs on a non-profit basis, and all income from such sales must accrue to and be used in the operations of the lunch and breakfast programs.
- Local board approval is needed for the sale of other extra food items after the established lunch hour.
- A school which violates state policy is subject to denial of all reimbursement.
- BOE Policy 4405 addresses competitive food sales.

Purchase of Small Equipment

Small equipment is any consumable equipment which is used in the kitchen for the preparation of food or the cleaning of the kitchen. The difference between small and large equipment is usually determined by the use of the equipment and its individual cost. Generally, any item costing less than \$100.00 is considered small equipment.

Small equipment items will be ordered from the Child Nutrition Office at the end of each year.

Employee Meals

Only certain people are eligible to receive meals at the expense of the Child Nutrition Department. These are people who receive their salaries from Child Nutrition funds. Effective immediately, the only persons who are entitled to a "CN Employee Meal" are:

- Individuals who are employed in the individual schools who receive their salary from Child Nutrition funds (including those managers who are paid from state funds).
- Items that are offered as "a la carte sales" only, are not considered as part of an employee meal. Any employee who chooses to purchase items in this category must pay the published a la carte price.
- Any other employee or other adult shall pay for any meal service they receive.
- CN employees that work 7-8 hours per day are allowed one breakfast and one lunch. CN employees that work less than 7 hours per day are allowed one lunch.

Use of Facilities for Special Functions

From time to time, kitchen facilities are used by organizations and/or individuals other than Child Nutrition personnel. The guidelines listed below are to be followed by any group or organization.

- Any time the kitchen is to be used, a representative of that kitchen staff or Child Nutrition staff must be present. This individual must be paid for their time spent on the job at 1 ½ times their regular rate of pay if applicable.
- The organization/group using the facility will be responsible for any damages or lost property occurring during their use.
- The organization/group shall be responsible for cleaning all areas and equipment.

Work Schedules

Work schedules are to be used in all cafeterias. The advantages of using work schedules far outweigh the few extra minutes each month it takes to fill them out. The manager knows what is to be done, by whom, and at what time. This not only gives her/him the information, but it also informs the employee. When an employee knows exactly what is expected of them, they tend to be happier and more satisfied with their work and thus do a better job.

A well planned work schedule will safeguard against the possibility of a job being forgotten or left incomplete. It also ensures an even distribution of work load and saves time and energy by eliminating repetition and explanation time.

To make a work schedule, first identify the different positions in your kitchen. Once the positions have been identified, list all of the jobs to be completed. Then merge the two lists.

Typical duties in a kitchen may be:

- Prepare bread
- Prepare entrée
- Prepare and cook vegetables
- Server line set up
- Assist in other preparation
- Server line
- Run dishwasher
- Back up and preparation during serving
- Wash pots and pans

These are sample duties and positions and are not meant to be a complete list. The manager should compile and revise the list as situations change.

Now that you have the positions and duties listed, you should merge the two lists so that each position knows exactly what is expected. Some sample work schedules may appear as follows:

SALAD MAKER:

- Prepare fresh vegetables and fruits
- Clean and sanitize equipment and area used
- Set up serving line, garnish
- Back up and preparation during serving
- Assist dishwasher
- Mop and sweep
- Wash pots and pans
- Other duties as assigned

VEGETABLE COOK:

- Prepare cooked vegetables
- Clean/sanitize equipment and area used
- Other duties as assigned by the manager
- Cashier count and receipt money to manager
- Mop and sweep
- Wash pots and pans
-

BAKER:

- Bake bread products
- Clean/sanitize equipment and area used
- Cashier count and receipt money to manager
- Mop and sweep
- Wash pots and pans

Each work schedule lists jobs that are specific to assure that the “big jobs” are assigned. However, each work schedule contains items that are not specific; i.e. assist in other preparation. This means that when an employee completes his/her assigned work, he/she is to help someone else. Entries such as “other duties as assigned”, informs the employee that the manager may assign them other tasks as the need arises.

Once a work schedule has been developed, follow it as closely as possible when assigning tasks. In the assignment of job positions, an employee’s physical capabilities should be taken into consideration. If a handicapped employee has been employed, the handicap should be taken into consideration in the assignment of jobs. Also, if an employee is employed for a short period of time or for a specific assignment, this should be taken into consideration.

Production Schedules

A production schedule differs from a work schedule in that it provides details of the day’s production. This is an essential management tool. It combines the information from the CN-3 with the planning of the manager and organizes the employees. The manager is now able to perform her/his duties with few interruptions, and the employees, by being informed beforehand are able to perform their duties more confidently. A production schedule must be prepared each day.

The following is the information required for making a production schedule (can utilize production sheets to include this information):

- Who – person’s name
- What – food item or activity
- How much – comes from the CN-3, column 10, planned quantity
- When – involves cooking time and staggered production.
- *Never cook items that require a short cooking time first thing in the morning* - refer to recipes.
- Where – determine the equipment to be used such as ovens, steamers, or special preparation areas.

Production Schedule Check Sheet

The following may be used when preparing a production schedule. Ask yourself, “Did I include...?”

1. Who
 - All employees have been assigned an even work load
2. What
 - Were all menu items accounted for
 - Foods thawed properly
 - Cleaning
 - Pre-preparation
 - Recipe to use

- Procedures followed
 - HACCP
3. Quantity
 - Pounds, ounces, etc. to be prepared
 - Number to be panned ahead for cooking
 - Number of vegetable dishes to be prepared ahead
 - Cases to be taken from freezer for thawing
 4. When
 - Time to put in oven
 - Time to put in steamer
 - Date each production schedule

Rotating Employees

Cafeteria managers know the importance of their employees knowing how to do all jobs. This is accomplished by rotating employees, i.e. assigning employees to different duties. Rotating employees adds newness and a greater sense of security for employees, since they have learned more about the operation.

Even though each cafeteria is different, rotating employees and maintaining a good work schedule may be accomplished with planning.

Here are some factors that influence a rotating work schedule and some suggestions:

1. *Length of each rotation:* A meeting with the employees to let them decide length for each rotation involves them in the operation. Never rotate on a weekly or bi-weekly schedule. Short rotations do not allow enough time for a job to be learned.
2. *What time do employees report to work?* If everyone on your staff is capable of learning and doing all jobs and they work the same length of time, the work schedule would be given to a different person at the beginning of each rotation. It may be found that employees receiving “meat cook” or “baker” assignments do not start work early enough to complete these products for serving. If so, an adjustment in the operation would need to be made. This adjustment is made with the PRODUCTION SCHEDULE (Production schedules are discussed in another section).
3. *Employees leave too early to complete all duties on the work schedule.* In this case, a change would need to be made in the work schedule. Add those duties that cannot be completed daily to other positions, but make sure that you have balanced the work load. Once the work schedule has been developed, it should be posted for daily use.

Cafeteria Closing Procedures ~ End of the Year

1. All large equipment should be thoroughly cleaned, turned off, and closed according to manuals.
2. All small equipment should be thoroughly cleaned and stored in a secure place.
3. Milk boxes, ice cream freezers, and reach-in refrigerators should be thoroughly cleaned and emptied.
4. Walk-in coolers and freezers should be emptied and cleaned. Thermometers on the inside should be read, not the outside one. Problems with freezers and coolers should be reported to the Child Nutrition office immediately.
5. Box and tag all perishable food items to be picked up. If you combine more than one item in a box, make sure you list what is inside. All boxes should be sealed and labeled for your school prior to pick up.
6. An inventory sheet will be filled out showing what items were picked up. One copy will be provided to the Child Nutrition Department driver and one copy will be retained for you to check it back in at the beginning of next school year.
7. No perishable products will remain in your cafeteria.
8. Flour, Sugar, Spices, etc. will be placed in coolers or refrigerators for the summer.
9. High Schools: Deep fat fryers should be cleaned and shut down.
10. List any equipment repairs needed as well as repairs needed in kitchen and/or cafeteria.

Procedures to Follow in caring for Electric Cooking Equipment

NOTE: Before cleaning, turn off electrical power supply to the equipment.

TOP OF RANGE

1. Clean thoroughly by using lava stone or grit cloth on a slightly oiled and warm surface. Wipe clean with damp cloth and dry thoroughly.
2. Wash grease trough, grease drawer, and exterior portion with a mild detergent. Wipe clean with damp cloth and dry thoroughly.
3. Grease range surface with non-salted oil which has been applied to a clean cloth or paper toweling.

DECK OVENS

1. Remove oven racks and clean thoroughly with stiff-bristled brush or steel wool, using an abrasive cleaner. Wipe clean with damp cloth and dry thoroughly.
2. Clean interior thoroughly. Wipe clean with damp cloth and dry thoroughly.
3. Grease interior with a clean, dry cloth to which a non-salted oil has been applied.
4. Replace oven racks, wiping them with oiled cloth.

5. Prop open oven door with small wooden blocks or piece of corrugated paper.

CONVECTION OVEN

1. Remove OVEN RACKS and RACK SUPPORTS. Scour with steel wool. Rinse and dry well.
2. Remove BACK BAFFLE and SPILL PAN. Clean well with detergent solution. Use non-abrasive cleaner on stubborn spots. Rinse thoroughly and dry.
3. Clean BLOWER with full strength ammonia and detergent solution using a soft bristled brush. Wrap or cover heating element with cloths to protect from cleaning solution. Rinse and dry.
4. Clean OVEN INTERIOR with detergent solution. Use non abrasive cleaners on stubborn spots. Rinse and dry.
5. Replace baffle, spill pan, rack supports, and racks.
6. Turn ON blower for ten minutes to thoroughly dry oven.
7. Turn OFF all controls. Leave door ajar.

COMPARTMENT STEAM COOKER

Compartment steam cookers such as the Cleveland and Market Forge should be drained and cleaned and the service opening left open during the shutdown period.

WHEN SCHOOLS REOPEN

1. Clean off ALL equipment using damp cloth and mild detergent. Wipe with damp cloth and dry well.
2. Turn on electricity.
3. Turn range surface units on low heat and allow to burn clean.
4. Turn on ovens to about 300 degrees F. Open oven damper and allow oven to idle several hours to burn clean.
5. Turn on fry kettle at 400 degrees for one to two minutes.
6. Check computer functions.

Meals Plus Point of Sale and Inventory

Daily Procedures

BREAKFAST

Serve Breakfast - Breakfast meals and breakfast supplemental sales for students, teachers and staff and breakfast catering.
Breakfast Summary for each cashier.

LUNCH

Serve Lunch - Lunch meals and lunch supplemental sales for students, teachers, and staff. Also lunch and snack catering.
Lunch Summary for each cashier.

OTHER ITEMS

Serve Other Items - Reimbursable Snacks, Special Milk, bulk sales, catering.
Other Summary for each cashier.

DAILY CLOSE

Daily Deposit Reconciliation – Run one for each Serving Site.

Review both pages to be sure everything is correct.

Make corrections and re-run Meal Summaries if necessary.

Be sure to close the day after everything has been verified.

Item Summary – Optional. Run if you need a daily list of items served.

Weekly or Monthly Procedures

Review account balances: It is recommended that you review all outstanding balances regularly. Using the Student Roster, you may print list of accounts with Balance Due or Prepay Balances.

If an account balance needs to be corrected:

Use the serving screen to make the correction if the money should be included in the Daily Deposit. (Example: if a payment was not entered but is included in today's bank deposit.)

Use Account Setup if it should not affect the Daily Deposit. (Example: if you are correcting a mistake from a prior date that is already closed.)

Account Adjustments Report:

On the Charges & Prepayments report screen, check Adjustments Only.

This will give you a list of all balance changes that were not included in the Daily Deposit Report. It includes balance adjustments from Account Setup and the Utility screen, payments from LunchPrepay.com, balance transfers when a student's site is changed.

You can use this report to make adjusting journal entries if you track each school's accounts separately. These reports are usually done on a monthly basis:

Participation Report: Summary of meals served

Receipts/Collections Report: Summary of cash receipts and collections

Accuclaim Edit Report: Use this report to check for over-claims, based on the attendance percentage.

State Reports: Several states' monthly reports are provided.

For any hardware related issues, to include printer, contact support associate for a work order to be open with the IT support staff. When a workstation fails to start, please request a high priority work order thru Ms. Bryant or the area supervisor. For log-on and Meal plus issues, contact the area supervisor. The supervisors are knowledgeable with the application and are able resolve most issues.

Manual on Child Nutrition's web site.

Position Descriptions

Director

DEPARTMENT: Child Nutrition

QUALIFICATIONS:

- BS degree and 2 years experience in food service or a related field or high school diploma and 5 years experience in food service or related field.
- Thorough knowledge of the requirements of the Child Nutrition Program.
- Thorough knowledge of equipment use and care in food service facilities. Considerable knowledge of food preparation and serving practices.
- Working knowledge of budgetary principles.
- Ability to develop and maintain harmonious and productive working relationships.
- Ability to compile and analyze data.

DUTIES AND RESPONSIBILITIES:

- Supervise the Child Nutrition Programs for the New Hanover County Board of Education with emphasis on meeting the daily nutritional needs of children and youth in this county.
- Ensures that the Child Nutrition Programs are operated in accordance with all state and federal guidelines.
- Ensures that the Child Nutrition Programs are self-supporting and that they remain financially solvent.
- Provides standards for quality and quantity of food prepared and served.
- Supervises menu planning and development of recipes and portion control.
- Sets standards for efficient and sanitary practices in food preparation and for the serving of appetizing food.
- Sets standards for safety in the individual kitchens and cafeterias.
- Selects all Child Nutrition personnel, makes assignments to the various cafeterias, ensures that all employees are trained properly and evaluated on performance. Also works with the cafeteria managers to help resolve personnel problems.
- Prepares the budget annually and establishes salaries for the Child Nutrition personnel.
- Determines the equipment to be purchased and plans for the maintenance and repair of all cafeteria equipment. Surveys kitchen equipment arrangements and suggests rearrangement for increased efficiency.
- Constantly supervises all school cafeterias, checking on the menu, portion sizes, sanitation, staffing, and food waste. Also samples the food served to the children for taste, attractiveness, and student appeal.
- Establishes and participates in training programs for all personnel. Arranges for personnel training experiences through workshops.
- Performs additional duties as directed by the Superintendent or the Assistant Superintendent for Facilities, Operations and Technology.

Supervisor

DEPARTMENT:	Child Nutrition
QUALIFICATIONS:	BS Degree and 2 years experience in Child Nutrition or related area.
REPORTS TO:	Director of Child Nutrition
NATURE OF WORK:	An employee in this position assists the Director of Child Nutrition in carrying out the established policies and philosophies of the Child Nutrition Program. Duties and responsibilities require the continual assessment of the existing program on a daily basis by working closely with cafeteria managers and other child nutrition employees. Major duties and responsibilities are as outlined below.

DUTIES AND RESPONSIBILITIES:

Food Production and Service

- Knows, understands, and implements the requirements of the Child Nutrition Program.
- Assists in menu planning by communicating suggestions from CN staff, teachers, and the community.

Purchasing, Storage, and Inventory

- Assists in evaluating and comparing products for recommended purchase.
- Assists managers in preparing requisitions, correct food storage procedures, and controlling inventories.
- Plans for and coordinates bids for all commercially processed food and supplies as well as all USDA processing contracts and orders.

Equipment and Facility Management

- Surveys kitchen equipment performance and arrangement in designated schools.
- Recommends repair, rearrangement, or replacement of equipment for increased efficiency in designated schools.

Personnel Training, Management, and Supervision

- Provides on the job training in work scheduling, equipment use and care, food production, nutrition, sanitation, storage, record-keeping, and procurement.
- Provides direct supervision to cafeteria managers in the designated schools.
- Monitors working conditions in facilities and recommends labor staffing for increasing efficiency in designated schools.
- Conducts cluster meetings with assigned managers bi-monthly during the school year.
- Evaluates designated schools three times a year using the CN Observation Form.
- Evaluates designated schools annually according to Accuclaim procedures.

- Assists the Executive Director with preparations for yearly compliance review by regional consultant in assigned schools.
- Responsible for the performance evaluations of all managers in designated schools.
- Assists in conducting manager's workshops and monthly staff meetings.

Finance and Recordkeeping

- Reviews cost and usage of materials, food, capital, fiscal policies and procedures in the schools under her/his supervision.
- Responsible for being first point of contact for all computerized point of sale problems in designated cafeterias and is capable of ascertaining the problem and either correcting it or referring it to the proper agency for a solution.

Nutrition Education

- Conducts nutrition programs as requested by teachers in designated schools.

Sanitation and Safety

- Reviews her/his individual cafeterias to assure that high standards of sanitation and safety are being maintained.

Other Responsibilities

- Participates as part of a team to implement successful merchandising programs in the schools.
- Communicates with the Director on a continual basis the findings, problems, and successes observed in the individual schools.
- Keeps informed by reading professional journals and attending professional meetings as needed.
- Maintains all contracts with vendors, this includes contracts that we monitor with school vending.
- Maintains State's School Nutrition Association/National membership and certification.
- Maintains and monitors the commodity contract. Works with vendors when processing food items.
- Oversees the summer school snack program.
- Communicates with support associate with items in the warehouse and items at the food distributor.
- Compiles and submits data to vendors for rebates, prizes, etc.
- Performs other duties as assigned by the Director.

Supervisor

DEPARTMENT:	Child Nutrition
QUALIFICATIONS:	BS Degree and 2 years experience in Child Nutrition or related area. RD or RD Eligible.
REPORTS TO:	Director of Child Nutrition
NATURE OF WORK:	An employee in this position assists the Director of Child Nutrition in carrying out the established policies and philosophies of the Child Nutrition Program. Duties and responsibilities require the continual assessment of the existing program on a daily basis by working closely with cafeteria managers and other child nutrition employees. Major duties and responsibilities are as outlined below.

DUTIES AND RESPONSIBILITIES:

Food Production and Service

- Knows, understands, and implements the requirements of the Child Nutrition Program.
- Plans a cycle menu for the school year. Using the cycle menu as a basis, plans monthly menus. Changes menu items due to availability of foods.
- Nutritionally analyzes monthly menus to ensure the provision of USDA and the Nutritional Standards are met.
- Ensures centralized menus are printed and distributed to schools and other departments and organizations.
- Provides standardized recipes for quality and quantity production and program control. Keep Recipe HAACP Book current.

Purchasing, Storage, and Inventory

- Evaluates food products considering price, quality, and nutritive value.
- Inspects food and supplies delivered to assigned schools to ensure quality of products received (bid specs).
- Advises managers in preparing requisitions, storing foods, and controlling inventories.
- Coordinates with Child Nutrition office staff to keep up-to-date on inventory and USDA commodities.

Equipment and Facility Management

- Surveys kitchen equipment performance and arrangement in designated schools.
- Recommends repair, rearrangement, or replacement of equipment for increased efficiency in designated schools.

Personnel Training, Management, and Supervision

- Provides on the job training in work scheduling, equipment use and care, food production, nutrition, sanitation, storage, record-keeping, and procurement.
- Provides direct supervision to cafeteria managers in the designated schools.
- Monitors working conditions in facilities and recommends labor staffing for increasing efficiency in designated schools.

- Assists in planning and conducting staff meetings and workshops for child nutrition personnel.
- Evaluates designated schools three times a year using the CN Observation Form.
- Evaluates designated schools annually according with State's On Site Review Form.
- Evaluates after school snack programs of assigned schools.
- Assists the Executive Director with preparations for yearly compliance review by regional consultant in assigned schools.
- Assists Child Nutrition staff and assigned managers with preparations for yearly review by USDA Consultant.
- Responsible for the performance evaluations of all managers in designated schools.
- Preceptor for Dietetic intern.
- School nutrition representative for OPI & SHAC committees.

Finance and Recordkeeping

- Reviews cost and usage of materials, food, capital, fiscal policies and procedures in the schools under her/his supervision.
- Costs out menus during the school year using current food bid prices.
- Responsible for being first point of contact for all computerized point of sale problems in designated cafeterias and is capable of ascertaining the problem and either correcting it or referring it to the proper agency for a solution.
- Monitors staff/student cafeteria charges.

Nutrition Education

- Conducts nutrition programs as requested by teachers in designated schools.
- Solicits menu development by classrooms in designated schools, provides nutrition analysis to the class on their selections.
- Provides special menus and food modification instructions and information to those schools that have students with special dietary needs. Purchases special needs food equipment as needed.

Sanitation and Safety

- Reviews her/his individual cafeterias to assure that high standards of sanitation and safety are being maintained.

Other Responsibilities

- Participates as part of a team to implement successful merchandising programs in the schools.
- Communicates with the Director on a continual basis the findings, problems, and successes observed in the individual schools.
- Keeps informed by reading professional journals and attending professional meetings as needed.
- Maintains State's School Nutrition Association/National membership and certification.
- Maintains certification and membership through the Dietetic Association.
- Performs other duties as assigned by the Director.

Supervisor

DEPARTMENT:	Child Nutrition
QUALIFICATIONS:	BS Degree and 2 years experience in Child Nutrition or related area.
REPORTS TO:	Director of Child Nutrition
NATURE OF WORK:	An employee in this position assists the Director of Child Nutrition in carrying out the established policies and philosophies of the Child Nutrition Program. Duties and responsibilities require the continual assessment of the existing program on a daily basis by working closely with cafeteria managers and other child nutrition employees. Major duties and responsibilities are as outlined below.

DUTIES AND RESPONSIBILITIES:

Food Production and Service

- Knows, understands, and implements the requirements of the Child Nutrition Program.
- Assists in menu planning by communicating suggestions from CN staff, teachers, and the community.

Purchasing, Storage, and Inventory

- Assists in evaluating and comparing products for recommended purchase.
- Assists managers in preparing requisitions, correct food storage procedures, and controlling inventories.

Equipment and Facility Management

- Surveys kitchen equipment performance and arrangement in designated schools.
- Recommends repair, rearrangement, or replacement of equipment for increased efficiency in designated schools.

Personnel Training, Management, and Supervision

- Provides on the job training in work scheduling, equipment use and care, storage, sanitation, nutrition, food production, record-keeping, personnel assessment, and management skills and support.
- Provides direct supervision to cafeteria managers in the designated schools.
- Monitors working conditions in facilities and recommends labor staffing for increasing efficiency in designated schools.
- Plans and conducts manager's workshops and monthly staff meetings.
- Evaluates designated schools three times a year using the CN Observation Form.
- Evaluates designated schools annually according to Accuclaim procedures.
- Assists the Director with preparations for yearly compliance review by regional consultant in assigned schools.
- Responsible for the performance evaluations of all managers in designated schools.
- Works with the local SFSA officers in planning staff development/association programs for CN employees.

Finance and Recordkeeping

- Reviews cost and usage of materials, food, capital, fiscal policies and procedures in the schools under her/his supervision.
- Responsible for being first point of contact for all computerized point of sale problems in designated cafeterias and is capable of ascertaining the problem and either correcting it referring it to the CN Computer Technician for a solution.

Nutrition Education

- Conducts nutrition programs as requested by teachers in designated schools.
- Plans and coordinates at least one nutrition education workshop for CN employees yearly.

Sanitation and Safety

- Reviews her/his individual cafeterias to assure that high standards of sanitation and safety are being maintained.

Other Responsibilities

- Participates as part of a team to implement successful merchandising programs in the schools.
- Keeps the HACCP Binder on facility and training current.
- Helps establish Team Nutrition programs in selected schools.
- Serves as chairperson of New Hanover County School Food Service Association Scholarship Selection Committee.
- Communicates with the Director on a continual basis the findings, problems, and successes observed in the individual schools.
- Keeps informed by reading professional journals and attending professional meetings as needed.
- Plans and coordinates all catering functions including menu planning, costing, determining labor, food, and supply needs to ensure each catered event is well organized and realizes a profit for Child Nutrition. Supervises the catering personnel.
- Serves as Chair of NHCS Food Service Association Scholarship Selection Committee.
- Oversees the Summer Food Service Program for Children. Coordinate sites and look for new sites to feed children. Hires staff and do all things requires to make sure guidelines are being met.
- Serves as the trainer for the Child Nutrition Department. Offering classes on continuing education related to food service.
- Maintains State's School Nutrition Association/National membership and certification.
- Performs other duties as assigned by the Director.

Data Coordinator

DEPARTMENT: Child Nutrition
QUALIFICATIONS: High school graduate with minimum of 2 years advanced studies concentrating on accounting, double entry bookkeeping and computer programming. Must have the knowledge and ability to analyze computer generated financial data. Supervisory skills are a necessity.

REPORTS TO: Director of Child Nutrition
DUTIES AND RESPONSIBILITIES:

- Obtain and process all monthly cost and revenue data.
- Prepare all financial management reports monthly for the Board of Education and Child Nutrition Director.
- Prepare all monthly and semi-annual financial reports for submission to the State Department.
- Develop and monitor internal programs to determine profit loss per school and for the overall system on a monthly basis.
- Reconcile bank statements with revenue data.
- Assist the director with budget monitoring, planning and preparation.
- Maintain fixed asset account and depreciation schedule.
- Maintain accounts receivable.
- Prepare invoices for special functions and catering.
- Performs other duties as directed by the Child Nutrition Director.
- Prepare Yearly Agreement for NSL.
- Summer Feeding application and claim.
- Backup person for payroll

Support Associate, Level V

DEPARTMENT: Child Nutrition
QUALIFICATIONS: High school graduate with thorough knowledge of office practices and procedures. Knowledge of computer programs to include Microsoft Office. Ability to accurately enter data rapidly. Considerable knowledge of accounting practices and procedures desired. Must possess the knowledge and ability to interpret and analyze data. The ability to communicate effectively both orally and in writing is considered essential. Knowledge of AS400.

REPORTS TO: Director of Child Nutrition & Data Coordinator
DUTIES AND RESPONSIBILITIES:

- Prepare all requisitions for purchases for the Child Nutrition office except for food and supplies from major distributors.
- Check all invoices against receiving reports for accuracy before forwarding to the Director of Child Nutrition for authorization for payment. Prepares all check runs and ensures that all payments are charged to the correct budget code. This is done weekly on the computer.
- Stay in close contact with the cafeterias and vendors to ensure that all cafeterias are receiving the goods and supplies ordered properly and to ensure that we have received what we have been charged for.
- Assist other Child Nutrition personnel as needed in all computerized Child Nutrition software programs.
- Order, store, and issue administrative supplies and uniforms to the cafeteria managers.
- Process all service calls from the cafeteria managers and route to appropriate agencies.
- Reconcile vendor statements.
- Download credit card statements, and prepare spreadsheet to be sent to the Purchasing Director.
- Performs other duties and accepts responsibilities as accounting clerk for the Child Nutrition Director
- Performs other duties as assigned by the Director

Support Associate, Level V

DEPARTMENT: Child Nutrition
QUALIFICATIONS: High school graduate with thorough knowledge of office practices and procedures. Knowledge of computer programs to include Microsoft Office. Ability to accurately enter data rapidly. Considerable knowledge of accounting practices and procedures desired. Must possess the knowledge and ability to interpret and analyze data. The ability to communicate effectively both orally and in writing is considered essential.

REPORTS TO: Director of Child Nutrition & Data Coordinator

DUTIES AND RESPONSIBILITIES:

- Receive and process all requisitions for purchases of food and supplies from the major distributor.
- Check all invoices against receiving reports for accuracy before forwarding to the Director of Child Nutrition for authorization for payment.
- Prepare check runs and ensure that all payments are charged to the correct budget code. This is done weekly on the computer.
- Stay in close contact with the cafeterias and vendors to ensure that all cafeterias are receiving the goods and supplies ordered.
- Assist other CN office personnel as needed in all computerized Child Nutrition software programs.
- Track and account for USDA products in warehouse and storage. Maintain inventory and make sure that commodity foods are used before purchased.
- Ensure monthly inventories are taken.
- Performs other duties and accepts responsibilities as accounting clerk for the Child Nutrition Director.
- Performs other duties as assigned by the Director

Support Associate, Level V

DEPARTMENT: Child Nutrition
QUALIFICATIONS: High school graduate. Must have a thorough knowledge of office practices, computer data entry, accounting principles and procedures, the ability to type, and be able to communicate effectively both orally and in writing. Database management skills a necessity. Knowledge of AS400 and NCWise.

REPORTS TO: Director of Child Nutrition & Data Coordinator

DUTIES AND RESPONSIBILITIES:

- Process all Free and Reduced Lunch applications and maintain up-to-date master files.
- Send out all notification letters to parents.
- Send temporary approval reminder letters to parents and send a copy to all cafeteria managers, supervisors, and Child Nutrition Director before a student is dropped from temporary approval status.
- Communicate with parents regarding questions about approval, other needed information, and the status of their children.
- Process all verification materials (i.e. letters of verification requirements to parents/head of household; collect and input all verification information, send letters of change in status to parents/head of household). Keep records and prepare reports for state agencies regarding verification.
- Update student lunch charges when there is a discrepancy between Free and Reduced records and Point of Sale dates of eligibility.
- Interface with NC Wise by downloading flat files to use in updating all student information in the Linker database.
- Interface with NC Wise as a user to find information regarding students for use in Free and Reduced and Linker (i.e. student number, correct address, parent name, etc.).
- Create a student withdrawal report from NC Wise to use in withdrawing students from Meals Plus database.
- Download all student information to each Point of Sale daily.
- Interface with cafeteria managers and supervisors to help keep the Point of Sale databases clean of duplicates and errors.
- On a daily basis, transfer students between their previous school and their new school, thereby transferring any charges pending, any current credits and previous history.
- Run monthly reports for managers, supervisors, and director.
- Update monthly participation charts for Child Nutrition Director with reports from Free and Reduced and the AS400 Cafeteria Management system.
- Process the Master roster from each cafeteria to establish the correct amount of student charges.
- Maintain a spreadsheet for charges for all cafeterias – generate and publish a report for charges.

- Communicate with outside agencies and school departments that need Free and Reduced information for their records.
- Check Free and Reduced rosters for accuracy for state reports for state reports for Testing and Technology.
- Performs other duties as assigned by the Child Nutrition Director.
- Oversee temporary employees during peak time of application scanning.
- Process employee accident reports and prepare state report.
- Gather material for auditors as needed.
- Process direct certification file from DHHS.
- Maintains a good relationship with Homeless Liaison and DHHS.
- Keep spreadsheet of cafeteria health scores.
- Check bank deposit reconciliations from schools as needed.
- Update the Child Nutrition website.

Support Associate, Level V

DEPARTMENT: Child Nutrition
QUALIFICATIONS: High school graduate. Must have a thorough knowledge of office practices, computer data entry, accounting principles and procedures, the ability to type, and be able to communicate effectively both orally and in writing.

REPORTS TO: Director of Child Nutrition & Data Coordinator

DUTIES AND RESPONSIBILITIES:

- Perform all duties required to be the Secretary for the Director of Child Nutrition. This includes typing correspondence, scheduling appointments, and maintaining calendars.
- Collect and process all daily revenue and participation data from the schools. Reconcile on a monthly basis.
- Accept and verify deposits from the Child Nutrition office and the Spencer Building. Prepare deposit and deliver to bank as needed.
- Receive and enter all leave forms for office staff and cafeteria managers into Timekeeper.
- Approve timesheets on a weekly basis; making corrections as needed.
- Enter hours for food service substitutes monthly.
- Receive timesheets at the end of absence period for office staff and cafeteria managers. Verify that all timesheets are received and approved by supervisors.
- Pull applications for new hires and schedule appointments for interviews.
- Act as liaison with Human Resources and Payroll to satisfy and resolve employee issues.
- Perform other duties as assigned by the Child Nutrition Director.

Food Service Caterer

DEPARTMENT: Child Nutrition

QUALIFICATIONS:

- High School Diploma
- Experience in food preparation and presentation
- Ability to work flexible hours without direct supervision being necessary.
- Ability to project professional image for the CN Department through demeanor and performance
- Formal Education: Technical training on a college level is preferred.
- High school graduate. Valid NC driver's license with no convictions for DWI/DUI, speeding, or equally serious offenses within five (5) years. Must be capable of driving 1 ½ ton truck with either automatic or standard transmission, and be capable of lifting 50 pounds.

REPORTS TO: Child Nutrition Supervisor

DUTIES & RESPONSIBILITIES:

- Be responsible for receiving all catering requests
- Be prepared to cost out various catering functions and charge accordingly to ensure profitability. Prepare bills and track expenses.
- Keep warehouse and truck clean at all times
- Either prepare all food needed, procure or coordinate with Cafeteria Managers to prepare menu items to ensure that all catered events are well prepared, presented well and correctly, and on time.
- Maintain adequate supply of catering supplies and materials for various functions.
- Maintain adequate and appropriate documentation to support expenses attributable to each catered activity and provide all documentation to your immediate supervisor in a timely manner.
- Perform all other duties as deemed appropriate by your CN supervisor & CN Director
- Must have knowledge of principals of nutrition and menu planning, equipment selection and maintenance, sanitation, purchasing, food cost control, personnel management, effective communication, food service management and administration.
- Must be computer literate.
- Must have knowledge of use and care of all food service equipment.
- Must follow all rules and procedures of the New Hanover County School, along with state and federal regulations to the child nutrition department.
- Cultivates and maintains a positive and professional relationship with parents, employees, and students. Assures the cafeteria presents a positive, professional image at all times.

Cafeteria Manager

DEPARTMENT: Child Nutrition – 10 month position

Job Summary

Obtains food, directs personnel, supervises food preparation and service, supervises maintenance of facilities, maintains adequate records, maintains standards of health, sanitation and safety, and cooperates with instructional staff and parents in the nutritional education program of the school and community.

Evaluation: Performance of this job will be evaluated in accordance with the provisions of the Board and local policy on evaluation or personnel.

Minimum Requirements

- Experience should include prior school food service experience. Three years is preferable.
- Experience in a similar food service operation may be substituted for part of the experience stated in A above.
- Formal Education: Technical training on a college level is preferred. High School diploma or its equivalent is required. Home Economics courses and special courses such as the State Department of Public Instruction food service course are suggested.
- Leadership ability which includes skills in working with and directing people is essential.
- Encouraged to be a member and certified in the School Nutrition Association.

Performance Requirements

- Is responsible for the administration of the school food service program.
- Must have knowledge of principals of nutrition and menu planning, equipment selection and maintenance, sanitation, purchasing, food cost control, personnel management, effective communication, food service management and administration.
- Must be computer literate.
- Must be mentally alert and apply knowledge applicable to the job.
- Must be able to perform all jobs in the school food service operation and be able to train others.
- Must have knowledge of use and care of all food service equipment in the kitchen, as well as computers, printers, etc.
- Reports to the Child Nutrition Supervisor.
- Must follow all rules and procedures of the New Hanover County School, along with state and federal regulations to the child nutrition department.
- Supervises performance of cafeteria employees.
- Cultivates and maintains a positive and professional relationship with parents, employees, and students. Assures the cafeteria presents a positive , professional image at all times.
- Ability to lift up to 50 pounds.
- Performs other duties as assigned by the Director
- Must be able to have reliable transportation to take care of daily deposits and work at another school if needed.

Assistant Manager/Satellite Manager

DEPARTMENT: Child Nutrition – 10 month position
HOURS: 6 – 8 hours per day

Job Summary

Supervises food preparation, service, and employees' performance. Will assume kitchen and production responsibilities. Will assist manager in daily operation of cafeteria, and will assume manager's responsibilities in her/his absence. Specific duties to be assigned by manager.

Evaluation: Performance of this job will be evaluated in accordance with the provisions of the Board and local policy on evaluation or personnel.

Minimum Requirements

- Experience should include three years prior child nutrition experience, or similar food service experience.
- Education: High school diploma or equivalent
- Leadership Ability: Must have demonstrated ability to work with, direct, and supervise other employees.

Performance Requirements

- Is responsible to the Cafeteria Manager and Child Nutrition Director in manager's absence.
- Must follow all rules and procedures of the New Hanover County School, along with state and federal regulations to the child nutrition department.
- Will be supervised by Cafeteria Manager or Child Nutrition Director.
- Will supervise performance of approximately 20 employees.
- Job Knowledge: Must include principles of nutrition and meal planning, equipment usage and care, sanitation, purchasing, cost control, personnel management, child nutrition management, and administration. Must be able to perform all jobs within cafeteria operation and have capability to train others. Must be computer literate.
- Cultivates and maintains a positive and professional relationship with parents, employees, and students. Assures the cafeteria presents a positive, professional image at all times.
- Strives to meet the CN Manager performance metrics in order to ensure the Child Nutrition Program is self-supporting and that it remains financially solvent.
- Ability to lift up to 50 pounds.
- Performs other duties as assigned by the Director.
- Must be able to have reliable transportation to take care of daily deposits and work at another school if needed.

Cook

DEPARTMENT: Child Nutrition – 10 month position
HOURS: Variable

Job Summary

Prepare meat, soups, fruits, vegetables, cereals, or cook ingredients needed in other departments. Serve on the line if needed. Clean and wash all equipment and utensils used in cooking. Keep work area neat and clean. Assist in other departments as needed.

Evaluation: Performance of this job will be evaluated in accordance with the provisions of the Board and local policy on evaluation or personnel.

Performance Requirements

- Is responsible for preparation of meats, fruits, vegetables, cereals, and other cooked foods to be served at a specific time.
- Must know and apply the basic principles of food cookery. Must know how to use food service equipment.
- Must be mentally alert and apply knowledge applicable to the job.
- Must be able to follow recipes and written instructions. Must be able to lift up to 50 pounds and be on feet for extended periods of time.
- Equipment use and care includes ranges, ovens, steam equipment, food grinder, mixer, meat slicer, and portioning tools.
- Must follow all rules and procedures of the New Hanover County School, along with state and federal regulations to the child nutrition department.
- Cultivates and maintains a positive and professional relationship with parents, employees, and students. Assures the cafeteria presents a positive, professional image at all times.
- If the manager or assistant manager is not present, the cook will be the contact and perform all duties as requested for the cafeteria.
- Performs other duties as assigned by the Director, Supervisor or Manager.

Minimum Requirements

- Experience required: Two years cooking experience, preferable in child nutrition.
- Experience in an industrial cafeteria may be substituted for part of above.
- Formal education: High school or its equivalent; vocational training.
- Under supervision of manager or assistant manager. Supervises other child nutrition helpers as assigned.

CN Helper

DEPARTMENT: Child Nutrition – 10 month position
HOURS: Variable

Job Summary

Assists in preparation of food. Cleans and washes equipment as directed. Keeps own area neat and clean. Assists whenever needed.

Evaluation: Performance of this job will be evaluated in accordance with the provisions of the Board and local policy on evaluation or personnel.

Minimum Requirements

- One year experience as a helper in food service department is desired.
- Experience in an industrial or similar situation may be substituted.
- High school diploma or equivalent required.

Performance Requirements

- Is responsible for food preparation as directed by the manager or manager's representative. Washes dishes, scrapes plates, serves food, and other jobs as assigned.
- Must follow all rules and procedures of the New Hanover County School, along with state and federal regulations to the child nutrition department.
- Cultivates and maintains a positive and professional relationship with parents, employees, and students. Assures the cafeteria presents a positive, professional image at all times.
- Must know and apply the basic principals of food cookery. Must know how to use food service equipment.
- Must be mentally alert and apply knowledge applicable to the job.
- Must be able to follow recipes and written instructions.
- Equipment use and care: Dishwasher, food grinder, mixer, meat slicer, range, ovens, refrigerator, and freezer.
- Ability to lift up to 50 pounds.
- Performs other duties as assigned by the Director, Supervisor or Manager.

Driver/Warehouseman

DEPARTMENT: Child Nutrition
EMPLOYMENT: 12 Months, 8 hours per day

Qualifications

High school graduate. Valid NC driver's license with no convictions for DWI/DUI, speeding, or equally serious offenses within five (5) years. Must be capable of driving 1 ½ ton truck with either automatic or standard transmission, and be capable of lifting numerous 50 pound cases within a specific time. Move equipment as needed.

Reports to:

Director of Child Nutrition

Duties and Responsibilities:

- Receive shipments for Child Nutrition. Ensure quantities received are as invoiced and in good condition.
- Store all items received in designated areas neatly.
- Inventory warehouse food and supply stocks monthly.
- Use provided delivery sheets and pull food and supplies as needed for delivery to all schools.
- Obtain signatures from cafeteria manager or designated representative for all items delivered to schools, and store food and supplies as directed by the cafeteria manager.
- Keep warehouse and truck clean at all times.
- Perform other duties as designated by the Child Nutrition Director.
- Operate all materials handling equipment including forklifts.
- Load and unload trucks.
- Become certified to drive a fork lift.
- Pick up food and/or supplies from vendors on occasion.
- Inspect truck and refrigeration unit daily for general operating condition. Report all problems to the bus garage for repair.
- Monitor temperatures of coolers and freezers in warehouse.
- Operate the gas grill for cook-outs as needed.
- Must follow all rules and procedures of the New Hanover County School, along with state and federal regulations to the child nutrition department.
- Cultivates and maintains a positive and professional relationship with parents, employees, and students. Assures the cafeteria presents a positive, professional image at all times.

Child Nutrition Worker/Driver

DEPARTMENT: Child Nutrition
EMPLOYMENT: 10 months, hours vary

Qualifications

High school graduate. Valid NC driver's license with no convictions for DWI/DUI, speeding, or equally serious offenses within five (5) years. Must be capable of driving 1 ½ ton truck with either automatic or standard transmission, and be capable of lifting numerous 50 pound cases within a specific time.

Reports to: Cafeteria Manager

Evaluation: Performance of this job will be evaluated in accordance with the provisions of the Board and local policy on evaluation or personnel.

Duties and Responsibilities

- Perform such food preparation as directed by cafeteria manager.
- Clean kitchen as needed.
- Deliver prepared food daily to other schools & sites.
- Keep truck clean at all times.
- Turn in mileage weekly to Data Coordinator.
- Must follow all rules and procedures of the New Hanover County School, along with state and federal regulations to the child nutrition department.
- Cultivates and maintains a positive and professional relationship with parents, employees, and students. Assures the cafeteria presents a positive, professional image at all times.
- Performs other duties as assigned by the Director, Supervisor or Manager.
- Inspect truck daily for general operating condition. Report all problems to the bus garage for repair.

Procedures for Filling Vacancies

Part-time Child Nutrition Employees

1. The manager shall notify Sub System of any vacancies.
2. If there is a permanent vacancy, the manager and Child Nutrition Director will meet to determine whether an employee is to be transferred from another school, or if a new employee is to be hired.
3. If an employee is to be transferred from another school, the Child Nutrition Director will provide that employee with a letter which will state the effective date. Human Resources is to be notified of all transfers.
4. Personnel requesting transfers will be considered first.
5. If there are no transfer requests, employees will be transferred on the basis of last hired from the losing school.
6. If there are no employee transfer requests or excessive staff in any school, then the manager and Child Nutrition Director will assign an individual from the substitute list.
7. The substitute selected will continue on as a substitute until the manager makes a recommendation to hire.
8. Upon being recommended for hire, the individual will be recommended to the Board of Education for employment with New Hanover County Schools.
9. If a determination is made that the substitute is unsuitable for permanent employment, such recommendation and supporting documentation will be forwarded to the Child Nutrition Director. That employee shall remain on the substitute list.
10. At no time will an individual be used that has not been processed through the Human Resources department.

Full-Time Child Nutrition Employees

1. The manager shall notify the Child Nutrition Director of any vacancies.
2. The Child Nutrition Director will request that Human Resources advertise the position.
3. Anyone wishing to apply for the position must apply at the Human Resources Department and/or Child Nutrition Department either by application or letter of interest.
4. After the closing date, the applicants' files will be screened by the Child Nutrition Director.
5. The Child Nutrition Director will coordinate an interview and possibly a testing session with the selected candidates. The receiving manager and a panel of at least two others will interview the selected candidates.
6. When the manager and interview panel agree on a candidate, the Child Nutrition Director will prepare a Recommendation to Hire Form and forward to the Human Resources Department for processing. The Human Resources Department will notify the successful candidate and unsuccessful candidates.
7. The Human Resources Department will formally present the recommendation to the Board of Education at its next scheduled meeting.

Procedure for Correcting Personnel Problems

1. Identify the problem or problems.
2. Discuss the problem or problems with the employee; document, date, and file your documentation.
3. Wait a period of time for the employee to correct her/his problem – no longer than one month.
4. If the problem persists, discuss it with the employee again. Tell them that if the problem continues, their District Supervisor will need to be consulted, and that help will be provided to correct the problem. Be sure that the exact problem is known before approaching the employee. Always document, date, and file a record of your conferences with the original letter given to the employee. A formal write up is necessary and a copy will be given to the supervisor. There is a format that has to be noted in the letter, your supervisor can assist you with this.
5. Wait a reasonable period of time for the employee to correct his/her problem.
6. If the problem persists, discuss the problem with the District Supervisor. Let her/him read the comments filed and observe the dates. The manager and the Supervisor should meet and decide what should be done about the problem. Next, meet with the employee and tell the employee what decision was reached. The Supervisor might meet with the manager and the employee. A letter will be prepared by the Supervisor and sent to Human resource to file in their employee record.
7. If the problem persists, the employee will be seen by the Child Nutrition Director who will probably recommend either suspension without pay or dismissal. Always remember to document what was discussed, date and file the information. Remember that the employee has the right to read what you have written if they wish.

Administrative Procedures for Workers Compensation

1. Employee reports injury to immediate supervisor. Immediate supervisor reports injury to appropriate Principal, Supervisor, Director, or Department Head for completion of Form 19 and Employees Statement. These forms are available online at Employee Forms on the Child Nutrition website. They can be filled out online and then printed or you can save it to your computer and then print.
 - Principal responsible for completing Form 19 for unit wide teachers and cafeteria employees.
 - A serious accident should be immediately reported by telephone to the Medical Benefits Specialist.
 - The completed Form 19 should be mailed or faxed to the Child Nutrition office. It should not be given to the employee to take to a physician.
2. Completion of Form 19 – Employer's Report of Injury to Employee
 - Form 19 should be completed and signed by the Principal, Supervisor, Director, or Department Head.
 - A sample copy of a completed Form 19 is attached. Complete only the portion of the Form 19 completed on the sample copy. The remaining portion will be completed by a representative in the Human Resources Department.

3. Fax the completed Form 19 and Employees Statement to the Child Nutrition office within four days of the accident. In the event of a very serious accident, the Form 19 and Employee Statement should be submitted immediately.
4. Do NOT authorize payment for medical services or equipment for injured employees. New Hanover County Schools is NOT responsible for payment of these services. New Hanover County Schools serves as an agent in the processing of workers compensation claims.
5. Inform the injured employee to advise the provider that the injury is work related and fees for services should be submitted on the appropriate NC Industrial Commission Form. The doctor should mail the completed form to the Human Resources Department for forwarding to the appropriate carrier.
6. Inform employee he/she may choose their own doctor; however he/she may not change doctors unless referred to another doctor by the last treating physician or has obtained approval from the appropriate insurance carrier and/or the NC Industrial Commission.
7. If the injury results in a disability of more than seven calendar days, the employee will be contacted by the Medical Benefits Specialist.
8. If an employee is placed on workers compensation leave, make the following notation on the TAD, "Employee out on workers compensation leave."
9. Form 19 and Employees Statement should be filled out even if employee does not go to the doctor. This protects the employee if complications arise later.

Absences

1. Child Nutrition employees will not be allowed to take a vacation day while the children are in school unless they accrue more vacation days a year than there are allowed for in the school calendar.
2. Those employees that accrue more vacation days than specified in the school calendar will use prescribed work days as vacation days as the first option. If an employee still accrues more vacation days than there are vacation days and work days in the school calendar, they may then take vacation days while children are in school if approved by the Child Nutrition Director or his/her designee.
3. If an employee requires time off from work while children are in school and they do not accrue more vacation days or work days per year than allowed for in the school calendar, the employee will be required to take the time off without pay.
4. Employees needing time off will make a request to the manager five days in advance for approval, unless an emergency arises.
5. The manager will make the determination and so notify the employee if the time off will be considered as vacation days or days without pay.
6. Each Child Nutrition employee is to notify their manager at least two hours prior to their designated reporting time if they are sick and will be unable to report to work on time.
7. Illnesses in excess of three days will require certification from a physician.
8. All Child Nutrition employees are entitled to the same leave of absences that any other New Hanover County employee may receive. Any questions pertaining to a leave of absence should be directed to the Human Resources Department.

9. Full time employees are allowed 8 hours per year of Parental Involvement Leave. This leave is to be used to visit child(ren) in school, have lunch with child(ren), conferences with your child's teacher or other school related function. For part time employees, the 8 hours is pro-rated.

Sick Leave

1. Sick leave is provided for all employees who work at least 20 hours per week. Employees earn 1 day per month, pro-rated if part-time. There is no limit to the amount of sick leave one can accumulate.
2. Sick leave may be granted for actual periods of temporary disability, including maternity leave, caused by or contributed to by any injury or other temporary disability which prevents an employee from performing his or her usual duties or an illness in the employee's immediate family that necessitates the employee's attendance. Immediate family is defined as spouse, children, and parents. Sick leave may be granted for death in the family. Death in the immediate family is defined as spouse, children, parents, brother, sister, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandmother, grandfather, grandson, granddaughter, stepmother, and stepfather. Leave for this purpose must not exceed three (3) days on any one occasion.
3. Sick Leave may be taken in increments of 15 minutes or more.
4. When an employee retires, his/her accumulated sick leave is converted into retirement credits. Twenty sick leave days or any portion of a twenty-day period will equal one month's service. However, when an employee leaves state government or dies, his/her sick leave credits are lost.

Voluntary Terminations

In the event that an employee decides that they no longer wish to be employed by New Hanover County Schools, there are certain things the manager should do. The following should be completed as far as possible.

- Ask for the resignation in writing. This does not need to be long or elaborate – a name, date, and signature is all that is required.
- Have them fill out a resignation form and forward to the Child Nutrition Department.
- Be sure to inform the employee to check with the Human Resources Department to determine continued eligibility for benefits at their own expense if they were receiving those benefits while working.

Sometimes it is not possible to contact an employee who has decided not to return at the beginning of the school year. In this case, simply try to contact the person by phone. If contact is impossible, notify the Child Nutrition Director as soon as possible via e-mail.

Involuntary Terminations

From time to time it may become necessary to terminate an employee, either for unsatisfactory performance or because of a reduction in the number of hours allotted to

the school. If the termination is due to a reduction in hours, the last hired would normally be the person to be terminated. If the last hired is not the person terminated, documentation must be available which would explain why the employee was terminated.

A termination for unsatisfactory performance should never come as a surprise to the employee. Always be sure that the problem has been discussed with the employee and the Director of Child Nutrition. Always be sure to document all discussions. It would be best to allow the employee to see and sign your documentation. Once the problem has reached the point that it is necessary to terminate the employee, notify the Director of Child Nutrition. The Child Nutrition Director will then advise you on how to proceed.

Employees are to receive two written letters stating the problem and how the employee needs to improve. These letters will be addressed to the employee with a copy to the Child Nutrition Director, Child Nutrition Supervisor, and personnel file. The Cc: must be on the letter so that the employee is aware of who is receiving copies. The second letter will come from the District Supervisor. After a third infraction of a similar nature the employee will be referred to the Child Nutrition Director. The employee will then receive a letter stating that any further problems could result in a recommendation for dismissal.

Timesheets

All regular and substitute employees are required to log into Timekeeper upon arrival, out at lunch, in after lunch, and out at the end of each work day. Time is to be approved weekly, on Mondays, for the prior week. Timesheets are to be printed, signed and forwarded to the appropriate supervisor at the end of the timesheet period. *All overtime must be approved by the District Supervisor prior to the employee working the overtime.*

The employee and the supervisor **must** sign the timesheet prior to submitting it to the Child Nutrition office.

Use of Substitutes

The use of substitutes for Child Nutrition employees is permitted under the following conditions:

- A regular employee is absent from their job for any reason.
- A school has a vacancy near the end of the school year and the decision is made by the Director of Child Nutrition not to fill the vacancy until the following year.
- A vacancy occurs in a school and the time to find a replacement will take more than one day.

Substitutes may be employed for the number of hours appropriate to the person for whom they are substituting, up to a maximum of 5 ½ hours per day.

The only individuals eligible to substitute are those that have been screened by the Human Resources Department. The Child Nutrition Managers will utilize the sub call in system.

Labor Hour Allocations

It shall be the responsibility of the Director of Child Nutrition to allocate labor hours for each school's food service operation. In addition to establishing the total number of hours, the Director of Child Nutrition shall determine, on an individual school basis, the number of full-time positions to be allocated.

Factors to be considered in determining labor hour allocations shall include, but not be limited to: type of programs offered, participation levels, facilities, and equipment. As nearly as possible, schools with comparable programs and facilities shall be staffed similarly.

Uniform & Health Requirements

Uniforms

The standard uniform for cafeteria employees is white slacks/white skirt and colored polo shirts. Each employee will receive five shirts and three slacks/skirts at the beginning of each school year. Uniforms will be maintained by the employee. **Blue jeans are not acceptable.**

Shoes

Footwear will be leather duty shoes that provide good support and traction to prevent slips and falls. Footwear must be clean and polished.

Personal Grooming

- All female employees are required to wear a hair net, cap, or wrap around visor.
- All male employees are required to wear a cap.
- Fingernails are to be kept clean and at a short length. No nail polish.
- For health and safety reasons, wearing jewelry is limited to wedding rings.
- Personal cleanliness is a clean body (without odor), hair covers, and a clean uniform.

Health Requirements

All new employees are required to have a physical examination and TB test prior to being employed. Forms are available in the Human Resources Department. Physicals can be obtained from the Health Department or from your personal physician. This is done at the employee's own expense.

Employee Evaluations

1. All Child Nutrition employees are to be evaluated by using the evaluation forms included in the appendix. The following schedule will be followed:
2. Substitutes will be evaluated daily, or once for their substitute period per school, on CN-13. This form can be found on the Child Nutrition website.
3. Substitute employees will be evaluated each 30 calendar days by the manager for whom they are working. These evaluations will be forwarded to the Child Nutrition office. After a period of 90 days a recommendation to either

- permanently employ the individual or to keep them at substitute status must be made by the manager using form CN-13.
4. Permanent part-time employees will be evaluated annually prior to May 1st of each school year by the cafeteria manager. The Performance Appraisal Instrument can be found on the New Hanover County Schools website under the Human Resources Department. There is also a copy in the appendix following this manual. Each employee will receive a copy of their evaluation and the original will be forwarded to the manager's District Supervisor. The District Supervisor shall review all evaluations prior to forwarding them to the Child Nutrition Director.
 5. Managers will be evaluated annually by their respective District Supervisor using the Performance Appraisal Instrument on the Human Resources website. These evaluations will be supported by the District Supervisor's personal observations and comments. Each Supervisor will complete a minimum of three written observations per school year. These evaluations will be forwarded to the Child Nutrition Director for review prior to being forwarded to the Human Resources Department.
 6. The Child Nutrition administrative staff will be evaluated annually by the Child Nutrition Director. These evaluations will be forwarded to the Human Resources Department upon completion.
 7. Supervisors, warehousemen, and the Data Coordinator will be evaluated annually by the Child Nutrition Director also.

Use of Computers

1. All schools shall follow these procedures:
2. Computers shall be used to record all monies collected from customers.
3. Cashier reports and daily reconciliation reports will be printed daily and filed in accordance with prescribed guidelines.
4. Specific instructions concerning reports or any other instructions are contained in Part I of this manual.
5. Computers are to be cleaned daily.
6. Computers are to be stored in lockable storage areas when not in use.
7. If computers need repair, call the Child Nutrition office.

Deposits and Cash Reconciliations

Each school is responsible for conducting daily banking business with the bank designated by the Finance Office. The manager or the appointed CN employee, from that school, is the only individuals employed by Child Nutrition that is bonded, and as a result, is the only person authorized to conduct daily banking business. In the event that the manager/or the appointed CN employee is unable to make the deposit due to emergency or absence, he/she must make arrangements through the Child Nutrition Director to appoint a substitute for the period of time he/she will be absent.

All schools are required to make daily deposits unless written approval is obtained from the Director of Child Nutrition. *Under no circumstances shall a manager take a deposit home to be made the next day.* All daily deposits are night depository, a key from the bank will be provided with the specific money bags. To compensate for this deposit,

appointed employees will have to adjust their normal work day to include the 15 minutes for banking. Bank deposit slips will be available for pick-up once a week in the bank, preferably Thursdays.

Daily Deposit Reconciliations

After the breakfast meal service, the cashier and manager shall complete the breakfast Cashier's Report using the cash reconciliation procedure outlined below. Breakfast receipts are then placed in the school's lock bag until the deposit is made. In the event that the manager serves as the cashier for breakfast, the reconciliation must be accomplished using one additional person from the staff.

After the lunch meal service has been completed, the cashier(s) and manager shall complete the Cashier's Report.

Daily Closing Procedures

1. After Breakfast, count money and click Breakfast Summary.
2. Check the date; enter in the cashier and ending cash. If petty cash was used at the beginning you would enter in the amount of petty cash in beginning cash.
3. Click preview. Review and see if everything appears fine. This is your "N" report.
4. After lunch, count money and click Lunch summary.
5. Check the date and enter in the cashier and enter in ending cash. If petty cash was used at the beginning you would enter in the amount of petty cash in beginning cash.
6. Click preview. Review and see if everything appears fine. This is your "N" report.
7. After lunch go to Daily Deposit. This is the money from all summaries. Check date and enter in the Amount of Deposit, ADA (Average daily attendance) & ADM (Average daily membership). Click continue.
8. Review and if it appears okay click **CLOSE DAY**. This will print out one "Y" copy of daily reconciliation. Click **PRINT** twice and 2 more copies will be printed.
9. Go back to breakfast summary, put in cashier and click print. This will print out a "Y" copy for breakfast summary.
10. Go back to lunch summary, put in cashier and click print. This will print out a "Y" copy for breakfast summary.
11. Click Daily Item Summary and click print.
12. Make sure all cashiers sign summaries. Manager will have designated areas to sign too. If the manager is the cashier, another person will need to count that money and put their initials on the summary. This is called double count system.
13. At the end of the day close out of all programs on the computer.
14. After you deposit the money in the bank you'll have 3 copies of the deposit slip. 2 copies will go with the 2 "Y" Daily deposit reconciliations that will be sent to the office. One will be attached to one that stays at the school. The manager will put together the daily reconciliation, deposit slip, breakfast summary, lunch summary and daily item summary. This stays at the school and is filed.

End of the Month Procedures

1. Mileage Report (turn this into your supervisor).
2. Turn in all Deposit Reconciliations and invoices for the month.
3. *Must be done after lunch on the last working day of the month.* Bring to office when completed.

Prepaid

- Student Roster
- Check Prepaid
- Status – all should be checked
- Print

Do the same procedure but check the box for Balance Due.

Print off one copy of Balance Due report for status 5.

4. Physical Inventory: Meals Plus Inventory: Complete at your school. You will not need to print out a copy, we will pull inventory from each site from our office.

Returned Checks

1. New Hanover County Schools utilizes a company called “FARS” (Federal Automated Recovery System) for recovery of NSF (Non-sufficient funds) checks. If parent have questions please direct them to 888-565-7800 or e-mail at: fars@infinitybusinessgroup.com.

Meal Services

The purpose of having an expanded choice program is to increase the chance of offering menu items that the students will like and eat. All schools will adopt the “Offer Versus Serve” program. With the “Offer Versus Serve” program, a student does not have to take all five components of a Type A lunch. As long as a student receives three of the five components, the meal can be claimed for credit and reimbursement. “Offer Versus Serve” reduces food waste and helps to hold labor and meal costs down. “Offer Versus Serve” should also be in effect for breakfast service with four components being offered (the child needs to take three).

Serving Students with Special Health Problems

Menus will be altered to accommodate the special dietary needs or restrictions of children with legitimate health concerns. A note from a healthcare professional documenting the special diet request is required and will be kept on file by the cafeteria manager. The cafeteria manager will make a copy for the Registered Dietician Supervisor that handles special needs.

Basics of Menu Planning

Principles of Menu Planning

1. Food preferences of the group
2. The availability of the foods
3. Seasonal considerations: Hot foods in cold weather; cold foods in hot weather; seasonal availability of various foods.
4. Variety: Different foods each day, different forms of the same foods, different preparation methods, different flavors.
5. Color: Combinations which blend well and add eye appeal.
6. Texture: combine crisp, creamy, soft, firm, raw, and cooked.
7. Flavor: Combine bland, spicy, strong, and mild.
8. Shape: Items should vary, i.e. diced, round, chopped, mashed, whole
9. Special occasions: Holidays, etc.
10. Regional foods
11. Cost per plate
12. Introduce new foods
13. Preparation equipment considerations
14. Dietary guidelines considering fat, sodium, and sugar content

Special Considerations of Child Nutrition

1. Federal requirements for a basic meal pattern
2. Cost factors – USDA reimbursement rates, paid meals, labor costs, and supplies
3. Use of USDA donated supplies
4. Preparation techniques/time requirements
5. Facilities and equipment – these vary from school to school
6. Personnel
7. Time and meal schedule
8. Quantity available
9. Storage facilities at the schools and warehouse
10. Delivery schedule
11. Nutrition Education – teaching good food habits, introducing new foods, providing tasty, appealing, nutritious, and varied meals.

Student Planned Menus

1. Students may plan a maximum of nine (9) menus per school year.
2. Each time, representatives from one grade level could plan the menu. Youth Advisory Groups should also be involved.
3. Managers should discuss principles of menu planning and special considerations of CNP. Explain “Offer Versus Serve” to secondary students. Make students aware that certain foods such as steak and pork chops are not allowed because of cost.
4. Meet with students three (3) weeks in advance to allow time to receive approval from the Child Nutrition office and for ordering food.
5. Have student committee publicize menu with posters and announcements over the public address system. Develop imaginative names for each menu item. A theme for the meal might be developed with appropriate decorations.

Guidelines for the Use of Plastic Gloves

Plastic disposable gloves are to be used:

1. When handling meat and /or cheese items that are not to be recooked.
 2. On the serving line at all times.
 3. During preparation of foods containing ingredients which are bacteria mediums such as mayonnaise, eggs, etc.
 4. Anytime an employee has an open wound, burn, etc.
 5. When any product is mixed by hand.
 6. Employees are expected to change gloves as they move from one job to another.
- The above guidelines are the minimum requirements. As the manager, you may require employees to wear gloves at other times.

Alternate Lunch Menus- Bag Lunches

From time to time, a school has a need to serve special menus because of school activities. These include such things as field days and field trips. When a school wishes to serve alternate lunches, they may select from the menus listed below, in accordance with the directions on the next page.

Ham and Cheese on Bread
w/Lettuce and Tomato
Fresh Fruit
Dessert
Milk

Peanut Butter and Jelly
Fresh Fruit-Cheese Sticks
Carrot/Celery Sticks
Dessert
Milk

Sliced Turkey on Whole Wheat
w/Lettuce and Tomato
Fresh Fruit
Dessert
Milk

Food Offerings & Food Brought into Schools

Because of potential liability resulting from food consumption, all foods offered to customers shall be purchased through the established procurement methods for New Hanover County Schools. Home canned or processed foods are not to be offered

under any circumstances. Cafeteria staff may not prepare special meals in place of, or in addition to, the published menu, unless approved by the Child Nutrition Director.

Memorandum

To: All Principals

Every year we struggle to determine the best way to protect our children from food borne illnesses, satisfy health department regulations and yet be responsive to your school needs. Accordingly, I set forth some general guidelines to assist you in dealing with parents that want to bring food into your schools.

- *As a general rule most baked goods i. e. cookies, cakes, cup cakes etc. prepared in domestic kitchens are not high-risk items and can be safely served in classrooms.*
- *Potentially hazardous food items prepared at home by a parent to be shared with other student's carries a high risk factor and should not be served in the classrooms.*
- *All foods such as party trays purchased from commercial licensed facilities are inspected by the Health Department and would generally pose no serious health problems. If temperatures of potentially hazardous food items have been properly maintained.*
- *Cafeteria Manager's will store perishable foods purchased from a commercial licensed facility for a short period of time not to exceed the day of the event*
- *Food prepared in a domestic setting can not be served in a school kitchen.*
- *Donated potentially hazardous food items i. e. ground beef, eggs etc. will not be accepted for use in school fund-raising activities. It is recommended that these items be purchased through your school cafeteria. Four to six week's lead-time is needed.*

As a reminder, only School Food Service Personnel are allowed behind the serving lines to eliminate possible contamination of food preparation surfaces.

A la carte Sales

1. A la carte sales refers to any items sold in addition to, or in lieu of, a unit priced meal. The guidelines governing these sales are as follows:
2. All schools should offer a la carte sales on a daily basis and publicize this fact.
3. All menu items are available daily for a la carte sales and planned into purchasing and preparation.
4. A la carte sales are monitored using production reports, a la carte records, and perpetual inventory reports.
5. All items are to be merchandized in such a manner as to promote sales.
6. In elementary schools, a maximum of three (3) al la carte items should be offered daily in addition to the day's menu items. The items should vary frequently. The items available for sale may be found on the a la carte price sheet published annually.
7. In secondary schools, a minimum of six (6) a la carte items should be offered daily in addition to the day's menu items. These items should vary frequently. The items available for sale may be found on the a la carte sheets published annually.
8. In grades K-5, a student must purchase a lunch or bring a lunch from home before he/she will be allowed an a la carte item (two per child).
9. In grades 6-12, there are no restrictions.

Vendor Deliveries/ Returns

Every time a delivery is made to the school, the manager or manager designee must check the delivery against the delivery ticket and the original purchase order as the items are brought into the school. Brands should be verified as being acceptable according to the current contract.

Any shortages or discrepancies in delivery should be noted on **ALL** copies of the invoice by the driver and initialed by the manager.

Any non-USDA items which are damaged, spoiled, or otherwise unacceptable should not be accepted for delivery. Make a notation on the invoice as to why the item was not accepted and sign or initial the notation. Under no circumstance are USDA items to be returned. Store the items as well as you can and contact the Child Nutrition Office immediately for guidance.

Any questions concerning delivery should be resolved before the driver leaves the school. Call the Child Nutrition Office before the driver completes his delivery.

Do not ask a driver to pick up an item for return. If you have discussed the need to return an item with the Child Nutrition office, the driver will have a pick up ticket. The driver should not pick up anything for return without such a ticket.

You should provide each vendor adequate space to unload his delivery so that you can check it as it comes into the school.

If you ordered an item you must accept it unless you cancelled it through the Child Nutrition office by Friday of the week before.

Handling Emergency Orders

Proper planning, a good inventory, and organization will make the necessity of emergency orders an infrequent event.

Cancellations and additions must be made by noon Friday for the delivery schedule on the following week.

In the event an overage is discovered after the change deadline, the item must be accepted. If the error is a shortage, the manager should make every attempt to borrow the needed item from another nearby school.

If you receive an overage or are unable to borrow an item from another school, you may then contact the Child Nutrition office for assistance.

An Inter-School Transfer Record will be used to properly document the transfer of any item from one school to another. Use form 8/88 for this purpose. These transfer records are to be turned into Child Nutrition at the end of each month.

Special Purchases

From time to time the cafeteria manager may be asked to assist a school in purchasing items for school functions such as PTA dinners, athletic banquets, barbecues, etc. It would be preferable that someone other than the cafeteria manager place these orders. Regardless of who places the order, it should be billed to the school and NOT to Child Nutrition. The manager should assist the school in storing items and accepting delivery. Be very careful that the proper person receives the invoice and the items are not inadvertently billed to Child Nutrition.

No Child Nutrition employee is to make any personal purchase at school through vendors used by Child Nutrition such as milk and bread vendors.

Child Nutrition personnel may not purchase for, or sell to individuals or groups, items intended for use in non-school related functions.

Child Nutrition personnel are not allowed to purchase or remove an item from a school cafeteria.

Inventory Procedures

The procedures listed below are to be adhered to at the end of each month and at the end of the school year to provide a uniform means of conducting inventories.

1. Physically inventory all food, supplies, cleaning supplies, and USDA commodities.
2. Annotate on your Item Master List the quantities on hand.
3. Do not inventory open containers, i.e. ½ gallon, ½ can, ½ bag, etc. Additionally, do not inventory less than ½ of a case regardless of what the item is.
4. Paper supplies that are not whole cases should be listed by number of sleeves. Ecolab products should be listed by each, not cases (unless it is Score and Oasis products).
5. Always make sure that you are aware of the unit pack so that your inventory reflects exactly what you have. Fifty pounds could be reflected as fifty cases if you aren't careful.
6. Click Meals Plus Inventory icon. Sign on and enter password. Go to **Transaction**, then **Physical** on drop down menu. Enter into your computer the last day of the month. Go to site and select your school from the drop down box. You have two choices: 1) Enter item number, then quantity, or 2) Upload items, then enter quantity. Primary quantities are whole cases and Secondary quantities are partial cases. Once done, click save. After entering Inventory print a copy and review. Check this against your original Inventory for accuracy. One copy should be kept at the school and the other is turned into the Child Nutrition office. Inventory needs to be entered into the computer and turned into the Child Nutrition office no later than 9:00 am on the first working day of the new month.

USDA Policy

Items must be stored in such a manner that the oldest can be used first. USDA items should always be used before purchased items. USDA stock, whether refrigerated or dry, should be stored separately from purchased items for both production and inventory purposes.

All USDA items delivered should be accepted regardless of whether or not they were ordered. If the unacceptable USDA item is valued at \$10.00 or more, contact the Child Nutrition office for instructions. If an item or the amount damaged is less than \$10.00, you may discard it and make the proper notation on your production reports. Be sure to remove the discarded item from its container or packaging to prevent someone from unknowingly consuming an unwholesome product. Under no circumstances should any USDA product be taken from the school or given away, regardless of its condition.

Freezers, storerooms, and coolers must be checked on a regular basis with temperatures and dates recorded on the Freezer/Cooler check sheet. In the event of freezer failure in which USDA items are lost, we must be able to provide proof that the freezer was checked regularly, or we will become liable for the cash value of the lost commodities.

Catering Program

Procedure for Requesting Catered Functions

1. Call Child Nutrition and speak with the caterer at extension 4147 or 4260 two weeks prior to the planned event.
2. Discuss menu option choices. If a desired menu item is not available from the suggested list, you may request your choice. The price will be adjusted accordingly.
3. Estimate the number of guests anticipated for the occasion. A confirmed number will be required later.
4. The estimated counts may be decreased up to one week prior to the date of the meal. The count may be increased as late as the third working day prior to the meal. The customer will be charged for the full number guaranteed or actual number served (whichever is greater).
5. Child Nutrition must be given five (5) days prior notice of cancellation for an event scheduled, or payment in the amount of 60% of the total cost based on the confirmed number will be required.

Please refer to the "Creative Catering" handbook published by Child Nutrition for more details and menu items.

Purchase for Personal use, Gifts, & Gratuities

New Hanover County Board of Education employees, officers, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to sub-agreements for their personal use.

The removal of food, supplies, equipment, or school property is prohibited. The outside sale of items such as used oil, empty cans, and the like should be sold by contract between Child Nutrition and the outside agency. Individual sales by any school person to an outside agency or other school person is prohibited.

Failure of any employee to abide by the above stated code could result in a fine and/or suspension, or dismissal. Interpretation of the code will be given at any time by contacting the Director of Child Nutrition.