

SHELBY COUNTY SCHOOLS

DEPARTMENT OF NUTRITION SERVICES

STANDARD OPERATING PROCEDURES

“Putting Healthy Children in Front of Educators Ready to Learn”

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GLOSSARY OF TERMS

USDA - United States Department of Agriculture - Branch of the Federal Government authorized by Congress to administer all child nutrition programs.

FNS - Food and Nutrition Service - branch of USDA charged with operating child nutrition programs at the Federal level.

SNP - School Nutrition Program - program includes the National School Breakfast Program, School Breakfast Program, Summer Food Service Program, After School Snack Program, and all other meal programs focused on school-aged children.

NSLP - National School Lunch Program - program authorized by Congress in 1946 to provide nutritious lunches to school students.

SBP - School Breakfast Program - program authorized by Congress in 1966 to make nutritious breakfasts available to all school students.

FSIS - Food Safety and Inspection Service - public health agency in the U.S. Department of Agriculture responsible for ensuring that the nation's commercial supply of meat, poultry, and egg products is safe, wholesome, and correctly labeled and packaged.

NEP - Nutrition Education Program – Program authorized by Congress in 1977 for implementing nutrition education and training in the nation's schools.

Tennessee State Department of Education - State agency designated to administer school nutrition programs at the state level.

Administrative Review (formerly CRE-Coordinated Review Effort) - Administrative Review – the state agency conducts a comprehensive review of the Child Nutrition Program.

Division of Nutrition Services - Agency of the Shelby County Board of Education authorized to administer food and nutrition services programs in all schools at the local school level.

Free and Reduced Price Policy - Requires all schools participating in the National School Lunch and the School Breakfast Program to provide meals free or meals at a reduced price to students unable to pay the full price of the meal and whose household meets eligibility requirements.

USDA Commodities - Various kinds and amounts of foods made available to school food service programs through USDA depending upon fluctuation in agricultural production and marketing conditions.

DHS - Department of Human Services

GLOSSARY OF TERMS

OneSource - Computer software, which provides for statistical, revenue, production information, and nutritional analysis for meals served in the Shelby County Schools.

Food Based Menu - Foods from specified food groups are offered.

Nutritional Analysis - Determines if the nutrition standards required by USDA and the State of Tennessee are met accordingly and identifies the nutrient content of foods.

Team Nutrition - Team Nutrition - an initiative of the USDA Food and Nutrition Service to support the Child Nutrition Programs through training and technical assistance for foodservice, nutrition education for children and their caregivers, and school and community support for healthy eating and physical activity.

DGA - Dietary Guidelines for Americans - provide advice for healthy Americans age 2 years and over about food choices that promote health and prevent disease.

My Plate - My Plate, formerly My Pyramid, and formerly The Food Pyramid, is used in conjunction with the Dietary Guidelines for Americans and Team Nutrition to help improve children's lifelong eating and physical activity habits.

RDI - Recommended Dietary Intake of nutrients

PROGRAM OVERVIEW

CHILD NUTRITION PROGRAMS AND PROGRAM ADMINISTRATION

AN OVERVIEW

CHILD NUTRITION PROGRAM OBJECTIVES

The National School Lunch Program and the School Breakfast Program help schools provide wholesome, appetizing meals to students every school day. These programs make an important contribution to the nutrition of the nation's children while helping expand markets for farm products. Clearly there is a need for greater emphasis on school meals and their relationship to health and academic performance. Child nutrition programs also provide teaching opportunities through the Nutrition Education and Training Program for building good dietary habits among America's youth. These programs are operated through the cooperation of the U. S. Department of Agriculture, State Department of Education and local school authorities.

BRIEF HISTORY OF PROGRAMS

Healthy Hunger Free Kids Act of 2010

In January 2012, in order to comply with the Healthy, Hunger Free Kids Act of 2010, the U. S. Department of Agriculture released new nutrition regulations for foods served to students through the National School Lunch Program. The rule includes increased financial assistance (an additional six cents per lunch starting in October 2012) for schools that comply with the new nutrition standards. The regulations require that the schools offer fruit (which can be substituted by a vegetable) at every lunch and offer a variety of vegetables ("dark green, red/orange, beans and peas (legumes), starchy, and other") over the course of the week. There are also requirements for including whole grains, and only serving low-fat or non-fat dairy, as well as reducing sodium.

National School Lunch Program

The National School Lunch Act was passed in 1946 and authorized Federal grants-in-aid to states for school lunches. The objective of this legislation enacted by Congress was to "safeguard the health and well-being of the nation's children and to encourage the domestic consumption of nutritious agricultural commodities and other food." This objective has not been altered over the years. USDA is still committed to the task of providing food programs for

all elementary and secondary school students and eliminating hunger and malnutrition from the American populace.

School Breakfast Program

The Child Nutrition Act of 1966 authorized a pilot School Breakfast Program for needy students or students who traveled long distance to school. More recent amendments have given the School Breakfast Program expanded funding levels to allow the program to be made available to all students. Breakfast at school is available to all children in the unified district.

Nutrition Education and Training Program

This federally authorized and financed program provides for nutrition education and training at the local school and community level. Congress passed this legislation in November 1977 as an Amendment to the National School Lunch Act and Child Nutrition Act of 1966.

PROGRAM ADMINISTRATION AT THE FEDERAL LEVEL

Food and Nutrition Service Responsibilities

The Food and Nutrition Service (FNS) branch of the Department of Agriculture administers the various child nutrition programs at the Federal level. State Departments of Education make agreements with local school officials to administer the programs in public schools.

Assistance Available from USDA

USDA provides cash reimbursement and commodity assistance to schools participating in the National School Lunch Program and/or the School Breakfast Program. Cash reimbursements are paid according to the number of meals meeting specified meal requirements served to students. The kinds and amounts of USDA donated commodities vary depending on fluctuations in agricultural production and marketing conditions. USDA, in administering the child nutrition programs at the Federal level, provides technical assistance to FNS Regional Offices and State agencies that in turn, assist local school food authorities in the operation of lunch and breakfast programs as well as the nutrition education program.

The Child Nutrition Program does not receive tax dollars from the Federal Government Operational Funds. Funds are generated from a Federal Tariff to help support the Child Nutrition Program.

PROGRAM ADMINISTRATION AT THE STATE LEVEL

The Child Nutrition Program is administered by the Tennessee State Department of Education School Nutrition Program. Technical services, administrative, and supervisory assistance are provided through the state and district offices.

PROGRAM ADMINISTRATION AT THE LOCAL LEVEL

The Department of Business Operations has charged the Division of Nutrition Services with the responsibility of providing the necessary administrative, technical and financial services to each individual school unit to insure efficient and acceptable food service to the students it serves. The Director of the Division of Nutrition Services directs and coordinates all activities of the division. Area Managers and central office staff are assigned to work directly with school nutrition supervisors and staff to coordinate specific functions related to nutrition services.

Role of Principal in Division of Nutrition Services

The principal is the chief administrator at the local school level and as such is jointly responsible for the overall operation of the nutrition services program in the school. The principal is a valuable asset for a successful nutrition services operation as they set the stage for the general interest and well-being of the cafeteria. Their support and promotion of the program is part of the overall educational process. The principal's endeavor is to integrate nutrition education into the total education community. He/she encourages good relationships among the faculty, students, parent organizations, and cafeteria personnel.

Other responsibilities include the scheduling of breakfast and lunch periods, implementing the free and reduced price meals policy, and evaluating manager and program effectiveness. Policies and guidelines have been developed by the Board of Education and the Department of Business Operations through the Division of Nutrition Services to aid the principal in administering a successful nutrition service program at the local school level.

Principal-School Nutrition Supervisor-Nutrition Services Central Office Relationship

A successful nutrition service program is the result of the coordinated efforts of many individuals, with each person performing specially designed tasks to the best of their ability. The school nutrition supervisor has been assigned the task of managing the nutrition service operation at the local school level. This complex and challenging job carries with it various duties and obligations; both to the school principal to whom the manager is responsible, and to

the Nutrition Services Central Office staff which has been delegated the task of operating a financially sound but effective nutrition service program in each school.

A thorough understanding of established policies and regulations, and the application of these policies and regulations by all concerned is a must for a successful operation.

Open lines of communication are vital. The school principal should feel free to call upon the Nutrition Services Director at any time to discuss problems or concerns he or she may have, or any misunderstandings related to the school nutrition supervisor or the manner in which assigned responsibilities are being carried out.

SECTION I

General Information and Cafeteria Daily Operations

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.001
Free and Reduced Price Meal Programs

All schools participating in the National School Lunch and National School Breakfast Programs are required to offer lunches and breakfasts to all students in attendance and supply these without cost or at a reduced cost to students who are determined by local school authorities to be unable to pay the full price thereof in accordance with the local Board of Education's policy for free or reduced price meals. *Federal Policy*

Scope

This includes only regularly enrolled students (k-12) at the school and does not include special students who may be attending the school but are not counted as a part of the school's enrollment. These special students will be required to pay the total cost of producing the meal.

Procedure

1. Each school system participating in the Child Nutrition Program is required to annually develop a free and reduced-price meal policy which details how such meals will be made available to eligible students.
2. The basic free and reduced price policy requirements consist of a policy statement, a public release, a parent letter and application and the Eligibility Guidelines as issued by the United States Department of Agriculture.
3. A school's "free and reduced-price policy" includes a system for distribution of student ID numbers, rosters, and money in which students eligible to receive free or reduced-price meals will not be singled out or openly identified in any way. Any collection procedure used must have a built-in accounting system to record the number of paid, reduced-price and free meals served daily. A student's eligibility for free or reduced-price meal is determined in accordance with the school system's free and reduced-price meals policy.

Responsibility

The Shelby County Schools Board of Education annually submits to the state agency a Free and Reduced-Price Meals Policy Statement. Through the process of Direct Certification, a student that is currently receiving benefits through the Department of Human Services is automatically approved for free meals.

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.002
Nondiscrimination

There must not be any discrimination of children receiving free and reduced-price benefits. Please see the official non-discrimination statement below.

Scope

This policy applies to all children that participate in the Child Nutrition Program.

Procedure

1. The names of the children must not be published, posted or announced in any manner.
2. The children must not be required to work for their meals or milk.
3. The children must not be required to use a separate dining room, separate serving line, or separate serving time, etc.
4. The children must not be denied a meal as a form of punishment.
5. There must be no overt identification of any of the children by use of special tokens or tickets. The school district must use the approved collection procedure.

Responsibility

The School Nutrition Supervisor at each school site is responsible for ensuring full compliance in the cafeteria.

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To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

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Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.003
National School Lunch and School Breakfast Programs

The final rule that updates the meal patterns and nutrition standards for the National School Lunch and School Breakfast Program to align them with the Dietary Guidelines for Americans was effective March 26, 2012. Compliance with the provisions of this rule began on July 1, 2012. “This rule requires most schools to increase the availability of fruits, vegetables, whole grains, and fat-free and low-fat fluid milk in school meals; reduce the levels of sodium, saturated fat and Trans fat in meals; and meet the nutrition needs of school children within their calorie requirements. These improvements to school meal programs, largely based on recommendations made by the Institute of Medicine of the National Academies, are expected to enhance the diet and health of school children, and help mitigate the childhood obesity trend.”

Scope

All schools participating in the national school lunch program and school breakfast program must adhere to this policy.

Procedure

Schools are required to:

1. Offer fruits and vegetables as two separate meal components
2. Offer fruit daily and breakfast and lunch
3. Offer vegetables daily at lunch, including specific vegetable subgroups weekly (dark green, orange, legumes, and other as defined in the 2005 Dietary Guidelines) and limited quantity of starchy vegetables throughout the week
4. Offer whole grains: half of the grains would be whole grain-rich upon implementation of the rule and all grains would be whole grain-rich two years post implementation
5. Offer fluid milk that is fat-free (unflavored and flavored) and low-fat (unflavored only)
6. Offer meals that meet specific calorie ranges for each age/grade group
7. Reduce the sodium content of meals gradually over a 10-year period through two intermediate sodium targets at two and four years post implementation
8. Prepare meals using food products or ingredients that contain zero grams of trans fat per serving
9. Require students to select a fruit or a vegetable as part of the reimbursable meal
10. Use a single food-based menu planning approach
11. Use narrower age/grade groups for menu planning
12. The TN State Department of Education Office of Child Nutrition shall: conduct a nutritional review of school lunches and breakfasts as a part of the administrative review process

13. The TN State Department of Education Office of Child Nutrition shall determine compliance with the meal patterns and dietary specifications based on a review of menu and production records for a two-week period
14. The TN Department of Education Office of Child Nutrition shall review school lunches and breakfasts every 3 years, consistent with the Healthy Hunger Free Kids Act (HHFKA)

Responsibility

The School Nutrition Supervisor at each school site is responsible for serving the approved meal pattern.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

References:

1 Federal Register/Vol. 77, No.17/Thursday, January 26, 2012/Rules and Regulations, page 2
2 Federal Register/Vol. 77, No.17/Thursday, January 26, 2012/Rules and Regulations, page 2-3
Food and Nutrition Service (FNS), United States Department of Agriculture (USDA)
7 CFR Parts 210 and 220 (FNS-2007-0038) RIN 0584-AD59

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.004
Offer versus Serve

Offer versus serve is implemented at all grade levels (**Pre K-12**) in the Shelby County Schools breakfast and lunch programs.

Scope

This policy applies to all schools participating in the School Breakfast Program and/or National School Lunch Program.

Procedure

1. In the lunch program, each school shall offer its' students all five required meal components. The five meal components are meat/meat alternate, grain, fruit, vegetable, and milk. **A reimbursable meal must contain at least three of the five required meal components, one of which MUST be a fruit or vegetable.**
2. Students are permitted to decline one or two of the required five food components during lunch.
3. The price of a reimbursable lunch shall not be affected if a student declines food items.
4. Offer versus serve is implemented in the breakfast program. The three meal components are grain, milk, and fruit/vegetable. **A reimbursable meal must consist of at least three items from two of the meal components offered.**

Responsibility

The School Nutrition Supervisor at each school site is responsible for ensuring offer versus serve.

Effective Date: July 1, 2013

Revision Date: April 30, 2013 July 17, 2013 July 18, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.005
Competitive Foods

“Competitive Foods” means any foods sold in competition with the School Breakfast Program and/or National School Lunch Program to children on the school campus during the breakfast and/or lunch periods. There shall be no competitive foods offered at school.

Scope

This applies to all schools participating in the School Breakfast Program and/or National School Lunch Program.

Procedure

1. Any sale of food or beverages to students before school opens and during school hours will be by the Division of Nutrition Services through the School Nutrition Supervisor assigned to that school. These foods must meet the minimum nutritional standards established by the United States Department of Agriculture.
2. The sale of food items as a fundraiser is limited to after school hours.
3. In secondary schools, vending machines may be operated by nutrition services for the sale of non-carbonated juice products and other food items meeting the USDA minimal nutrition requirements. The following are the provisions for operating vending machines:
 - Vending machines may be operated by the local school in employee lounges for employee use only. Students will not be allowed to make purchases from these machines.
 - Vocational centers may operate vending machines. Sales are restricted to students attending classes in the respective center.
 - Vending machines in gyms or other recreational areas will not be operated before and during the school day.

Responsibility

The school administration and the Division of Nutrition Services director will work in conjunction to ensure the competitive foods policy is followed.

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.006
Cell Phone Usage

To maintain workplace safety, all Division of Nutrition Services employees are prohibited from the use of a cell phone (including text messages and camera phone) while performing work on behalf of the school district.

Scope

This procedure applies to all employees of the Division of Nutrition Services.

Procedure

1. Cell phone use is not allowed while operating a moving vehicle on behalf of the school district. This includes but is not limited to vehicles such as warehouse trucks and vans, equipment vans and catering vans.
2. Material handling equipment shall not be operated while using a cell phone. This includes but is not limited to pallet jacks and forklifts.
3. Cell phones will not be in use while handling food or in an area where food handling occurs.
4. Cell phones are permitted during break time in the designated break area.
5. Any employee found using a cell phone not in accordance with the aforementioned will be asked to immediately suspend use of the cell phone. Continued violation of this policy will result in disciplinary action.

Responsibility

Immediate supervisors are responsible for observing subordinates for proper cell phone use.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.007
Food for Sale or Personal Use

No special preparation of food shall be made in the cafeteria for personal use. No employee is allowed to purchase food and supply items from vendors for personal use.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The cafeteria facilities and labor force are provided in each school solely for the purpose of preparing and serving meals for the students and faculty of that particular school.
2. No employee may bring foods from home which requires additional preparation using cafeteria facilities.
3. Personal catering by School Nutrition Supervisor using Nutrition Services food and equipment is prohibited.
4. Cafeterias are not permitted to prepare and sell food to be taken off the premises. An exception to this would be meals that are prepared for students who leave before serving time on a field trip. Special arrangements should be made by the teacher with the manager for an activity such as this at least three weeks in advance of the proposed activity.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.008
Use of Kitchen, Serving Area, and Refrigeration

The preparation and service of food in schools is under strict regulation of the Memphis and Shelby county Health Department. No preparation, service, or storage of food by other than Nutrition Services personnel shall be permitted in school kitchens or cafeterias.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. School kitchens shall be used solely for the preparation of daily meals served to students, faculty, and staff.
2. School cafeteria serving areas shall be used solely for the service of daily meals served to student, faculty, and staff.
3. Cafeteria refrigeration and freezers shall be used solely for the preservation and storage of food purchased by the cafeteria from an approved source. It shall not be used for storage of beverages, personal food items, or medication brought from home.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.009
Unauthorized Personnel

No unauthorized personnel shall be allowed in the cafeteria kitchen, serving area, or storage area.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Persons on official business such as equipment repairmen, plumbers, and pest control technicians, etc. are exempt from this policy.
2. Children of cafeteria personnel or other district employees who attend the school and must arrive early and wait until the school doors officially open can not wait in the kitchen or serving area.
3. Only authorized food service personnel hired and trained by the Division of Nutrition Services are allowed behind the serving line.
4. School faculty, staff, and children should not be allowed to serve themselves behind the serving line. This does not include special self-serve buffet lines and sandwich/salad bars.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.010
Suspected Theft in Cafeteria

All food, equipment, and supplies used in individual cafeterias are the property of the Board of Education and shall not be taken out of the individual cafeteria for any reason. This also includes the Central Nutrition Center and all satellite locations.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The Board of Education reserves the right to examine the contents of large tote bags, parcels or packages that are being taken from the school premises if theft is clearly suspected.
2. The school principal and Nutrition Services central office must be notified immediately if any theft is suspected.
3. If a manager feels that a search of personnel is in order, the following procedure must take place:
 - May search only one person at a time.
 - Must be done in private
 - Must be two persons present during the search; one must be the principal or his/her designee.
 - Must be of same sex as the person being searched.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.011
Disposing of Leftover Food, Supplies, and Packaging

Leftover food items cannot be sold or given to anyone. Leftover food is the property of the Board of Education and cannot, under any condition, be given away or sold to anyone for any purpose. This includes boxes, cartons, cans and all other packaging.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Leftover food items shall be properly cooled and stored for another day if usable. All plate waste or scraps must be put in disposal or garbage can. They can not be saved for animal scraps to be carried away from the cafeteria by anyone.
2. Unopened cartons of leftover milk cannot be re-served to students. All unopened cartons of leftover milk shall be disposed of in the following manner:
 - Open the cartons and pour the milk in the garbage disposal or dish room sink to drain.
 - The empty cartons shall be flattened and put in the trash.
3. This milk cannot be given away to adults or taken home by any employee of the school system.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.012
Food Service in Emergency Situations

In the event of any emergency effecting service of meals to students, Nutrition Service Managers shall follow the emergency menu plan located in the Grocery Order Guide for both elementary and secondary schools.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Ensure that emergency menu items are on hand at all times.
2. Notify the Area Manager, Team Leader and the school Principal.
3. Ensure proper meal accountability.
4. In the event of computer breakdown use POS - Tally Sheets for proper accountability and ensure complete and accurate production control.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.013
Special Diets

Schools are required to make substitutions in foods listed in the meal pattern for those special needs children who are unable to consume specified food items. The principal makes the determination on a case by case basis that a special needs child shall be provided substitutions in foods only when supported by a statement signed by a physician licensed by the State. The supporting statement shall identify:

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

- A.** The individual's special needs condition, and an indication that the special need restricts the child's diet. Including:
- B.** The major life activity affected by the special needs condition; and
- C.** The food or foods to be omitted from the child's diet, and the food or choice of foods that may be substituted.

When faced with a request for special meals for children with food allergies or intolerances that will limit major life activity, schools must abide by the determination of the physician or official who classifies children as special needs.

Special formulas or supplements for children are available upon notification of the dietitian and consultation with the attending physician. Special blenders or food processors may be needed for food production. These needs should be requested through the Director or dietitians.

Non-Special Needs Students

Schools may at their discretion make substitutions for children who are not special needs but who are unable to consume a food item because of medical or other special dietary needs. Such substitutions may be made on a case by case basis only when supported by a statement signed by a recognized medical authority.

The supporting statement shall include:

- A.** An indication that the medical or other special dietary need restricts the child's diet; and
- B.** The food or foods to be omitted from the child's diet, and the food or choice of foods that may be substituted.

There shall not be an additional charge to the child for the substituted food.

Procedures for Handling Special Diets

After a child has been identified as needing a special diet, the following steps should be taken:

1. Be sure a copy of the diet prescription is on file at the school in the main office and the Nutrition Services manager's office.
2. Contact dietitian for assistance with diet prescription.
3. Meet with principal, teacher, dietitian and parent, as necessary, to discuss nutrition/feeding plan for student.
4. Meet with and train nutrition service staff involved in the food preparation and service of the diet.
5. Provide the right eating environment.
 - If the child eats in the cafeteria, be sure that the child can be identified in the serving line so that he/she receives the correct tray.
 - If the child is served in a classroom, a plan should be in place to safely transport food to the child.
6. A plan for proper sanitation of food preparation equipment and feeding utensils must be followed.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.014
Handling Complaints

If a student purchases or receives an item on his/her tray about which he/she makes a complaint, the item in question should be carefully examined by the manager

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. If it is determined that the complaint is legitimate, the item should be replaced with another of the same type item, if possible. Only in rare cases is it necessary to refund money. Refer to Chapter 3 for correct reporting procedures if refund is made. Managers should always be respectful and courteous when handling complaints.
2. If a foreign object is found in a food item, a Foreign Object Report must be completed and mailed to the Director of Nutrition Services along with the food sample if any foreign material is found in a food item. (Exhibit 1-4) Do not discard the foreign object. Call the central office and the Area Manager immediately.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.015
Replacing a Dropped Tray

If a student drops his/her tray unintentionally, the meal must be replaced without additional cost to the child. Older students may be charged for the replacement if it can be determined that the dropped tray is due to carelessness or “horse play” on the part of the student.

Scope

This procedure applies to all school cafeterias and satellite operations.

Procedure

1. Replace the dropped tray with a comparable tray.
2. The dropped tray must be discarded.
3. Indicate the dropped tray on the production record.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.016
Field Trips

The school nutrition supervisor should request of the principal that the cafeteria office be notified three (3) weeks in advance when groups of students such as band, choral, ROTC, etc. will be away from the school during the school day and will not require meal service. This will allow the school nutrition supervisor ample time to reduce the number of servings of food to prepare for that day.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Upon notification of a field trip, the supervisor will order sack lunch menu items and supplies using the grocery order guide.
2. A check off roster should be used for accountability if students are not served at the POS.
3. Ensure that all students are entered at the POS according to their lunch status.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.017
Students Visiting Other Schools

The school nutrition supervisor should ask the principal to notify the cafeteria office when student visitation has been arranged between two schools during meal time. (Example: kindergarten students visiting assigned school for the first grade).

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The school nutrition supervisor at “home” school should be notified of number of students who will not be there for lunch on the specified day. This notification should be made well in advance (3 weeks) so the school nutrition supervisor will not prepare for them.
2. The School Nutrition Supervisor should contact the Central Nutrition Center IT department for instructions on meal accountability for the day of the visit.
3. The school nutrition supervisor at the school to be visited should be notified three (3) weeks in advance of number of additional students to expect so that plans can be made to have enough food available for all students.
4. This procedure is necessary for audit purposes and for accurate meal claims.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.018
Lunch Schedules

The school nutrition supervisor should request that a copy of the daily lunch schedule be provided by the principal's office. Elementary school schedules usually include time, teacher, grade and section.

Secondary school lunch schedules usually list the various serving time.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

The cafeteria serving line (steam table) should be set up and garnished **fifteen to thirty minutes** before the daily lunch service begins.

Altering Lunch Schedules

The school nutrition supervisor should request of the principal that the cafeteria office be notified when students are scheduled to attend an activity that will necessitate the altering of the regularly scheduled lunch period. The supervisor should be given ample notice so that adjustments can be made to the cafeteria work schedule.

Every effort must be made to avoid having personnel work more than their scheduled work hours, which would necessitate additional pay.

When the nutrition manager is notified of changes in the regular lunch schedule in advance, he/she can reschedule work times of cafeteria employees to coincide with the altered lunch schedule

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.019
Food Service for School Visitors and Invited Guests

Persons who are conducting business at school during meal time may eat in the cafeteria. All items must be paid for at the point of sale. Parents and other interested citizens may also be invited to participate in special events sponsored by the cafeteria or by the school.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. When large numbers of guests are scheduled to eat in the cafeteria, the manager and principal should work together in determining the serving time for guests so that there will be as little disruption as possible with the regular serving schedule. Plans should be made far enough in advance to allow ample time for obtaining the necessary quantities of extra food items needed.
2. Visitors and invited guests will be served the same portion sizes and must be charged the prevailing adult prices. **Preschool age visitors must be charged the same as adults.**

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.020
Special Meal Functions

From time to time, requests are made of nutrition services personnel to prepare and serve dinners for various school related groups. The following procedures have been developed to aid in this service.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The supervisor should notify the Division of Nutrition Services in writing as soon as he/she is requested to provide food for the function or work the function.
2. Dinner is to be served no later than 6:00 p.m. whenever possible.
3. The meal should be served cafeteria style unless the sponsoring group provides serving staff.
4. Tables in dining area must be cleared before the program begins so that dishwashing and general kitchen cleanup can proceed as quickly as possible.
5. Price quotation for special dinners includes cost of food, labor, and benefits. Items such as table cloths and table decorations will be the responsibility of the group sponsoring the function.
6. Under normal circumstances, meals will not be served on in-service days or scheduled cleanup days.
7. The Special Activity Form should be completed and the pink copy given to the person responsible for payment of each meal at the end of the activity.

Nutrition Services Special Meal Functions

Special meal functions are any meals that will be served in addition to the regular breakfast, lunch, and after school snacks/suppers in school cafeterias.

Procedures:

The principal will need to notify the Nutrition Services Supervisor at their location at least three (3) weeks prior to the date of the function that he/she or an organization would like to host the function in the cafeteria. Let the Supervisor know if the food and/or supplies will be purchased through Nutrition Services or that another organization will be donating them.

If the food and supplies will be purchased through the cafeteria, a price will be given based on the food items that are selected. Labor is included in the price of the meal.

If food and supplies are donated, the school or the organization will be charged for the labor of Nutrition Services personnel working during the function. Only Nutrition Services personnel are allowed to prepare food in the kitchen and/or serve from the steam table during these functions, per Memphis and Shelby County Health Department guidelines.

The principal will need to email, fax, or send a letter to the Director or his designee to formally request the use of the cafeteria and request services of the cafeteria personnel at least two (2) weeks from the date of the function. Indicate the date, time, number of expected guests, and who will be paying for the function. If food is donated, it must also be indicated in the letter.

A Special Activity Form will be completed by the supervisor and signed by the principal and the person responsible for payment. This form is the invoice for the function. The Special Activity Form is due after the activity. The supervisor will send the Special Activity Form to the Central Nutrition Center.

Acceptable Methods of Payment:

- Official school checks must be made payable to the school cafeteria fund.
- Correct budgetary coding with the Special Activity Form attached.
- Official checks from the organization sponsoring the function if the check is made payable to the cafeteria fund where the function was held.
- No personal checks will be accepted.

The white copy should be sent to the Division of Nutrition Services Office at the end of each function. The supervisor files the canary copy for accounting purposes at the end of each function. The pink copy should be kept by the person or organization responsible for payment.

Other Agencies

The Division of Nutrition Services, in cooperation with special funded program operations, may provide meals for persons involved in these programs. Such arrangements must be made through the Nutrition Services Director.

Those special funded programs include Head Start, Senior Citizens, Infants and Toddlers of Students, Grandma's Daycare, Early Childhood (Federal Programs and Grants), Saturday Scholars, and after school snack program.

All forms are due in the Division of Nutrition Services Office at the end of the monthly reporting period for all schools.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.021
Inspection of Food Items before Preparation

All food items should be carefully inspected before preparation or serving for any type of foreign matter, off-color, off-taste or offensive odor.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

If the item is at all questionable, it should not be used. The Central Nutrition Center must be contacted immediately. Save the item, and label the container for area manager to review. In addition, note all information concerning the defective item on a "Foreign Object Report" and send directly to the Director of Nutrition Services.

Use the Complaint-Compliment-Comment Form to make complaints, compliments, comments about food items, supplies, equipment, vendor service, etc.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.022
Removal of Dishes and Silverware from the Cafeteria

All persons should be discouraged from taking plates, glasses, silverware, serving trays, and other dishes from the cafeteria to other parts of the building or on the campus.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Replacement of these items is very expensive. Shortages of these items also cause inconveniences by holding up the serving lines. The cooperation of the principal should be enlisted in this matter. If a cafeteria needs to borrow plates, glassware, silver, or other dishes for a special function, the Nutrition Services Office should be contacted to make the necessary arrangements for the loan of the items needed.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.023
Office Supplies and Printed Report Forms

At the beginning of the school year, an allotment of office supplies and printed reporting forms are sent to each cafeteria with the first warehouse delivery.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

This package includes all forms and supplies needed for the day-to-day operation of the cafeteria. The printed forms supplied should be enough to last the entire school year except in unusual situations. Additional forms or supplies may be requested by calling the Division of Nutrition Services Area Managers.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.024
Inventory Ordering

All stock items shall be ordered according to the proper schedule. This includes frozen, dry, chemicals, produce, bread, milk, juice, and a la carte items.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Please refer to the inventory ordering schedule and the OneSource inventory ordering instructions to complete orders.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.025
Office Organization

The supervisor often overlooks the importance of good office organization. Poor office organization causes the supervisor to do unnecessary nonproductive work. If each manager will follow the suggested office arrangement shown in the exhibits, not only will the time and energy of the manager be reduced, but also that of any substitute supervisor because they will not have to “hunt” for things. They will know just where to look.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Desk

“A Place for everything and everything in its place.” Refer to the diagram showing the arrangement for the contents of the manager’s desk. A definite place has been indicated for each item the manager uses on a daily basis. Keep drawers neat and in good order.

File Cabinet

- If the cabinet has four drawers, use the 1st and 2nd drawers for “active” files. The third drawer can be used for miscellaneous materials. The fourth drawer is for current blank forms. Discard any old forms from the previous school year.
- If the cabinet has only two drawers, use the 1st and 2nd drawers for “active” files. Store the current blank forms in the manager’s office where they can easily be found. Discard any old forms from the previous school year.
- Vendor Printouts and Vendor Invoices should be stapled together alphabetically **by the week** and filed in the appropriate file. **Do not** file by separate vendor names in the filing cabinet.

General Information

- A new “General Information” form is provided for each manager at the beginning of the school year for posting vital operational information.
 - Complete all the information asked for on the form. **POST** the completed form in the manager’s office in a visible location for reference as needed.
- No Exceptions.**

Items to Post in the Manager's Office:

MANAGER'S WORK SCHEDULES

MENUS

GENERAL INFORMATION FORM

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 1.026
School Gardens

Schools across the nation are using gardens to help children discover where food comes from and to develop healthy eating habits. Gardens provide a way for children to grow, harvest, prepare, and ultimately taste new fruits and vegetables. When appropriate precautions are taken fruits and vegetables from school gardens can be served safely to students. Before starting a school garden, check with your local health department about their policies on serving food grown in gardens in school meals.

Potential food safety risks should be taken seriously. Produce grown in gardens can be contaminated during growth, harvest, transportation, preparation, or service and result in food borne illnesses. The practices addressed in this document will help program operators enhance the safety of fruits and vegetables grown in school gardens. (USDA, NFSMI)

Scope

This procedure applies to all school gardens.

Procedure

- Site Selection
 - Prior land use
 - Garden site should be away from garbage, utilities, animals, water runoff, flooding, septic systems
 - 811 Call before you dig – To ensure that gas, electric and other utilities are avoided to prevent damage.
 - Clearing the site
 - Remove debris such as rocks, boards, old plant supports, general organic/non-organic debris, chopping bulky plant material
 - Incorporate organic material at least 6 weeks prior to planting
 - Soil test – Identify soil history from all sources.
 - A soil test will help determine the amount of:
 - Lime and/or nutrients to apply
 - Level of contaminants such as chemicals, pesticides, lead, etc. especially located near high traffic zones.
 - Too much fertilizer:
 - Wastes money and fertilizer
 - Can injure, even kill plants
 - Can contaminate the soil and water

- Proper pH range 6.0 – 6.2
 - Lime is used to raise the pH
 - 6 months generally required to see activity
 - Lime in fall
 - Barriers
 - Create reasonable barriers to keep wild animals away from the garden.
 - Materials
 - Use non-toxic, non-leaching materials for raised-bed gardens, containers, stakes, or trellises. Do not use pressure-treated wood, used tires, single use plastics, old railroad ties, etc.
 - Standards of Procedures
 - MSDS/Storage: Chemical and fertilizer products stored properly in a secured location and restricted to adult use only. Accurate Materials Safety Data Sheets on file at location. Products used according to manufacturer's directions. Label dispensing containers with common name. Dispose products according to manufacturer's directions.
 - Water testing: Municipal water source is safe. Test all non-municipal sources quarterly. Maintain water testing records. Use food grade containers to transport water.
 - Compost/Log: Refer to Weekly Garden Safety Checklist
 - Emergency Action Plan
 - Insurance/Liability
 - Federal/Local Regulations with the State of TN
 - Using School Garden Produce in your School Meal Program
 - *Accept produce harvested from school gardens only when school nutrition staff is present to receive it. All produce dropped off or left when staff is not present should not be used in the school meal programs*
 - *Reject produce that does not meet school nutrition program standards*
 - *If the harvest from the school garden will be used in the school meals program, the school garden coordinator should work cooperatively with the school nutrition director to plan and implement the garden.*
 - *Refrigerate garden produce immediately, unless the particular item is normally held at room temperature.*
 - *Store, prepare, and serve school garden produce separately from other sources of produce to maintain traceability.*
 - *Document service of school garden produce on the menu management/food production record.*

Responsibility

The Nutrition Services Farmer Manager and assigned staff at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013

Revision Date: May 7, 2013

Section II

Personnel and Staffing

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 2.001
School Supervisor Responsibilities

The School Nutrition Supervisor assigned to each location is responsible for the overall day-to-day operation of the school cafeteria.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Supervisor shall complete all reports or forms according to program requirements.
2. Supervisor shall monitor the operation at all times to ensure the program is in good standing, i.e. food cost, labor cost, supply cost.
3. During the serving periods, line service must be monitored.
4. No office work shall be scheduled during serving periods.
5. Customer satisfaction must be a priority during serving periods.
6. Sanitation procedures must be monitored for compliance.
7. Food items required for replenishing serving lines must be monitored for adequate quantity.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 2.002
Leaving the Cafeteria during Work Hours

Any Supervisor needing to leave the cafeteria for any reason during the work day may do so only after notifying the appropriate offices.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

If the school nutrition supervisor must leave the cafeteria for an emergency, the Principal's office and the Area Manager must be notified. If the time away from the school during work hours is significant the Area Manager will need ample time to provide a replacement manager to "hold" the school. Notification must also be made to both the Principal's office and the Area Manager when returning to the cafeteria.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 2.003
Daily Work Schedule

A detailed written daily work schedule for each employee **must** be prepared by the supervisor and posted for easy reference for the employee.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Be sure to include lunch time and break times. Do not schedule breaks during serving periods.
2. Fill out one schedule for each employee showing tasks involved for the day's menu preparation (lunch and/or breakfast).
3. Include all tasks to be done from "sign-in" time to "sign-out" time.
4. Assign a time and time limit for each task.
5. If menu is in the regular cycle, the individual work schedules may be collected at the end of the day and used again the next time that particular menu comes up in the cycle. This saves valuable time for the supervisor.
6. Review the schedule for the day with each employee.
7. Post the schedule in the employee's work area so that it can be easily seen and followed.
8. Check often to ensure that the assignments are done as specified.
9. When preparing a work schedule remember:
 - It is a time-consuming task
 - It is the school nutrition supervisor's responsibility
 - The workload must be balanced and fair to all involved
 - Rearrange work schedules as often as necessary for continued improvement and overall efficiency
 - List every job regardless of how small; assign it to someone. A small job left unassigned can seriously hamper an otherwise smooth operation.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 2.004
Professional Development and Staff Training

Membership and participation in professional organizations promoting school food service are encouraged.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Interested employees may apply for membership in the School Nutrition Association (SNA) through the national office, state office, or locally through the chapter or central office.
2. Eligible employees may also apply for membership in other professional organizations for school business officials or Registered Dietitians.

STAFF TRAINING

Central Office Staff are responsible for organizing and developing informal/formal training programs and materials for all Nutrition Services employees. Staff training increases the efficiency and professional growth of the employee. Simulated classroom, on-the-job, POD cast video, State and National Conferences, and Professional Development sessions are all methods that provide and reinforce positive training experiences.

School Nutrition Supervisors are required to provide and continue on-site training with their employees. School Nutrition Supervisors are required to document and keep an on-site record of all training. The training record should have attached documentation listing the date, agenda, signature of participant(s), and training materials. All training materials should be labeled, filed, and stored in the Manager's office.

NATIONAL, STATE, AND REGIONAL SCHOOL NUTRITION ASSOCIATION MEMBERSHIP

The School Nutrition Association (SNA), formerly the American School Food Service Association, is a national, nonprofit professional organization which represents members that provide high quality, low-cost meals to students across the country. The School Nutrition Association is recognized as the authority on school nutrition and has been advancing the availability, quality, and acceptance of school nutrition programs as an integral part of education since 1946.

The Association works to ensure all children have access to healthful school meals and nutrition education.

Membership and participation in professional organizations promoting school food service provide still other sources for self-improvement. Membership in the School Nutrition Association carries with it a subscription to the *School Food Service and Nutrition Publication*, a most informative and helpful magazine published monthly. In addition, the national association is constantly working at all levels to obtain funds, promote better understanding and support for Child Nutrition Programs and to meet nutritive needs of the school children in the nation.

The State Association (Tennessee School Nutrition Association) works to improve the image of school food service at the state and local levels. Attendance and support of these organizations provide wonderful networking opportunities for the sharing of common problems and the exchange of workable ideas for the improvement of school food service in all areas. Both the state and national association sponsor annual conferences in the months of June and July each year. Also, the School Nutrition Association offers a variety of scholarship opportunities to assist in the continuous education and professional growth of the active members. The members are encouraged to further their professional development through **SNA Certification and Credentialing**. Becoming a SNA certified member adds credibility to one's position and to individual's school program. It is also a factor in attracting people to careers in school foodservice and nutrition.

Additional benefits:

- Increases your knowledge and skills of food safety, nutrition and more
- Enhances your professional image with parents, children, peers and school administrators,
- Enables you to stay current on issues concerning school nutrition initiatives
- Increases pride in one's work
- Formalizes recognition of your professional achievement

SNA has established certification standards for academic education, **specialized training** and work experience as conditions for granting certification, and has established standards for continuing education as a condition of maintaining certification.

LOCAL AFFILIATED CHAPTER OF TENNESSEE SCHOOL NUTRITION ASSOCIATION

There is one locally affiliated chapter. The **Greater Memphis School Nutrition Association** merged from north and south area schools. During the 2013-2014 school year, the name will change to the **Shelby County Schools School Nutrition Association**. The officers are elected by the active members of the organization. Supervisors are encouraged to belong to this local group. The purpose of the local chapter is the same as the state level's purpose, hence is to

promote all areas of food service development to further the professional growth of the members. The members of the association consider it a privilege, as well as an obligation, to be affiliated with the association. Members actively support the Association by attending all meetings, accepting office or committee assignments, and participating in all actions concerning the general welfare of the group.

Active Greater Memphis School Nutrition Association members belong to the state and national association. The members have access to the Child Nutrition U on line courses offered by the School Nutrition Association (SNA). Active members increase their knowledge regarding the Child Nutrition Program through the “Tuesday Morning Newsletter” Publication and The Daily Mix. The newsletter provides members with up-to-date federal legislative news of the Child Nutrition Program media coverage, as well as state legislative material information. The Daily Mix is a collection of news articles pertaining to the School Nutrition Program. The Daily Mix content ranges from highlighting individual school programs to district wide school operations topics. It is accessed through the SNA web site and may be viewed daily.

Responsibility

Collaboration from all facets of the Division of Nutrition Services is encouraged. It is the individual employee’s responsibility to pay all dues and keep membership current.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 2.005
Requesting Cafeteria Staff to Run Errands

Under no circumstances shall a school nutrition technician be asked to leave the school to run an errand for the supervisor.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 2.006
Information on Bulletin Boards

Adequate bulletin board space must be provided. This space is to be used by the supervisor for posting work schedules, menus, etc.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

POSTING TIME FOR RELIEF AND MEAL PERIODS

Breaks and meal periods are posted on individual work schedules as well as the master schedule by the supervisor. In the event of an emergency, exceptions may be made.

POSTING JOB DESCRIPTIONS

Copies of each employee's job description shall be posted within the department. Refer to for a copy of job descriptions.

POSTING GENERAL WORK SCHEDULES

A detailed written general work schedule for each employee must be prepared by the supervisor and posted for easy reference by the employee. Clear, concise work schedules are good tools of management.

POST MATERIAL SAFETY DATA SHEETS, CHEMICAL RIGHT-TO-KNOW, AND ANY EMERGENCY PROCEDURES FOR YOUR LOCATION

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 2.007
Staffing the Cafeteria

The success of any business depends largely on its personnel and the Division of Nutrition Services is no exception. Recruiting qualified personnel is given top priority. The Department of Human Resources is charged with the responsibility for personnel employment and maintenance of employee records. The Division of Nutrition Services provides technical assistance to all Nutrition Services employees.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Staffing is determining the number of employees needed to perform the required tasks within a given period of time. It is the joint responsibility of the Division of Nutrition Services and the Department of Human Resources to staff each individual Nutrition Services operation. The Division of Nutrition Services Central Nutrition Center staff determines the total labor hours for each school location before the beginning of a new school year. The staff allocation is sent to Human Resources for supplying the necessary personnel.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 2.008
Staffing Guidelines for School Technicians

To encourage the most efficient and effective use of human resources available, guidelines are established for determining the number of labor hours required for the daily operation. This includes both breakfast and lunch service.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

The Hour Allotment Guide-Breakfast Program is used to determine the number of labor hours necessary for preparing, serving and cleaning at locations where breakfast programs are in operation. This allocation is based on the average daily number of breakfasts served to students.

The Hour Allotment Guide-Lunch Program is used for determining the number of labor hours to be used for the lunch service. This includes meal pattern lunches and a la carte service. The formula to determine the average number of meals served for labor allocation is:

Daily Average meals served plus meal equivalent comprise the number used for staffing (meal equivalents are a la carte sales divided by the reimbursement rate). The number is compared to the meals per labor hour chart to determine staffing

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 2.009
Employee Uniforms

School technicians are expected to wear CLEAN, NEATLY PRESSED and LOOSE FITTED UNIFORMS approved by Division of Nutrition Services and CLEAN, SOLID WHITE or BLACK, UNIFORM or SLIP RESISTANT SHOES during regular work hours. UNDERWEAR should be SOLID BLACK or WHITE, NO PRINT or THONGS. FINGERNAILS should be NEATLY TRIMMED WITHOUT POLISH.

Scope

This policy applies to all schools cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

All employees are provided with hair restraints. Employees who arrive to work not dressed in the proper work attire can be sent home to change into their correct uniform. They will not be paid for the time they are away from the worksite.

Employees should **NOT** wear:

- Tights, Jogging Pants/Suits, Shorts or Capri Style Pants
- Tee Shirts, Tank Tops, Shell Blouses, or White Blouses
- Sandals, House Shoes, Open heel shoes (Crocs), or other inappropriate Footwear
- Jewelry, except for plain wedding band.
- Acrylic Nails or Nail Polish
- False Eye Lashes, Nose Rings, Eyebrow Rings, Chin Rings, Tongue Rings, or any other facial or body piercing.
- Cell Phones, Pagers, or Ear Pieces

Supervisors may wear a white or “**solid**” colored uniform top. The bottom must be Black, White, Khaki or Navy Blue colored uniform pants or a skirt. Supervisors’ uniform shoes should be solid white or black (**slip resistant**).

Spirit Day

Spirit Day is set aside in your cafeteria to wear your school T-Shirt or sweatshirt. All employees must be uniformed in the same type pants and school T-Shirt or sweatshirt on Spirit Day. This is not a day to “dress down” in any type of street clothes. **NO JEANS**

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Section III

Financial Accountability

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.001
Meal Claims for Reimbursement

Each school food authority shall ensure that claims for reimbursement are limited to the number of free, reduced, and paid reimbursable meals that are served to eligible children for free, reduced, and paid meals, respectively, for each day of operations.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

To ensure accuracy of meal claims from computer point-of-sale schools, all students will use their meal identification numbers at the point of service.

In schools with the roster system, the only documentation allowable for reimbursement of meals shall be the actual roster count reported on the monthly reports.

Claims for reimbursement shall be based on daily counts, at the point of service, which identify the number of free, reduced, and paid reimbursable meals served.

“Point of Service” is defined as that point in the food service operation where an accurate determination can be made that a reimbursable free, reduced, or paid meal has been served to an eligible child.

An adequate meal count system:

- a) provides accurate counts of the number of reimbursable free, reduced, and paid meals served to eligible children on a daily basis;
- b) accurately records and reports those counts to the school food authority;
- c) prevents the overt identification of free and reduced meal recipients; and
- d) is monitored by the school food authority to ensure that internal controls exist.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.002
Collections Procedures

The Division of Nutrition Services must follow acceptable collection procedures to ensure accurate accountability for all meals served daily. Pre-payment of meals shall be allowed any day of the week.

Receipts are to be issued for all monies collected except for daily meals purchased. Monies collected include prepayments and payments for special meal functions. Money received should be deposited on the day it is received.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Acceptable methods of collection:
 - meals shall be accounted for at the point-of-service by category
 - cash payments are accepted at the point-of service
 - on-line payments through the approved website
 - automated phone payment through Meal Pay Plus(1-866-471-5510)
 - the roster system shall be used for accountability if the computerized method malfunctions; for meal service at off-site locations, i.e., charter schools; and for meals served in the classroom (grab n' go, breakfast in the classroom, special needs, or Early Childhood)
 - no charges for any meals or food items
2. Receipts for pre-payments must be written in an official district issued receipt book **or** printed by school nutrition personnel using approved software. Receipts must be issued for all pre-payments at the time the payment is made.
3. Every student enrolled shall be assigned a unique pin number to be used at the point-of-service. This pin must be used to receive meals and purchase a la carte items. Only one reimbursable breakfast and lunch will be allowed each day. Any additional items will automatically be charged at the a la carte price.
4. Please refer to the Daily Steps for Cashiers reference guide and the Daily Steps for Supervisors reference guide for detailed instructions on collection procedures.

5. There are **no refunds** for prepaid meals except when a student is leaving or transferring from the school system. When a student needs a refund, supervisors must call the Senior Accountant with the student name, I.D. number, parent's name, and address.
Reimbursement checks will be mailed to the parent.

Responsibility

The School Nutrition Supervisor at each school site is responsible for ensuring compliance.

Revision/Effective Date: September 6, 2011

Revision Date: April 30, 2013 June 6, 2013 June 18, 2013

Effective Date: July 1, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.003
Pricing

School lunch is priced as a unit. Breakfast is priced a la carte for adults and non-students. A reimbursable breakfast is served at no charge to all Shelby County Schools students.

Scope

This procedure applies to all school cafeterias and satellite operations.

Procedure

Lunch Prices

The 2013-2014 price schedule for lunches:

Full Pay Student	\$ 2.25
Reduced Price Student	\$.30
Adult Price	\$ 3.50

Choice of lunches

Schools may offer students a choice of reimbursable lunches. One lunch may be more expensive because of a special meal item. However, free and reduced price recipients MUST be able to choose either meal with no additional charge.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.004
Price List and Portion Size

At the beginning of each school year, prices and portions are established based on cost of goods for all meals and a la carte items to be served in the cafeterias. The price list is to be posted and strictly followed. During the year, as a new menu item is offered, the price to charge for the new item will be supplied to each cafeteria. The new item information will be added to the posted price list.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

The portion sizes to be served are listed on the Production Control Report.

****The supervisor does not have the privilege of establishing prices or changing portion sizes. Supervisors can only charge the price for an item that is shown on the current price list.***

Visitors and invited guests will be charged the prevailing prices and must be served the same portion sizes. Preschool age visitors must be charged the same as adults and shall receive adult portion sizes.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.005
Employee Meals

Meals served to adults directly involved in the operation and administration of the Child Nutrition Program may be provided as a benefit.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Free meals or charge meal are not allowed to be served to principals, faculty, staff, or other administrative, maintenance, or instructional personnel.
2. The only exception to this would be the Plant Manager or designee who **may** be provided a meal for “chores” performed for the cafeteria. This does not include scheduled dining area cleaning assignment.
3. Adult employees’ free meals served shall be entered on the point-of-sale serving line terminal in the supervisor’s office.

Responsibility

The School Nutrition Supervisor at each school site is responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.006
Meal Charges/Personal Checks

The charging of meals is a local school system's decision within certain parameters. Any School Food Authority charging any meals must have a system approved by the local Board of Education, in place, for handling such charges. There must be a reconciliation of charges and what is owed must be paid from funds other than those of the Child Nutrition Program. Any losses arising from uncollectible accounts and other claims and related costs are not allowed.

The supervisor **cannot** accept personal checks for payment of meals or for purchasing prepaid meals. The only checks that may be accepted are those drawn on the school's account, or one from the Parent-Teacher Organization, Band Boosters, or other "official" parent sponsored clubs in payment for services rendered by the cafeteria.

Electronic checks are accepted through Meal Pay Plus, the automated system for meal payments.

Scope

This procedure applies to all school cafeterias and satellite operations.

Procedure

1. No one shall be allowed to charge meals in the cafeteria.
2. Each school principal is responsible for establishing their own charge procedure.

Responsibility

The School Nutrition Supervisor and the Principal at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.007
Maintenance of Adequate Records

All Child Nutrition Program records shall be maintained for a period of five (5) years for auditing purposes.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Keep on file at school cafeteria office during current year:
 - Duplicate bank deposit slips
 - Original invoices
 - Current duplicate vendor payment forms and weekly vendor computer printouts
 - Grocery orders, warehouse delivery tickets, and supplemental delivery tickets
 - Duplicate daily and monthly reports
 - Month-end revenue, inventory, and expense distribution computer printout
 - Duplicate daily time sheets and bi-weekly time reports
2. Keep on file at school cafeteria office for five years:
 - Duplicate daily cashier summary sheets
 - Monthly print out of eligible free and reduced price students (**Monthly eligibility listing (computer printout) of all students currently approved for free, reduced, and full price meals must be kept on file for audit purposes.**)
 - Daily point-of-sale computer generated reports – cash and meal service reports and recipe service activity reports
 - Receipt books
3. Keep on file at the Central Nutrition Center for each operation for five years :
 - Monthly reports
 - Daily time sheets
 - Production records – breakfast and lunch
 - Deposit slips
 - Vendor payment information
 - Month-end revenue, inventory, and expense distribution printouts
 - Cashier's daily report

In order to participate in the Child Nutrition Program a school food authority shall maintain records to demonstrate compliance with program requirements. These records include but are not limited to:

1. Documentation of participation data by school in support of the Claim for reimbursement
2. Production and participation records to demonstrate positive action toward providing one lunch per child per day as required
3. Records of revenues and expenditures to demonstrate that the food service is being operated on a non-profit basis
4. Currently approved and denied applications for free and reduced price lunches and a description of the verification activities

Records and bank accounts must be maintained in a manner which will permit periodic reconciliation between bank statements and school records. School lunch funds must always be identifiable as such, and made available for review and audit by the State and the U.S. Department of Agriculture upon request. Such records shall be retained for a period of five years after the end of the fiscal year to which they pertain, except that if audit findings have not been resolved, the records shall be retained beyond the three year period as long as required for the resolution of the issues raised by the audit.

The supervisor, the Division of Nutrition Services, and other departments share the responsibility for the safekeeping of specified reports and records. All records and reports pursuant to each program must be kept on file for a period of **five (5)** years.

It is the responsibility of the Division of Nutrition Services to ensure that all applications for free and reduced meals (approved and rejected) are kept on file for a period of **five (5)** years including the current year.

Responsibility

The School Nutrition Supervisor at each school site and administrative personnel at the Central Nutrition Center are responsible for ensuring compliance.

Effective Date: July 1, 2013

Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.008
Opening Change

At the beginning of the school year, each supervisor is provided with a specified amount of “opening change” to use in his or her daily cafeteria operation.

Scope

This procedure applies to all school cafeterias and satellite operations.

Procedure

The designated amount of change advanced must always be on hand and never included in the deposit. The “opening change” is provided to ensure that change is available daily, and it must not be used for other purposes. **Supervisors are responsible for securing the “opening change” and will be responsible for replacing any money which is missing.**

Before cashiering, the Helper must count and verify the amount of opening change in the manager’s presence. Once the opening change is counted, the Helper is responsible for securing the money drawer until the deposit has been made after lunch. **If the drawer is left unattended, not secured, and money is missing, the technician or supervisor who is cashiering is responsible for replacing the money.**

At the end of the school year, this money must be returned for proper credit. Use the following procedure for making the return:

- Make a separate deposit of the money that was advanced.
- Write on the deposit slip “Change Advanced for Opening School”. Be sure it is the same amount that was given at the beginning of school.
- The Deposit must be sent by armored motor service on the last serving day.
- Managers should write “Opening Change” and the total amount on the deposit. DO NOT ENTER THIS AMOUNT UNDER “A LA CARTE LINE” BECAUSE IT IS NOT CASH THAT WAS COLLECTED.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.009
Production Control Reports

Production Control Records must be completed daily.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

The Production Record serves two primary purposes:

1. **Management Tool:**
 - Helps forecast, plan, and determine quantity of menu items by providing a student acceptance history.
 - Accurate production records can result in increased savings.
 - Better menu planning can lead to greater student satisfaction, and hence, good participation.
 - Communicates your plans to your staff:
 - What foods and recipes to use
 - What portion sizes to serve
 - What the food item contributes to the reimbursable meal
 - Enables your staff to record needed information:
 - Actual quantities prepared
 - Numbers served
 - Leftovers and substitutions
2. **Federal Regulation- As a compliance tool, the production record serves as verification that:**
 - The planned menu was prepared.
 - All required food components were provided.
 - The proper portion sizes were provided for the specific age/grade grouping.

Procedure

Federal regulations state that schools must plan and produce at least enough food to offer each child the minimum quantities under the meal patterns.

Production Control Records serve as **documentation** for **reimbursement**:

- Meals claimed for reimbursement must be supported by production records.

- The records must include all foods offered as reimbursable meal items (whether a part of the meal or sold a la carte), as well as sandwich trimmings, sack meals, salad bars, quick lines, satellite meals, condiments, etc.

Essential Characteristics:

- It is written and performed **DAILY**.
- It is **MENU DRIVEN**.
- It is **COMPLETE, ACCURATE**, and is **CURRENT** to the day of service
- It is **PLANNED IN ADVANCE** to include the menu, as well as **NUMBERS** and **AMOUNTS** to be **SERVED**.

For the complete details on completing the Production Control Records, follow the step-by-step procedures in the OneSource Manual. This will aid you in completing production reports on a daily basis.

In order to facilitate the supervisor in gathering the information required on the Production Control Record, the “Food Preparation Accounting Form” and the “Cashier Accounting Form” must be used. Attach these forms to the completed production control record.

Refer to your location’s previous “Production Control Records” as an aid for **forecasting** the amount of servings needed. Production records provide student acceptance history. Therefore, when using a cycle menu (one that repeats after a set period of time), the Production Control Record **HELPS FORECAST, PLAN, AND DETERMINE THE QUANTITY OF MENU ITEMS NEEDED BY PROVIDING A STUDENT ACCEPTANCE HISTORY**.

Using the student acceptance history will help to improve the accuracy in preparing the number of servings that will actually be used. Therefore, **ACCURATE PRODUCTION RECORDS CAN RESULT IN INCREASED SAVINGS** by eliminating some waste.

NOTE: With the Offer vs. Serve provision, it is not necessary to plan and prepare portions of each menu item for each person that is to be served.

Tools Needed To Complete a Production Control Record:

Cycle Menus, USDA Buying Guide, USDA Recipes, Standardized Recipes, and Daily Inventory

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.010
Cash Drawer Set Up

The supervisor will give each cashier the amount of “Opening Change” needed to begin the day’s operation. Each POS terminal comes equipped with a 5-bill and coin cash drawer. Set up cash drawers according to the diagram.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Top half currency left to right –Pre-Counted \$1.00 bills - \$20.00 bills - \$10.00 bills - \$5.00 bills - \$1.00 bills.
2. Bottom half coins left to right - Quarters - Dimes- Nickels - Pennies.
3. Place all bills in the same direction, portrait side up. Keep denominations of the same kind separated - currency and coins.

Supervisors and Technicians, who cashier, should always follow these steps:

- Always complete the change transaction before placing the bill in the cash drawer.
- Give the lowest number of coins and currency unless otherwise requested.
- Count the change out to the customer starting with coins or the smallest denominations, and give them the change in their **hand**.
- Check all bills with **counterfeit detector pens**. Managers must notify their Area Manager, Principal, and/or the Nutrition Services Accountant if a customer attempts to pay with a counterfeit bill. The customer must be taken to the school’s main office.
- Never accept any bill larger than a \$20.00.
- Money owed should always be collected at the Point of Service.
- Change due is always given at the Point of Service.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.011
Management Reports

The financial accountability report for each cafeteria is generated and distributed monthly. These reports show every transaction in detail for the cafeteria for that reporting period. The manager must become thoroughly familiar with the terminology and format used for the reports so that they can check for errors. Specific items that the manager must check each month are as follows:

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Check individual deposit slip amounts to amounts against revenue register amounts. This will verify that the correct amount of revenue was deposited correctly at the bank and will ensure that another cafeteria did not receive credit for your cafeteria's revenue.
2. Check the revenue register to verify that all payments have been received for special meal functions.
3. Check the revenue register to verify that correct federal funds were credited to your cafeteria for the meals served for the reporting period.
4. Check each item on the expense distribution report for accuracy. This report includes all expenditures for the reporting period. Verify the accuracy of:
 - a. Employees working at your location
 - b. Warehouse food and supply items charged to your cafeteria
 - c. Vendor invoices for repairs, utilities, armored motor pickups, maintenance contracts, food, supplies, health permits, etc.
 - d. Equipment purchases
5. Verify the accuracy of the school's ending inventory for food, supplies, and commodities.
6. Check the lunch program analysis to determine if the cafeteria operation has been profitable for the month and year. Supervisors must ensure that revenue percentages are in compliance with maximum established percentages set by the Division of Nutrition Services.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance. **Errors should be immediately reported to the Accountant at the Central Nutrition Center.**

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.012
Reporting Vandalism and Spoilage

Notify SCS School security, the Principal, and the Central Nutrition Center in the event of a cafeteria break-in.

Procedure

Acts of vandalism may involve losses of money. Therefore a detailed Vandalism Report **must be submitted** to the Central Nutrition Center as soon as the loss can be determined. Follow instructions printed on the form when completing the Vandalism Report. Any break-in or spoilage, no matter how small, must be reported. The form is also used for reporting food losses due to mechanical failure of refrigeration equipment.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.013
Receiving Deliveries

Any delivery to a school cafeteria must be checked while the driver is still on the premises.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Accept only the quantity of an item that is printed on the delivery ticket. Any shortage or overage of an item delivered from the Division of Nutrition Services Warehouse should be reported immediately to the Warehouse Foreman. The supervisor must correct the discrepancies on both copies of the delivery ticket. The supervisor **and** the delivery driver must initial the changes on both copies. The warehouse may credit the cafeteria's records.

All produce items should be checked for quality while being unloaded. If an item is unacceptable because of poor quality, call the Area Manager so that the driver can be instructed as to how to handle the unacceptable item. The same procedure should be followed for reporting such things as jars that have been broken, sacks that have burst, or cans that have been dented or smashed during delivery.

When vendor deliveries are made, such as milk, bread, ice cream, fruit drink, snacks, etc., the items should be counted before the delivery ticket is signed. Once the delivery ticket is signed, the cafeteria must pay for the items listed on the delivery tickets whether they were received or not.

The supervisor is responsible for all deliveries received at the cafeteria. It is very important that all deliveries, whether vendor or warehouse, be verified for accuracy.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.014
Value of Cafeteria Inventory in Schools

Inventory must be taken at the end of each month. Both full cases and broken cases must be counted and entered into the approved system.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Refer to the One Source Guide for detailed instructions.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.015
Profit and Loss Statement

The Profit and Loss Statement for the month and year-to-date is shown at the bottom of the Lunch Program Analysis printout.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

The financial statement provides the supervisor with information concerning the financial position of the cafeteria's operation. It shows the revenue and expenditures of labor, food, supplies, other, and equipment. The percent of revenue is also shown for each of the expense categories. The year-to-date percent of revenue should be checked monthly to see if any percent exceeds the maximum. The maximum for the percent is established each year and distributed at the beginning of the school year. The established percentages are as follows:

Food:	38%
Labor:	41%
Supplies:	4%
Other:	17%

If the percent of revenue exceeds the maximum, this indicates a problem with that area of expenditure. The Area Manager should be contacted to help work on the problem. The Lunch Program Analysis also provides monthly and year-to-date information concerning per plate costs and also provides a comparison with similar program operations. It is an invaluable tool for evaluating program operating costs.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 3.016
School Breakfast Models

Each school cafeteria shall serve breakfast using one or a combination of the models listed below.

Universal (Free) School Breakfast is served to Shelby County School students at no charge, regardless of income. There are three methods of service: Traditional, Breakfast in the Classroom, or Grab 'N Go. The method of breakfast service which the school will use is selected after careful consideration of school needs by the school Principal and Area Manager.

Scope

This procedure applies to all school cafeterias and satellite operations.

Procedure

Traditional Method – The meal service requires the students to line up, enter the cafeteria, and select a meal choice. The students will enter their meal identification number into the computer. Breakfast meals are consumed in the dining room.

The Breakfast in the Classroom Method – The meal service requires the Nutrition Services staff to prepare, wrap, and place the wrapped items in containers for delivery to classrooms. Inside of each container are enough meals for each student in the classroom. The Nutrition Services staff delivers the meals to each classroom. The homeroom teacher will mark the selected food items chosen by the student on a roster. At the end of the breakfast period, the Nutrition Services staff will pick up the empty containers and the student rosters. The information from the rosters will be entered into the POS Terminals by the Nutrition Services staff.

The Grab 'N Go Method – The meal service requires breakfast items to be wrapped and placed in a bag for pick up by each student. The students are allowed to enter the cafeteria or designated area and grab a bag, milk, and juice or fruit. Students either enter the meal identification number into the computer or rosters will be marked and entered into the computer later, by the Nutrition Services staff.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

***Shelby County Schools**
Division of Nutrition Services
Standard Operating Procedure 3.017
Counting and Securing Money

Cash received shall be counted by two people, consolidated, and reconciled daily in order to ensure accountability of money received by cashier and /or supervisor.

Scope

This procedure applies to all school cafeterias in the Division of Nutrition Services.

Procedure

1. Cashier shall count all money in the register at the end of serving time and fill out Cashier Daily Breakdown form.
2. The supervisor must count all drawers to check accuracy of recorded count by cashier.
3. Employee must sign form, enter the amount into terminal, and give the form to Supervisor to be filed.
4. The supervisor must explain in writing any overages or shortages on the appropriate report.
5. If the supervisor is the cashier, she/he must count money in the register at end of the serving time. Another employee in the kitchen must count this drawer to verify cash and sign the appropriate report.
6. If discrepancies are found, the cashier must explain any overages and shortages.
7. The supervisor must complete a deposit slip at the end of the day. All monies must be deposited except opening change. All monies must be picked up by armored services or locked in a **school issued safe** daily. No exceptions.
8. All monies collected for the day must be secured until the armored service driver has signed the deposit log book and has received the money. If your deposit is picked up in the main office, be sure that you put the money in the hands of the employee designated by the principal to receive the deposit. The supervisor and the principal's designee must sign the deposit log book which indicates receipt of deposit not verification of deposit amount.

Safety Procedures when Handling Money

- Be very alert and mindful of the possibly of theft. Do not count the deposit in an open area. It should be counted in the supervisor's office with the door locked or another locked area.
- Always lock outer doors immediately after you or anyone enters or exits the kitchen, even when taking out garbage. These doors must be locked at all times.
- Money must be counted behind locked doors. Never leave money on a desk, table, or shelf unattended. It must be secured at all times. If you need to talk with anyone during the time you are counting money or your deposit is in your office, lock your door and speak with the person outside your locked office door.

Responsibility

The supervisor is responsible for compliance.

Effective Date: July 1, 2013

Revision Date: February 11, 2014 February 24, 2014

Section IV

Program Evaluation

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 4.001
Administrative Review

Each State agency shall perform an Administrative Review, audit or a combination thereof of all school food authorities participating in the Child Nutrition Program in accordance with the provisions of the Code of Federal Regulations § 210.18 Administrative reviews.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

The following definitions are provided in order to clarify Administrative Review requirements:

Administrative Review-- on-site evaluations of school food authorities participating in the Child Nutrition Program for compliance with Administrative Review performance standards, by State auditors or State contracted auditors once every three (3) years, in accordance with USDA's audit guide or an audit guide approved by FNS (Food Nutrition Services) and USDA's OIG (Office of Inspection General).

Administrative Standards -- following standards which measure compliance with Child Nutrition Program regulations:

Performance Standard 1—Certification/Counting/Claiming—All free, reduced price and paid lunches claimed for reimbursement are served only to children eligible for free, reduced price and paid lunches, respectively; and counted, recorded, consolidated and reported through a system which consistently yields correct claims.

Performance Standard 2— Meal Requirements. Reimbursable lunches meet the meal requirements in § 210.10 of this chapter, as applicable to the age/grade group reviewed. Reimbursable breakfasts meet the meal requirements in §§ 220.8 and 220.23 of this chapter, as applicable to the age/grade group reviewed.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 4.002
Nutrition Services On-Site Review

Every school year, each Area Manager shall perform no less than one on-site review of each school under his/her jurisdiction. The on-site review shall take place prior to February 1st of each school year. Further, if the review discloses problems with a school's meal counting or claiming procedures, the school's assigned Area Manager shall: ensure that the school develops and implements a corrective action plan; and within forty-five (45) calendar days of the review, conduct a follow-up on-site review to determine that the corrective action resolved the problem.

Scope

This procedure applies to all school cafeterias and satellite operations.

Procedure

- **NUTRITION SERVICES VISITATION FORM**

- The visitation form is used periodically by the Area Manager for a drop in visit to document observations and/or recommendations.

- **NUTRITION SERVICES INTERNAL CONTROLS/MONITORING REVIEW**

- The Nutrition Services Internal Control/Monitoring Review is used by each area manager as he/she visits individual food service operations. By reviewing the checks and comments made on the form by the area manager, the supervisor can readily see where the weak points are in the operation and take steps to correct them. The area manager will make this review as often as he/she visits each cafeteria. Therefore, it is an ongoing evaluation process.

- **NUTRITION SERVICES FOOD QUALITY CHECK SHEET**

- The Food Quality Check Sheet Form is used by area managers to evaluate the quality of food items served to our customers.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 4.003
Health and Sanitation Inspection Reports

Schools shall obtain a minimum of two food safety inspections during each school year conducted by a State or local governmental agency responsible for food safety inspections. They shall post in a publicly visible location a report of the most recent inspection conducted, and provide a copy of the inspection report to a member of the public upon request. Sites participating in more than one Child Nutrition Program shall only be required to obtain two food safety inspections per school year if the nutrition programs offered use the same facilities for the production and service of meals.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Responsibility

The Memphis and Shelby County Health Department is responsible for conducting all inspections.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 4.004
Health and Sanitation Violation Correction

All violations must have documented corrective actions within 24 hours of the initial inspection.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Document all corrective actions on the appropriate form.
2. Each supervisor must submit the completed form to the area manager via school mail.
3. The area manager will conduct a visitation to ensure that all violations are corrected.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 4.005
Edit Checks

The purpose of an edit check is to ensure that there is no over claim in either category (free, reduced, or paid). An edit check is generated through OneSource daily.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The supervisor verifies that the edit check is accurate.
2. The edit checks are signed daily and included with the daily reports.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

SECTION V

Health, Sanitation, and Safety

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.001
Facilities Management: Health Standards and Storage

Health Standards

The school food authority shall ensure that food storage, preparation and service is in accordance with the sanitation and health standards established under State and local law and regulations.

Food safety program

The school food authority must develop a written food safety program that covers any facility or part of a facility where food is stored, prepared, or served. The food safety program must meet the requirements in the Code of Federal Regulations section § 210.15

Storage

The school food authority shall ensure that the necessary facilities for storage, preparation and service of food are maintained. Facilities for the handling, storage, and distribution of purchased and donated foods shall be such as to properly safeguard against theft, spoilage and other loss.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Refer to the Division of Nutrition Services HACCP based Food Safety Program Manual for detailed instructions.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.002
Memphis and Shelby County Health Department Inspection

An evaluation tool that can be used for determining problem areas in the cafeteria is the report filed by the environmental sanitation inspectors as routine inspections are made during the school year. This report deals primarily with cleanliness, proper food handling and storage, sanitation, and vermin control - all critical areas of any food service operation. **Federal Guidelines state that each cafeteria must maintain an average score of eighty (80) or above to be eligible for state matching funds. Nutrition Services requires a minimum score of 95 for each cafeteria location.**

Inspection Results - Reporting and Scoring

Inspection results for food service establishments shall be recorded on standard departmental forms which summarize the requirements of the law and rules and regulations.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

The scoring systems shall include a weighted point value for each requirement in which critical requirements are assigned values of four (4) and five (5) points with less critical items having assigned values of one (1) and two (2) points. The rating score of the facilities shall be the total of the weighted point values for all violations subtracted from one hundred (100). A copy of the completed inspection report shall be furnished to the person in charge of the facility at the conclusion of the inspection. The most current inspection report furnished to the operator or person in charge of the establishment shall be posted at the facility for public disclosure to any person who requests to review it.

Violation Correction

1. The completed inspection report shall specify a reasonable period of time for correction of violations found; correction of violations shall be accomplished within the period specified in accordance with the following:
 - a) If an imminent health hazard exists such as complete lack of refrigeration, sewage back-up into the facility, contaminated water supply, or lack of hot/cold water, the facility shall immediately cease operations until authorized to re-open by the Memphis/Shelby County Health Department.

- b) All violations of critical items shall be corrected as soon as possible and in any event within twenty-five (25) days following inspection. A follow-up inspection may be made for confirmation.
 - c) All other items shall be corrected as soon as possible.
 - d) When the overall rating score of any facility is less than seventy (70) the facility shall initiate corrective action on all identified violations within forty-eight (48) hours. One (1) or more inspections will be conducted at reasonable intervals to assure correction.
- 2. In the case of temporary food service establishments, all violations shall be corrected within twenty-four (24) hours. If violations are not corrected within twenty-four (24) hours, the establishment shall immediately cease food service operations until authorized to resume by the Memphis/Shelby County Health Department.
 - 3. The inspection report shall state that failure to comply with any time limits specified by the Memphis/Shelby County Health Department for correction may result in cessation of operations. An opportunity for hearing on the ordered corrective action will be provided if a written request is filed with the Memphis/Shelby County Health Department within ten (10) days following cessation of operations. If a request for a hearing is received, a hearing will be held within a reasonable time after receipt of the request.
 - 4. Whenever a facility is required under the section to cease operations, it shall not resume operations until it is shown on re-inspection that conditions responsible for the order to cease operations no longer exist. Opportunity for re-inspection shall be offered within a reasonable time.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013

Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.003
Inspection and Approval of Food Items Prior to Meal Preparation and Service

All food items should be carefully inspected before preparation or serving for any type of foreign matter, off color, off taste or offensive odor.

Procedure

If the item is at all questionable, it should not be used. The area manager should be called immediately. Save the item and label the container for supervisor to review. In addition, note all information concerning the defective item on a complaint form and send directly to the Director of the Division of Nutrition Services.

Local Health Department

Food may be examined or sampled by the Memphis/Shelby County Health Department as deemed necessary. The Memphis/Shelby County Health Department may, upon written notice to the operator specifying particular reasons therefore, place a hold order on any food which he believes is in violation of rules or regulations. The Memphis/Shelby County Health Department shall tag, label, or otherwise identify any food subject to a hold order. No food subject to hold order shall be used, served, or moved from the establishment. The hold order may state that the food be held while confirmation is obtained that the condition violates rules or regulations. The hold order may also order the operator to destroy food which violates rules or regulations. The Memphis/Shelby County Health Department shall permit storage of the food under the conditions specified in the hold order unless storage is not possible without risk to the health of the public, in which case immediate destruction shall be ordered and accomplished.

The hold order shall state that a request for a hearing may be filed within ten (10) days. If a request for a hearing is received, the hearing shall be held within a reasonable time after receipt of the request. On the basis of evidence produced at the hearing, the hold order may be rescinded, or the owner or person in charge may be directed by written order to denature or destroy such food or to bring it into compliance with rules or regulations.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.004
Cleaning of the Cafeteria by Custodial Services

The custodial employees of each local school have been assigned the responsibility of cleaning as listed below:

Procedure

Daily Cleaning:

Daily Cleaning after Breakfast:

1. Clean & spot-mop floor in section of dining area(s) used for breakfast

Daily Cleaning during Lunch Periods:

1. Properly clean & dispose of all spills/accidents (including digestive or excretory) on the dining area floor(s)
2. Properly clean & dispose of all digestive or excretory spills/accidents on the serving area floor(s) and dining area(s) tables

Daily Cleaning after Lunch:

1. Remove trash from the dining area floor(s) & place in outside containers
2. Dust mop/sweep dining area floor(s)
3. Wet mop dining area floor(s)
4. After floor(s) dries, unstack chairs and place in normal position

Periodic Cleaning:

1. Burnish dining area floor(s)

Summer:

1. Clean top to bottom: walls, wall vents, windows, sills, blinds, shades, and pipes
2. Clean vent-a-hood filters with soap and water
3. Thoroughly clean & refinish kitchen, serving, and dining area floor(s)

It is understood that all duties may not be limited to the above. For Questions/clarification, contact Custodial Operations, Nutrition Services, and or the Division of Labor and Employee Relations.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.005
Sanitation Precautions to Observe in Preparing and Serving Food

Food can be safe to eat only when it is prepared and served in clean, sanitary facilities. Take the following precautions when preparing and serving food:

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Food should always be served or refrigerated immediately after completion of the preparation. It must not be permitted to stand for hours at room temperature.
2. Perishable foods, especially ground, chopped, or sliced meats, poultry, desserts, salads, and dairy products, should be refrigerated at temperatures of 41 degrees or less.
3. All meat, tuna, and eggs should be refrigerated immediately after preparation until serving time.
4. When leftover foods are refrigerated, be sure the chilling is completed promptly. The food should be chilled through the entire mass. The food should be placed in shallow pans to a depth of not more than 2½ inches. Leftover food should not be out in one large deep pan, since chilling may take too long to get to the center of the mass. Leftovers should be covered with clear plastic wrap or suitable lids, labeled, and dated.
5. Food that has to be modified must be kept at the proper temperature or served immediately.
6. Grinding chilled foods warms them to the point at which bacterial growth may start. All ground, chopped, or sliced foods such as meats, or salads should be considered hazardous. Every sanitary precaution should be used in the handling of such foods. Food should be cooked at a temperature high enough to kill the bacteria. Salads should be kept refrigerated, and leftovers should be refrigerated immediately after the serving period. Foods such as chicken salad or potato salad should be refrigerated in quantities small enough for quick and thorough chilling. Please refer to the HACCP based Food Safety Manual for cooking and holding temperatures.

7. Wash fresh fruits and vegetables thoroughly under running water. They may be contaminated by poisonous insect sprays.
8. Use care in handling and preparing high protein foods such as eggs, poultry, fish, cooked and processed meat, and meat products. Carelessness can cause food-borne illness.
9. Never thaw raw meat (chicken, pork chops, fish, etc.) directly in the sink. Food must be thawed in the refrigerator or in a sanitized container under cold running water.
10. Freezing breaks down tissues, which means food can be invaded by germs more readily. Foods once frozen and thawed should not be refrozen.
11. Stir masses of food like spaghetti so cooking will be complete.
12. Cook fresh or frozen pork thoroughly until it is no longer pink.
13. Try to lessen the time between preparing and serving meals. This will reduce the potential for health hazards. Always practice "Batch Cooking".
14. Keep preparation tables and work tables clean and sanitized.
15. Do not cough, chew gum, eat, sneeze, or talk over food during preparation, or service. Food can become contaminated with unseen droplets of saliva.
16. Cover food at all times. Food should be protected from contamination from flies, dust, coughs, and sneezes.
17. Handle food as little as possible to reduce the risk of contamination.
18. Keep fingers away from mouth, lips, face and soiled surfaces, while handling food. Wash hands and clean nails before preparing food.
19. All dry and frozen food must be stored a minimum of 6 inches off the floor.
20. Keep milk and milk products under refrigeration at all times. A thermometer is required in all milk boxes.
21. No smoking is permitted anywhere on SCS property at any time.
22. Keep kitchen utensils clean and sanitized. Food becomes contaminated when it comes in contact with equipment that is contaminated.
23. Hot cabinets must be provided with thermometers if not equipped with temperature gauges.

Remember: Communicable diseases can be and are transmitted by food handlers. Be sure to protect yourself and your customers. For additional information refer to “Tips for Food Handlers” and “Basic Sanitation Rules” Chart.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.006
Employee Meal Service Sanitation

For sanitation reasons, food preparation tables must never be used during breaks or lunch period as eating tables by food service employees or anyone else.

Employees should always wash hands before resuming work after a break or lunch period.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. If no specific eating area with table and chairs has been designated in the kitchen area, personnel should go to the dining room to eat their meals or take their breaks.
2. If the dining room is not available because of gym classes or other activities, the manager should enlist the aid of the principal or Area Manager in finding a suitable eating or break area for the employees.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.007
Maintaining Safe, Sanitary, and Organized Storage Areas

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Daily checks of dry, freezer, and refrigerated spaces are essential. All freezers, refrigerators, and milk boxes must have thermometers for quickly checking temperatures. Proper and safe temperatures should be:

Dry Storage	50° to 70°F
Refrigerator Storage	36° to 41°F
Freezer Storage	0° to -10°F

2. Refrigerator and freezer thermometers may be ordered from the Nutrition Services Warehouse
3. Air circulation, temperature, and humidity are factors which must be controlled to ensure a continuing sanitary environment for stored foods. All frozen and refrigerated food must be stored in such a manner that will allow for sufficient air circulation.
4. Temperatures are to be checked and recorded on the HACCP temperature chart twice daily, once in the a.m. and once in the p.m., for all freezers and refrigerators.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.008
Cleaning the Mop Room and Cleaning Equipment

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The mop room, including the sink, buckets, mops, brooms, and any other cleaning equipment must be stored properly and cleaned daily to avoid unsanitary conditions and odors.
2. Sinks must be cleaned daily or more often as needed.
3. Wet mops must be washed and rinsed thoroughly and dried in a well-ventilated area, preferably on a rack, with handles down. Do not let wet mop head rest on floor.
4. Clean straw brooms by using another broom to brush until all lint is removed.
5. Cleaning chemicals such as ammonia, bleach, oven cleaner, etc., should be stored securely on low shelves – preferably behind cabinet doors and away from food supplies. There must be no danger of chemicals falling off shelves and spilling on someone or into food and supply items.
6. When using chemicals or cleansers of any kind, always hold container away from the body so there will be no spattering on hands, face, and eyes. Always use with care. Read and follow directions carefully. If a spatter should occur, splash skin with clean cold water at once.

Do not mix different chemicals together when cleaning, such as bleach and ammonia.

Use one or the other.

7. Whenever chemicals are placed in a container other than original one, the new container must be labeled with contents.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.009
Personal Hygiene for Food Service Personnel

All school technicians must practice good habits of personnel hygiene, including wearing a clean, white uniform as duties are performed.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. An employee with open sores, cuts, burns, or infectious conditions must not handle food.
2. Good grooming includes:
 - a. A daily bath
 - b. Use of a deodorant daily
 - c. Regular shampooing of hair
 - d. Regular brushing of teeth
 - e. Clean, short fingernails, no polish
3. An approved SCS uniform should be clean, white, neatly pressed and free from rips or tears.
4. Wash hands regularly with soap and warm water for 20 seconds using the six step method: (wet, soap, scrub, rinse, dry, use paper towel to turn water faucet off).
 - a. After returning from toilet
 - b. Before beginning each food preparation
 - c. After using handkerchief
 - d. After touching face or hair
 - e. After handling money
 - f. After smoking (please note this is a non-smoking environment)

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.010
Contracted Waste Removal Services (Dumpster)

Each school food service operation is assessed a fee for regular waste removal service.

Procedure

When an emergency pickup is needed, contact the Plant Manager. He or she will call to request pickups. **Grounds around the dumpster should be cleaned daily. The dumpster lid must be kept closed at all times. A clean out plug must be mounted in all dumpsters.**

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.011
Dish Machine Chemicals

Designated companies provide and deliver dish machine detergent, rinse, and sanitizer directly to cafeterias. Each supervisor calls the assigned company for the supplies needed. This assignment is made on an annual basis.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Follow the instructions in the Warehouse Order Guide for ordering instructions.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 5.012
General Security

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. Lock the back door during day time hours, do not prop doors.
2. Lock up or secure serving line doors, pantry, freezers, and refrigerators each afternoon.
3. All deposits and opening change must be secured until armored pick-up, i.e. school issued safe or locked file cabinet.

Responsibility

The School Nutrition Supervisor at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Section VI

Equipment

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 6.001
Use and Care of Equipment

A successful food service operation depends to a great extent upon the equipment that has been provided and the manner in which it is used and cared for. Proper use and care of equipment saves valuable time and makes the job to be done much easier. Specific instructions for operating all large pieces of equipment should be kept in an easily accessible place so that they can be referred to frequently. Employees must be trained in the proper use and care of equipment with which they will be working. Equipment, both large and small, represents a big investment. How the equipment is used and cared for will determine its length of service.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Refer to manufacturer's instructions for proper use and care of equipment.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 6.002
Requesting Additional Large Equipment or Large Equipment Replacement

The need for additional large equipment or equipment replacement in each school food service operation is determined by Nutrition Services Central Office on the basis of number of meals served, available space, and other relevant factors.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The area manager may file a request for a piece of large equipment.
2. Recommendations for replacement of existing equipment may also be made by refrigeration and equipment service personnel or maintenance personnel upon the determination that the piece of equipment in question is not repairable.
3. No piece of equipment should be removed from the cafeteria for any reason (repair, transfer) without expressed permission from the Equipment Manager, Division of Nutrition Services.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 6.003
Ordering Small Equipment

Small equipment is requested on an as needed basis by the Area Manager.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The request will be submitted by the supervisor to the Area Manager on the Small Equipment Request Form.
2. The Small Equipment Request Form will be reviewed by the Area Manager and adjustments will be made accordingly.
3. The Small Equipment Request Form will be turned in to the Equipment Manager.
4. The Equipment Manager will place all orders for small equipment.
5. The Equipment Manager will deliver all small equipment to sites.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 6.004
Equipment Inventory by Location

All large equipment throughout the Division of Nutrition Services has been inventoried and assigned “class code” numbers as shown on the Nutrition Services Large Equipment Listing.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The Computer Center is responsible for processing all data regarding this system-wide inventory after initial data has been collected by the Nutrition Services Central Office.
2. New equipment received in a school or equipment which for some reason has not been itemized should be inventoried immediately and the proper information relayed to the Nutrition Services Central Office for complete processing. When a new item of equipment is received by a cafeteria, an item number is affixed to the piece of equipment by the Area Manager or Equipment Manager.
3. The Nutrition Services Central Office must be notified of the disposition of any item (stolen, traded, sold, or scrapped) so that the equipment inventory can be corrected
4. Periodically each school is sent a computer printout titled Equipment Inventory Report showing all the large equipment that is supposed to be at that particular location. The supervisor is responsible for checking and verifying this equipment listing and returning it to the Nutrition Services Central Office with necessary notation or comment.
5. **Small Equipment Inventory-** Periodically each school is sent a printout showing all the small equipment that is supposed to be at that particular location. The supervisor is responsible for checking and verifying this equipment listing and returning it to the Nutrition Services Central Office with necessary notation or comment.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 6.005
Care and Use of All-in-one Computers and Point-of Sale Computers

Computers are used in all cafeterias on serving lines and in the manager's office for obtaining needed information concerning meal service. No files or any other applications should be downloaded without prior approval from the Division of Nutrition Services, i.e. games, shopping applications. **The computers are to be used for approved SCS business only.**

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

1. The network specialists provide training in the use of the machines and are available to answer questions or solve problems that arise. A reference guide is provided to each manager on the operation of computer in his/her school.
2. Please contact the network specialist prior to wiping/cleaning any computer equipment, including screens and printers.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
Revision Date: April 30, 2013

Shelby County Schools
Division of Nutrition Services
Standard Operating Procedure 6.006
Emergency Meal Service during Equipment Breakdown

In the event of a breakdown of a major piece of equipment which would disrupt normal meal service (example - dish- machine) or if gas, electrical, or plumbing problems occur, the supervisor should notify the principal immediately so that emergency plans may be activated. The supervisor should also notify the area manager and the Nutrition Services Central Office. There should be as little disruption as possible of the normal cafeteria schedules. Emergency food and supply items are to be kept on hand for this purpose.

Scope

This procedure applies to all school cafeterias, satellite operations, and the Central Nutrition Center.

Procedure

Be prepared:

1. Stock one day's supply of disposable compartment trays.
2. Keep on hand items listed on Emergency Menu in the Warehouse Guide.
3. Make use of other convenience foods such as instant potatoes, corn dogs, and canned fruit.

New equipment installation or facilities repair, painting, and maintenance are usually scheduled ahead of time so that adequate preparations can be made to minimize the disruption of food service.

Responsibility

The School Nutrition Supervisor and the Area Manager at each school site are responsible for ensuring compliance.

Effective Date: July 1, 2013
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