

Naatsis'Aan Community School

Food Service Policies and Procedures



Grow, Learn, and Thrive by eating healthy foods.

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NCS CAFETERIA RULES AND REGULATIONS

These Food Service Policies and Procedures are prepared especially for you so you will have the information necessary to best ensure success while in our school cafeteria.

GOALS:

The Naatsis'Aan Community School, Inc. Food Services Program shall provide the best services for the school and community with essential nutritional food groups, food preparation, food serving, and service delivery with proper maintenance to ensure that food inventory and maintenance are stored and maintained consistently.

Nutrition, Physical Activity, and Academic Achievement:

Several studies have demonstrated that good nutritional status has a positive and direct impact on academic achievement. When children's basic nutritional and fitness needs are met, they have the brainpower to learn and achieve. Naatsis'Aan Community School, Inc. continues to be a core place for students to learn and practice healthy habits.

Studies demonstrated:

- Inadequate nutrition impacts children's behavior, their school performance, and their ability to concentrate; and,
- When children skip or miss meals, their brain function decreases, and,
- Iron deficiency is one of the most prevalent nutritional problems of children in the USA. Iron deficiency can cause increased tiredness, shortened attention span, decreased work capacity, and increased illness.
- Unfortunately, children with an iron deficiency tend to do poorly on vocabulary, reading, and other tests.

Meals:

The Naatsis'Aan Community School Inc. Food Service offers a school breakfast and lunch to all students and supper to dorm students. Our program goal and objectives are:

- Designed to provide well-balanced, nutritious meals and
- It is planned from the aspects of nutrition as well as taste appeal.

The Food Service Program is seen as a part of the regular educational function of the school and is an opportunity to encourage students to learn about good health, healthy diet, food groups, and etiquette.

The school breakfast and lunch are on a non-pricing program, which means that all meals are offered to Naatsis'Aan Community School, Inc. students free of charge. However, meals served to students are subsidized by state and federal funds, and for these reasons, we require parents to fill out our school meal applications that help us determine eligibility status for claiming purposes. For more information or an application, contact the school's administration.

Student with Special Dietary Needs:

Since the Naatsis'Aan Community School, Inc. is committed to serving children nutritious and appealing meals that meet the dietary guidelines, these meals are always served to students, staff, and visitors of the schools in a positive, cheerful manner. We understand that certain children have special dietary needs, and we will do our best to accommodate those needs. Students with disability or life-threatening food allergies must have a diet prescription signed by a recognized medical authority.

A statement from the recognized medical authority for **Children with Disabilities**, USDA regulations 7-CFR Part 15b require substitutions or modifications in school meals for children whose disabilities restrict their diets. A child with a disability must be provided substitutions in foods when a statement supports that need. **The medical statement must identify the following:**

- The child's disability
- An explanation of why the disability restricts the child's diet and the major life activity affected by the disability.
- The food or foods to be omitted from the child's diet and the food or choice of foods that must be substituted.

Medical Statement for **Children with Special Dietary Needs**. **Each** special dietary request must be supported by a statement that explains the food substitution that is requested. It must be signed, and the medical statement must include:

- An Identification of the medical or other special dietary condition that restricts the child's diet.
- The food or foods to be omitted from the child's diet.
- The food or the choices of food to be substituted.

This diet prescription must be kept on file in the Food Service Program Manager's office and provided to all appropriate school personnel.

Hours of Operation – Monday–Friday (Hours may vary)

Breakfast:
7:00 – 8:00 AM

Lunch:
11:20 AM Kindergarten
11:30 AM 1st, 2nd, 3rd & 4th
12:00 PM 5th, 6th, 7th & 8th

Supper: Sunday to Thursday
5:00 – 5:30 PM Residential

Supervision/Incidents

Proper supervision by teachers and designated staff will be consistently accommodated during meals and transition periods. Any incident in the school cafeteria will be reported immediately to the principal or designee through established procedures. The food services staff must maintain

proper services when the cafeteria is serving food and when the students/teachers are eating and cleaning procedures with designated students or staff after each meal.

Food Requests for sports/field trips and events

The Naatsis'Aan Community School, Inc. Food Services Program will accommodate procedural requests for sack lunches, snacks, and accommodations to prepare and serve special events for the school and community. Teachers, program managers, club sponsors, and related entities with the principal and business office shall make proper requests and obtain approval before any preparation and/or planning is initiated by food services. The proper protocol will be made for each request for two weeks, which is essential to procure and prepare for each request procedurally. Food Services Program and requesters will collaborate closely to ensure that essential preps and service deliveries are in order continually.

Cafeteria Rules

1. Be on time. Students are expected to report to the cafeteria for their daily scheduled meals (breakfast, lunch & supper) on time.
2. Be safe. Enter the cafeteria in an orderly manner.
3. Students are not allowed to chew gum in the cafeteria or as they make their way into the cafeteria. Gum needs to be disposed of in the garbage can before he/she is served.
4. The academic will not sell food to students (s) during mealtime due to the health and safety of the students (s).
5. Students are responsible for the items on their tray.
6. Students are not allowed to use unacceptable language in the cafeteria.
7. Students will be expected to display appropriate behavior while in line, such as being considerate: No pushing, shoving, fighting, or cutting in front of other students.
8. Students who are late for lunch need to have a permission slip issued by the teacher/staff member who kept them during regular meals.
9. Student(s) will not be allowed to bring outside food or beverages into the cafeteria.
10. Likewise, students will not be allowed to take food out of the cafeteria.
11. A student is allowed a second serving, depending on availability.
12. Students are encouraged to consume their food & milk.
13. Students are expected to walk, not run, in the cafeteria.
14. Students are to clean up and properly dispose of their trays after they eat.
15. Students are expected to be cooperative and courteous to lunch monitors and food service staff members.
16. Students are not permitted to share their meals or give their food to another student.
17. Food or anything else that is being thrown around will not be tolerated.
18. Students are not to leave the cafeteria without permission.
19. No shoes, no shirt, no service is a Health regulation.
20. For the teacher and staff to receive a free meal, they must remain with the students until they are finished with their meal.
21. During classroom parties or food sales (s), proper procedures will be followed to check out serving utensils or dishes.
22. Keep hands, feet, and mouth to yourself (NO BULLYING).
23. Clean/sweep whatever spills or messes you make.
24. No student should be in the kitchen unless accompanied by an adult.
25. Set prices for meals for staff or adults are \$ 4.00 per meal, with no exceptions. Staff may purchase a meal card for \$40 (10 meals) in cash or by payroll deduction. Meal tickets must be presented to the kitchen staff.
26. Students and unauthorized persons (s) are not allowed in the kitchen area.

Summer Feeding Program

A Summer Food Service program will be provided, as approved by the governing board, nearly annually.

Innovative and Traditional Food Preparation

Proper planning and implementation of innovative and traditional meals will be served one (1) to two (2) times per month, related to cultural education, provided by the NCS Food Service program to enrich seasonal activities and to provide alternative food selection and serving periodically.

Note: The Naatsis'Aan Community School, Inc. Food Service Program is hereby establishing its Food Service policies and procedures handbook with rules and regulations that every student and parent will receive when registered with the school.

KITCHEN POLICIES AND OPERATING PROCEDURES

Standard Operating Procedures (SOP) for NCS Kitchen and the Dining Room are written statements specifying exactly HOW you will provide consistently good food and service for the students. The content of these “SOP” statements is determined by your menu, facility, layout, equipment, and your style of service.

Required Attire for Food Service Staff

1. Food Service staff are to dress in clean shirts, skirts, and pants and use hats or other appropriate hair restraints to prevent contamination of food.
2. It is the responsibility of staff to ensure that clothes and shoes are appropriate for the job, clean, free of rips or holes, and in good condition.
3. Staff members' hair needs to be restrained when shoulder-length.
4. Employees must wear sturdy, low-heeled shoes that prevent slips, falls, trips, burns, and cuts. Shoes must be slip-resistant, closed-toe, fit properly, and be secured to the foot **(no flip-flops or Crocs)**.
5. Limit the amount of jewelry worn on fingers and forearms to a plain wedding band, medical bracelet, or plain watch band. Jewelry can hide food particles and germs that can cause people to become sick.
6. All Food Service staff should always wear a clean apron each day while involved in food preparation. Aprons should always be taken off when leaving a kitchen area.
7. Be sure to scrub underneath your fingernails. Keep fingernails short. If staff wear fingernail polish or fake fingernails, they must wear gloves.
8. Employees may drink from clean, closed beverage containers with a handle or straw. The container must be stored in a separate place away from food, utensils, and equipment.
9. Wash your hands twice after using the restroom, after a break, after eating, and after you blow your nose before returning to the kitchen.
10. Food Service staff are required to maintain their food handler's permit.

Opening Kitchen

Access: Designated personnel shall be issued keys. Entrance: (Specify which is to be used.)

1. Clock in.
 2. Turn On Basic Utilities
 - Lights
 - Air system
 - Equipment requiring time to preheat: Proofers, Griddles, oven ranges, Grills, Broilers, Fryers, Steamers, Kettles, Steam Tables (Bain Marie), Hot Food Display Appliances
 - Unlock Refrigerators and Freezers.
 - Check the Temperatures of the units.
 - Put the Keys in the proper storage area.
 - Line and distribute trash bins.
 - Lay floor mats.
 - Dish & Pot Washing Equipment: Inspect, assemble, add chemicals, and turn on.
 - Check Hot Appliances for temperatures, odd noises, and leaks.
 - Inspect the whole kitchen area for Neatness & cleanliness, Equipment malfunctions, Orderliness, and Proper storage practices: food, supplies, and tools.
- Check phone messages.

- Inspect Food Storage Areas for the presence and condition of foods, Proper storage practices, labels, dates, wrapping, and location.
- Distribute towels and other issued items to stations.

Production Pre-Prep

1. Check the reservations for special events/parties.
2. Count current inventories of prepped menu items left from the previous shift.
3. Based on leftovers and/or a Daily Specials Plan, decide on any "Specials."
4. Refer to the sales forecast for determining production requirements. Often, a "sales forecast" is just knowing your daily sales pattern and factoring in very unusual weather or special events in your area that may increase or decrease traffic that day. Experience plays a large role.
5. Write a Prep List: Items, amounts, and sequence.

Preparation Procedures

1. Use established Par Stock Levels of Basic Menu Items and Foundations. (Often varies by the day of the week and shift.)
2. "Pull" the items needed to begin cooking... based on the prep lists.
3. Pull items for the next shift or day according to expected needs.
4. Use written recipes for each Menu Item.
5. Recipes should specify measurements, techniques, holding instructions, portion sizes, and plating instructions. (Photographs of plated foods are recommended.)

Ordering and Receiving

1. Use Lists of Par (Raw Material) Stock Levels by category: Produce, Dairy, Meats, Poultry, Seafood, Pastas, Rice, Grains, Dry Goods, Condiments, Oils, Vinegar, Herbs, Spices, Bakery/Pastry items, Beverages for Services, Chemicals and Cleaning supplies, Paper Goods, and Kitchen Office supplies.
2. Refer to the Vendors List for Ordering: This list will quickly be unnecessary for experienced personnel because they will know which food is ordered from which vendor and when orders are made. It is very helpful for new staff members. (The Vendor List should contain the vendor Name, Contact Persons (Sales rep and delivery person), Phone, Fax, and email numbers of the sales rep, General Item Categories supplied, Day of the week to order, and approximate time of delivery.)
3. Ordering Procedure
 - Ordering & Receiving Form
 - This should show the date the item is put on the list, the Item being Ordered (Be specific), the Order Form, the Person Ordering, the Date Ordered, the Checkbox of receipt (upon Delivery), the Person Receiving, Special Comments (Ordered from other vendor, substitute item delivered, out of stock, etc.).
4. Receiving Procedure
 - Use the Order Form to verify that the items ordered came in
 - Use Specified Rotation Rules (Typically FIFO: First In - First Out)
 - The policy should state exactly where new items are to be stored on shelves alongside identical items already on hand. (New items go to the left and/or in the back of and/or under old items, for instance.) Date dry goods (Indelible marker on an item, usually)
5. Requisition or Usage Procedures

- The size and complexity of the kitchen determine how formal this procedure may be. Formal systems use a requisition form filled out by production personnel, reviewed by a chef, and given to a special person (steward) who issues the items, records the event, adjusts the inventory level, and may order more goods.
 - Most kitchens just have the cooks go get their items themselves and do nothing more. Others allow the cooks to get their food but require a notation on a form listing what was taken, when, and by whom.
 - At the very least, when a minimum par level is reached, cooks should requisition (order) replacements to avoid runouts.
 - The chef should be constantly monitoring inventory levels and comparing stocks on hand to projected needs. (Because of special events, par levels are not always adequate for assuring that enough food will be on hand.)
6. Kitchen Orderliness Storage Locations:
- Specify where all food types are stored. (Using a label maker that prints adhesive, smooth, washable labels is recommended for marking shelves, cabinets, and refrigerators/freezers.)
 - In addition, specify the location of Pots, Pans, Trays, Appliances & Appliance Accessories. Utensils, Small Wares China, Flatware, Glasses, Bus Tubs (specify that all the above are to be stored dry). Chemicals, Cleaning Supplies, Linen - Clean and Soiled, and Paper goods shall be stored away from foods.

SAFETY & SANITATION:

The following information presents key points that should be included in your policies and procedures. It is required that all food personnel take the “SERVE-SAFE” course sponsored by the National Restaurant Association. This course is a comprehensive training in preventing foodborne illness and Accidental Injury.

Setting up the Washing Area:

1. Inspect the dishwasher for cleanliness.
2. Clean if necessary. Check the chemical levels. Fill as required.
3. Assemble the machine if left disassembled.
4. Fill and run a few cycles to ensure proper chemical levels, if necessary.
5. Straighten out racks and shelves of pots, pans, trays, bowls, and boards. Stack if dry.
6. Set up the pot-washing sinks: Wash - Rinse - Sanitize. Clear drainboard.
7. Assemble tools: scrapers, squeegees.
8. Check and refill hand-washing station stocks: bacteriostatic soap and paper towels.
9. Line and distribute trash receptacles.

Running the station:

1. Check the sanitizer strength (often chlorine) with test strips every 2 hours.
2. Empty, clean, and refill the machine as needed or at least every other hour.
3. Keep the floor dry near the dish area.
4. Let all items air dry before putting them away.
5. Avoid excessive dumping of stringy foods (i.e., celery) into the disposal.
6. Avoid putting large amounts of starchy foods into the drains: rice and cereals. (They swell in your pipes and clog them.)
7. Avoid putting fats into the drains: shortenings, icings, oils, and butter. (They congeal in your pipes and clog them.)

8. Keep paper out of the disposal.
9. Pull down partially full trash can liners and stack new ones on top. (This keeps the bags light enough to lift out without splitting.)
10. Notify the food service supervisor if the station is caught up and other duties can be assigned.

Cleanliness

1. Bathe Daily. Use deodorant. Wear no cologne or aftershave.
2. Restrain hair: Wear a hat (or net) and tuck your hair into it.
3. Wear a clean, full uniform (jacket, long pants, apron, hat), Name tags, and a scarf if part of the uniform.
4. Wear closed-toed, non-skid, non-absorbent shoes.
5. Hands: Wash hands with sanitizing cleaners for at least 20 seconds. Dry with a disposable towel. Wash whenever you finish cutting raw meats after going to the toilet, after a break, using the phone, and whenever they become soiled.

Floors:

1. Wipe all spills immediately and thoroughly
2. Sweep floors frequently
3. Mop floors daily

Work / Prep Tables:

1. Use Cutting Boards - Sanitize any board and knives used for cutting raw meats.
2. Keep the items on worktables organized - Do not crowd the tabletop.
3. Keep all knives visible: Do not cover knives with food, towels, etc.
4. Wipe up spills right away.
5. Work with CLEAN towels.

Small Appliances:

1. Pay close attention whenever using equipment with moving parts. Use appliances according to their instructional manuals.
2. Do not overload blenders, food processors, mixers, or fryers.
3. Do not leave mixing/chopping appliances running unattended.
4. Unplug electrical appliances before cleaning, assembling, or disassembling, and when not in use.
5. Wipe clean after each use.
6. Store attachments (lids, blades, hooks, paddles, whips, etc.) in their right place.

Drawers & Shelves:

1. Store knives so they are visible and will not fall or be covered - NOT in drawers.
2. Avoid stacking items to the point they become unstable.

Large Heating Appliances: Ovens, ranges, broilers, proofers, etc.

1. Wipe up all spills immediately.
2. Monitor temperatures on a set schedule: once per shift. Enter readings in a log.
3. Follow a preventative cleaning and maintenance schedule.

Cooling Appliances:

1. Wipe up all spills immediately.
2. Keep door handles, door seals, floors, and shelves clean.
3. Vacuum and degrease the cooling coils/fan area weekly.

4. Do not block air-exchange passages with food.
5. Monitor temperatures once each shift.
6. Record temperatures in a log.
7. Wrap, label, and date all items.
8. Store items in their designated spots.
9. Empty and clean refrigerators at least weekly.

Storage Guidelines:

1. Thaw foods in the refrigerator as much as possible.
2. Raw meats should be stored at the bottom of the refrigerator, covered.
3. Dairy products and raw meats should be held in their own very cold refrigerators, nearly freezing. Or keep them in the coldest (usually the bottom) part of the fridge. Fish and Poultry should be in plastic bags, covered in ice, and packed in perforated pans that drip into a deeper catch pan.
4. Produce should be kept cold but out of danger of freezing. (Store ordinary onions and potatoes in a cool, dry, dark pantry.)

General Safety Rules & Procedures:

1. Keep food temperatures below 40 degrees (5C) and above 140 degrees (60 °C).
2. Understand and apply the principles of safe, sanitary food handling. (Key personnel should take the SERVE-SAFE course!)
3. Do not work when you have a cold.
4. Always keep your hands CLEAN.
5. In emergencies, quick-thaw frozen food under cool (70°F) running water, with the food held in a vessel in the sink, not just in the sink.
6. NO RUNNING.
7. Carry knives pointing down at your side.
8. Do not point or gesture with knives.
9. Let falling knives fall.
10. Keep all knives sharp.
11. Never leave a knife in a sink or a drawer.
12. Wipe up all spills immediately and thoroughly.
13. Do not store food on the floor.
14. Keep aisles open. Store cleaning supplies and chemicals in a separate location, away from food.
15. To lift heavy items:
 - Squat down, bending your knees.
 - Grasp the item securely. Gain balance.
 - Lift with your legs, keeping your back as straight as possible.
 - Stand up straight. Look where you are going.
 - Be sure the way is clear.
 - Do not block your sight when you walk with the item.
 - Squat again, if necessary, when setting the load down.
16. Clean pocket thermometers with alcohol swabs between uses.
17. Wear gloves if you have cuts on your hands.
18. Taste foods with utensils - no fingers or "double-dipping."

(All staff members should know basic first aid for cuts and burns. Your First Aid Kit should be checked daily to be sure its contents are adequate. Key staff members should be able to recognize when a person is in shock. All staff members should know how to dial emergency phone numbers.)

Fire Safety:

All staff members should know:

1. How to use the portable fire extinguishers.
2. Where the Fire Extinguisher is located.
3. The limitations of portable fire extinguishers.
4. The presence of the built-in fire suppression system - and how to activate it.
5. How to safely evacuate the building.
6. All cooks should know:
 - How to put out very small flame-ups with salt or baking soda.
 - That water on a grease fire will just make it worse.
 - Do NOT “clean” grills and broilers by setting the heat to MAX to burn food off.

Closing Kitchen

Specific tasks for closing differ with each kitchen. As time permits, each station cook should begin closing their respective stations during the last hour of service. Soiled bowls, tools, boards, pans, etc., that are least likely to be needed again should be sent to the pot washer. This reduces an overload in the washing station. As much as is practical, keep bringing dirty items to the pot washer as the breakdown and cleaning progress, rather than dumping all of the soiled cookware on the pot washer at the last minute.

As soon as the last order is sent out, all heating equipment should be shut off and wiped down when cool enough.

Food should be dealt with before general cleaning tasks commence. All food should be re-packed as necessary. Sanitation (and reducing the need for refrigerated storage space) dictate the details of this re-packing activity. Hot foods should be stored in shallow, wide containers. This speeds up the cooling process. All food should be labeled, dated, and sealed. Leftovers should be dated in a way that states when they were first prepped... not just when they were last put away.

If it has not already happened, any foods needed for the next shift should be pulled from freezers and/or processed according to the needs of the menu for the next shift or day(s).

Other tasks commonly attended to by cooks in most closing procedures include:

1. Wash and sanitize the hand tools: knives, special cutters
2. Unplug, wash, and sanitize small appliances.
3. Wash and sanitize the station fixtures: tables, shelving, cabinets, and heat lamps.
Empty, wash, and sanitize under-counter line refrigerators. Re-assemble.
4. Lock up special tools and cooking alcohol.
5. Write any notes for the next shift.
6. Fill out any production reports or inventory par sheets.
7. Write additional items on the Ordering Sheets.
8. Turn in the dining room order forms: duplicates or printouts
9. Make final checks of the coolers and freezers.
10. Write temps on log sheets.
11. Lock all cabinets and coolers.
12. Put the keys in their storage place, not in your pockets.
13. Re-check that all ovens, ranges, grills, etc., are shut off.
14. Put soiled towels and uniforms in the washing machine and start the wash cycle.
15. Clock out.

The dish/pot washer should:

1. Wash down walls and shelving all around and under the washing area.
2. Check and refill chemicals as necessary.
3. Wash and dry slides.
4. Store cleaning tools: scrapers, squeegees.
5. Collect and dispose of all trash.
6. Empty, wash, and leave to air dry. Re-line when dry.
7. Gather the floor mats, clean them, and hang them to dry. Sweep and wash floors.
8. Check laundry bins for correct contents: Sort as needed. Store in the pick-up area
9. Reline laundry hamper frames with new laundry bags.

Closing staff:

1. This person should make a final inspection of the kitchen.
2. Double-check that no perishable foods have been left out.
3. All refrigeration equipment should be checked to be sure that it is on and working and locked.
4. Any cabinets that should be locked need to be re-checked, and the presence of the kitchen keys needs to be verified.
5. All heating equipment should be re-checked to be certain all units are off.
6. Monitor the general cleanliness and orderliness.
7. Check that everyone else has left.
8. Secure the office.
9. Shut off the fans and the lights.
10. Lock interior doors as needed.