



## Location Guide

This Location Guide is for North County School District.

Please read this Location Guide in conjunction with Section 1

The Location Guide is intended to supplement the information in Section 1 of the Associate Handbook. Please read this Location Guide in conjunction with Section 1.

## District Mission Statement

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The District is committed to the optimal development of every student. The District believes that for students to have the opportunity to achieve personal, academic, developmental, and social success, there needs to exist a positive, safe, and health-promoting learning environment at every level, in every setting, throughout the school year.

The District promotes healthy schools by supporting wellness, good nutrition, and regular physical activity as a part of total learning environment. The District supports a healthy environment where children learn and participate in positive dietary and lifestyle practices. Schools contribute to the basic health status of children by facilitating learning through the support and promotion of good nutrition and physical activity. Improved health optimizes student performance potential.

## Daily Work Schedules

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Work schedules and job responsibilities vary; however, the standard shifts are as follows:

### For District Employees:

- Part-time employees work less than 4 hours and do not receive benefits.
- Full-time employees work between 4-8 hours and they receive Board paid benefits
  - See page (39) for Board paid benefit information.

### For Aramark Employees:

- Part-time employees work less than 6 hours and do not receive benefits.
- Full-time employees work between 6-8 hours and are eligible for some benefits
  - See benefit handbook

## Negative Charge Policy

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### For Students

- In accordance with the North County Food & Nutrition Services Charge Policy, All grade levels (K-12) are allowed to charge up to \$12.00 in meal charges. A notice will be sent home once a week to any student with a negative balance, notifying them of their debt and reminding them that a maximum of \$12.00 in charges is allowed. In instances where a child has incurred \$12.00 in meal charges and indicates he/she wishes to eat breakfast or lunch, the school will prepare a meal for that child, consisting of one half pint of milk and a cheese sandwich.

### For Staff

- In accordance with the North County Food & Nutrition Services Charge Policy, all staff members are allowed to charge up to \$20.00 in meal charges. All staff members will be informed by cashiers when they are at their \$20.00 dollar meal limit. All staff members incurring \$20.00 in meal charges will not be allowed to charge meals until their balance is paid.

## Requesting Time Off

All associates must submit and “Hourly Time Off Request Form” to head cook and Food Service Director for approval of leave AT LEAST two weeks in advance. (Except for illness or bereavement)

## Attendance

Call out/report tardiness to the person at your location who holds the following position:  
Kitchen Manager

When calling out, it is not acceptable to leave a message rather than speaking directly to the person listed above.

Call out timing: Two hours prior to your scheduled shift but please give as much notice as possible to allow time to call in a substitute.

Report early departures to: your manager at your location

Occurrence: Any unscheduled absence, tardy, or early departure unless such absence, tardy, or early departure is protected by applicable federal, state or local law.

## Hourly Associate Breaks

In several states, employees must be provided with, and/or are entitled to take, one or more rest breaks per day that are of a certain duration and at certain times. In these states, Aramark will comply with applicable state-specific requirements by providing paid rest breaks. In all other states, Aramark will provide paid rest breaks to all employees at management’s discretion. Aramark will provide a 15-minute rest break to all hourly and salaried non-exempt employees at management’s discretion who work over 3 hours per day. Rest breaks may not be combined to create longer rest/meal periods or shorten the work schedule. Rest breaks cannot be accrued to take at another time, i.e. skipping a break or breaks does not permit an employee to leave work early or makeup for coming in late.

Employees may not leave the work site during paid rest breaks, except where state law provides otherwise. If you leave the building or premise while on your fifteen minute paid rest break you must punch out and back in when you return. Failure to do so could result in and up to termination. Except where prohibited by law, your Supervisor will assign times for rest breaks based upon business needs. Rest breaks at this location are not mandated by law, but more of an extended courteous to employees, therefore in certain instances rest breaks may not occur due to business needs in a day.

Full-time or part-time Associates who work at least five (5) hours during the workday are required to take an unpaid and uninterrupted meal period of thirty (30) minutes which will typically be taken before lunch service. Supervision will determine the best time for all breaks and meal periods.

Full-time employees who come in to work before 7am are also allowed to take a ten minute rest break in the morning. Again, supervision will determine the best time for all breaks and meal periods, and in certain instances rest breaks may not occur due to business needs in a day (also decided by supervisor).

## Occurrence-Based Attendance Policy

Discipline for attendance violations at our location is based on the number of occurrences. Below are the steps our location generally uses in administering discipline in connection with attendance issues. However, under certain circumstances, Aramark may deviate from one or more of the steps or consider absences outside of the specific timeframe.

- 4<sup>th</sup> occurrence of absence and/ or tardiness or early departure in a rolling one-year period – verbal warning.
- 5<sup>th</sup> occurrence of absence and/ or tardiness or early departure in a rolling one-year period – written warning.
- 6<sup>th</sup> occurrence of absence and/ or tardiness or early departure in a rolling one-year period – final written warning.
- 7<sup>th</sup> occurrence of absence and/ or tardiness or early departure in a rolling one-year period – termination.

**Note:** An associate will not be subject to discipline for any absence, tardiness, or early departure protected under the FMLA, the ADA, or other leave protected by applicable federal, state or local law.

## Time sheets

### District Employees:

Each district employee is required to turn in a timesheet, bi-monthly, by the due date specified by the district. Time worked will be calculated by minute, to the nearest quarter hour. For employees working 4+ hours, when contract hours are not met, use comp or leave time accordingly to complete daily contracted hours. Employees working 5+ hours are required to take a 30 minute unpaid lunch break. If an employee gets less than 20 minutes for a lunch break they will be paid 30 minutes, as if they had no break at all. In order to receive this pay, associate must notify Head Cook, and Head Cook will either note it on district time sheet.

### Aramark Employees:

Each Aramark employee is assigned an employee ID number which is used to clock in using the Kronos Telephone IVR system to clock in and out for work and for meal periods. Aramark employees are responsible for clocking in and out in a timely manner. If an employee cannot clock in or out due to system errors, or lack of timeliness, they must notify Head Cook and Head Cook must notify the Food Service director to make the edit. If an Aramark Employee gets less than 20 minutes for a lunch break they will be paid 30 minutes, as if they had no break at all. In order to receive this pay, associate must notify Head Cook, and Head Cook will email Aramark Food Service Director.

## Job Abandonment

An associate may be deemed to have voluntarily resigned from employment with Aramark should he/she fail to report to work and fail to notify management of the absence using the proper call-out procedure (No Call/No Show) for 2 consecutively scheduled work shifts.

## Progressive Discipline

In most cases Aramark follows a four step progressive discipline process:

- Verbal Counseling
- Written Warning
- Final Written Warning and/or Suspension
- Termination



Please keep in mind that Aramark has no obligation to use any one or more of these steps of discipline prior to discharging an associate.

Based on the seriousness of the infraction, or in the case of severe misconduct, your manager may omit, repeat or skip one or more of these steps.

## Classified At Will Agreement

District employees are asked to sign an “At Will” agreement on a yearly basis. This agreement designates the employee’s new wage per hour; however, this does not guarantee employment for the full year.

Aramark employees are “At Will” associates as well. This means that employees have the right to resign their position at any time, with or without notice. Likewise, Aramark can terminate the employment relationship with any employee at any time with or without cause and/or notice.

## Performance Reviews

To ensure that all food service associates perform their jobs to the best of their abilities, Aramark and the District believe that it is important to recognize its Food Service Associates for good performance and to offer appropriate suggestions when improvement is thought to be necessary. All associates will have their performance evaluated by their supervisor on an ongoing basis. Associates will also receive written evaluations of their performance on an annual basis. All written performance reviews will be based on the associates overall performance in relation to his/her job responsibilities and will also take in to account by his/her conduct, attitude, and record of attendance and tardiness.

## Reduction in Staff

The Board of Education may reduce the number of non-instructional personnel whenever necessary due to a lack of funds, lack of work, or in the interest of the economy. The determination for a reduction in force will be based on: 1)needs of the district; 2)merit of each employee as determined by the Administration; and if all things are equal 3)employee seniority in the District. For further information regarding Reduction in Staff, please see [Board Policy and Regulation 4741](#). Aramark’s management will follow this District Policy if there is a need to reduce the number of associates and/or reduce the number of hours for associates.

## Appeal of Administration Decisions and Open Communication Process

The employee may appeal decisions, file complaints, present issues for resolution by following the Open Communication Process. All Food Service Associates must first present concerns, complaints, issues, etc. to their immediate supervisor. If they do not or cannot resolve the issue, it should be brought to the attention of the Food Service Director. If the Food Service Director does not or cannot resolve the issue, then it progresses to the Aramark District Manager. (Aramark’s management team will partner with the District Human Resources when/where necessary.)

## Pay

Aramark Employee Payday is bi-weekly on Thursday.

- The work week at this location begins at Thursday and continues for the next seven consecutive days, ending at Wednesday.

District Employee Payday is bi-monthly on the 15<sup>th</sup> and 30<sup>th</sup>, unless it falls on a holiday or weekend, then it is paid earlier.

## Salary Schedules

### District Employees:

The Board of Education annually adopts salary schedules for classified staff. Each district staff member is placed on the appropriate schedule to commensurate with, but not limited to, job category, experience with the district, and (if re-employed) satisfactory performance. The adopted schedules will remain in effect until changed or modified by the Board of Education.

### Aramark Employees:

Aramark employees will be given raises based on merit, and on the results of their annual performance review.

## Holidays

The following Holiday information applies to Aramark Hourly associates only:

1. The following holidays are observed at this location: Labor Day, Thanksgiving Day, Christmas Day, New Years Day, Martin Luther King Day, & Good Friday.
2. Associates who meet all of the following requirements are eligible for holiday pay:
  - a. Regularly scheduled to work at least 15 hours per week.
  - b. Have completed at least 30 days of employment
  - c. Have worked the last scheduled work day before and the first scheduled work day after the holiday, unless prior approval is granted.
3. An associate who is eligible for holiday pay and who works on a scheduled holiday will receive two times their regular hours paid.

District employees do not receive holiday pay as their pay is based on student attendance days. Please look at district school calendar to determine when those days are.

## Vacation

The following vacation information applies to Aramark Hourly associates only:

1. Associates who are regularly scheduled to work at least 30 hours per week are eligible for paid vacation time.
2. Unless otherwise required by applicable state or local law, vacation begins to accrue on the last day of each month following 1 full month of employment. Accrued vacation may be used after it is accrued.
3. Annual vacation accruals are based on years of service. Associates will stop accruing vacation once they reach the maximum days available, and vacation accruals will resume once vacation time has been used. The chart below summarizes the accrual schedule and maximum allotment of vacation for eligible associates.

Service Completed	Vacation [Hours/Days] Earned Per Month	Vacation [Hours/Days] Earned Per Year	Maximum Vacation [Hours/Days] Available
Less than 6 Months	*	*	*
6 months	5/6 (.84)	10	10

1 year	5/6 (.84)	10	10
2 years	5/6 (.84)	10	10
3 years	1 ¼ (1.25)	15	15
7 years	1 2/3 (1.67)	20	20
20 years	2 ½ (2.09)	25	25

- Use of vacation time should be requested 1 week in advance for scheduling and approval by your manager. While vacation is typically used for rest, relaxation and personal activities, it can be used for any purpose.
- Vacations must be staggered to ensure sufficient coverage. Aramark may deny a request for vacation in its reasonable discretion based on the business needs of the location at that time.
- When an associate leaves the Company, accrued but unused vacation is paid out.

## Paid Time Off (PTO)

The following Paid Time Off information applies to Aramark Hourly associates only:

- Associates who are regularly scheduled to work at least 30 hours per week are eligible for PTO.
- Eligible associates accrue .5 days per 30 days up to a total of 6 per year, with a carryover maximum of up to 12 days.
- Eligible associates begin to accrue PTO after first full calendar month of employment.
- Eligible associates may use PTO for occasional illness/injury or preventive medical care (the associate's or a family member's), for activities (e.g. legal proceedings, treatment, relocation, etc.) relating to an associate's or family member's status as a victim of domestic violence/sexual assault, for other personal business or for any reason protected under applicable law.
- When an associate leaves the Company, accrued but unused PTO is not paid out except as required by applicable law.

## Bereavement Leave

The following Bereavement Leave information applies to Aramark Hourly associates only:

You will receive up to 3 days of paid bereavement leave for the death of an immediate family

At this location immediate family member is defined to also include: Spouse or domestic partner, Mother, Mother-in law, Father, Father-in law, Sister, Sister-in law, Brother, Brother-in law, Grandparents, & Grandchildren.

## Jury Duty

The following Jury Duty information applies to Aramark Hourly associates only:

Unless otherwise required by state law, an associate will receive the difference between jury duty earnings and regular pay (excluding overtime or other premium payments) for hours they would have worked if they had not been required to report to jury duty.

Pay for jury duty service is subject to a maximum of 3 days.

A copy of the jury duty summons and jury duty check stubs must be provided to your manager immediately after returning from jury duty so your pay may be calculated.

## Personal Leaves of Absence

The following Personal Leaves of Absence information applies to Aramark Hourly associates only:

A personal leave of absence is available at this location. An associate's job is not protected while on a personal leave of absence, which means that Aramark cannot guarantee that the associate will be reinstated following the leave.

Personal leaves are normally limited to a period of 30 days, upon written application from the associate and with prior management approval. Such leaves may be extended for additional 30-day periods, upon management approval, up to a maximum of 60 days.

Personal leaves of absence are unpaid; however, you will be required to use all accrued unused Vacation and PTO during the leave. Neither Vacation nor PTO time accrues during a personal leave of absence.

## Benefits for DISTRICT Employees

In addition to salary, benefits for full time classified staff employees are as follows:

1. Board paid medical insurance
2. Board paid dental/vision insurance
3. Board paid life insurance
4. Leave
  - a. Leave days are calculated as follows:
    - i.  $10 \times$  (the number of hours you work per day)
    - ii. Example:  $10 \times 5.5 = 55$  hours of leave per year
  - b. All leave days are awarded on July 1 of each year and end, if unused, may accumulate up to 90 days.
  - c. To take leave days ask the Head Cook or Food Service Director at least 2 weeks prior to the date being requested, unless you are ill. (Per Board Policy 4320, *Leave days prior to or immediately following any vacation or break in school calendar must be approved prior to that time and will be approved only under emergency or extenuating circumstances.*)
  - d. Bereavement Leave
    - i. Two (2) days of bereavement leave will be granted each school year that will not be charged to regular leave. Any days taken beyond the first two up to a maximum of ten (10) will be charged to the employee's leave.



employee's immediate family (spouse, parent, grandparent, child, sibling, daughter/son-in-law, father/mother-in-law, brother/sister-in-law, grandchild, or non-family residing within the employee's home.) Bereavement leave is not accumulative. For further information regarding leave please see Board Regulation 4320.

- e. Family Medical Leave Act (FMLA)
  - i. Contact Administration Office for further information.
- f. Holidays
  - i. See school calendar
  - ii. Foodservice staff is not paid for holidays; they are paid for school attendance days.
- g. Overtime
  - i. Hours worked beyond 40 hour work week are considered overtime. Overtime will be paid at the rate of one and one half (1.5) time the hourly salary. The work week begins on Sunday and ends on Saturday. Special events may require overtime by food service employees. The district needs to keep overtime hours to a minimum. Have all overtime work approved by the Head Cook or Food Service Director.
- h. Compensation Time
  - i. Hours earned over forty in one week that can be taken as time off the job. Comp time is earned at the same rate as overtime (1.5 times the hourly wage). An employee may earn up to 20 hours of comp time. All comp time has to be pre-approved by the Head Cook or Food Service Director. At the time of approval, the employee and Head Cook must decide whether the additional time worked will be taken as comp time or overtime.
- i. Retirement
  - i. All full-time support staff members are participants in the public education employee retirement system.

## Inclement Weather

On those days when weather causes cancellation of school, food service workers will not be required to report to their respective buildings. All district staff will be made aware of any cancellations through the "Alert Now" phone system. Aramark employees will be notified by Head Cooks. All days missed will be made up on Board selected make-up days. See the school calendar on the district web page. ([www.ncsd.k12.mo.us](http://www.ncsd.k12.mo.us))

## Smoking

North St. Francois County R-1 is a smoke free district. Smoking inside or outside the building is STRICTLY prohibited.

Smoking is permitted only during bona fide breaks (meal or otherwise) and you MUST leave campus. Additionally, you must ensure that your hair, clothing and breath does not smell of smoke when you return to work, and you must wash your hands upon re-entering the building.

## Illegal Drugs and/or Alcoholic Beverages

The use of illegal drugs or alcoholic beverages is not allowed on school property at any time. (The District reserves the right to randomly test as necessary)

- Per Board Policy 4125
  - Notice of Arrest, Abuse Complaint, Traffic Citation
    - Every employee and volunteer who is arrested for a criminal act, felony, or misdemeanor must notify their supervisor in writing within three (3) days of the arrest. Similarly, every employee/volunteer must notify their supervisor within the same time period of a notice of a child abuse complaint against them. Traffic

violations related to Driving under the Influence will be treated as a criminal arrest.

## Professional Appearance and Work Attire

The following additional standards apply to this location regarding professional appearance, work attire (including all PPE and safety apparel such as gloves, slip-resistant shoes, etc.)

Every person who works in foodservice is responsible for having good personal hygiene and clean work attire. Our clients, customers and the local health board rightly expect us to maintain strict standards of cleanliness.

The following describes our minimum standards of appearance and personal hygiene:

- Wash hands properly, frequently, and at appropriate times.
- Keep fingernails trimmed and filed; no fingernail polish or artificial fingernails.
- Beards and mustaches are allowed; however, they must be trimmed, neat, and clean.
- Keep hair and body clean; bathe every day.
- Treat and bandage wounds and sores; cover cuts, rashes, and minor skin eruptions.
- When feeling ill, alert the foodservice manager and avoid working with food.

It is important that all employees present a professional appearance to our clients. An attractive uniform that is neat and clean is an important part of presenting an appropriate image in the workplace.

- All employees are responsible for cleaning and maintaining their uniforms, unless otherwise prohibited by state law or a collective bargaining agreement.
- Replacement uniforms will be issued as needed.
- Safety regulations require that you wear company approved footwear at all times.

Aramark provides ALL employees with a uniform shirt that is to be worn with black slacks and slip resistant shoes. A hairnet/hat and gloves are also a part of your daily uniform.

- Friday's and special celebrations/fund raisers (that are to be approved by the Food Service director before participating) are the only exception to the above uniform. See below statement of the **School Dress Code** in accordance with Friday's and special celebrations/fund raisers.

*"While buildings' attire may vary due to in-school activities, celebrations, etc., professionalism and respectability are the priority. When casual attire is approved, school affiliated clothing is approved as well."*

## Key Control

Associates who are given keys to Aramark and/or client spaces in conjunction with their job duties are expected to comply with the following:

- Associates should have access only to those keys necessary to perform their daily duties. If you have unnecessary keys in your possession, please return them to your manager.
- Do not leave keys unsecured.
- Keys may only be carried and used by the individual to whom they are issued, unless prior approval has been given by the appropriate manager.
- Do not utilize key chains (nor mark the key chain) that identify the building to which they provide access.
- Do not mark any keys with insignias or initials that describe what the key opens.

- Duplication of keys is forbidden.
- Loss of keys may result in disciplinary action, up to and including termination.

## Free Meals

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At certain locations, Aramark may provide associates with a free, single meal when working. Overtime rates are calculated using the “regular rate” of pay, as defined by state and federal law; however if such meals are provided, you and Aramark agree that where permitted by law, the cost of the meals will not be included in the regular rate calculation.

## Public Figures

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Approaching public figures while you are working for reasons other than as assigned by your manager is prohibited.

## Associate Parking

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Associates are permitted to park only in the following designated areas: back of buildings as close to kitchen entrance as possible.

## Cell Phone Policy

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Hourly associates are not permitted to carry or use cell phones during their paid work hours. If associate has a need to carry a cell phone on their immediate person due to an immediate family member with a life threatening illness, or a child sick in the care of another while you are working they may fill out the Cell Phone Acknowledgment form. The form must be approved by the manager and Food Service Director.

## Relations with Students

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Employees shall maintain business-like relationships with students which are conducive to an effective educational environment. Employees shall not discuss any personal matters with or have any inappropriate interactions or relationships with any student at any time, regardless of the student’s age or status. Inappropriate interactions include, but are not limited to, touching; hugging; communicating via telephone, Facebook, text message or e-mail; or offering transportation to a student.

This policy is not meant to restrict appropriate personal relationships for members of employees’ immediate family. In addition, this policy is not intended to chill or limit employees’ Section 7 rights under the National Labor Relations Act to engage in concerted activity.

## Safety

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Food Service Program

Regulation 5540

Food Safety

In order to implement the District’s Food Safety Program, standard operating procedures should be developed in the following areas:

- Prohibit bare hand contact with ready to eat foods
- Store chemicals away from food and food related supplies

## Personnel

- Require hand washing after restroom use, sneezing, coughing, or after performing any cleaning activity.
- Develop a policy for restricting or excluding ill employees from food production or preparation areas.

## Product Procurement

- Follow recommendations for selecting vendors such as those found in State distributing agency vendor certification procedures.
- Develop buyer product specifications

## Receiving

- Reject all cans with swollen sides or ends, flawed seals and seams, rust or dents.
- Put perishable foods into the refrigerator or freezer immediately

## Storing

- Store all food and paper supplies 6 to 8 inches off the floor.
- Label all food with name of the school and delivery date

## Transporting

- Preheat transfer cart prior to use
- Limit transport travel time to a maximum of 2 hours

## Holding

- Keep hot foods hot (above 135°F) and cold foods cold (below 41°F)

## Preparation

- Do not keep food in the “danger zone” (between 41°F and 135°F) for more than 4 hours.
- Handle food with utensils, clean gloved hands, or clean hands. (Bare hand contact with food during preparation should be limited. Bare hand contact with RTE foods should be prohibited.)

## Cleaning/Sanitizing

- Use clean water, free of grease, and food particles.
- Keep wiping cloths in sanitizing solution while cleaning.

## Cooking and Documenting Temperatures

- Record all temperature when they are taken
- Use only a clean and sanitized thermometer when taking internal temperatures of food.

- Cool rapidly by storing food in small batches in individual containers; cover loosely so that heat can escape quickly.
- Keep cold foods cold by pre-chilling ingredients for salads

## Reheating

- Transfer reheated food to hot-holding equipment only when the food reaches the proper temperature.
- Use only cooking ranges, ovens, steamers, and microwave ovens to reheat foods. Use hot-holding equipment only to maintain temperature and not for rapidly heating food.

## Notice of Non-Discrimination

GENERAL ADMINISTRATION Policy 1300 (Regulation 1300) Equal Opportunity (Form 1300)

### **Prohibition Against Harassment, Discrimination and Retaliation**

The District is committed to maintaining a workplace and educational environment that is free from discrimination, harassment, and retaliation in admission or access to, or treatment or employment in, its programs, services, activities and facilities. The District is committed to providing equal opportunity in all areas of education, recruiting, hiring, retention, promotion and contracted service. In accordance with law, the District does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, disability, age, genetic information, or any other characteristic protected by law in its programs and activities. In addition, the District provides equal access to the Boy Scouts of America and other designated youth groups. Further, no person shall be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination based on the above listed characteristics under a school nutrition program for which the District receives federal financial assistance from the U.S. Department of Agriculture (USDA Food and Nutrition Service).

The following person has been designated as the District's Compliance Officer to handle inquiries or complaints regarding the District's non-discrimination policies:



Ms. Kathryn Bockman

Associate Superintendent

300 Berry Road, Bonne Terre, Missouri 63628

573-431-3300

For information regarding how to report a claim of discrimination, harassment, or retaliation, see Board of Education Regulation 1300. Policy and Regulation 1300 shall govern all complaints and concerns by parents, patrons, employees, or students of the District related to discrimination, harassment, or retaliation on the basis of race, color, national origin, ancestry, religion, sex, disability, age, genetic information, or any other characteristic protected by law.

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## ACKNOWLEDGMENT OF RECEIPT

I have received a copy of the Associate Handbook (V4.0) as of the date written below. If I work in California, Maryland or New Jersey, I also received a copy of the State Specific Information document for my state.

\_\_\_\_\_  
Associate's Name

\_\_\_\_\_  
Location Name

\_\_\_\_\_  
Associate's Signature

\_\_\_\_\_  
Date

[Grab your reader's attention with a great quote from the document or use this space to emphasize a key point. To place this text box anywhere on the page, just drag it.]