Non-Exempt (Hourly) Food Services Employee Guidelines 2016-2017
WE'RE SO GLAD YOU ARE A PART OF THE OU FAMILY!
Welcome to OU Food Services, a part of OU Housing and Food Services in OU's division of Student Affairs. OU Food Services consists of residence hall focused dining venues, a world-class catering program, an award-winning convenience store, numerous concession stands and retail operations.

There are plenty of opportunities for you in the department of OU Housing and Food Services to broaden your horizons. Working with us is much more than collecting a paycheck. This is a great resume builder and an excellent way to meet new friends. Working with us also provides life-long skills (cooking, cleaning, customer service, leadership, communication, time management, etc) and offers opportunities for advancement.

Utilize this guidebook to familiarize yourself with our policies and expectations. You will be responsible for this information throughout your employment with OU Housing and Food Services, in addition to OU policies and expectations. To learn more about the OU Staff Handbook, please visit https://hr.ou.edu/Policies-Handbooks. If you have any questions about any of this content, please ask your supervisor or manager.

We want your experience with us to be positive and rewarding. You play a very important role in our mission to bring life to the University community. Every time you work, your presence affects our services and guest satisfaction.

Thank you in advance for your dedication and commitment to OU Housing and Food Services!

-Frank Henry,
Director, OU Food Services

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CULTURE

OU MISSION STATEMENT
The mission of the University of Oklahoma is to provide the best possible educational experience for our students through excellence in teaching, research and creative activity, and service to the state and society.

HOUSING AND FOOD SERVICES CORE PURPOSE
We bring life to the University community.

HOUSING AND FOOD SERVICES CORE VALUES
Ownership, Family, Dependable, Adaptable, and Supportive

FUNDAMENTALS OF FOOD SERVICES
• Serve quality food and beverages at all times
• Provide quick, friendly, and responsive service
• Make food safety and sanitation a priority
• Practice environmental awareness and responsibility

To uphold OU’s mission statement, each team member is required to do his/her part. No matter how small it seems, each job is an essential part of the overall operation. You are doing your part to uphold an important aspect of OU.

You should be familiar with these guidelines, and you are encouraged to ask additional questions of your immediate supervisors. Specific unit guidelines may be more detailed than those printed here. When conflicts occur between OU Food Services policies and franchise policies, the franchise concept policies will apply in most cases. Additionally, supervisors/managers/directors have the authority to address all concerns in the best appropriate manner on a case by case basis, and at times those decisions may differ from details printed here. Infractions of guidelines and OU Staff Handbook policies are subject to the Positive Discipline Process.
WORK SCHEDULE

Your work schedule will be given to you by your supervisor/manager when you are hired. Your schedule is determined by the hours you are needed and are subject to change. If you need to change your work schedule, your supervisor/manager may approve a change with the appropriate amount of notice. During scaled service hours (spring break, summer break, winter break, etc) work hours can be limited and it is in your best interest to budget your use of Leave, when available, to potentially off-set scaled service hours. We operate seven days a week. You may be scheduled to work holidays, evenings, and weekends depending on your unit. In support of OU, you may be asked to work at an alternate Housing and Food Services location, assisting with other duties as assigned, which may be different from your general job duties. Please also note that during bad weather and even though the University may be closed, you are required to work your scheduled shift; however, it may be at another location. Call your supervisor/manager if you have questions and observe the proper call in process if necessary. If you are an event-based employee, check with your supervisor to see if you are needed to work.

Each unit has a designated place/or space/website for the work schedule; please check this area or site often for any changes. There may be extra work hours available in other units where you may be asked to volunteer to work. Only your supervisor/manager may approve working extra hours. Please note that a Food Handlers Card is required in Cleveland County; therefore, it is in the best interest of all OU Food Services employees to complete the food handlers class and successfully pass the test at the Cleveland County Health Department in Norman.

RECORDING TIME WORKED

Each unit has a system for clocking in and out of work. Before clocking in you must be in full/correct uniform and ready to work. If you forget to clock in or out, notify your supervisor/manager within 24 hours. If you are asked to work another food service area you will need to clock in and out at the location where you are working. You will use the same number to clock in/out no matter which location you are asked to work.

PAY CHECKS

Your first paycheck will not be available to you for up to four weeks from the time you begin your job, depending on when you start. The University pay periods run two weeks behind. If you are employed in another location on campus, please be aware that you will only receive one check from OU and that check will include all the hours you have worked for OU. If you have questions about when you will receive your OU paycheck, please contact HFS Payroll or review the information posted online at http://hr.ou.edu/payandrecords/. Oklahoma law (74 O.S. 292.12) requires that all state employees as a condition of employment use direct deposit to receive their pay. You may select to have your pay check direct deposited into your checking/savings account or you may choose to have your pay issued on a PayCard.
PAY CHECKS-cont.
The PayCard provides the ability for the University to post your pay with the Bank of Oklahoma each pay day. The Bank of Oklahoma allows Card holders to use the PayCard in the similar fashion as a visa debit card. You will be able to make free withdrawals at any Bank of Oklahoma. There are also other methods in which to make disbursements for the PayCard. However, please keep in mind that there are fees associated with certain transactions that are done with the PayCard. For more information about the PayCard and the fees that can be incurred, please visit http://www.ok.gov/paycard_shortcuts.html. You will be required to pick up your first OU paycheck from Buchanan Hall even if you opt for Auto Deposit. You must have a photo ID in order to pick up your paycheck.

There is no way to pick up a paycheck early. After 90 days, employees who have not chosen direct deposit will be issued a pay card. Your wages will be deposited to that card every other Friday after 8 am. If someone other than you is picking up your paycheck, they must have a signed, written statement from you containing the date of the paycheck and the name of the person picking up your check. The person picking up your check must have a copy of your student/staff ID card. If you decide to resign or are terminated, your last check will be issued in the next two-week pay period, in the same manner it was being issued before your separation.

TRAINING
You will be required to attend training sessions throughout the year. Some of these training opportunities will be on-the-job-training. Employee Orientation is required and you will be paid to attend this orientation as long as you continue to work through the first two weeks following orientation.
All Norman Campus FS Employees must attend Food Handlers class and pass the test in order to work for Food Services. After the class you will receive a card. You must pass the class and receive your card within 30 days of your start date. You must give your supervisor/manager a copy and keep the original card on your person while you are at work. You can be fined for not having your card with you. If you take the Food Handlers Class off-site, you will be paid for one hour. You must coordinate with your supervisor about when you would prefer to take the class.
You will be scheduled for several other training sessions which all employees must complete. Many of the training sessions can be completed online - Sexual Harassment and Discrimination Awareness Training and Safety Training. Supervisors/Managers may also be required to complete OU Foundations in Management. Those who take the Serv-Safe Class must pass the serv-safe test.

Allergy Awareness training is also required for each employee. Classes will be scheduled for you to attend.
EVALUATIONS/TRANSFERS/RESIGNATIONS

During employment with Food Services you will receive feedback from your supervisor regarding your work performance. You will be evaluated by your supervisor/manager periodically throughout the year. This evaluation is a means of communication designed to let you know how you are performing your duties. All employees will be given the opportunity to review the yearly University evaluation with their supervisor/manager and will be asked to sign their evaluation form. By signing the evaluation you are only acknowledging that you have reviewed the evaluation, not that you agree with the rating.

Jobs are posted when vacancies occur. The University encourages the upward mobility of employees to positions which they are qualified and that meet their career objectives. Internal promotions are encouraged. Employees who are in good standing and show potential should apply if interested. Vacancies and qualifications for these jobs will be made known by the following: Staff meetings, posted notices in operations and memos to staff members. Please often review jobs.ou.edu if you are interested in applying for a different position.

Transfers within our department do occur. This should not be seen as punishment. There are times when an employee is reassigned from one operation to another purely because Food Services deems it necessary.

If you decide to resign from your position please discuss the situation with your supervisor/manager. Make them aware of the reason you would like to resign. If resignation is the only alternative, two weeks written notice (for hourly employees) or 30 day written notice (for salaried employees) is required. We ask that you work your notice. Failure to do so may result in a "No Re-hire in Housing and Food Services" status. Make sure you leave an updated address and telephone number. If you decide to resign or are terminated, your last check will be issued in the next two-week pay period, in the same manner it was being issued before your separation. All university issued property (keys, uniform, electronics, etc) must be returned immediately.

LEAVE

The following Food Services leave policies are in addition to established OU policies on leave which can be found in the Staff Handbook for benefits eligible employees. Whenever possible, leave will be scheduled at the mutual convenience of the employee and the department. Non-Student employees who work less than their appointed hours in any pay period are required to record some type of leave. It is recommended and encouraged for Food Services leave accruing employees to maintain a form of leave balance to assist in those periods when restaurants observe limited operational hours. Be considerate of your team; excessive leave and absences will not be tolerated.
PAID LEAVE
Employees in a benefits-eligible position accrue paid leave in accordance with University policy. Paid leave accrues in an employee’s paid leave account to specific maximum accrual levels and then rolls over into an extended sick leave account. Paid leave requests may be denied due to the work needs of the department.

SCHEDULED LEAVE
Scheduled leave is requested by an employee and approved by a supervisor/manager 48 hours in advance of the leave. You must fill out a “Purple Sheet-Employee Request for Leave” and submit this form to your supervisor. Leave should not be assumed approved until the supervisor’s approval for that leave has been received. Please attempt to schedule leave as to minimize the disruption of service to internal and external customers of the department, whenever possible.

UNSCHEDULED LEAVE
Unscheduled leave is any time taken that was not requested and approved 48 hours in advance by filling out a Purple Sheet, submitting the form to the supervisor, and receiving approval. If you are ill and go to the doctor during unscheduled leave, dates outlined by your doctor on a doctor’s note (excluding the date of your visit) will be marked as scheduled leave. A “release to return to work” may be requested at any time if the employee is not protected under FMLA or OJI and if the illness is communicable or perceived as communicable. Unscheduled leave that is requested by an employee, denied by a supervisor, and taken by the employee is job abandonment and insubordination. Over 16 total hours of unscheduled leave in a rolling four-week period will result in positive discipline counseling. If you are already in Discipline, this leeway toward unscheduled hours may not be granted. Management has authority to classify leave as scheduled as each case warrants.

CALL-IN PROCEDURES
If employees are not able to work a scheduled shift due to illness or emergency, please adhere to the call-in procedure:
Call your unit and ask to speak to a supervisor/manager. Give them your name, your position, your scheduled shift and the reason for your absence. You may leave a voice mail message, but you must talk to a supervisor/manager/lead as soon as your operation opens or when that person is in the operation, or as soon as possible, or as close to the start of your scheduled shift as possible.

Your supervisor/manager may state an alternate method for call-in notification is appropriate. If you do not call in and speak directly with the supervisor/manager and get their response/approval for your absence, it will be considered a No Call No Show. You must receive confirmation to your call-in. An employee must get in touch daily with his/her supervisor and must maintain daily contact until a firm return date is established. Leaving a message is not sufficient; contact with a supervisor must be established in accordance with the supervisor’s/manager’s procedures for reporting absences.
CALL IN PROCEDURES-cont.
If ill and absent from work for three consecutive days, employees will need to provide a doctors note to work their next scheduled shift. A “release to return to work” may be requested at any time, if the employee is not protected under FMLA or OJI, or if the illness is communicable or perceived as communicable. If you are sick and out for three consecutive days, you will be sent FMLA paperwork. A “release to return to work” from your health care provider is required at the end of FMLA, or may be requested after an absence that may be a communicable event. You will not return to work after an FMLA event until we have a release. Your consistent attendance is critical to our operations. Frequent absences from your job cause inefficient service to customers.

FAMILY MEDICAL LEAVE ACT – (FMLA)
The University’s Family and Medical Leave Act policy is designed to enable benefits-eligible employees to balance their work responsibility with the demands of caring for family members, or in the event of serious personal illness or injury. You are responsible for submitting FMLA paperwork to your healthcare provider. There are several requirements to receive this leave and need to be discussed with your supervisor. Review the Employee Rights and Responsibilities section of the OU Staff Handbook for more information.

MILITARY LEAVE
When requesting military leave you must have your written orders to show to your manager. You must fill out a request for leave, have your supervisor sign the request, and send the written orders to HFS Payroll.

JOB ABANDONMENT
Any employee who fails to report to work for three consecutive shifts without calling in and making contact with his/her supervisor will be assumed to have abandoned his/her job. Additionally, an employee may have documentation on file with Housing and Food Services outlining a time frame the employee should not be at work. If the date on that documentation lapses by more than three days and the employee does not report to work or provide updated documentation, he/she will be assumed to have abandoned his/her job and will be terminated.

ON-THE-JOB INJURY (OJI)
The Office of Risk Management and the Office of Human Resources handle on-the-job injuries. Questions regarding an employee’s pay while absent on OJI should be referred to the Office of Risk Management. Time missed is reported on your time sheet as OJI. Employees who miss work because of an OJI injury are expected to maintain contact with their supervisor at least weekly until a firm date for return has been established. Employees are expected to provide documentation of doctor’s visits. Failure to do so may mean that an employee has abandoned their job with Food Services. Multiple OJIs during your employment could signify carelessness or unsafe work habits and will result in application of the discipline process.
When an injury or illness occurs, the employee must complete the following forms:

a. For injuries requiring medical treatment:
   1. Employee’s Report of Injury
   2. Employee Medical Authorization
   3. Employee Medical Questionnaire

b. For injuries not requiring medical treatment:
   1. Employee’s Report of Injury, Medical Authorization, Questionnaire, and the Medical Treatment Waiver

The supervisor must complete the following forms:

a. Supervisor’s Report of Injury
b. Workers’ Compensation Referral form for the employee to provide to the medical provider prior to treatment.
c. Needlesticks & Sharps Injuries form when the employee has been injured by a medical device such as hypodermic needle or scalpel.

d. Needlesticks & Sharps Injuries form when the employee has been injured by a medical device such as hypodermic needle or scalpel.

All injury paperwork must be submitted to the Department of Risk Management within 24 hours from the time the injury occurred. The forms can be an email attachment or faxed. All forms can be located at ou.edu/risk.

Any employees who is injured on-the-job must seek treatment from:

b. Norman Regional Occupational Medicine clinic, 724 24th Ave., N.W., Norman, OK. 405-360-6868
c. Any urgent care facility
d. HSC on-campus clinic for those Norman based employee working at HSC

Failure for an employee to seek treatment at any of the facilities listed above could result in non-payment of charges incurred. The injured employee must obtain a return to work status report from the doctor and provide it to their supervisor after each visit to the doctor and forward to the Department of Risk Management. Employees cannot return to work without a release from their doctor.

Any time missed from work by the employee due to the injury must be reported as OJI hours on the OU Payroll system. The OU Payroll Division coordinates the very complicated process of affecting an employee’s income when he/she cannot work because of doctor’s orders. The waiting period before receiving time-loss benefits from the university’s workers’ compensation administrator is 3 calendar days. Under the new law, injuries are not compensable when employment services are not being performed, occurring in a parking lot or other common areas of the campus before the employee clocks in or begins work or after the employee clocks out or stops work, nor while on break, unless the injury occurs inside of the employee’s respective workplace and the work break is authorized by the supervisor.
LIGHT DUTY WORK AGREEMENT

An employee who is working under light duty restrictions following an On the Job Injury is obligated to follow those light duty restrictions and should communicate those restrictions to his/her supervisor. It is not guaranteed that Light Duty will be available to an employee. It is the responsibility of the employee to follow light duty restrictions. Employees will be held responsible for violations of light duty restrictions. Any time missed from work while under a light duty work agreement that is being accommodated must be supported by a doctor’s note in order for time to be recorded as OJI time. Unsupported time will be counted as scheduled or unscheduled leave, or leave without pay, as appropriate. If you are classified as a benefits-eligible full-time employee, OU is your primary employer. You may not be eligible to work for any other employer while out on OJI/FMLA. Please confer with Talent and Organizational Development or OUHR in advance. After an employee has been provided a full release to return to work, any subsequent OJI time will require a new report. New reports must be filed with the Office of Risk Management. When in the best interest of the University, a “fitness for duty” exam may be required for the employee’s continued employment.

SAFETY

Food Services wants to make sure all of our employees are as safe as possible while at work. In many of the Food Services units there are cameras that record the activities of the operation, installed for your safety and security. Make sure you have been trained on any equipment prior to operating it and be very careful when you are working on the equipment. Exercise caution around hot food to avoid any possible spills, splatters and steam burns. Watch for any spills and clean them up immediately. Take sufficient time and necessary precautions when transporting or serving hot food in order to prevent burns and use the proper technique when lifting heavy objects. Make sure you know where to find the fire extinguisher, blood borne pathogens procedures and Material Safety Data Sheets. Use eye protection when working with or dispensing any chemicals. You should familiarize yourself with emergency evacuation procedures for your unit. While some units allow radio/music to be played, you may not wear head-phones or bluetooth headsets while working, unless prior approval is provided by management. Report any accidents involving a customer, co-worker, or yourself to your supervisor/manager immediately. There will be forms to safeguard your interest under Workers Compensation Law.

The employee is responsible for his/her own safety and the safety of others. This includes:
- Preventing illicit or wrongful use of alcohol or prescription drugs in violation of the University’s alcohol and drug or Sooner Safety policies
- Securing food, money, credit/debit cards, inventory or equipment, such as meat slicers, ovens, knives
- Safeguarding master keys and other keys where students, student employees or the public are present
- Safely operating motorized or heavy equipment including trucks, golf carts, vehicles, forklifts and loading platforms
- Safely performing hazardous duties such as using chemicals to clean
- Safeguarding direct contact with children, including anyone under 18
- Applying safe posture, moving and lifting practices
EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) provides professional and confidential help to faculty, staff, and their family members who are facing challenges. These can be problems caused by alcoholism or drug abuse, financial problems, marriage or family concerns, worries about health, or difficulties at work. Contact Magellan Health Services, 1-800-327-2513, if you feel you would like to talk to the EAP. Other resources for employees include the University Counseling Center (UCC), which provides services to students, faculty, and staff. Counselors help people resolve existing problems, prevent potential problems, and develop new skills that will enhance their lives. A broad range of services is offered. UCC is staffed by professional psychologists and counselors, as well as advanced graduate students under supervision. Supervisors may have a need to require an employee to use the EAP. Mandatory referrals must be made through HFS Talent and Organizational Development, and/or OU Human Resources. Contact any of these areas for the referral form.

BEHAVIOR INTERVENTION TEAM (BIT)

The focus of BIT is care and concern for students, faculty members or staff members who may be in distress. Team members coordinate resources and implement a coordinated response with the goal of providing assistance to the individual while mitigating risk in an effort to keep the OU community healthy and safe. More information is available online, ou.edu/normanbit or http://www.ouhsc.edu/BIT/ReportingConcernsGettingHelp.aspx

HARASSMENT/DISCRIMINATION

Please refer to the Institutional Equity Office Website for relevant policies WWW. OU.EDU/EOO. The University, in compliance with all applicable Federal and State laws and regulations, does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, age, religion, disability, political beliefs, or status as a veteran in any of its policies, practices or procedures. This includes but is not limited to admission, financial aid, and educational services. The University of Oklahoma is committed to providing a safe and healthy workplace for all employees and a safe and prosperous educational experience for its students in accordance with applicable federal, state, and local laws. The University is also committed to providing a professional work environment that promotes dignified and respectful treatment of all. The workplace threats and violence policy applies to the conduct of any person on University premises or at University-sponsored events, including faculty members, students, staff members, visitors, or contractors while on University-owned or controlled property or while engaged in University business. The University prohibits acts of workplace violence that include threats, intimidation, physical attacks, stalking, or property damage and violent behavior, which includes interpersonal, virtual, texting or any form of inappropriate behavior while acting as an agent of the university. Please be aware there are several University policies applicable to your use of technology, computing services, the network, and your social media activities.
PERSONAL CONDUCT
All staff members are expected to behave with pride and respect for our organization, along with consideration for their customers and coworkers. You should provide full attentiveness to customers, regardless of whether or not they are a student, faculty/staff, OU guest, etc. Your personal conduct is important because you are a representative of the University of Oklahoma and we want you to be proud of Food Services. Being courteous to our customers is very important, just as you would like people to be courteous to you. Your actions should reflect a courteous, helpful attitude. Our customers are the reason we are here. There may be times when you encounter a rude customer. You should always maintain a professional attitude when this occurs. If the problem persists, you should contact your nearest supervisor/manager and let them assist. You should never be abusive, impolite, or use profane language or gestures toward a customer, a coworker or any supervisor/manager. If you notice a problem with the food or equipment in your unit, notify a supervisor/manager immediately. You should review proper training and proficiency documents regularly. You should continue to communicate with your supervisor for details and updates as necessary.

Given the style of service in our operations, there may be leftover food at the end of each meal. We hope to minimize the amount by cooking to order whenever possible, or reusing at another meal. Food left from serving lines and self-service areas will be donated to the Food Rescue Program (which feeds approved charitable organizations in the OKC metro area) under the supervision of management. No leftover food may be taken off the premise by employees because it has the potential to encourage increased leftover practices, as well as theft. There should be no food, equipment or any other University property taken out of your unit except for a catered event. If you see this happening, or see anyone intentionally destroying, misusing or taking any University property, immediately report this to your supervisor/manager. It is Housing and Food Services’ policy to promote and maintain environmentally responsible practices for the benefit of our students, employees and the community in which we work. We will conduct our business in a manner that protects the environment and demonstrates good stewardship of our natural resources. This will be achieved by conserving energy and water, reducing waste, and practicing ethical work standards.

TIME AND ATTENDANCE/NO CALL NO SHOW (NCNS)
Time and Attendance issues and NCNS can be disciplined separately from or concurrently with Unscheduled Leave. Do not clock in early, unless you have permission from a supervisor. Do not be tardy (arriving more than five minutes late). Employees currently in positive discipline or Temp Employees may not be granted the five-minute leeway before discipline. A NCNS will result in discipline. A NCNS is any of the following: three tardies (arriving more than five minutes late and less than 30 minutes late) in a rolling four week period, being more than 30 minutes late, or being absent without prior approval or adhering to proper call-in procedures. Three NCNS instances in a rolling six-month period will result in termination. All tardy/late/no call no show/absent/time scheduled but not worked will be applied toward the Unscheduled Leave balance. Individual restaurants may have unit-specific best practices regarding time and attendance. You will abide by unit-specific practices if they differ from those listed here.
COMMUNICATION
The reason an operation has several steps of leadership is to provide professional courtesy for employees in all levels of the department. This fundamental function of the organizational structure should be remembered at all times to keep the operation running smoothly with respect for each level of responsibility and for predictability in communication. If you are unable to communicate with your lead/boss for any reason, including if your concern is with that particular individual, please contact Talent and Organizational Development, hfstod@ou.edu

PERSONAL APPEARANCE/UNIFORMS
You are not only representing OU Housing and Food Services, but the University as well. The overall appearance of the food service operation will have a lasting impression on the customers. Both what you do and how you look will influence the opinions formed about our food and service. High standards of personal sanitation, hygiene, grooming, and appearance are required for all food services employees in order to protect the health of those served. A neat, clean appearance also reflects the overall standards of the operation and is extremely important as part of the visual image presented to the customer. Hair that can be pulled back with a hair tie must be pulled back at all times. Bangs should be pulled back away from the face.

* Clean, combed hair
* Apply deodorant
* Have your University ID and Food Handlers Card on your person at all times
* Daily bath or shower
* Brush your teeth
* Shave or groom your facial hair
* Wear a clean, wrinkle free uniform worn in the appropriate manner

Your uniform also includes wearing a hair restraint. For Couch Restaurants and Wagner, that is a chef cap, for retail ops it is traditionally an HFS or unit-specific ball cap, and in certain instances an alternate hair restraint may be approved with advance notice. We require that you wear sturdy, closed toe shoes with non-slip treads. Worn out shoes or shoes with holes in them should be replaced as they are no longer safe for the work place. Your issued nametag needs to be worn on the upper right of the shirt and should not be altered in any way. Full-time employees will be issued shoes. Individual restaurants may have unit-specific best practices regarding uniforms. These may include charges to the individual’s Bursar account for lost or replacement uniform pieces.

In order to maintain State Health Codes and for your own safety, Food Services maintains a very strict dress code and the following CAN NOT be worn to work:
* Clothing which is soiled, torn, patched or in any other way damaged
* Sweatpants, nylon pants, any spandex
* Shorts of any kind, short skirts or tight-fitting pants
* Scarves and other loose fitting items, or jewelry in excess
* Campaign buttons of any kind – Only H&F logo buttons are allowed
* Unusual hair coloring if you work in Catering
* Visible body piercing if it is prohibited by your supervisor/manager

If you forget and accidentally come to work wearing something inappropriate you will be sent home to change and will be considered tardy for your shift. Managers and office personnel will dress in professional attire. When appropriate, “casual work dress” will be permitted and ‘casual’ will be defined in advance.
SANITATION
Poor sanitation practices create an environment conducive to the production of contaminated food, and a poor appearance may have a negative effect on how customers perceive the quality of the food they are eating.

* Always wash hands with soap and warm water for 20 seconds before starting work, when shifting from one job to another, after using the restroom, after eating, and when returning to your work area.
* If you are working in the dish room you must wash your hands before loading and unloading the machines.
* A beard guard may be required at the discretion of your supervisor/manager.
* If you need to sneeze, cough, or blow your nose, please leave your work area, cover your mouth and nose. Always wash your hands before returning to work.
* Do not lick your fingers, touch your hair or face, or scratch any area of your body while in any production or service area.
* Do not eat or drink in your work area. There are designated areas to take your breaks and meals.
* Do not chew gum, eat candy, or chew on toothpicks while on the job.
* Gloves are to be worn in all food production areas. Gloves will also be worn if you are wearing nail polish or have a bandaged wound on your hand.
* Sampling of food is prohibited.
* Use of gloves is mandatory in all food production areas.
* Regularly change your gloves. Do not run the cash register with gloves and then use those gloves in production.

SMOKING/TOBACCO USE
The use of all tobacco, electronic cigarettes and vaping products shall be strictly prohibited anywhere on the OU grounds. For complete details, visit http://hr.ou.edu/policies/tobaccofree.asp or https://apps.hr.ou.edu/StaffHandbook, and search Tobacco. Make a commitment to quit smoking or using tobacco forever by enrolling in a free class based on the QuitSmart program. Classes are open to all OU students, faculty, and staff. The class is designed to help smokers and tobacco users to break the addiction while making healthy, long-term, lifestyle changes. All classes are held in the Goddard Health Center Seminar Room. To register for a Norman class, please call Health Promotion at (405) 325-4611 ext. 41777. For HSC, visit http://healthysooners.ouhsc.edu/tobacco/
Please remember that breaks require an employee to be on call. Leaving the building without supervisor’s knowledge during a shift may be subject to positive discipline. Managers and Supervisors are to adhere to and assist in supporting the University policy regarding tobacco use.

HEALTH AWARENESS AND REPORTING
Please also review the OU Staff Handbook Communicable Disease policy. You are required to notify your supervisor/manager if you experience any of the following conditions so the supervisor/manager can take the appropriate steps to prevent the transmission of food borne illnesses: lesions, diarrhea, fever, vomiting, jaundice, sore throat with fever, lesions containing pus on the hand, wrist or exposed body part (such as boils and infected wounds, however small). A release to return to work will be requested with these symptoms.
MEAL POLICY
Meal privileges are available to all non-exempt Food Services employees who work 5 hours or more in a shift. Generally, employees must clock out for the thirty-minutes allotted for their meal. Employee must confirm with their manager on the specific time in/time out policy for your operation during meals. Managers and Directors are responsible for updating Payroll techs/assistants of hours worked. Summer meal policy may be different.

Most units have set times for employees to eat their meals. If times are not scheduled you will be told by your supervisor or manager when you can take your meal. You may not schedule your own meal. You may not work through your meal and expect to leave early. The cashier needs to run your card before you get your food. At Couch Restaurants you are allowed to eat in any area for one swipe of your card. In all other units, employees have $8 toward the cost of a meal/drink. This is the amount of food/drink you are allowed to purchase on your card for your meal. If your order goes over, you must pay the difference. You must order your food at the register and the food will be prepared by the staff, not you. Based on your meal purchase, the cost of a beverage may be included but there are no free beverages, excluding water. If you order items a la carte, you may use your own drink container during your meal to receive a free drink. You may refill that container for $.75 each refill outside of your meal period. If you order a combo meal, you may use your own cup/container for the drink, but you will be charged for the full combo meal price.

There will be no cooking of special meals, ordering bottled beverages or pre-packaged foods for your meal. If you choose to eat in another unit, please stand in line just like any other customer. Do not go to any unit and try to get food or beverages without paying. Your meal starts when you are given permission by your manager or supervisor. If you can not clock out, order your meal, enjoy your meal and clock back in during your 30 minute meal, please consider alternate meal selections. Meals are not to be taken during busy times for the unit. Meals are provided for you and are not to be shared with family or friends. Meals are to be eaten while you are at work and not taken with you when you leave. Employees in production are provided their meals at no cost. Employees not involved in production must pay taxes on their meals. No meals are provided to employees who work less than 5 hours per shift.

FOOD SAFETY
You may be asked about food allergy and ingredient information. Do not guess! Many food allergies can be life or death situations; always seek out a supervisor/manager for assistance. If available, provide the customer with the ingredient portion of production label. Please help us keep all customers safe by following this protocol. Additionally, always adhere to State Health Department proper procedures and guidelines for preparing, serving and storing of all food. Please help us keep all customers safe by following this protocol.
MEDIA POLICY
To ensure the privacy and security of all residents staying with Housing and Food Services, any member of the working media seeking entry to secure-access areas within the residence halls must be escorted by Amy Buchanan or her designee. As a reminder, please notify Amy Buchanan of any media inquiries being made in the residence halls and dining facilities so that she may assist.
Contact information for Amy Buchanan –
Office: 405-325-4377
Email: amybuchanan@ou.edu

FERPA (Federal Educational Rights and Privacy Act)
Parents and legal guardians play an active role in their students’ lives, even once they enter college. At times, HFS staff will be contacted by a parent or legal guardian to ask about anything from the student’s welfare, to a pending discipline/contract/employment matter. In these instances, HFS employees should respond with “University policy and federal law prevent me from being able to discuss your student’s employment with you. As a parent or guardian, I am sure this is frustrating, however I hope you understand. I encourage you to discuss this directly with your student.”

UNIVERSITY VEHICLES
Vehicles maintained by Food Services are to be driven only if drivers are 18 years of age and have signed the Driving Responsibility Agreement issued by Food Services. Drivers must have their valid driver’s license with them while operating a university vehicle. All traffic laws must be obeyed and everyone must be in a vehicle standard manufactured seat with a seat belt worn at all times. Vehicles will be driven only for university use. There will be no use of state owned vehicles for private use. Vehicles are to be driven only on designated driving paths. No driving on grassy areas or sidewalks. Keys are to be returned to their original location immediately after use.

If you are involved in an accident in a university vehicle, there are forms in the glove box to be used.
DISCIPLINE
The University uses positive discipline to address job-related behavior that does not meet expected and communicated performance standards. The goal is to improve performance by assisting the employee to understand that a performance problem or opportunity for improvement exists.

Positive discipline includes the following components:
- coaching/counseling to communicate expectations and requirements
- oral reminder
- written reminder
- disciplinary leave of absence
- discharge

Leading up to Positive Discipline, HFS may utilize Friendly Reminders in an effort to update employees on unscheduled leave. Once an employee exceeds the number of unscheduled leave hours, the discipline process begins. While Positive Discipline appears to be progressive, following a predetermined order, leadership may interpret the necessary progression per employee or instance. Some circumstances may require more severe discipline, up to and including discharge, while going action by action may be appropriate for other situations.

CONTACT
If you move, or change your phone number, please advise your supervisor/manager of the change immediately. Update or confirm your home address with HFS Payroll annually (or if you move!) as well as confirming your address and phone number with OUHR. Do not supply your work phone number or address for personal use, except in an emergency situation.

COMPUTERS
Computers located in the units, or those University laptops issued to employees are for business use only. Inappropriate use of computers may result in disciplinary action or discharge. You will not be allowed to use any kind of electronic
E-MAIL
It is required that all Housing and Food Services benefits-eligible employees activate and routinely check their provided OU email account. Please ensure you have activated your OU email account by visiting accounts.ou.edu. OU email is the approved method of communication for University-related business. Regarding work-related emails, please ensure proper email etiquette is followed. Recipients may desire to share your message with others to keep multiple parties informed, but recipients should demonstrate email etiquette by requesting permission to share a message before sharing it.

TELEPHONE
Telephones in units should be used for business-use only. You may use the office phone if given permission from your supervisor. Please advise your family and friends not to call or visit you at work unless it is an emergency. Cell phones should remain in your purse or backpack and set to silent. If you do not have a purse or backpack, the cell phone must stay in your pocket on silent, unless you are on an approved break. Unless work-related and with previous permission, cell phones should not be used during work hours. Cell phones act as a distraction from job duties and effective customer service. Please alert your supervisor if there is an emergency circumstance where you may need to step away from the service or production area to take a call during work. Phones should not be out in a production space. Supervisors, managers and directors are allowed to use cell phones to complete their required job duties.

TIPS/DONATIONS
It is the policy of Food Services that no employee solicits tips from customers. Do not display Tip Jars on any counter or at any event to encourage tipping. There will be times during the year when you may be asked to display donation boxes at your unit. Approval must be given by your Director in order for these to be displayed. The donation box is the responsibility of the organization collecting the money and Food Services will not be responsible for the box or its contents.

PAYMENT HANDLING/REGISTER
The responsibility of working with money in any form, along with handling of payment methods should be handled diligently and respectfully. There are specific payment handling processes in operations that must be applied. No one should operate a register without prior HFS training and/or permission. Unless scheduled or trainer, you should not handle payments or registers.

POET
The Post Offer Employment Test is a physical test replicating average duties of an FSW or Shipping employee. A successful POET is on file for three years. If you are reclassified by management or if you are notified by that management that you will be assigned a new position, no POET is necessary. If you have not previously passed POET, or the three year window has lapsed, you will be required to take POET to go through the process for lateral moves or promotions.
POSITION OVERVIEW
FSW positions throughout the department are cumulative. This means that as an FSWIII, you are also responsible for demonstrating all the characteristics and duties of an FSWII and an FSWIII, etc.

FSWII: Position responsible for a wide range of tasks associated with safety-sensitive food handling practices, with an emphasis on quality, safety, sanitation, and customer service.

FSWIII: May serve as a first line supervisor responsible for preparation, production and/or serving of food items. May supervise a small staff of temps, benefits-eligible employees and/or students. May lead initial trainings for new hires.

FSWIV: Supervises overall operation of a restaurant, snack bar, dining room or other assigned food service area. Will supervise a team of temps, benefits-eligible employees and students. Will be responsible in assisting with hiring, coaching, disciplining, training and professional development.

Retiree: A food services employee, generally completing duties of a FSWII, who has retired but elected to return to work.

Staff Assistant: Performs routine clerical duties as assigned following established standards and may also assist with FSWII, III, or IV duties.

Shipping/Receiving Tech: Assists in routine shipping, receiving and delivery duties and storage of various materials following established standards included First-In First-Out guidelines. May also assist with FSWII, III, or IV duties.

Temp: Short-term, part-time, or new employee learning and carrying out duties to a satisfactory standard of any of the positions outlined above.

ADMINISTRATIVE OFFICES PHONE NUMBERS
Executive Director of Food Services – Frank Henry – 325-6851
Director- Kevin Barker - 205-7073
Director- Robert Weaver – 325-1328
Director- Dennis Brown – 325-4380
Director - Keith Mackie – 325-6842
Director - Ali Thomas - 271-1597
Director - Ali Shafaie – 325-3360
Director- Shawn Henry - 325-2650
C-Bord - Sean Bacon - 325-5798
Food Services Administration, Nancy DeGraff - 325-6851
Housing and Food Services Purchasing, Matt Roberts - 325-1948
Ingredient Specialist, Dot Flowers - 325-1599
Room and Board Work Program, Danna Todd - 325-5128
Talent and Organizational Development - 325-2467
PEOPLE TO KNOW

OU President
David Boren

VP of Student Affairs
Clarke Stroud

OU Assoc. VP and
Director of Housing
and Food Services
Dave Annis

Assoc Director of
Housing and
Food Services
Diane Brittingham

Executive Director of
Food Services,
Frank Henry

Director
Kevin Barker

Director
Shawn Henry

Director
Robert Weaver

Director
Dennis Brown

Director
Ali Shafaie

Director
Ali Thomas

Director
Keith Mackie
These guidelines were written to help you perform your job to the best of your ability. If you do not understand something in these guidelines, or have questions or concerns with your job, please give your supervisor/manager the opportunity to help you. If after speaking with your supervisor/manager you still have questions, please make an appointment to speak with the director of your area. The state of Oklahoma and the University of Oklahoma are at-will employers.

An employment relationship may be terminated at the will of the employee as well as by the employer. This version of the Food Services Guidelines, printed Fall 2016, supersedes all previous versions.

OU Housing and Food Services is a department in OU’s division of Student Affairs. The University of Oklahoma is an equal opportunity employer. www.ou.edu/eoo