FOOD SERVICES
**F.1. Communication Standard:** ability to effectively listen and communicate (written and verbal) with a diverse audience including students, parents/guardians, staff, visitors, and community

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</table>
| **Collect and share information in a professional and efficient manner.**  
  - provide general information to students, parents/guardians, staff, visitors, and community regarding National School Nutrition requirements  
  - understand and follow oral and written directions necessary for the functioning of the cafeteria (e.g., cooking/warming procedures, serving guidelines, cashier duties, etc.)  
  - share accurate information in a timely fashion (e.g., changes in breakfast options, monthly menu via school newsletter, daily menu via morning announcements, etc.)  
| **Manage information important to creating a safe learning environment.**  
  - assist supervisor or designee in handling interruptions, asking clarifying questions to determine immediacy of need  
  - serve, as appropriate, on staff committees to collect colleagues’ input and share decisions and outcomes  
  - participate in professional learning concerning effective communication  
  - discuss with supervisor regarding emergencies, training needs, missing work, specific task expectations, etc. in a timely manner  
  - write emails, texts, and reports as required by job duties that are clear and grammatically correct  
  - provide comprehensive and accurate information regarding school nutritional services, sanitation and safety standards, and food allergy precautions, as needed  
| **Be responsible for critical worksite/district communications.**  
  - call for assistance, as needed, giving clear details about medical, security, or other emergencies  
  - de-escalate challenging behavior of students, parents/guardians, staff, visitors and community with clear, calm verbal and nonverbal communications  
  - handle difficult conversations with calm demeanor  
  - work collectively with staff to share expectations and deadlines for the completion of large or time-sensitive projects or emergencies (e.g., annual deep clean, kitchen remodeling, grant applications, etc.)  
  - write and compile reports, grant proposals, and other important documents  
  - coordinate dissemination of information to students, parents/guardians, staff, visitors, and community regarding food services and cafeteria procedures  
  - maintain positive internal communication system between all cafeteria workers  
  - mentor/coach others in role-alike positions on effective, professional, and culturally responsive communication.  
  - recommend areas for improvement in communications.  
| **Know expectations and guidelines for communicating in routine, sensitive, and confidential matters.**  
  - access and respond to emails, texts, and other required formats  
  - operate the school intercom systems and make announcements in a clear and pleasant voice  
  - attend required staff meetings and trainings  
  - know emergency codes and phrases  
  - report factually and promptly any unusual situations or events to supervisor, administration, or designee  
| **Act as a liaison between school and community when interacting with and assisting students, parents/guardians, staff, visitors, and community.**  
  - explain and reinforce school/district expectations for a positive learning environment in the cafeteria  
  - research and provide comprehensive and accurate information  
  - facilitate transfer of information between school site/program and outside agencies and districts (i.e., Health Department)  
  - use corrective feedback to discourage inappropriate behavior and respect the individual  
  - know when and how to intervene in escalating situations (e.g., tone of voice, proximity, stance, etc.)  
  - use language that reinforces the positive academic and social expectations to increase appropriate school behavior  
| **Mentor/coach others in role-alike positions on effective, professional, and culturally responsive communication.**  
  - review written communications for qualities of professionalism, cultural sensitivity, and clarity  
  - guide mentees’ reflection on interactions with students, parents/guardians, staff, visitors, and community for positive qualities and possible areas of improvement  
  - train other food service staff in communication expectations and procedures  
  - stay current and share best practices relating to communication strategies  
| L Indicates opportunities for leadership. M Indicates opportunities for mentoring. RM Indicates opportunities for being a role model.
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| Engage students, parents/guardians, staff, visitors, and community politely and positively.  
- greet students, staff, and visitors in the serving line or at cash register with a smile and pleasant tone  
- use professional language in all communications (e.g., conversations, email, written correspondence, and public meetings)  
- listen with empathy to concerns of students, parents/guardians, staff, visitors, and community  
- share and reinforce expectations for positive school-wide behavior (e.g., be safe in the cafeteria by sitting while eating; be responsible by clearing your table, be respectful by not talking with food in your mouth; etc.)  
- seek to understand the needs of students, parents/guardians, staff, visitors, and community by asking clarifying questions and paraphrasing responses to confirm understanding of requests |
F.2. Cultural Competence Standard: ability to examine one’s own cultural context, understand cultural contexts of others, and interact across cultural contexts with sensitivity to differences (e.g., economic, race, gender, and disability)

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<tbody>
<tr>
<td><strong>Recognize differences among and across groups of people.</strong></td>
<td><strong>Understand the value of diversity in a learning environment in order to create opportunities that will include and maximize students’ strengths.</strong></td>
<td>**Identify and address the consequences of inequities based on racial, socioeconomic, gender, disability or other aspects of identity or group membership.**¹</td>
</tr>
<tr>
<td>• identify cultural norms that vary based on race, language, socioeconomic status, country of origin, gender, religion, and other aspects of identity</td>
<td>• access resources to increase knowledge of how race, ethnicity, and other aspects of diversity intersect</td>
<td>• lead racial justice and equity conversations and learning opportunities with students, parents/guardians, staff, visitors, and community</td>
</tr>
<tr>
<td>• aware of systemic, institutional inequities based on race and other differences (e.g., disparity by race/ethnicity and ability/disability in academic achievement and employment)</td>
<td>• examine beliefs and attitudes to discern strengths, preferences, and biases of self and others in order to expand understanding of racial and cultural diversity</td>
<td>• participate in school/district equity activities</td>
</tr>
<tr>
<td>• understand social construction resulting in stratification of groups of people</td>
<td>• recognize the unique combination of cultural variables (e.g., race, language, economics, country of origin, gender, religion, ability/disability, etc.) within the worksite/district/community as assets</td>
<td>• participate on school/district’s racial justice and equity teams</td>
</tr>
<tr>
<td>• know district policies regarding bullying and harassment/sexual harassment of students and/or staff</td>
<td>• acknowledge power imbalance occurs when one group’s identity is established as the norm (e.g., individual can be bullied when another feels empowered to do so)</td>
<td>• review school/district policies and practices for equity and cultural responsiveness, and recommend changes</td>
</tr>
<tr>
<td>**Recognize one’s reaction to individuals or groups who are different from oneself.**²</td>
<td>**Understand how one’s own culture—all experiences, background, knowledge, skills, beliefs, values, and interests—shapes sense of self, and how one fits into family, school, community, and society and impacts interaction with others.**³</td>
<td><strong>coordinate with public services to develop a backpack program for students with food insecurity</strong></td>
</tr>
<tr>
<td>• aware of personal implicit and explicit biases</td>
<td>• reflect on own racial, social class, gender experiences to identify generalized social norms and expectations</td>
<td>• share effective practices and protocols that support physical and/or social-emotional well-being during interracial and intraracial interactions</td>
</tr>
<tr>
<td>• manage personal reactions to difference and expand ability to work with others</td>
<td>• reflect on how worksite/district policies and practices match or are different from own experiences and expectations</td>
<td>**Use one’s own cultural experiences, background, knowledge, skills, beliefs, and values to mentor/coach students and applicable staff in racial justice and cross-cultural experiences.**⁴</td>
</tr>
<tr>
<td>**Build relationships of mutual respect and seek to understand diverse perspectives.**³</td>
<td>**Work collaboratively with members of racially and culturally diverse groups.**⁴</td>
<td>**Identify the need for additional cultural competence training and seek those resources.**¹</td>
</tr>
<tr>
<td>• accept diversity as the normal, and part of working with all students, parents/guardians, staff, visitors, and community effectively</td>
<td>• use racial consciousness and cross-cultural understanding to communicate effectively</td>
<td>• access information on racial-identity development</td>
</tr>
<tr>
<td>• learn about and respect different racial and cultural backgrounds, customs, ways of communicating, traditions, and values</td>
<td>• participate in activities with interracial and cross-cultural groups in school and in the larger community</td>
<td>• review factors that affect interactions across racial and cultural groups, including historical experiences and relationships among groups in a local community</td>
</tr>
<tr>
<td>• speak clearly and with a friendly, courteous tone</td>
<td>• provide services attending to the racially and culturally diverse needs of students, parents/guardians, staff, visitors, and community</td>
<td>• acquire advanced training in facilitating racial equity and cross-cultural dialogue with students, parents/guardians, staff, visitors, and community</td>
</tr>
<tr>
<td><strong>Acknowledge the value of speaking multiple languages.</strong></td>
<td>**Work collaboratively with members of racially and culturally diverse groups.**⁴</td>
<td><strong>Increase literacy (i.e., listening, speaking, reading, writing) in additional languages</strong></td>
</tr>
<tr>
<td>• learn key phrases in language of students, parents/guardians, staff, visitors, and community</td>
<td>• use photos or pictograms along with signage, menu, and labels to assist in translation</td>
<td><strong>understand historical development of access to education by race, class, gender, disability, etc. in the United States</strong></td>
</tr>
<tr>
<td>• post signage, menu, and labels in multiple languages</td>
<td>• provide services attending to the racially and culturally diverse needs of students, parents/guardians, staff, visitors, and community</td>
<td><strong>continues</strong></td>
</tr>
<tr>
<td>• use photos or pictograms along with signage, menu, and labels to assist in translation</td>
<td>• provide services attending to the racially and culturally diverse needs of students, parents/guardians, staff, visitors, and community</td>
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¹ Based on the Educator’s Guide to Equity, Office for Civil Rights (OCR), Feb 2020

² “Leader in Me” Program, Leader in Me, Inc., 2008


⁴ These competencies are based on the Cultural Competence Continuum found in the Cultural Competence in Education Guidebook, United Nations Children’s Fund (UNICEF), 2003

⁵ Adapted from the Multicultural and Equity Leadership Competencies found in the Multicultural and Equity Leadership Continuum, National Association for the Education of Young Children (NAEYC), 2003

⁶ “The Language of Shoulder Bumping,” Jennifer Olevsky, National Hispanic Journal, November 2003

⁷ Adapted from the Language of Shoulder Bumping, Jennifer Olevsky, National Hispanic Journal, November 2003

⁸ Adapted from Cultural Competence in Schools: A Toolkit for Educators, Association for Public Policy analysis and Research (APPAR), 2000

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| **Understand the impact of racial and cultural differences in educational and work environments.** | • recognize impact of own behavior on others regardless of intent, and modify behavior when impact is revealed  
• apply cross-cultural communication and sensitivity knowledge (e.g., difference in cultural/religious dress and uniforms required by school nutrition department, religious fasting, ways of showing respect, etc.) |  
**Model cultural competence in interactions with students, parents/guardians, staff, visitors, and community.** |
| **Model cultural competence in interactions with students, parents/guardians, staff, visitors, and community.** | • express awareness of own implicit and explicit biases  
• ask questions to determine if missing perspectives have been sought and included in decisions  
• use protocols and skills in cross-cultural and interracial interactions |  

## F.3. Organization Standard: ability to prioritize, plan, and execute tasks efficiently and effectively

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<td>Follow procedures for collecting, managing, and maintaining information needed for job duties.</td>
<td>Maintain ready access to information and equipment necessary for job duties, including notifications and updates.</td>
<td>Use management tools to prioritize tasks and workload in advance for efficiency in daily and long-term project completion.</td>
</tr>
<tr>
<td>◦ daily records and reports, as per position</td>
<td>◦ food requisitions and inventory</td>
<td>◦ accurate inventory</td>
</tr>
<tr>
<td>◦ portioning standards</td>
<td>◦ school-wide positive reinforcements during interactions with students and staff</td>
<td>◦ calendar and apps that track orders and receipt of foods and supplies</td>
</tr>
<tr>
<td>◦ safety standards</td>
<td>◦ recipes and food preparation techniques</td>
<td>◦ assist in menu planning</td>
</tr>
<tr>
<td>◦ health standards</td>
<td>◦ meal records</td>
<td>Analyze systems and procedures for efficiency and effectiveness, and suggest or implement improvements.</td>
</tr>
<tr>
<td>◦ equipment operation</td>
<td><strong>Model efficient and effective workload management.</strong>&lt;sup&gt;RM&lt;/sup&gt;</td>
<td>◦ improve methods for food management and preparation</td>
</tr>
<tr>
<td>Manage work duties effectively within time allotted/allocated.</td>
<td>◦ activities that can be accomplished in-between starting and ending cook/reheat times</td>
<td>◦ food waste management</td>
</tr>
<tr>
<td>◦ work as a team to coordinate multiple facets of food service delivery</td>
<td>◦ clean and tidy up prep area while waiting for food to warm</td>
<td>Manage administrative, fiscal, and kitchen facility functions responsively.&lt;sup&gt;SM&lt;/sup&gt;</td>
</tr>
<tr>
<td>Follow directions and recommended operating procedures for job-related duties.</td>
<td>◦ replenish utensils and other line items in-between lunch waves</td>
<td>◦ inventory management</td>
</tr>
<tr>
<td>◦ hygienic handling and correct storage of all food items, (e.g., first in/first out, shelf life, maintaining clear and clean work area, etc.)</td>
<td>◦ daily, weekly, monthly, and annual cleaning or checking of kitchen equipment</td>
<td>respond to department budget requirements</td>
</tr>
<tr>
<td>Work cooperatively with other staff on emergencies and/or the completion of large, complex or time-sensitive projects.</td>
<td><strong>Perform maintenance tasks for equipment and information systems to ensure readiness to complete job duties.</strong></td>
<td>Manage or lead complex, multifaceted projects related to job duties.&lt;sup&gt;SM&lt;/sup&gt;</td>
</tr>
<tr>
<td>◦ proper care and storage of all foods and supplies</td>
<td>◦ assist in cleaning and maintaining equipment</td>
<td>◦ nutrition education with students, parents/guardians, staff, visitors, and community involvement (e.g., Garden Club, Farm to School, Wellness Committee, etc.)</td>
</tr>
<tr>
<td>◦ regularly scheduled deep-cleaning or inventory of freezers and pantry</td>
<td>◦ recognize when supplies are needed</td>
<td>Mentor/coach others in developing or maintaining organization skills related to job duties.&lt;sup&gt;SM&lt;/sup&gt;</td>
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<sup>RM</sup> Routinely Manage.  
<sup>SM</sup> Skillfully Manage.
**F.4. Reporting Standard:** ability to understand the responsibilities of a mandated reporter and what, when, how, and to whom reports should be filed

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<td>Know and follow child safety/welfare laws, reporting policies and procedures, and repercussions of noncompliance (i.e., district, Board, state, federal).</td>
<td>Recognize signs of neglect/abuse, substance abuse, or self-injury behavior involving students or staff.</td>
<td>Participate with administrators and other stakeholders in creating and implementing professional development on reporting requirements for food service and nutrition staff.</td>
</tr>
<tr>
<td>◦ mandated reporting</td>
<td>◦ observe student demeanor and attitude changes over time based on knowledge of student</td>
<td>◦ collect current reporting requirements</td>
</tr>
<tr>
<td>◦ school expectations for positive behavior, and continuum of responses for unexpected behavior</td>
<td>◦ apply understanding of race/cultural competence when reporting concerning behavior to mitigate implicit bias</td>
<td>◦ organize information for presentation</td>
</tr>
<tr>
<td>Know and report breaches in student and staff codes of conduct, bullying, harassment, and other policies (e.g., acceptable use).</td>
<td>Clarify reporting procedures for others and assist in notifying proper authorities.</td>
<td>Prepare required agency and individual reports and maintain all appropriate records.</td>
</tr>
<tr>
<td>◦ all accidents or incidents, as required by school policy and state law</td>
<td>◦ proper use and submission of all forms and documents</td>
<td>◦ account for meals served and monies received according to established procedures, either manually or by computer</td>
</tr>
<tr>
<td>◦ bomb threats or other threats of violence</td>
<td>◦ factual reporting using appropriate terminology</td>
<td>◦ violations to Health Department or appropriate agencies</td>
</tr>
<tr>
<td>◦ student and adult behavior</td>
<td>◦ potential responses to reporting, and of legal obligations and proceedings that follow reporting</td>
<td>Mentor/coach others in documentation and reporting protocols.</td>
</tr>
<tr>
<td>◦ identify and report a situation to the proper administrator, and document the situation</td>
<td>Understand and comply with federal, state, and district requirements for meal-reimbursement documentation.</td>
<td>◦ accidents or incidences at the worksite or during sponsored activities</td>
</tr>
<tr>
<td>◦ understand the chain of command for reporting procedures</td>
<td>◦ complete reports including meal count, menu plans, orders, deliveries, and inventory</td>
<td>◦ food preparation and inventory</td>
</tr>
<tr>
<td>Maintain the necessary documentation for required agency and individual reports.</td>
<td>◦ documentation of food productions</td>
<td>◦ student and adult behavior</td>
</tr>
<tr>
<td>◦ student behavior and incident reports</td>
<td>◦ adhere to scheduled meal times</td>
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### F.5. Ethics Standard: ability to maintain a high level of ethical behavior, confidentiality, and privacy of any information regarding students, staff, and all job-related matters

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<tbody>
<tr>
<td>Contribute to the learning environment by nurturing positive ethical and moral practices.</td>
<td>Display ethical and professional behavior in working with everyone who communicates—or is associated—with the worksite.</td>
<td>Mentor/coach others in ethical conduct.</td>
</tr>
<tr>
<td>- be honest in dealing with lost items, reporting, and recordkeeping</td>
<td>- be responsible and accountable for individual performance and continually strive to demonstrate competence</td>
<td>- update staff on new procedures and policies</td>
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<tr>
<td>- consider racial and cultural context when making ethical decisions</td>
<td>- use institutional or professional resources and privileges only for job-related duties</td>
<td>- lead workshops or webinars on ethical behavior in educational settings</td>
</tr>
<tr>
<td>- be responsible for security items such as keys, radios, passcodes</td>
<td>- consider biases in procedures and practices that compromise social justice when making ethical decisions</td>
<td>- respect the values and traditions of the diverse cultures represented in the school/district and community</td>
</tr>
<tr>
<td>- use language appropriate to a learning environment</td>
<td>- resolve problems and conflicts, including discipline, according to the law and school policy</td>
<td>- identify and report violations to the code of conduct</td>
</tr>
<tr>
<td>- maintain high-quality work</td>
<td>- deal considerately and justly with students, parents/guardians, staff, visitors, and community</td>
<td>- advocate for change in regulations and statutes when such legislation conflicts with ethical guidelines and/or student/employee rights</td>
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<tr>
<td>- focus on effective use of time</td>
<td>- know the laws, district policies, and procedures related to ethical behavior and confidentiality.</td>
<td>- notice when policies, practices, or laws are harmful to individuals, groups, or the community</td>
</tr>
<tr>
<td>- use leave time in accordance with school/district policy</td>
<td>- read and follow Technology Acceptable Use Policy</td>
<td>- consider the conflict between the value of obeying the law and the value of serving people</td>
</tr>
<tr>
<td>- exercise self-control, discipline, and integrity</td>
<td>- know and use the proper protocol to communicate and address concerns</td>
<td>- initiate action for social justice</td>
</tr>
<tr>
<td>Know the laws, district policies, and procedures related to ethical behavior and confidentiality.</td>
<td>Maintain professional relationships with students, parents/guardians, staff, visitors, and community both in and outside the worksite.</td>
<td>- conduct conversations about students or other confidential matters privately</td>
</tr>
<tr>
<td>- read and follow Technology Acceptable Use Policy</td>
<td>- serve as an individual example of appropriate ethical conduct</td>
<td>- observe, identify, and explain proper ethical conduct to students and staff</td>
</tr>
<tr>
<td>- know and use the proper protocol to communicate and address concerns</td>
<td>- strive for quality in delivery of services</td>
<td>- stay informed about current social issues that differentially affect students, schools, and communities</td>
</tr>
<tr>
<td>- read and follow employee code of conduct/handbook</td>
<td>- participate in sense of collective responsibility for high-quality work and services</td>
<td>- notice when policies, practices, or laws are harmful to individuals, groups, or the community</td>
</tr>
<tr>
<td>- maintain confidentiality concerning student and staff information</td>
<td>- respond in a timely manner to feedback about personal performance and adapt accordingly</td>
<td>- consider the conflict between the value of obeying the law and the value of serving people</td>
</tr>
<tr>
<td>Develop relationships with students, parents/guardians, staff, visitors, and community based on mutual respect both in and outside the worksite.</td>
<td>- be conscious of potential discriminatory practices based on a person’s disability, race, gender, cultural background, religion, or sexual orientation</td>
<td>- initiate action for social justice</td>
</tr>
<tr>
<td>- know and participate in development of positive school culture to support a safe, inclusive learning environment</td>
<td>Exercise confidentiality and privacy of any information regarding students and staff in all job-related matters by following all rules, regulations, and policies.</td>
<td>- observe, identify, and explain proper ethical conduct to students and staff</td>
</tr>
<tr>
<td>- know and follow protocols for positive engagement with families and community</td>
<td>- conduct conversations about students or other confidential matters privately</td>
<td>- stay informed about current social issues that differentially affect students, schools, and communities</td>
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<tr>
<td></td>
<td>- secure and protect documents from casual viewing</td>
<td>- notice when policies, practices, or laws are harmful to individuals, groups, or the community</td>
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<tr>
<td></td>
<td>- inform appropriate personnel of breaches in confidentiality</td>
<td>- consider the conflict between the value of obeying the law and the value of serving people</td>
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<tr>
<td></td>
<td>- keep details of confidential matters limited to those who need to support and provide service</td>
<td>- initiate action for social justice</td>
</tr>
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RM: Refers to the Professional Growth Continuum.
F.6. **Health & Safety Standard**: ability to protect the health and safety of oneself and others by knowing and executing health, safety, and emergency protocols/procedures with fidelity

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</tr>
</thead>
</table>
| Know basic safety, first aid, and Occupational Safety and Health Administration (OSHA) information as required by job duties.  
- Food Services and Health Department regulations  
- safe food storage in hazard-free environment  
- first aid certification, AED training, and blood-borne pathogen training | Maintain valid safety and first aid/CPR/AED certificates as required by job duties.  
- access refresher materials online annually  
- register for first aid, CPR/AED certification classes every two years  
- know how to use epinephrine auto-injector for food allergic reactions | Participate on safety committees at the school, district, community, and/or state level.  
- take note of action items  
- contribute to discussion based on experience and knowledge of food safety and nutrition  
**Advocate for positive changes that will improve the health and safety of students and staff.**  
- suggest improvements to food preparation  
- coordinate healthy eating campaign with Health and Student Services  
- post health and safety reminders in public areas of the building  
**Know terms and acronyms used by public safety officials, Federal Emergency Management Agency (FEMA), and local and state emergency preparedness agencies.**  
- select terms and acronyms* most relevant to school emergencies, learn their meanings, and commit to memory  
**Respond to and coordinate emergency and disaster drills/incidents.**  
- participate in mock emergency drills  
- practice operation of emergency communication devices  
- communicate with administration and staff regarding emergency food situations  
**Recognize when a student or colleague is experiencing problems (e.g., educational, behavioral, developmental, health, or safety related) in order to prevent escalation/emergency.**  
- apply knowledge from daily interaction with students  
- apply de-escalation skills and procedures |
| Know and fulfill assigned and designated functions during practice and active emergency/evacuation procedures.  
- keep emergency plan in easily accessed location  
- station oneself at designated location to direct emergency responders  
- know procedures for kitchen/electrical fires  
- escort and direct students in cafeteria or kitchen at time of emergency  
- conduct emergency shutdown of all kitchen and cafeteria equipment  
**Know worksite rules and policies for student and staff codes of conduct related to safety.**  
- areas of refuge  
- fire drill, evacuations, and lockdown procedures | Remain current with any new policies/procedures that ensure the health and safety of students and staff.  
- high level of cleanliness in accordance with Health Department regulations  
- know policies/procedures for reporting food contamination, and other food-related safety concerns  
- procedure for reporting accidents in kitchen and cafeteria  
**Recognize behaviors that students may exhibit during emergency situations.**  
- plan for students who may have a seizure, run away, hide, etc. in response to stressful situations  
- implement protocol for students with a history of unpredictable or violent behavior |  
| Make quick and accurate decisions in difficult situations.  
- know procedures for person with a knife or firearm  
- know procedures for assisting choking or unresponsive student or staff  
- call for ambulance/emergency support  
- make appropriate staff aware of situation  
- know and follow all Health Department regulations | Display confidence and poise when making judgment calls during emergency drills or events.  
- use a firm, calm voice and controlled breathing  
- use practiced, predetermined phrases for clarity under stress |  
| Honor privacy and exercise confidentiality of all personal information regarding students, parents/guardians, staff, visitors, and community.  
- share only needed information with emergency or other assisting staff |  

*The FEMA Acronyms, Abbreviations & Terms job aid is housed at fema.gov with a search feature that allows the user to find the meaning of individual acronyms and abbreviations, and lists related to specific areas of disaster management.*
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<th>Advanced/Mastery</th>
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| Maintain security and safety with regard to visitors in the building.  
• know sign-in procedures and parameters for visitors in the building, (e.g., name badge visible, in permitted areas, observing school expectations, etc.)  
• know procedures for stranger in the building/on campus | | Mentor/coach others regarding emergency policies and procedures.  
• evacuation paths and protocols  
• procedure for food allergy monitoring  
• stranger-in-the-building scenarios |
| Know food allergies and medical needs of students and staff.  
• procedures for responding to food allergies  
• procedures for cleaning after exposure to allergens  
• signage alerting all to presence of food allergens  
• make appropriate staff aware of allergy incident |
**F.7. Technology Standard:** ability to use electronic devices to problem solve and complete work-related duties

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| Operate computer and/or other digital devices and platforms required for job duties.  
  • cash register and computer system  
  • food and nutrition-related programs  
  • online or virtual professional development  
  • appropriate software for job requirements  
  • food thermometers  
  • telephone, email, printer, district website, internet, etc. | Operate advanced settings of maintenance systems and equipment needed to perform job duties.  
  • coolers and freezers  
  • telephone  
  • work order tracking  
  Use appropriate job-related programs.  
  • software to produce weekly menu flyer for posting and sharing electronically  
  • web and document searches  
  • document, spreadsheet, and report creation  
  • input data, as needed, for accurate data management (e.g., equipment usage information, meal counts, inventory control) | Research trends/issues pertaining to the job.¹  
  • cleaning/chemical usage  
  • Integrated Pest Management (IPM) in food preparation and storage areas  
  • food safety  
  • nutrition/healthy eating guides  
  Download specific programs for food preparation and maximum nutritional benefit.  
  • app for tracking food waste  
  • maintenance of equipment schedule  
  • food and supply inventory-management program |
| Operate standard food-prep equipment.  
  • food-prep monitoring devices  
  • oven, cookers, warmers, etc  
  • scales and portion-control devices | Input data, as needed, for accurate data management.  
  • input and access personal information (e.g., hours, pay stubs, leave requests, etc.)  
  Know worksite’s Acceptable Use Policy.  
  • read annually and submit signature page  
  Know terminology in order to solve common technology issues.  
  • dialogue box, error message window, etc.  
  Learn and adopt new technology methods.  
  • digital scales, tablet payment methods | Review and manage data, as needed, for accurate data analysis.  
  • track accounting of meals served and monies received, payroll programs, inventory control, etc.  
  Mentor/coach other kitchen staff to use internet/software applications safely and independently.³  
  • opportunity to answer questions about acceptable use policy  
  • new digital control system for ovens  
  • schedule time with mentee to review kitchen equipment operation and maintenance (e.g., cash register, digital thermostat, refrigeration units)  
  • schedule time with mentee to review worksite/district Acceptable Use Policy |
| Know worksite’s Acceptable Use Policy.  
  • read annually and submit signature page  
  Know terminology in order to solve common technology issues.  
  • dialogue box, error message window, etc.  
  Learn and adopt new technology methods.  
  • digital scales, tablet payment methods | Know how to contact Information Technology (IT) department and report specific issues.  
  • designated email for reporting  
  • screen shot of error messages  
  • note clear sequence of events prior to technology issue  
  • understand the reporting procedure for misuse of technology, cyberbullying, inappropriate images, etc. and who to refer the situation to  
  Model safe internet and technology use.²  
  • responsible social media use  
  • know student data privacy rules and/or laws  
  • appropriate response to phishing, trolling, spam, etc. | Research trends/issues pertaining to the job.¹  
  • cleaning/chemical usage  
  • Integrated Pest Management (IPM) in food preparation and storage areas  
  • food safety  
  • nutrition/healthy eating guides  
  Download specific programs for food preparation and maximum nutritional benefit.  
  • app for tracking food waste  
  • maintenance of equipment schedule  
  • food and supply inventory-management program |

¹ Research trends/issues pertaining to the job
² Model safe internet and technology use
³ Mentor/coach other kitchen staff to use internet/software applications safely and independently
### F.8. Professionalism Standard: ability to present and conduct oneself in a professional manner in all job settings

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| **Align appearance appropriately to job duties and Health Department regulations as outlined in handbook or job description.**
- sturdy footwear
- no jewelry on hands or arms
- uniform, clean and wrinkle-free
- hair restraint or visor, and gloves
**Conduct oneself as an ambassador for school or agency.**
- model school procedures and expectations
- greet students, parents/guardians, staff, visitors, and community in a dignified, positive manner
- respond to requests for information or assistance promptly
- provide courteous and appropriate information to visitors and guests
- demonstrate honesty and integrity in making decisions
- provide friendly, accurate, and fast service
- appropriate use of language around students
**Know the roles and responsibilities of your career field.**
- comply with all regulations as defined by the Health Department
- general food preparation and service duties on a regular and as-needed basis
- cleaning duties outlined in job description
- work independently (e.g., initiate tasks, complete tasks within assigned time frame without prompting)
**Work collaboratively with a team.**
- acknowledge merits of multiple viewpoints or ideas
- share ideas with and accept ideas of team members
- understand team structures and how to contribute for the best interest of the students
- Project a positive image to the community through communication, involvement, and personal conduct.
  - commitment to providing a clean and welcoming environment
  - communicate clearly and directly with students, parents/guardians, staff, visitors, and community
**Maintain emotional control in stressful situations.**
- use a firm, calm voice and controlled breathing
- ask clarifying questions
**Establish and maintain effective working relationships with others both in and outside of the worksite.**
- understand needs and perspectives of students, parents/guardians, staff, visitors, and community
- seek solutions to identify needs with appropriate staff
**Maintain current knowledge of procedures, policies, and laws.**
- competent use of food preparation/cleaning methods, materials, tools, and equipment
- changes in Nutrition Services
- requirements for maintaining healthy and safe food preparation
- use culturally responsive procedures for engaging students, parents/guardians, staff, visitors, and community when performing work tasks (options for dietary requirements, space for students observing religious fasting, etc.)
**Respond appropriately to instruction and feedback.**
- develop strategies for continuous improvement
- seek to understand specifics of corrective feedback and how to change behavior or processes to improve
**Shift tasks and priorities when necessary.**
- interrupt or reschedule planned tasks as needed
- ask clarifying questions to understand needs and new priorities
- Seek or maintain connections with the larger community.
  - liaison to the state, county, or municipal public Health Department
  - liaison to local food security agency
  - vendor or service repair individuals
**Engage in the improvement of the profession through active participation in professional organizations.**
- attend local union meetings
- take on a position in local or state union
- attend food service and nutrition expos or conferences
- monitor trends of student food preferences
- recommend new food items/recipes and equipment needs
- seek resources from the School Nutrition Association (SNA), Multicultural Foodservice & Hospitality Alliance (MFHA), or similar organization
**Demonstrate initiative in identifying areas of need and opportunities for improvement.**
- effective food waste management procedures
- anticipate needs for cleaning or preparing food for different groups or visitors
- healthy eating programs to reflect importance of nutrition for learning and well-being
**Seek additional certifications.**
- school nutrition certificate
- continuing education units
**Mentor/coach others in role-alike positions on professionalism standards.**
- communicate importance of good nutrition and pleasant eating experience to a positive learning environment

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RM: Regular Mention
L: Likely
M: Mentored