



UNIVERSITY HOUSING

Dining Services

EMPLOYEE HANDBOOK

DINING SERVICE ADMINISTRATION
530 N. 17th ST.
LINCOLN, NE 68588-0622

(402) 472-9046
housing.unl.edu/dining

TABLE OF CONTENTS



Welcome	1
Values	2
Mission	2
Goals and Expectations	2
Training	3
Employee Orientation	3
Employment Terms	3
Attendance	4
Essential Personnel	4
Payroll and Time Clock Information	4-5
Safety and Health Regulations	6-8
Uniform Policy	9-10
Expectations For Your Appearance	11
Personal Conduct	12
Have Pride	12
Employee Services	13
Credit Union	13
Committees	13
Parking	13
Employee Assistance Program (EAP)	13
Employee Policies	14-15
Wages and Raises	15
Human Resources Policies	16-18
Workers' Compensation	16
Family Medical Leave	16
Promotion Opportunities	16
UDS Purchasing Policy For Food and Non-Food Items	16
Identification Card	16-17
How to Care For Your Univeristy ID Card (NCard)	17-18
Full Time Employee Benefits	18-20
Insurance	18
Educational Programs	19
Jury Duty	19
Meals	19
Funeral and Bereavement Leave	20
Vacation, Holidays and Leave	20-22
Vacation	20
Holidays	21
Sick Leave	22
Military Leave	22
Thank You	22
Telephone Numbers	23-24
Employee Agreement	25

WELCOME

Welcome to University Dining Services. We're glad you're part of our team. Each individual on our team plays a very important role in making University Dining Services a great service organization.

University Dining Services takes pride in serving healthful and high quality meals throughout all of our dining services, retail units, and catering department. Our list of values identifies areas of importance for each of us to achieve as we provide the best service and menu items to all of our customers.

You were selected to be part of our team because we believe that you'll help make us even more successful in meeting our mission of providing high quality and safe menu items, as well as the best customer service. This handbook was designed to help you be effective in meeting your goals as a member of the University Dining Service team and in meeting our goals of service to our students, faculty, staff, and guests.

We're glad you're here and we know you give us your very best every day. Make our goal your goal – a high quality dining service in a welcoming environment.

Best wishes and welcome,

Ron Burke | Associate Director

Pam Edwards | Assistant Director

Ellen Hardy | Food Stores Coordinator/Buyer

Harry Tilley | Abel/Sandoz Dining Service Manager
Abel North, Abel South, Sandoz & Courtyards

Joel Fogerty | Willa Cather Dining Service Manager
Neihardt, Knoll, University Suites, Eastside Suites

Pat McManus | Harper Dining Service Manager
Harper, Schramm, Smith, Village

Gina Guernsey | Selleck Dining Service Manager
Selleck, Kauffman

Rebecca (Becca) Wood | Retail Operations Manager

Kathy Sildmets | Nebraska East Union Café and University Catering Manager
East Campus Residence Hall

VALUES

Employees of University Dining Services (UDS) work in an environment that upholds and maintains ethical work values. By working at UDS, you become part of our value system!

Integrity | Respect | Teamwork | Good Nutrition | Positive Communication
Consistency | Excellent Customer Service | Cooperation | Professionalism | Fun
Excellence | Fairness | Fiscal Responsibility | Flexibility | Diversity
Quality Service | Quality & Safe Food | Trust

MISSION

The mission of the University of Nebraska–Lincoln (UNL) UDS is to provide a safe and inviting atmosphere, healthful meal choices and quality service in an environment that promotes the diversity, growth and education of our students, faculty, staff and guests.

GOALS AND EXPECTATIONS

The department looks forward to a mutually beneficial relationship with each employee.

UDS will:

- Treat everyone with respect.
- Provide training and skill development opportunities.
- Offer a structured work environment.
- Provide opportunities for advancement.
- Provide opportunities for meeting people and making friends.
- Offer competitive wages.

In return, we expect you to:

- Treat everyone with respect.
- Have an active interest in your job and in the success of UDS.
- Be pleasant, polite, neat and courteous at all times.
- Handle concerns about your work in a professional manner.
- Actively participate in meetings, workshops and training programs.
- Follow policies and procedures.

TRAINING

Employee meetings are held periodically to provide training and information. Unless you have an excused absence, you should attend and actively participate in these meetings. To enhance your contribution to UDS, you will be trained in several areas. At times you will also be asked to work in other positions within the department. Required training topics include: Food Safety, Injury and Illness, Emergency Preparation, Chemical Safety, Special Diets and Title IX.

EMPLOYEE ORIENTATION

All new full time employees are required to attend New Employee Orientation. The schedule is located on the human resources website <http://hr.unl.edu>, on the human resources calendar or contact your UDS manager for the schedule.

EMPLOYMENT TERMS

It is your responsibility to supply your manager with your current address, current telephone number(s) and current email address so that any needed information can be communicated to you.

Certain circumstances may justify corrective action following defined steps which may result in termination. Please see UNL Human Resources Policy, Conduct, Corrective Action and Dismissal for Cause (<http://hr.unl.edu/policies/conduct-corrective-action-and-dismissal-cause>).

All employees will be asked to sign a verification form stating that:

- You have read the employee handbook.
- Your supervisor has reviewed the handbook with you.
- It is the responsibility of the employee to read the policies outlined on the human resources web page <http://hr.unl.edu/policies/>. Questions should be directed to your manager.

ATTENDANCE

You and the job you do are important to maintain a quality food service organization. You are expected to be at work on time according to your schedule. You are expected to be in uniform, clocked-in and at your designated station at the assigned time.

You are always expected to do the following:

- Call the kitchen office (30 minutes prior to the shift start) when you cannot come to work for any reason. Follow the directions for leaving messages as set forth by your dining center but continue to call until you speak to a person.
- Inform your manager if you must be away from the job due to illness or injury.
- Plan your personal activities on your scheduled days off or before/after your shift. This includes doctor's appointments, if at all possible.
- Unexcused tardiness may result in disciplinary action.

ESSENTIAL PERSONNEL

UNL UDS employees are considered to be *essential personnel*. Our students must be fed even in times of severe weather, class cancellations or other natural disasters. You will be required to report to work even if other public, private and university offices are closed. If you hear a radio announcement stating "UNL is closed, ONLY essential personnel need to report to work," that means you! Please direct questions to your manager.

PAYROLL AND TIME CLOCK INFORMATION

Policies regarding the paychecks and time clock include:

- You will not be hired by UDS without the appropriate paperwork being completed. For U.S. residents; a *W-4*, *I-9*, *Personnel Data Form* and *Direct Deposit Form* must be completed. Copies of your original, signed Social Security Card and valid photo ID will be taken.
- Hourly employees are paid every other Thursday. Use firefly (<https://firefly.nebraska.edu>) to view pay checks every week. Once you are hired and all paperwork is completed, it will take approximately one month to receive your first paycheck. Check with a manager, assistant manager or dining service secretary for pay dates.
- Your paycheck will be electronically deposited directly into your checking or savings account (direct deposit). You must complete a *Direct Deposit Form* and attach a copy of a voided check or a copy of your savings account information.

PAYROLL AND TIME CLOCK INFORMATION (continued)

- Report address, email and phone number changes promptly to your manager or assistant manager and the dining service secretary. You may also change your address and other information in firefly's *Employee Self-Service* section.
- If you fail to clock in or out, or if the time clock or your NCard (time card) are not working, notify a manager and have your time corrected. The *Biweekly Timesheet Report* must represent a true record of the actual number of hours you work each day.
- Under no circumstances are you to use the clock for recording another employee's time. Using another employee's NCard (time card) subjects you to disciplinary action.
- All employees are expected to clock in and out at the assigned time. All overtime must be approved in advance by a manager.
- Employees are required to clock out and back in for meal breaks. Per University Housing Policy, **a complete 30-minute unpaid break must be taken within six hours from the beginning of your shift.**
- You must get permission from your manager or another member of the management team if you must leave the unit during your shift. Clock out when you leave the building; clock back in upon returning.
- You must sign the *Period Totals Report* at the end of each pay period.
- If you have questions about your pay advice, please check with your manager.
- The Human Resources Department establishes starting hourly rates for each job family within University of Nebraska values. Rates are available from your unit manager or human resources.
- Access to your electronic timesheet is located in *EmpCenter* at <http://housingtime.unl.edu>. Your Blackboard/MyUNL.edu login information is required to access the site.
- One (1) paid 15-minute rest period may be given for each consecutive four-hours worked. Contact your manager, assistance manager or production manager to determine the best time to take a break. NOTE: Your assigned FTE must be fulfilled each week.
- Any employee working more than 40 hours in one work week will receive overtime or compensatory time. Overtime or compensatory time must be previously approved by your supervisor.

It is the employee's responsibility to notify the manager whenever his/her hours for the week at the university will exceed the scheduled 40-hour week. Violation may result in disciplinary action. Employees can view hours in the electronic timekeeping system.

SAFETY AND HEALTH REGULATIONS



The health and safety of our customers and employees is very important. Major sources of food contamination and the spread of infectious disease occur from the nose, mouth and hands. Therefore, **it is essential that all employees maintain high personal hygiene standards.** You are a representative of UDS. Our guests will determine the quality of our service by both cleanliness and professionalism. An employee must follow food safety guidelines at all times.

- Any UDS employee absent from work because of illness may be required to submit a doctor's statement verifying that the employee is free of communicable disease before he or she may return to work.
- Report to your manager if you are experiencing any of the following symptoms: flu-like symptoms, vomiting, diarrhea, jaundice, a sore throat with fever or a lesion that is open or draining.
- An employee must report to your manager if you have had, or have been exposed to any of the following illnesses: Norovirus, Hepatitis A, Shigella, E-Coli or Salmonella. This action is to prevent the spread of disease and to comply with Nebraska health laws.
- There must be no bare hands contact with ready-to-eat foods. A UDS employee working with or serving ready-to-eat food must have a second barrier between their hands and the food; (i.e. tongs and non-latex gloves are required).
- Hands and arms must be thoroughly washed with soap and warm water before starting work, after handling soiled articles and after using the restroom. Please refer to the hand washing procedures outlined in the *Food Handler's Permit* training.
- Never wear your apron when going into the restroom.
- Do not cough, sneeze or clear your mouth/nose near food or dishes. Use a tissue to cover your mouth and nose when necessary and wash your hands immediately after each use of the tissue.
- Keep hands and fingers away from your hair, face, nose and mouth where germs may be picked up and transmitted to food.
- Facial hair is permitted if kept neat, clean, and trimmed. Unit managers will determine acceptability in cooperation with the employee; keeping in mind that professional appearance is the standard.
- Drinking during work time is allowed from beverage cups with lids and straws from the following areas:
 - a. Employees will place their beverage cups on a shelf or rack in identified dining center work areas that are close to hand sinks. Employees may drink beverages in that area during work and must wash their hands following having a drink.
 - b. Employees may go to the dining room area and select a drink from one of their beverage dispensers, drink the beverage in the dining room and wash their hands before returning to work.

SAFETY AND HEALTH REGULATIONS (continued)



- Nail polish (clear or color) and artificial/sculptured fingernails are permitted for food handlers only if gloves are worn. Gloves should be changed as often as you would wash your hands.
- Do not chew gum or chew tobacco in or near the food preparation and service areas.
- Smoking is only allowed in designated areas outside of the building during your designated break time.
- You must wear a Band-Aid and a disposable glove over open cuts or sores. These need to be changed frequently (please refer to the hand washing policy).
- All infections, open cuts and sores must be reported to the employee's supervisor.
- Good personal hygiene is expected.
- Follow food safety guidelines at all times.
- Walk (rather than run) in all work areas.
- Think safety and work carefully. Many accidents can be prevented.
- Report any unsafe conditions to your manager.
- Walk carefully and cautiously on wet floors.
- Sweep up broken china and glass immediately and dispose of it in the appropriate receptacle in the dish room.
- Never place a glass jar, knives or any sharp utensils in a sink. They should always be placed in a pan.
- Immediately report needed equipment maintenance repairs and adjustments to your supervisor rather than attempting to make repairs yourself or operating malfunctioning equipment.
- All blood spills should be promptly reported to your supervisor. Blood spills require a special cleaning procedure. Do not attempt to clean up without checking first with your supervisor.
- Keep your work area neat and orderly. Immediately cleanup spills, dropped food items and water on the floor.
- Shut off equipment before leaving the work station.
- Turn off and disconnect all equipment before disassembling or cleaning.
- Clean and sanitize your area thoroughly before clocking out.
- Check with a supervisor concerning the correct use of chemicals.
- Use only proper utensils (feeder plate, plunger or paddles) to hold or feed food into slicers, mixers, choppers, disposals or grinders.
- Use hot pads or gloves when handling hot containers and utensils. Never use a wet rag to handle hot pans, etc.
- Keep clear access to all fire exits and fire-extinguishing equipment.
- In case of fire, pull the alarm and leave the building.
- Know where the fire exit and tornado shelter are in your building.
- Use proper lifting techniques and carts whenever appropriate. Ask for help lifting items weighing 50 pounds or greater.

SAFETY AND HEALTH REGULATIONS (continued)

Your help is needed to maintain a safe work environment; watch for unsafe conditions such as greasy or wet floors, be alert and cautious while using the equipment and be sure you thoroughly understand how to operate each piece before using it.

Report any on-the-job injury to your manager. Complete the proper forms and make sure you receive proper treatment for an injury; failure to do so jeopardizes not only your personal health but also your claim for disability and workers' compensation.

Depending on the severity of the injury, the employee may need to see a physician or be sent to the emergency room in an ambulance. **University guidelines state that only an employee's manager should transport a university employee to a health care provider in a university vehicle.** If the injury is not of a serious nature, the injured employee should arrange for transportation from a friend or family member. If warranted by the nature of the injury, an ambulance should be summoned by calling 9-911. Instruct the employee to tell the health care provider that the injury is work related and have the provider file the claim with Gallagher Bassett (university's carrier for workmen's compensation). For your safety, you must furnish your manager with the required doctor's release before you return to work.

Meetings and training on safety and sanitation are held regularly in your unit. Following the listed safety rules and regulations protects you, our customers and your fellow workers.

UNIFORM POLICY

Area of Operation	Uniform Policy	Notes
Dining Services	<ul style="list-style-type: none"> Employee's uniforms consist of: a top, bottom, shoes, socks (required), apron and hair restraint. UDS annually provides uniform options that include: tops, shoes, aprons and hair restraints. Individual employees will provide pants and socks. Employees are responsible for keeping his/her uniform clean and in good repair. The number of uniforms authorized, color and apparel combinations will be determined annually. Extra uniform tops, shoes and ball caps may be purchased at the employee's own expense. They must fit UDS guidelines. 	<ul style="list-style-type: none"> Employees are responsible for providing individual uniform bottoms (slacks, walking-shorts, skorts, skirts and capris). Authorized colors include: tan, grey, khaki, navy blue, black or brown. Denim is an acceptable material (cloth); however, it must meet the color guidelines. NO BLUE DENIM (jean material) is permitted. NO sweat pants, leggings, sports shorts, cut offs, yoga pants or pants with frayed edges are permitted. Uniform bottoms must fit properly: be mid-rise style or higher, must cover any undergarments and must be no shorter than mid-thigh. It is the manager's discretion to determine if bottoms are too tight or too loose. These measures are in place to ensure the employee's safety and comfort while at work. Shoes must be enclosed, comfortable and safe while in the kitchen environment. NO crocs or clogs are allowed. Shoelaces and fasteners must not present a tripping hazard. Socks are required to be worn with shoes. All Employees are given an allowance to purchase shoes through the Shoes For Crews catalog. Employees are not required to purchase through this vendor, however, by not doing so, you will forfeit the allowance and must purchase shoes at your own expense.

UNIFORM POLICY (continued)



Area of Operation	Uniform Policy	Notes
C-Stores	<ul style="list-style-type: none"> • Employee's uniforms consist of: a top, bottom, shoes, socks (required), apron and hair restraint. • Employees are responsible for keeping his/her uniform clean and in good repair. • Employees will receive two (2) t-shirts at the time of hire. 	<ul style="list-style-type: none"> • Uniforms must be worn whenever a C-Store is in service operation unless notified by the unit manager – THIS INCLUDES WEEKENDS! • UDS will purchase tops (shirts) in the color designated. • Employees are responsible for providing individual uniform bottoms (slacks, walking-shorts, skorts, skirts and capris). Authorized colors include: tan, grey, khaki, navy blue, black or brown. Denim is an acceptable material (cloth); however, it must meet the color guidelines. NO BLUE DENIM (jean material) is permitted. NO sweat pants, leggings, sports shorts, cut offs, yoga pants or pants with frayed edges are permitted. • Uniform bottoms must fit properly: be mid-rise style or higher, must cover any undergarments and must be no shorter than mid-thigh. It is the manager's discretion to determine if bottoms are too tight or too loose. These measures are in place to ensure the employee's safety and comfort while at work. • Shoes must be enclosed, comfortable and safe while in the kitchen environment. NO crocs or clogs are allowed. Shoelaces and fasteners must not present a tripping hazard. Socks are required to be worn.

EXPECTATIONS FOR YOUR APPEARANCE

The UDS department reserves the right to monitor the acceptable appearance of employees. You may be asked to correct uniform problems. The following are policies for UDS employees to follow:

- Use good personal hygiene; be neat and clean at all times.
- All clothing must be clean and in good repair.
- Wear clean socks/hose and clean, comfortable shoes with closed toes and heels.
- Tie all shoelaces.
- Uniform bottoms must fit properly to allow for ease of movement while working. Slacks, walking shorts, skorts, skirts and capris must be a mid-rise style or higher, must cover any undergarments and must be no shorter than mid-thigh. Uniform bottoms that are too tight or too loose are not acceptable. It is the manager's discretion to determine if an article of clothing is too tight or too loose, poses a hazard to the employee or does not display a professional appearance.
- Have clean hair and keep it covered with a designated UDS ball cap or hairnet as required. Ball caps can be purchased on site. Hairnets are available to all employees at no charge. When wearing a ball cap, hair must be pulled back and restrained with a tie or pulled back through the opening in the ball cap. Your UDS ball cap should only be worn at work; bill forward. You are responsible for keeping your ball cap clean at all times. Employees choosing to wear hairnets must keep all hair restrained.
- Keep your fingernails clean and in good repair. Fingernail polish and artificial nails are discouraged, however, if you do wear polish or have artificial nails, you are required to wear gloves at all times when preparing and serving food.
- Eat and drink only in the dining room.
- Loose or dangling jewelry is considered a safety/sanitation hazard. UDS recommends following the *Nebraska Food Code* while working, (*Nebraska Food Code 2-303.11* **“Prohibition: Except for a plain ring such as a wedding band, while preparing food, food employees may not wear jewelry including medical information jewelry on their arms and hands.”**) UDS allows most earrings (to be determined by your manager); a small chain necklace inside your top; and work-related pins. Accessories and jewelry should be conservative in nature, must conform to state and federal sanitation guidelines and should complement a business-like appearance. Watches/wrist bands and bracelets are not allowed.
- Always conduct yourself in a professional manner. People who feel good about themselves produce good results.

Individual operations may have special uniform requirements. Your manager will let you know of any further expectations. You are expected to be in uniform at your assigned station.

All uniform items provided by the department must be returned when you leave employment. If items are not returned or are mistreated, you may be held responsible.

PERSONAL CONDUCT

- Be courteous and attentive to all customers.
- Be friendly, but no excessive socializing. Appropriate language is expected.
- Do not eat or drink in the food production and serving areas.
- Telephones in the units are for business use only. In general, employees are only called to the telephone if there is an emergency. If it is necessary to make a personal phone call during work, you must obtain permission from the manager on duty.
- A manager must approve the use of technology for music in production/server areas.
- Do not lean or sit on counters, tables, glass racks or other equipment.
- Equipment and food are not to be taken from food service.
- Speak in a normal or low voice. Shouting is not allowed.
- You are expected to be working at all times. Check with your supervisor if you need a task to do.

HAVE PRIDE

The way you feel about yourself is reflected in your work. To meet our mission, we must all strive to show our pride in our work. Our customers deserve friendly and courteous service; they are the reason for our employment. They deserve the best we can give them.

Discuss any problems with any area of work with your manager in private. Communicate your feedback or feedback from your customers to the manager. Stay positive and you will feel good about yourself and your workplace. Teamwork is essential to our goals and we must all work together.

EMPLOYEE SERVICES

Credit Union

As a UNL employee, you and your family members are eligible for membership in the UNL Federal Credit Union. The credit union is located at 1720 P St. and their phone number is 402-472-2087. They also have a branch office at 301 N. 52nd St.

Committees

Various UDS committees give you an opportunity to represent your co-workers and provide input into our operation. Contact your supervisor for more information.

- Hazard Analysis Critical Control Point (HACCP-Food Safety Committee)
- good Nutrition counts (gNc)
- Making Work Great Staff Council
- Housing Safety Committee
- Menu Committee
- Wellness Ambassadors – UNL Wellness Initiative
- Different committees at each dining service

Parking

Parking space is available for a monthly fee which can be automatically deducted from your paycheck. City bus passes are available at the parking office in the stadium parking garage for a fee (if you have purchased a parking space, the bus pass is free upon request).

Employee Assistance Program

The University Employee Assistance Program (EAP) provides confidential screening, counseling, consulting and referral services for all kinds of employee concerns and is staffed clinically with licensed mental health professionals. UNL faculty, staff and members of their immediate family are eligible to use EAP services. EAP services are available to all employees year round. (<http://hr.unl.edu/eap>)

EMPLOYMENT POLICIES



For your protection, safety, comfort and to ensure the quality of our products and services, the following policies apply to all employees. This list does not include every situation that may occur. Others will be handled on a case by case basis.

- Work schedules and days off for all full-time employees may vary according to the department's needs. As a new employee, you are placed in a six-month probationary period based on 26 actual weeks of work. During probation, you earn vacation time and may use it during this period. Sick leave and holiday time will also accrue during this period. Your performance is reviewed at the end of your six-month probationary period.
- Assignments are made by your managers and team leaders. You are expected to work where assigned.
- Employees are expected to be at their work station when their shift begins and remain there during working hours.
- Employees are responsible for following all oral and written instructions given by their managers and team leaders.
- If you finish your tasks early, please help wherever needed. Your time should be spent productively, assisting your co-workers.
- No property belonging to others (e.g. students, faculty, staff, guests or University-owned) including empty containers, may be removed from the work site or campus without specific written approval of the manager on duty.
- No food may be removed from the unit.
- All packages and containers you wish to bring into or take from the work site or campus are subject to inspection and approval of the manager on duty.
- Telephones in the units are for business use only. As a general rule, employees are not called to the telephone unless there is an emergency. If it is necessary to make a personal phone call during work, you must obtain permission from the manager on duty.
- Each employee is provided an email address; it is your responsibility to read email communication from the university. A departmental computer is available for your use.
- Technology used for music in production and server areas must be arranged by the manager.
- Employees that are not required by UDS to carry a cell phone must turn off personal cell phones during scheduled work time. Employees may use cell phones during scheduled break periods only.
- **Use of personal electronic devices such as earphones, personal CD players, MP3/iPod players, iPads, e-readers, etc., is restricted to break time, or for use as agreed upon job duties established with your manager.**

EMPLOYMENT POLICIES (continued)

- While you are on duty, friends and relatives should visit you only in the case of an emergency. In this case, they should report to the office and remain there until the manager gets you. Friends and relatives should not be in the working area or provided food at any time. They may purchase and eat meals during meal hours by paying the cashier and eating in the dining room.
- Meals are provided to employees only during their scheduled work shifts. Only one reduced price meal per day may be purchased at the employee rate.
- An employee on her/his day off is considered a visitor. He/she should only be in the office or dining room as a paying guest during meal hours. If eating a meal, he/she would pay the guest meal rate.
- Dining service employees must wait their turn in the serving line and are only offered the same food as the customers. **No food item may be saved to be eaten later.**
- In compliance with the *University Smoking Policy*, smoking is permitted only in designated areas and only during scheduled breaks. You are required to follow proper handwashing procedures upon returning from breaks.
- Eating, drinking, chewing gum, chewing tobacco and the chewing of toothpicks are **NOT** allowed during work per food health safety standards.
- According to UNL policy, possession or consumption of narcotics, alcoholic beverages or other unlawful drugs on university property or while performing duties of employment or reporting for duty under the influence of alcohol and/or unlawful drugs will justify corrective action.
- UDS supports the university's policy which states sexual harassment in the workplace or educational environment is unacceptable conduct.
- Employees are expected to maintain a secure and safe work environment by locking designated doors, following the set cash handling procedures, maintaining security of passwords, etc.
- University policy prohibits gambling, fighting, threatening or abusive language and bodily injury to another.
- UDS is not, under any circumstances, responsible for money or other valuables brought to the work site. Lockers, if available, are subject to inspection.
- An employee must notify her/his manager within 24 hours of a criminal conviction.
- Employees are required to complete an annual *University Housing Policy Review* and background check.

Wages and Raises

The university has established base salaries for all service/maintenance and clerical and supply positions in each grade level. Annual raises, if available, are based on performance and are dependent upon the Nebraska State Legislature and university budget allocations.

HUMAN RESOURCES POLICIES



The information provided in this handbook is not all inclusive. UNL Human Resource Policies and Procedures are continually updated. For the latest and most accurate information, employees should check with their manager or view the following web page: <http://hr.unl.edu/>

Workers' Compensation

All employees are covered by Workers' Compensation for an injury received while on the job.

If you have an injury while on the job, please contact your manager so the correct paperwork can be completed. Any questions, please contact your manager.

Family Medical Leave

The university provides family medical leave to any individual who qualifies. If you would like information about *Family Medical Leave*, please talk with your manager.

Promotion Opportunities

Advancement to a higher position within UDS or within the University is based on work performance and qualifications. Contact your manager for more information about promotion, cross-training and transfer opportunities and procedures.

UDS Purchasing Policy for Food & Non-Food Items

UDS and University Housing employees are not allowed to purchase any food and non-food items for personal use through UDS.

Identification Card

The NCard serves as a time card for use with the electronic time keeping system and proof of employment for accessing your *University Housing Employee Meal Plan*. The NCard also serves as your access to university buildings. **Please have your NCARD with you at all times while on campus.**

In addition to an NCard, each UDS employee will be issued a housing/ID card that serves as University Housing employment identification. Please have your housing/ID card with you at all times when on campus. It is the employee's responsibility to maintain the NCard and housing/ID card in good working order.

HUMAN RESOURCES POLICIES (continued)



Upon leaving employment:

- If you leave UNL you must turn in your housing/ID card and your NCard.
- If you transfer to another UNL department you must keep your NCard and turn in your housing/ID card.
- If you retire from UNL you must turn in your housing/ID card and your NCard. You may apply for a retirement card.

How to Care for Your University ID Card (NCard)

- The NCard is nontransferable and is the property of the University of Nebraska–Lincoln.
- It should be protected from abuse that could damage or scratch the magnetic strip.
- It should not be punched nor have stickers applied to it.

Care of NCard (Proximity Cards)

- Proximity cards contain an antenna coil and integrated electronic chip; care should be taken to guarantee the card's functionality. If you lose your NCard (proximity card), report the loss **immediately** to the dining service management staff.

Please Do...

- Place in a wallet, purse or other protective holder.
- Clean with a soft, non-scratching cloth.
- Use the card for clocking in/out, building access control, identification and charging/scanning for meal or other charging purposes (contact the NCard office to open a charge account).

Please Do Not...

- Leave it in direct sunlight (e.g. the dash of a car).
- Expose it to extreme heat/open flame (e.g. clothes washers, hair dryers or irons).
- Expose it to organic solvents, thinners, mineral spirits, etc.
- Use it as an ice scrapper or scraping tool.
- Crimp, bend or twist.
- Immerse in alcohol, Isopropyl, ethanol, methyl, etc.
- Bite or chew on the edges.
- Pound with a pen or tool.
- Punch holes in the card.

HUMAN RESOURCES POLICIES (continued)

Replacement of Lost or Damaged Cards

- NCards that are broken or damaged need to be brought to the NCard office for proper disposal. Replacement cards in these cases may be free of charge if the damage is due to wear and tear and not abuse by the cardholder.
- NCards that are lost or stolen can be flagged as such. A three-day grace period is granted to enable you to find the card. If the card is found, go to the NCard office to have the flag removed. If it cannot be located, you must go to the NCard office to purchase a replacement.
- A \$7 fee will be charged for cards stolen (accompanied by a police report or insurance claim form) or damaged (as identified by the NCard office).
- A replacement fee of \$20 will be charged for lost or broken cards.
- Once the NCard has been replaced, the old card will be canceled and cannot under any circumstances be reactivated.

Immediately inform your dining service management staff if your NCard is lost or stolen.

FULL-TIME EMPLOYEE BENEFITS

Contact the University Benefits Office (402-472-2600) for complete details on the programs listed below.

Insurance

You will receive a folder with information on the various insurance programs. You must enroll within 31 days of your employment. The policies include:

- Medical
- Group Life
- Long-Term disability
- Dental (can only enroll every two years)
- Accidental Death and Dismemberment
- Long-Term Care
- Vision (can only enroll every two years)

FULL-TIME EMPLOYEE BENEFITS (continued)

Educational Programs

If you are interested in any type of educational program, contact your manager to discuss approval, schedules, etc. The *Employee and Dependent Scholarship Program* provides up to 15 credit hours per academic year (August – July). The university will only cover the tuition equal to the university's resident tuition charge per credit hour. There could be additional charges for on-line distance education classes.

- Regular, full-time employees are eligible to apply.
- Eligible employees may transfer credit hours to eligible spouse/dependents for under graduate courses.
- For detailed information on this policy, and to apply for the program, please visit the website: <http://go.unl.edu/m2y>. You can also call the Department of Human Resources at 402-472-3101, or e-mail hroffice@unl.edu.

Jury Duty

You are excused from your job without loss of pay during the time required for jury duty. Please note that you are required to bring documentation of your time spent for jury duty. Please see human resources policies at <http://go.unl.edu/62i> for details.

Meals

Thirty-minute meal breaks are provided for all employees during their work shift. Employees may purchase a meal at a reduced rate limited to one meal per work shift. Current rates are available from your unit checker. Cash, NCard charge or credit card payment is required at the time the meal is eaten. The statement for NCard charges will be sent out by the 10th day of the following month. For bi-weekly employees, the deduction will be made the last pay period of the month following the charges. For monthly employees, the charges will be deducted from the next month's paycheck.

No food may be taken from the unit and all food must be eaten in the dining room or designated area. Check with your manager for specific meal policies in your unit. Beverages are available free of charge during employee break periods.

Employees are required to clock out and back in for meal breaks. Per University Housing policy, a complete 30-minute unpaid break must be taken **within six hours** from beginning your shift.

FULL-TIME EMPLOYEE BENEFITS (continued)

Funeral and Bereavement Leave

In the event of death within the immediate family, a regular employee may receive paid leave of up to five consecutive workdays, depending on need and subject to the approval of the department. In the event of death of friends or other persons not defined as immediate family, paid leave of up to one full day may be granted at the discretion of the department. Employees may use family/medical leave upon the death of an immediate family member. (For more information about family/medical leave see *Family/Medical Leave of Absence Policy*.)

VACATION, HOLIDAYS, AND SICK LEAVE

All non-temporary, benefit-eligible employees accrue vacation, sick leave and university holidays. Temporary benefit eligible employees accrue vacation and sick leave but do not accrue holiday leave. Employees who work less than full time can earn and use vacation and sick leave on a pro-rated basis. Employees who are not in pay status for any period accrue no vacation or sick leave during the time they are off the payroll.

Vacation

All benefit-eligible employees earn vacation. Vacation leave accrual begins on the first day of employment and ends on the last day of employment. Rate of accrual is shown in the following accrual charts. These rates are based on full-time status and will be calculated according to FTE for part-time employees.

Vacation time may only be used with prior approval of the manager.

Years of Service	Days per Year	Years of Service	Days per Year
1 st through 5 th year	12 days	Beginning of 12 th year	21 days
Beginning of 6 th year	15 days	Beginning of 13 th year	22 days
Beginning of 7 th year	16 days	Beginning of 14 th year	23 days
Beginning of 8 th year	17 days	Beginning of 15 th year	24 days
Beginning of 9 th year	18 days	Beginning of 16 th year	25 days
Beginning of 10 th year	19 days	16 years and over	25 days
Beginning of 11 th year	20 days	Maximum Accrual	35 days

VACATION, HOLIDAYS, AND SICK LEAVE (continued)

Holidays

There are 12 paid holidays that can be accrued. Holidays taken on the day they occur are:

- New Year's Day
- Martin Luther King, Jr. Day (third Monday in January)
- Memorial Day (last Monday in May)
- Independence Day
- Labor Day (first Monday in September)
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

A UDS employee may have to work on Martin Luther King Jr. Day, Memorial Day, Fourth of July and Labor Day. If you work on one of these Holidays, you will receive a day off at a later date.

The following holidays are floated and taken during the winter semester break:

- President's Day (third Monday in February)
- Arbor Day (last Friday in April)
- Columbus Day (second Monday in October)
- Veteran's Day (November 11th)

To be eligible for a paid holiday, you must be in pay status the last regularly scheduled work day immediately before and immediately after the holiday. Depending on scheduling, eligible employees may have:

- Time off with holiday pay, or
- Holiday pay plus regular pay for working on the holiday, or
- Regular pay and use of a banked day off within 60 days of working on a holiday.

VACATION, HOLIDAYS, AND SICK LEAVE (continued)

Sick Leave

All benefit-eligible employees accrue sick leave. The following rates are based on full-time status and will be calculated according to FTE for part-time employees.

Years of Service	Days per Year	Years of Service	Days per Year
1 st through 5 th year	12 days	Beginning of 13 th year	24 days
Beginning of 6 th year	17 days	Beginning of 14 th year	25 days
Beginning of 7 th year	18 days	Beginning of 15 th year	26 days
Beginning of 8 th year	19 days	Beginning of 16 th year	27 days
Beginning of 9 th year	20 days	Beginning of 17 th year	28 days
Beginning of 10 th year	21 days	Beginning of 18 th year	29 days
Beginning of 11 th year	22 days	Beginning of 19 th year	30 days
Beginning of 12 th year	23 days	Maximum Accrual	180 days

An employee may be granted up to five (5) days of sick leave per illness or incident within a major illness for your immediate family (parents, grandparents, spouse, children and siblings, brother, sister, daughter-in-law, son-in-law, brother-in-law, sister-in-law, guardian, ward, stepparent, stepdaughter, stepson, collateral dependent as defined for benefit purposes, or persons bearing the same relationships to the spouse wherever they live, and related persons living in your immediate household) where an employee’s presence is required.

Military Leave

The University of Nebraska shall comply with the *Uniformed Service Employment and Reemployment Rights Act of 1994 (USERRA)* and *Neb. Rev. Stat. Section 55-160 et seq.* concerning the treatment of university employees with military obligations. Please see the *UNL Military Leave Policy* at <http://go.unl.edu/t9t> for specific military leave policy information.

THANK YOU

We hope this information helps you better understand your role as an employee of University Dining Services. To achieve the mission of University Dining Services, we need your great ideas, your good job performance, enthusiasm and dedication. You are part of a great University Dining team and we value your input!

WE'RE GLAD YOU CHOSE UNIVERSITY DINING SERVICES!

TELEPHONE NUMBERS

Dining Services and Food Stores						
Name		Title	Email (@unl.edu)	Room #	Phone #	Cell #
Ron	Burke	Associate Director	rburke1	119	402-472-9047	402-314-4212
Pam	Edwards	Assistant Director	pedwards1	114	402-472-9045	402-310-9960
Terri	Hutchison	Admin. Support	thutchison7	118	402-472-9046	
Tammi	Traeger	Dining Systems Coord.	tttraeger1	115	402-472-0555	
Student Worker		Reception Desk			402-472-1694	
Food Stores 1140 N. 14th St. (68588-0607) Phone: 2-9046						
Ellen	Hardy	Buyer/Stores	ehardy1	120	402-472-4920	402-450-6376
Dodie	Fearing	Supply Control	dfearing2	117	402-472-5103	402-601-7792
Catering						
Kathy	Sildmets	Catering Manager	ksildmets1		402-472-8161	402-540-9196
Brandie	Schroeder	Catering Team Leader	bschroeder3		402-472-8097	
Jona	Burns	Catering Team Leader	jburns2		402-472-8097	
Abel/Sandoz 860 N. 17th St. (68588-0602) Phone: 2-1020						
Harry	Tilley	Manager	htilley1		402-472-1019	402-429-6061
Ann	Johnson	Assistant Manager	ajohnson2		402-472-1020	
Bob	Sildmets	Assistant Manager	rsildmets1		402-472-1020	
Sharity	Czolgos	Production Manager	sczolgos2		402-472-1020	
Rod	Flink	Storeroom	rflink1		402-472-2202	
Kathy	Havener	Secretary	khavener2		402-472-4960	
Husker Hoagies					402-472-1007	
Willa Cather 530 N. 17th St. (68588-0607) Phone: 2-1037						
Joel	Fogerty	Manager	jfogerty1		402-472-1037	402-417-5328
Jane	Wemhoff	Assistant Manager	jwemhoff1		402-472-1037	
Jacob	Dietrich	Production Manager	jdietrich3		402-472-1037	
Brad	Roberts	Production Manager	broberts2		402-472-1037	
Kim	Reynolds	Storeroom	kreynolds1		402-472-2192	
Marcia	Baughman	Secretary	mbaughman1		402-472-1049	
Husker Heroes					402-472-1051	
Harper/Schramm/Smith 1140 N. 14th St. (68588-0616) Phone: 2-1071						
Pat	McManus	Manager	pmcmanus2		402-472-1069	
Marilyn	McCalla	Assistant Manager	mmccalla2		402-472-1071	
Dawn	DeGroot	Production Manager	ddegroot2		402-472-1071	
John (Jerad)	Holbrook	Production Manager	jholbrook2		402-472-1071	
Ben	Thiele	Supply Control	benjamin.thiele		402-472-1096	
Claudia	Wheeler	Secretary	cwheeler3		402-472-1070	

numbers continued on page 24

TELEPHONE NUMBERS (continued)

Dining Services and Food Stores (continued)						
Name	Title		Email (@unl.edu)	Room #	Phone #	Cell #
Selleck 600 N. 15th St., Room 7124 (68588-0621) Phone: 2-1087						
Gina	Guernsey	Manager	gguernsey2		402-472-5807	402-310-0246
Barb	McCain	Assistant Manager	bmccain1		402-472-1087	
Beth	Nelson	Production Manager	bnelson1		402-472-1087	
Brian	Sabatka	Production Manager	bsabatka2		402-472-1087	
John	Williams	Storeroom	jwilliams1		402-472-1082	
Julie	Norton	Secretary	jnorton2		402-472-1081	
Huskers On-The-Go					402-472-7166	
Nebraska East Union Café & Grill 314 NEU (0923)						
Dining Services 36th & Fair St. (68583-0923) Phone: 2-1731						
Kathy	Sildmets	Manager	ksildmets1		402-472-8161	402-540-9196
Ron	White	Assistant Manager	rwhite7		402-472-1731	402-419-9781
Beatrice	Hernandez	Corner Deli Team Leader	bhernandez2		402-472-8998	
Rolland	Schmeichel	Supply Team Leader	rschmeichel2		402-472-1732	
Retail Office 600 N. 15th St. (0621) Phone: 2-4151						
Becca	Wood	Special Events/Retail	rwood2		402-472-4151	
Abel C-Store					402-472-4952	
Selleck C-Store					402-472-1085	
The Knoll C-Store					402-472-6881	
Village Market					402-472-1072	
Retail	Production				402-472-6871	
Retail	Cash Office				402-472-4144	



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