SITE SUPERVISOR'S GUIDE

SUMMER FOOD SERVICE PROGRAM

USDA
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The 2017 edition of this guidance can be found on the USDA FNS Summer Food Service Program web page at: https://www.fns.usda.gov/sfsp/handbooks.

For your reading ease, new or revised information has been highlighted in RED.

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CONTENTS

	1	Introduction
EXPECTATIONS AND DUTIES	4	What You Can Expect From Your Sponsor
	5	Training
	5	Site Visits
	6	What You Must Do for Your Sponsor
	8	The First Day
MEAL REQUIREMENTS AND SAFETY	12	Meal Pattern Requirements
	13	Summer Food Service Program Meal Patterns
	14	Encourage Healthy Eating
	17	Create A Pleasant Eating Environment
	18	Keep These Food Safety Rules in Mind
	19	Official Visitors
ADDITIONAL RESOURCES	20	Questions and Answers
	22	Do's and Don'ts
	27	Organizing the Summer Food Service Program
	28	Notes

INTRODUCTION

In this guide, you will find:

- ☑ **WHAT YOU CAN EXPECT FROM YOUR SPONSOR**
- ☑ **YOUR RESPONSIBILITIES AS A SITE SUPERVISOR**
- ☑ **THE MEAL PATTERN REQUIREMENTS FOR THE MEALS YOU SERVE**
- ☑ **SAFETY RULES TO KEEP IN MIND**
- ☑ **HOW TO WORK WITH OFFICIAL VISITORS**
- ☑ **FREQUENTLY ASKED QUESTIONS AND ANSWERS**
- ☑ **DO'S AND DON'TS OF RUNNING A SITE**

A smoothly run site for the Summer Food Service Program (SFSP) for children is something that every sponsor and site staff hopes to achieve. Everyone wants an organized, well-supervised program that meets the goal of the SFSP: to serve fresh, well-balanced meals that are appetizing to children, in a safe environment. Working toward that goal, each site's staff uses the same key ingredients: lots of dedication, time, and know-how.

As a site supervisor, your dedication to your job will have a major impact on the success or failure of your sponsor's program. For example, because your sponsor's reimbursement is based on the daily records you keep of the meals prepared or delivered and served, how well you keep those records will directly affect your sponsor's program. You are the one who must alert your sponsor when something is wrong with the meals — when the food is spoiled or when there is too much or not enough food. By working cooperatively with your sponsor and following program guidelines, you can ensure that your site provides nutritious meals and snacks to children in your neighborhood during school vacation periods.

EXPECTATIONS AND DUTIES

- WHAT YOU CAN EXPECT FROM YOUR SPONSOR
- TRAINING
- SITE VISITS
- WHAT YOU MUST DO FOR YOUR SPONSOR
- THE FIRST DAY

WHAT YOU CAN EXPECT

FROM YOUR SPONSOR

To maintain a good relationship, both your sponsor and you should be clear on which responsibilities are yours as the site supervisor, and which are the sponsor's. The sponsor will:

- Handle all the bills and most of the paperwork involved in running the program. Note, you are responsible for keeping records of meals served at your site.
- Conduct a pre-operational visit to new sites or sites that have had deficiencies in previous years, to ensure that they are suitable.
- Establish the types of meals and the times they will be served at your site.
- Establish whether the site will be open to the public.
- Explain how to order and adjust the number of meals to be delivered to the site.
- Provide a copy of the menu so you know what should be delivered to your site.
- Establish the maximum number of reimbursable meals, by meal type, your site may serve. Your sponsor may not be reimbursed for meals served in excess of the approved maximum levels.
- Explain what to do with leftover meals. You and the sponsor should work together to ensure that each child receives only one meal at each mealtime and that food is not wasted. Your sponsor will explain if seconds may be served.
- Explain what to do when meals for adults are requested. The sponsor cannot claim adult meals for reimbursement.
- Supply forms or provide access to an electronic system for recording the meals that are served. The sponsor should explain when and how to submit the completed forms. This record is important because your sponsor will be reimburse only for the meals that your daily records show were served as first, and possibly second, meals to children.
- Assign a monitor to visit your site, review operations, and answer any questions you may have. The monitor will fill out and discuss review forms with you and may provide follow-up onsite training and guidance.
- Include the nondiscrimination statement and describe how to file a complaint.
- Provide an approved nondiscrimination poster for prominent display at the site, and explain that your site must be open to all attending children, regardless of race, color, national origin, sex, age, or disability.
- Record, or ask you to record, the number of participating children, by race and ethnicity.
- If your site is outside, establish a contingency plan for inclement weather.
- Provide their contact information for any issues that arise throughout the operation of the program at your site.

TRAINING

Sponsors also are required to arrange a pre-operational training session for you. The training will cover:

- The different types (open, closed, etc.) of sites, and what your site can be.
- The kind of meal service (self-preparation or delivered) your site will have.
- The types of meals your site will serve (i.e., breakfast, lunch, snack, and/or supper and if there will be "offer versus serve" [OVS]).
- The times meals are delivered and must be served.
- Recognizing and serving a complete meal.
- The proper method for counting meals.
- Trash removal service.
- Record-keeping requirements for your site's food service.
- The people to call about problems and when and where to call them.
- Local health and sanitation standards.
- Local security and safety considerations.
- The nondiscrimination policy.
- The congregate feeding policy and when children may take food items offsite.
- Requirements for field trips.

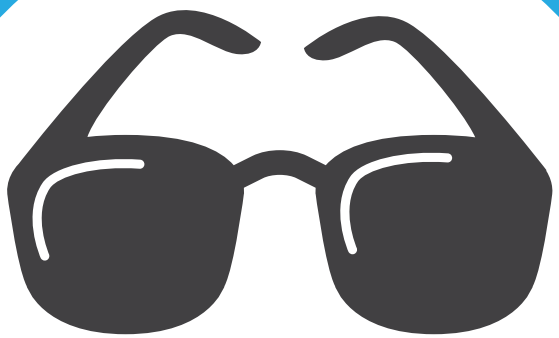
SITE VISITS

Sponsors are required to make periodic, unannounced visits to your site. They are required to visit each of their sites at least once during the first week of operation and promptly take actions to correct deficiencies. Additionally, sponsors are required to review the food service operations at their sites at least once during the first four weeks of operation. These are called site reviews and the sponsor will complete a monitoring form during this review. Some of the questions the sponsors will address include:

- Are the children eating the entire meal at the site?
- Are adults from the community who do not work with the program being fed?
- Are all components of the meal being served to children as one unit, or are the meal components served separately?
- Do the meals meet the meal patterns that are on pages 12 and 13 of this handbook?
- Are meals at your site served only during the assigned times?
- Do the children know where the serving will take place when the weather is bad?
- Are you filling out your records completely and accurately every day?
- When meals are delivered, are you counting the meals and making sure the correct date and time are noted before you sign the delivery receipt?
- Are you checking for spoilage, missing food components, or portions that are too small?
- Do the monitor's counts match your counts?
- What do you do with leftover meals?
- Are second meals served as complete meals?
- Do you change the number of meals you prepare or order depending on the number of children who come to the site?

WHAT YOU MUST DO
FOR YOUR SPONSOR

- **Attend the training session(s) provided by your sponsor before your site begins its summer food service operation.** Someone who has received Program training must be present at each site during the entire meal service time, including delivery and clean up. Failure to have a trained site supervisor at each site during meal service is a program violation.
- **Order from your sponsor, or prepare at your site, only the number of meals that you need.** Even with the most carefully planned programs, sites occasionally have more meals than they do children to eat the meals. Discuss with your sponsor if seconds may be served and what to do with leftovers, if you have ordered or prepared too many meals. Contact your sponsor to change the number of meals delivered if you have many meals leftover, or if you do not have enough meals to serve all of the children by the end of the meal period. If you prepare the meals at your site, plan to change the number you prepare to meet the needs of your site.
- **If meals are vended, check with your sponsor to see how meals will be delivered to your site.** Usually, vendors and food service management companies must deliver each meal in a single package or unit. Only milk or juice can be delivered separately. However, there are some exceptions. Your sponsor will tell you if any exceptions have been approved for your site.
- **Count the number of meals delivered, and check them thoroughly each day.** Meals delivered from a central kitchen should also be counted and checked for good program management. It is important to check food on delivery for proper temperatures. Make sure thermometers are available to check the temperature. Sign only for the number of acceptable meals delivered and write the time of delivery on the receipt. If everything has been delivered correctly, sign the receipt. If the delivery is NOT correct, do NOT sign the receipt without clearly writing on the receipt the problems with your site's delivery. You should immediately notify your sponsor of the problems you had that day.
- **Keep a copy of the delivery receipt and meal count record with your daily report.** The delivery receipt should identify what meal was delivered, the number of meals delivered, the date and time of delivery and match the menu for the day the meals were delivered and served. Your sponsor will let you know how and when your receipts and daily meal count forms will be submitted. Either your sponsor will collect them or ask you to mail them to the sponsor's office.
- **Make sure all meals served are safe.** During meal service, make sure cold foods are kept cold (below 41 °F) and hot foods are kept hot (above 135 °F). If meals are delivered before the meal service, make sure the food is properly stored. Work with your sponsor to make sure you are familiar with and are following State and local health and sanitation codes.
- **Count meals at the point of service**. This helps to make sure that the meal counts are accurate. At the end of each meal, record on the daily report form provided by the sponsor the number of complete breakfasts, lunches, snacks, or suppers you served as first meals and as second meals.
- **For the purposes of the Program, only submit records for eligible meals served and consumed onsite to eligible children.**
- **Make sure the meals served meet the meal pattern requirements**. This rule applies to all meals — those prepared at your site or those delivered by a food service management company or other vendor. Contact your sponsor when delivered meals do not meet the meal patterns listed in this guide.



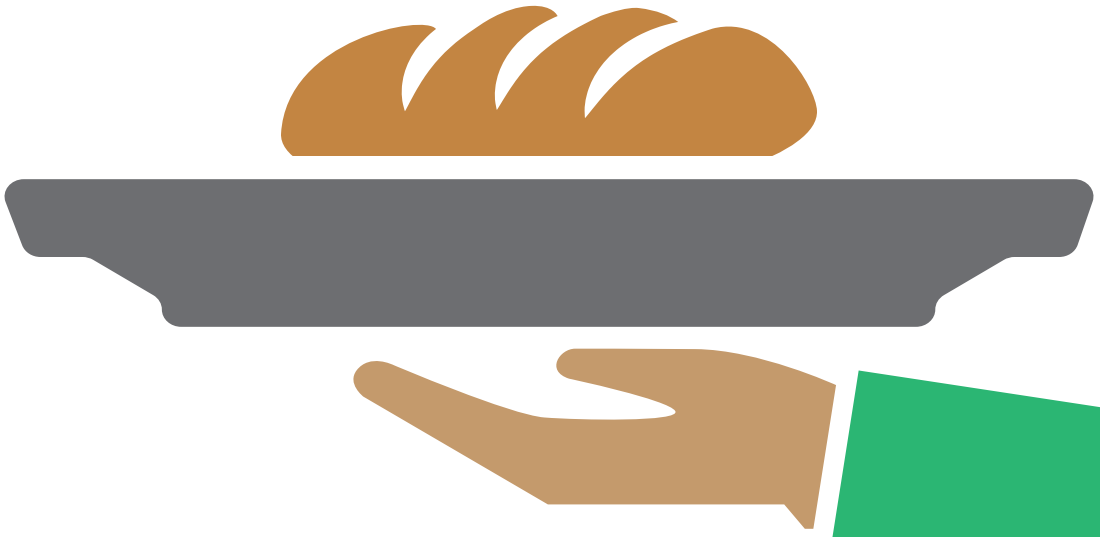
- **Serve one complete meal to each child, unless instructed differently by your sponsor.** Your sponsor also may choose to use Offer versus Serve (OVS) at your site. This means that children do not have to choose every item or component of the meal that is offered to them. In an OVS meal service, you have to offer a complete meal to each child, but the child can refuse one or more of the items or components. In a non-OVS meal service, you have to serve the complete meal. Each meal you serve must contain the correct portions of each of the components included in the meal pattern.
- **Serve only one meal to each child during a meal service.** After all children receive one complete meal, you may serve a limited number of second meals if permitted by your sponsor.
- **Submit records for meals that are eaten entirely on-site unless the sponsor allows children to take one item, either a fruit, vegetable, or grain item off-site.** The food item taken off-site must be from the child's own meal or left on a "share table" by another child who did not want it. Check with your sponsor to find out if this is allowed. Do not allow parents to eat any portion of the child(ren)'s meal.
- **Do not take meals from children if they try to leave the site. If a child leaves with a meal, this meal can not be claimed for reimbursement nor recorded as a complete meal served to a child.**
- **Serve meals to children 18 years of age or younger, or people (of all ages) with physical or mental disabilities who participate in special school programs for the disabled.**
- **Never serve spoiled food or incomplete meals to children.** Contact your sponsor immediately if you receive spoiled or incomplete meals so that the sponsor can resolve the problem.
- **Submit meal records for only those meals served within the approved meals times as assigned by your sponsor.** While meals should not be denied to children who do not make it through the serving line in time, these meals can not be claimed for reimbursement if they are served after the approved meal service time. To avoid this, communicate with your sponsor to adjust approved meal service times. In addition, if exceptional circumstances arise, such as a bus breakdown, communicate this to your sponsor as soon as possible.
- **Meals must be delivered within one hour of serving time if your site does not have a way to maintain foods at a safe temperature.**
- **Serve meals to all attending children regardless of race, color, national origin, sex, age, or disability.**
- **Allow all children equal access to services and facilities at your site regardless of race, color, national origin, sex, age, or disability.**
- **In a prominent place, display a nondiscrimination poster provided by your sponsor.** If your site is outdoors, you may want to take the poster back and forth each day or attach it to the coolers or warming units.
- **Make program material provided by your sponsor available to the public upon request.**
- **Inform the sponsor about field trips that affect the meal service.**
- **Comply with any guidance provided by the monitors.**

THE FIRST DAY

The first day is very important. It is when you introduce the children to the Summer Food Service Program. Signs and posters around the site will help both children and neighborhood adults remember the site's rules and it is important that you make sure they understand the rules. Before mealtime on the first day of your program, take time to talk with the children about the following:

- **Who may eat at the site:** Children who are 18 or younger (or others who are physically or mentally disabled and who participate in a special school program for the disabled).
- **When the meals will be served.**
- **Where the meals will be served when the weather is bad.**
- **What type of meals will be served.**
- **Why meals must be eaten at the site:** Per USDA regulations, to maintain the health and safety requirements of the food service program and to ensure that all meals that are claimed for reimbursement are consumed by the eligible child.

  If allowed by your sponsor, one item, either a fruit, vegetable, or grain, can be taken off site by the child. Otherwise, the entire meal must be consumed on-site to be a reimbursable meal under the Summer Food Service Program.



INTERNATIONAL HARVESTER

MEAL REQUIREMENTS AND SAFETY

- MEAL PATTERN REQUIREMENTS
- SUMMER FOOD SERVICE PROGRAM MEAL PATTERNS
- ENCOURAGE HEALTHY EATING
- CREATE A PLEASANT EATING ENVIRONMENT
- KEEP THESE FOOD SAFETY RULES IN MIND
- OFFICIAL VISITORS

MEAL PATTERN REQUIREMENTS

The meal pattern requirements ensure children receive well-balanced, nutritious meals that provide the kinds and amounts of food necessary to meet the nutrient and energy needs of children. You must make sure that meals served at your site meet the meal pattern requirements listed on the following page. Compare your site menus with these meal pattern requirements and learn to recognize incomplete meals.

REIMBURSABLE MEALS

FOR THE MEAL TO BE REIMBURSABLE IT MUST CONTAIN:

BREAKFAST	LUNCH OR SUPPER	SNACK
• One serving of milk. • One serving of a vegetable or fruit or a full-strength juice. • One serving of grain. • A meat/meat alternate is optional.	• One serving of milk. • Two or more servings of vegetables and/or fruits. • One serving of grain. • One serving of meat/meat alternate.	• Must contain two food items from different components. • Juice cannot be served when milk is served as the only other component.

Remember: For meals to be reimbursable, they must meet the meal pattern requirements **and** be consumed on-site by eligible children. See the next page for the full meal pattern requirements.

Other Child Nutrition Program Meal Patterns

Most summer sites follow the SFSP meal pattern requirements. However, some sites may follow other Child Nutrition Program (CNP) meal pattern requirements. First, a sponsor may be approved to follow the Child and Adult Care Food Program (CACFP) meal patterns when they are serving meals to children younger than 6 years of age. This is because the CACFP meal patterns include smaller serving sizes than the ones in the SFSP meal pattern requirements. Second, sponsors that are school food authorities (SFAs) may choose to participate in the Seamless Summer Option (SSO) and, therefore, follow the National School Lunch Program (NSLP) meal patterns instead of the SFSP meal patterns. Ask your sponsor which meal pattern requirements you are following at your summer site. To learn more about the CACFP meal patterns, check out: http://www.fns.usda.gov/cacfp/meals-and-snacks. To learn more about SSO, visit: http://www.fns.usda.gov/school-meals/opportunity-schools.

SUMMER FOOD SERVICE PROGRAM MEAL PATTERNS

FOOD COMPONENTS AND FOOD ITEMS	BREAKFAST Serve all three	LUNCH OR SUPPER Serve all four	SNACK Serve two of the four
Milk	**Required**	**Required**	
Fluid milk (whole, low-fat, or fat-free)	1 cup[1] (½ pint, 8 fluid ounces)[2]	1 cup (½ pint, 8 fluid ounces)[3]	1 cup (½ pint, 8 fluid ounces)[2]
Vegetables and Fruits - Equivalent quantity of any combination of...	**Required**	**Required**	
Vegetable or fruit or	½ cup	¾ cup total[4]	¾ cup
Full-strength vegetable or fruit juice	½ cup (4 fluid ounces)		¾ cup (6 fluid ounces)[5]
Grains/Breads[6] - Equivalent quantity of any combination of...	**Required**	**Required**	
Bread or	1 slice	1 slice	1 slice
Cornbread, biscuits, rolls, muffins, etc or	1 serving[7]	1 serving[7]	1 serving[7]
Cold dry cereal or	¾ cup or 1 ounce[8]		¾ cup or 1 ounce[8]
Cooked cereal or cereal grains or	½ cup	½ cup	½ cup
Cooked pasta or noodle products	½ cup	½ cup	½ cup
Meat and Meat Alternates - Equivalent quantity of any combination of...	**Optional**	**Required**	
Lean meat or poultry or fish or	1 ounce	2 ounces	1 ounce
Alternate protein products[9] or	1 ounce	2 ounces	1 ounce
Cheese or	1 ounce	2 ounces	1 ounce
Egg (large) or	½	1	½
Cooked dry beans or peas or	¼ cup	½ cup[1]	¼ cup[1]
Peanut or other nut or seed butters or	2 tablespoons	4 tablespoons	2 tablespoons
Nuts or seeds[10] or		1 ounce=50%[11]	1 ounce
Yogurt[12]	4 ounces or ½ cup	8 ounces or 1 cup	4 ounce or ½ cup

[1] For the purposes of the requirement outlined in this table, a cup means a standard measuring cup.
[2] Served as a beverage or on cereal or used in part for each purpose
[3] Served as a beverage
[4] Serve two or more kinds of vegetables or fruits or a combination of both. Full strength vegetable or fruit juice may be counted to meet no more than one-half of this requirement.
[5] Juice may not be served when milk is served as the only other component.
[6] Bread, pasta or noodle products, and cereal grains (such as rice, bulgur, or corn grits) shall be whole-grain or enriched. Cornbread, biscuits, rolls, muffins, etc, shall be made with whole-grain or enriched meal or flour. Cereal shall be whole-grain, enriched or fortified.
[7] Serving sizes and equivalents will be in guidance materials to be distributed by FNS to State agencies.
[8] Either volume (cup) or weight (ounces), whichever is less
[9] Must meet the requirements of 7 CFR 225 Appendix A
[10] Tree nuts and seeds that may be used as meat alternate are listed in program guidance.
[11] No more than 50 percent of the requirement shall be met with nuts or seeds. Nuts or seeds shall be combined with another meat/meat alternate to fulfill the requirement. For purposes of determining combinations, one ounce of nuts or seeds is equal to one ounce of cooked lean meat, poultry or fish.
[12] Plain or flavored, unsweetened or sweetened

ENCOURAGE HEALTHY EATING

The SFSP plays a vital role in providing children with the healthy meals they need, every day. Your summer meal site helps children learn, grow, and stay healthy. As a site supervisor, you have the ability to influence positive development of children's eating habits that can carry into adulthood. Below are tips to help encourage healthy eating at your summer site.

Smarter Summer Sites

- Give vegetables creative names and display the new names on a poster or menu board near the food.
  - **Make the names age-appropriate** for the children attending your summer site. For example, younger kids like fun names like "X-Ray Vision Carrots" and "Super Strength Spinach; older children prefer more descriptive names like "Succulent Summer Corn" and "Crisp Celery and Carrots."
  - If local foods are used in the meal **highlight the farm, State, or region** that produced the item. For example, "Pete's Local Greens," "Wild Maine Blueberries," or "Texas-Grown Watermelon."
  - **Attractiveness counts!** Make the poster, menu board, or other signs displaying the vegetable names brightly-colored and neat.
- When possible, **make fruit look more appealing** by placing whole fruits in an attractive bowl or basket. Or, create color contrast by mixing the whole fruits, such as apples with bananas.
- If children get their own milk from a table or cooler, **make at least one-third of the milks offered plain (white) milk.** Children are more likely to take an easy-to-reach option than a hard-to-reach option. Also, a plentiful supply of white milk can nudge children to make healthier choices and create a healthy norm.
- **Take pictures of children eating healthy foods,** such as fruits, vegetables, whole grains, and low-fat or fat-free milk, and post them around the site.

Get Involved in the Meal Experience

- **Engage children in conversation** about the meal and healthy foods.
  - Discuss the color, shape, size, nutritional value, or origin of the food to stimulate the child's appetite and encourage consumption of new foods.
  - Ask children to name the food groups; to name fruits, vegetables, dairy products, meat or meat alternates, and grains; or to name their favorite healthy foods and what they like about them.
- Ask your sponsor **which food items may be coming from local sources** and promote the local foods served.
  - Talk with children about how their food was grown, where it came from, and the role that farmers play in producing their food.
  - Work with your sponsor to include gardening or other food-related activities with the meal to facilitate a discussion about how food is grown and to encourage healthy eating habits.
- **Encourage and try new foods with children** and praise children when they try new foods.
- If possible, **sit with children when they are eating their meals.** Offer assistance to young children to open any packages.
- **Allow enough time for children to eat** and experience healthy eating within the meal service time requirements.
- **Help children recognize when they are full.** Don't use the "clean your plate" rule. Let children know it is okay to stop eating when they feel full.
- **Be mindful of language you use to encourage healthy eating.** See below for more information on positive phrasing.

Positive Phrasing Leads to Healthy Habits

When talking with children about the meals served at your summer site, avoid phrases that set back or hinder healthy eating habits and focus on phrases that help build healthy eating habits.

Phrases that Help	Phrases that Hinder
This is kiwi fruit; it's sweet like a strawberry. **These radishes are very crunchy!** *Phrases like these help to point out the sensory qualities of food. They encourage children to try new foods.*	**Eat that for me.** **If you do not eat one more bite, I will be mad.** *Phrases like these teach children to eat for your approval. This can lead children to have unhealthy behaviors, attitudes, and beliefs about food and about themselves.*
Do you like that? **Which one is your favorite?** **Everybody likes different foods, don't they?** *Phrases like these make children feel like they are making the choices. It also shifts the focus toward the taste of food rather than who was right.*	**See, that didn't taste so bad, did it?** *This implies to children that they were wrong to refuse the food. This can lead to unhealthy attitudes about food or self.*
Is your stomach telling you that you're full? **Is your stomach still making its hungry growling noise?** **Has your tummy had enough?** *Phrases like these help children to recognize when they are full. This can prevent overeating.*	**You're such a big girl; you finished all your peas.** **Jenny, look at your sister. She ate all of her bananas.** **You have to take one more bite before you leave the table.** *Phrases like these teach children to ignore fullness. It is better for children to stop eating when full or satisfied than when all of the food has been eaten.*
We can try these vegetables again another time. Next time, would you like to try them raw instead of cooked? **I am sorry you are sad.** *Reward children with attention and kind words. Comfort them with talk. Show love by spending time and having fun together.*	**No dessert until you eat your vegetables.** **Stop crying and I will give you a cookie.** *Offering some foods, like dessert, in reward for finishing others, like vegetables, makes some foods seem better than others. Getting a food treat when upset teaches children to eat to feel better. This can lead to overeating.*

Source: Institute of Child Nutrition, Family Child Care FUNdamentals

CREATE A PLEASANT EATING ENVIRONMENT

A pleasant eating environment is another important key to healthy eating, which can form habits and attitudes that can last a lifetime.

Working with your sponsor, use these tips at your summer site:

- Use bright colors and decorations appealing to children.
- Provide dishes, glasses, plastic ware, and serving utensils that are appropriate for children.
- Arrange food on plates in an attractive or appealing way.
- Avoid delays so children do not have to wait.
- Have children help set up the food service and help clean up after eating.
- Provide a safe, clean, and comfortable area for eating and enjoying meals.

If you are serving food inside a building:

- Provide chairs and tables.
- Make sure the room or area is attractive and clean.
- Offer good lighting and proper air circulation.

If you are serving food outdoors:

- Be sure to maintain food quality and safety by providing ice or refrigeration for cold foods and warmers for hot foods.
- Provide chairs, tables, or other seating options whenever possible.

KEEP THESE FOOD SAFETY RULES IN MIND

DURING TRANSPORTATION, PREPARATION, AND SERVING

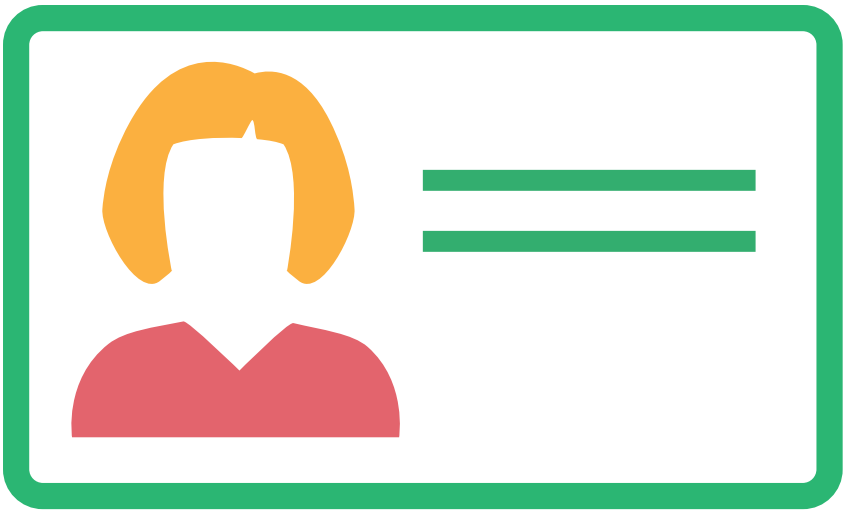
- Keep hot foods at 135 °F or above. Maintain proper holding temperatures of 135 °F or above.
- Keep cold foods at 41 °F or below.
- Check receiving temperatures when food is delivered. If the temperature of cold food is above 41 °F, or the temperate of hot food is under 135 °F (in the danger zone), the food should be rejected.
- Be sure thermometers are available and use them properly.
- Avoid handling food, such as sandwiches and salads, with bare hands. Follow local health regulations for using disposable plastic gloves.
- Promptly refrigerate or freeze leftovers. Divide large quantities into smaller containers or use shallow pans, and cover loosely for quick cooling. Once cooled, tightly cover and date leftovers.
- Reheat leftovers to at least 165 °F.
- Thaw poultry and meat in a refrigerator and not on counters. Refreeze only if ice crystals are still present.
- Keep meals and milk not being served at the time in the refrigerator or cooler at a temperature of 41 °F or below. Hot meals should be in a warming unit or insulated box at a holding temperature of 35 °F or above.
- Any leftover, unopened milk cartons from a meal or left on a share table must be properly stored and served at the next meal unopened.
- Empty garbage cans daily. They should be kept tightly covered and thoroughly cleaned. Use plastic or paper liners.
- Remember that you cannot determine food safety by sight, taste, odor, or smell. If there is any doubt, throw the food away.
- Follow instructions exactly on how to use and clean kitchen equipment.
- Train food service employees on the safe use of all types of equipment and on personal hygiene.
- Keep a fire extinguisher and first aid kit handy and instruct all personnel in their use.

OFFICIAL VISITORS

From time to time, your site may have official visitors who will want to talk with you about the food service. These visits are unannounced in most situations. Official visitors are required to carry identification, so if you have any doubts please ask to see it. If you are still concerned, check with your sponsor. You should keep a written record of these visits for reference purposes, and you should report the results of all official visits and reviews to your sponsor.

In addition to the monitors from your sponsor's office, you should expect to see representatives from the local health department. State agency and Federal staff who administer the SFSP also may review the program. All these people will want to work with you and your sponsor to help ensure smooth food service operations at your site. Remember, these officials will note any problems they observe. It is your responsibility to make sure your meal count matches the reviewers' count (sponsor, State agency, or Federal) at your site. If you are unable to match the meal count, you must explain on your meal count record why the two counts do not match.

Because your sponsor may not be paid for those meals you serve that do not meet program requirements, you must make sure your site meets all requirements and that any problems are corrected immediately. If you receive a violation notice from a monitor or health department representative, take immediate steps to correct the violation and inform your sponsor.



ADDITIONAL RESOURCES

- QUESTIONS AND ANSWERS
- DO'S AND DONT'S
- ORGANIZING THE SUMMER FOOD SERVICE PROGRAM
- NOTES

QUESTIONS AND ANSWERS

1 AS A SITE SUPERVISOR, WHAT ARE SOME OF MY RESPONSIBILITIES?

You must attend training before the site opens, order and receive the meals from your sponsor, ensure the proper number of complete meals are delivered, and ensure the correct number of complete meals are safely served to children 18 years old or younger. You also must ensure the children eat their meals on site, that you do not discriminate against any children, and prepare complete and accurate records of deliveries, meal counts, and other paperwork as necessary. Meals must be served within approved times, otherwise they are not reimbursable.

2 WHAT WILL I LEARN DURING MY TRAINING SESSION?

Some of the things you will learn at your site supervisor's training are: the types of meals you will serve and how to serve them properly; how to count the meals you serve; how to maintain local security, safety and health and sanitation standards; and how to keep complete, accurate records.

3 WHAT SHOULD I DO IF MY SITE'S MEALS ARE NOT DELIVERED?

Call your sponsor immediately and explain that you did not receive your meals. The sponsor will notify the people responsible for delivering the meals.

4 WHAT SHOULD I DO IF MEALS ARE DELIVERED LATE?

First, discuss the problem with the driver and make a note of the problem on the delivery receipt. If the problem continues, call your sponsor.

5 WHAT SHOULD I DO IF THE FOOD IS SPOILED?

If you realize that any meals delivered are spoiled before you sign for them, refuse to accept them. If you do not realize there is a problem until you are serving the food, immediately stop the meal service and take back **all** meals. This can be a very dangerous situation, so do not serve any part of any of the meals. Call the sponsor immediately. Let the sponsor notify the vendor and someone will come to pick up the spoiled meals. This procedure applies even if only one component in the meal is spoiled.

When there are leftovers, make sure food is properly stored and served to prevent harmful bacteria from growing. Refer to the Safe Storage Times Chart available at http://www.foodsafety.gov/keep/charts/storagetimes.html for more information. Know your sponsor's policy on serving leftovers and ensure that all State and local health and sanitation codes are followed.

6 MAY I SERVE MEALS TO ADULTS WHO ARE WORKING WITH THE FOOD PROGRAM?

Your sponsor will give you instructions regarding adult staff meals.

7 MAY I SERVE MEALS TO ADULTS IN THE COMMUNITY?

This program is primarily for children. You should post signs at the site so adults understand that the SFSP is not for them. You may want to check food assistance programs in your area that serve adults and senior citizens so you can refer them to other places where they can receive meals or food.

8 WHAT SHOULD I DO IF ADULTS DEMAND MEALS?

Call your sponsor immediately. The sponsor will probably send someone to the site to deal with the problem.

9 MAY I SERVE SECONDS?

Check with your sponsor. Even if your sponsor allows you to serve seconds you should plan to serve only one complete meal per child. However, even with good planning, you will have extra meals left when attendance fluctuates. In this case, if your sponsor allows it, you may serve second meals. All second meals served must be complete meals to count as a reimbursable meal. Always indicate on your daily record how many seconds you serve. Since there are limits on the number of seconds that can be reimbursed, contact your sponsor to adjust your meal order if you are receiving too many meals. If you prepare the meals at your site, adjust the amount of food you prepare to plan on serving one meal per child.

10 WHAT CAN I DO WHEN A CHILD DOES NOT WANT TO EAT EVERY ITEM OF THEIR MEAL?

You can designate share tables or stations where children may return whole items that they choose not to eat and take items other children have shared, provided that this is in compliance with local and State health and safety codes. Generally, food from share tables may not be removed from the site and must be stored/disposed of in the same manner as other leftovers. However, with the sponsor's approval, children may be allowed to take one item, either a fruit, vegetable, or grain, with them as they leave the site.

11 WHAT SHOULD I DO IF THE CHILDREN DO NOT WANT TO EAT AT THE SITE?

If the meal is taken off site, it cannot be claimed for reimbursement. From the start of the summer, set the expectation that meals must be consumed on-site by verbally stating this to parents and children. Posting signs may also be helpful as a visual reminder. Check with your sponsor to find out if one item, either a fruit, vegetable, or grain, may be taken off-site. If it is permitted, explain to the children what they can take off-site and monitor the site to make sure that children are not taking any other food components off-site. If the sponsor does not allow any items to be taken away from the site, make it known that the entire meal must be eaten at the site. If the meal is still removed from the site, do not take the meal away from the child, but adjust your meal counts for the day as this meal cannot be claimed for reimbursement. If this is a recurring situation, notify your sponsor.

12 WHAT ARE SOME OF THE SAFETY RULES I SHOULD KEEP IN MIND?

Some important safety rules include:

- Keep hot foods hot, and cold foods cold.
- Properly store leftover foods.
- Keep milk at the proper temperature before serving.
- Empty garbage cans daily.
- Keep a fire extinguisher and first aid kit close by and ensure that all site personnel are trained in their use.

13 WHAT SHOULD I DO IF I SUSPECT A CHILD HAS A FOOD-BORNE ILLNESS?

If you suspect a food-borne illness take the following action.

- Stop serving the remaining food.
- Get the following information:
  - Name(s) of the child(ren).
  - Name(s) of parent(s) or guardian(s).
  - Parents' or guardians' telephone number.
  - When the child last ate (the date and the time).
  - What the child last ate (include everything eaten).
  - What, if anything, tasted bad when it was eaten.
  - What time the child began to feel ill, including the symptoms.
- Include information on the food item(s) involved. Keep all leftovers of the suspected food(s) and mark "DO NOT USE."
- Call the local or State health department and inform them of the incident. They will direct you on what to do for the child(ren) and what to do with the suspected food(s).

14 HOW DOES MY SPONSOR GET PAID FOR THE MEALS I SERVE?

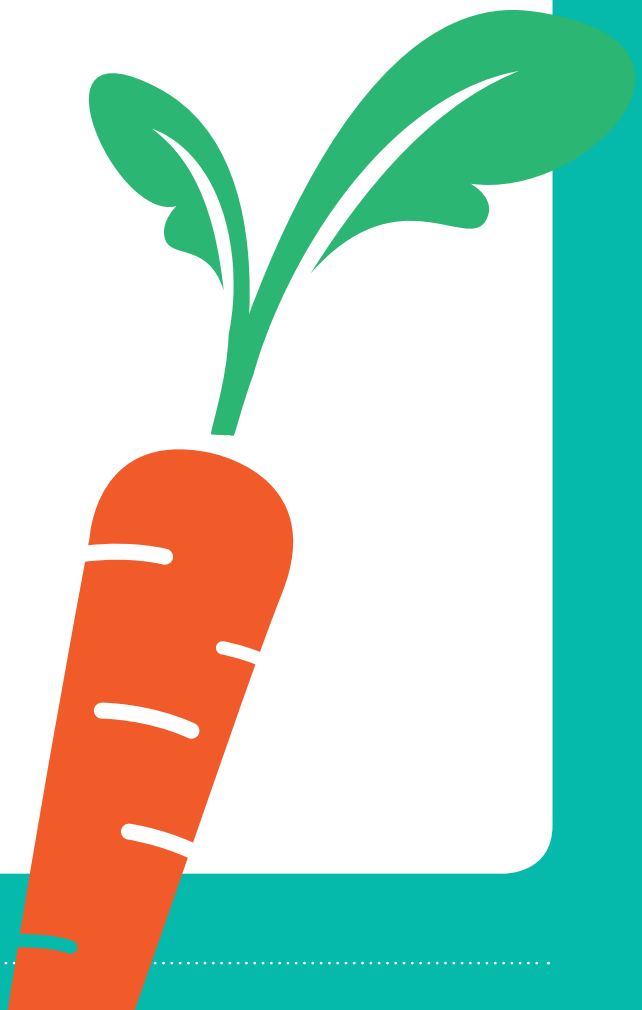
Sponsors are paid a set amount per meal, as long as the meals are served within the approved time frames and meet other program requirements. Sponsors are reimbursed according to the daily records you keep that account for all categories of meals you serve. Your records are the sole basis for reporting the number of meals you serve.

DO

- Prepare/order only the number of meals needed.
- Count the meals as they are received.
- Check the meals to be sure you have received all the menu items and that none of the items are damaged or spoiled. Note any problems directly on the delivery receipt and sign the receipt.
- Put up the approved nondiscrimination poster.
- Serve the meal only during the approved meal service time.
- Prepare and serve the meal according to State and local health and safety standards.
- Serve the children in an organized manner at mealtimes.
- Serve each child a complete meal including all menu items at one time.
- Count and record the number of meals as they are given out.
- Count second meals separately if your sponsor allows seconds. Second meals must be served as complete meals.
- Complete the daily records in a timely manner. Keep them in a safe place away from the children, the weather, and animals.
- If possible, organize site activities so that your staff and the children have interesting things to do when it is not mealtime. Boredom and idleness often result in changes in attendance by the children. When this happens, you and your site are at a disadvantage.
- Plan the staff members' time so they may sit with the children while they eat.
- Encourage the children to try new foods.
- Clean the site before and after serving the meal.
- Claim for reimbursement only meals that are served during the approved meal times. Communicate to the sponsor if approved meal times need to be altered.
- Sites should only record reimbursable meals that are served during the approved meal times and on site. Communicate to the Sponsor if approved meal times need to be altered.
- Have fun!

DON'T

- Serve second meals until all children at the site have been served one complete meal.
- Serve meals with missing components, or as individual components, unless your site is approved to serve "offer versus serve" (OVS) meals.
- Serve meals to parents or other adults from the community, unless allowed by your sponsor.
- Do not allow children to eat meals off-site, unless the sponsor determines the site has enough staff to monitor the allowance of children to take one fruit, vegetable, or grain item off-site.
- Sign meal receipts until all meals are carefully counted and checked.
- Allow discrimination against any child because of race, color, national origin, sex, age, or disability.
- Forget to have each meal service supervised by a person trained in the operation of the program.
- Hesitate to contact your sponsor if you have concerns.



SCHOOL
FOOD
PROJECT

Organizing the Summer Food Service Program

BEFORE OPERATING AT THE SITE BEGINS:

- ☐ Attend the training session(s) provided by your sponsor
- ☐ Maintain documentation of successful completion of annual sponsor training

NOTE: Personnel that receive training must be on site during the entire meal service including delivery and clean up.

RECORDKEEPING

Below are records that the site supervisor is responsible for collecting on a daily basis and submitting to their sponsor. Submitting items weekly is a best practice.

MEAL ORDERS

- ☐ **Order from your sponsor, or prepare at your site, only the number of meals that you need.**

MENUS PROVIDED BY SPONSOR

MEAL DELIVERY (VENDED/CENTRAL KITCHENS)

Maintain a copy of the delivery reciept that identifies:

- ☐ What meal was delivered
- ☐ The number of meals delivered
- ☐ The date and time of delivery
- ☐ Meals that were delivered in unacceptable/ un-servable condition

NOTE: Match the meals delivered to the planned menu for the day that the meals were delivered and served, note any substitutions.

DAILY MEAL COUNT RECORD

Complete daily meal count form at the point the meal is served (at point of meal service) to include:

REIMBURSABLE MEALS	NON-REIMBURSABLE MEALS
☐ Complete first meals served to children, by type	☐ Meals served to Program adults
☐ Complete second meals served to children, by type	☐ Meals served to non-Program adults
☐ Extra meals or meals left over	☐ Meals leftover from previous day if not served
	☐ Meals discarded (e.g., dropped, spilled, test meal, etc.)
	☐ Meals transferred to another site or meals transferred

WHAT SHOULD BE POSTED AT THE SITE AT ALL TIMES?

Sponsor should supply the following:

- ☐ "And Justice for All" Nondiscrimination Poster
- ☐ Meal Site Identification Signage

***Site supervisors are still responsible for all requirements set by their sponsor along with content covered in the *Site Supervisor's Guide*.**

NOTES

Site's Name and/or Number:_____

Site Supervisor's Name:_____

Sponsor's Name:_____

Sponsor's Representative:_____

Sponsor's Address:_____

Sponsor's Phone Number:_____

Comments:_____

State Contact Information

Alabama Department of Education
http://www.alsde.edu/
Phone: 334-242-1988
Fax: 334-353-5388

Alaska Department of Education & Early Development
http://www.eed.state.ak.us/tls/cnp/
Phone: 907-465-4788
Fax: 907-465-8910

Arizona Department of Education
http://www.azed.gov/health-nutrition/
Phone: 602-542-8700
Fax: 602-542-3818

Arkansas Department of Human Services
https://dhs.arkansas.gov/dccece/snp/WelcomeSNPM.aspx
Phone: 800-482-5850 ext 28869
Fax: 501-682-2334

California Department of Education
http://www.cde.ca.gov/fg/aa/nt/
Phone: 800-482-5850 ext 28869
Fax: 501-682-2334

Colorado Department of Education
http://www.cde.state.co.us/index_nutrition.htm
Phone: 303-866-6934
Fax: 303-866-6663

Connecticut Department of Education
http://www.sde.ct.gov/sde/site/default.asp
Phone: 860-807-2050
Fax: 860-807-2127

DC Office of the State Superintendent of Education
http://www.osse.dc.gov
Phone: 202-741-5252
Fax: 202-724-7656

Delaware Department of Education
http://www.doe.k12.de.us
Phone: 302-735-4060
Fax: 302-739-4654

Florida Department of Agriculture & Consumer Services
http://www.freshforfloridakids.com/
Phone: 800-504-6609
Fax: 850-617-7402

Georgia Department of Early Care and Learning
http://decal.ga.gov/
Phone: 404-656-5957
Fax: 404-651-7184

Hawaii Department of Education
http://ohcnp.k12.hi.us/programs/index.htm
Phone: 808-587-3600
Fax: 808-587-3606

Idaho Department of Education
http://www.sde.idaho.gov/site/cnp/
Phone: 800-432-4601
Fax: 208-334-2228

Illinois State Board of Education
http://www.isbe.state.il.us/nutrition/default.htm
Phone: 800-545-7892
Fax: 217-524-6124

Indiana Department of Education
http://www.doe.in.gov/student-services/nutrition
Phone: 317-232-0850
Fax: 317-232-0855

Iowa Department of Education
http://educateiowa.gov/
Phone: 515-281-4757
Fax: 515-281-6548

Kansas Department of Education
http://www.kn-eat.org/CNW/CNW_Menus/index.htm
Phone: 785-296-2276
Fax: 785-296-0232

Kentucky Department of Education
http://education.ky.gov/federal/SCN/Pages/Summer-Food-Service-Program-(SFSP).aspx
Phone: 502-564-5625
Fax: 502-564-5519

Louisiana Department of Education
http://www.louisianabelieves.com/
Phone: 225-342-3720
Fax: 225-342-3305

Maine Department of Education
http://www.maine.gov/doe/
Phone: 207-624-7909
Fax: 207-624-6841

Maryland Department of Education
http://marylandpublicschools.org/MSDE/programs/schoolnutrition/index.html
Phone: 410-767-0199
Fax: 410-333-2635

Massachusetts Department of Elementary & Secondary Education
http://www.doe.mass.edu/cnp/nprograms/sfsp/
Phone: 781-338-6480
Fax: 781-338-3399

Michigan Department of Education
http://www.michigan.gov/mde/0,4615,7-140-66254---,00.html
Phone: 517-373-4013
Fax: 517-373-4022

Minnesota Department of Education
http://education.state.mn.us/MDE/JustParent/SchSummerMeal/
Phone: 651-582-8543
Fax: 651-582-8501

Mississippi Department of Education
http://www.mde.k12.ms.us/OCN/SFSP
Phone: 601-576-5005
Fax: 601-576-1417

Missouri Department of Health & Senior Services
http://www.dhss.mo.gov
Phone: 573-751-6269
Fax: 573-526-3679

Montana Division of Health Enhancement and Safety
http://opi.mt.gov/Programs/SchoolPrograms/School_Nutrition/Summer.html
Phone: 406-444-2501
Fax: 406-444-2955

Nebraska Department of Education
http://www.education.ne.gov/NS/index.html
Phone: 402-471-3566
Fax: 402-471-4407

Nevada, Department of Agriculture
http://nutrition.nv.gov/Programs/Summer_Food_Program_(SFSP)/
Phone: 775-353-3600
Fax: 775-353-3661

New Hampshire Department of Education
http://education.nh.gov/program/nutrition/food_svc.htm
Phone: 603-271-3494
Fax: 603-271-1953

New Jersey Department of Agriculture
http://www.state.nj.us/agriculture/divisions/fn/
Phone: 609-984-0692
Fax: 609-984-0878

New Mexico Children Youth & Families Department
https://cyfd.org/family-nutrition
Phone: 505-827-9961
Fax: 505-827-9957

New York Department of Education
http://portal.nysed.gov/portal/page/portal/CNKC
Phone: 518-473-8781
Fax: 518-473-0018

North Carolina Department of Public Instruction
http://childnutrition.ncpublicschools.gov/programs/summer-nutrition-opportunities
Phone: 919-807-3507
Fax: 919-807-3516

North Dakota Department of Public Instruction
http://www.dpi.state.nd.us/child/programs.shtm
Phone: 701-328-4565
Fax: 701-328-2461

Ohio Department of Education
http://education.ohio.gov/Topics/Other-Resources/Food-and-Nutrition/Summer-Food-Service-Program/2015-Summer-Food-Service-Program
Phone: 877-644-6338
Fax: 614-752-7613

Oklahoma Department of Education
http://sde.ok.gov/sde/summer-food-service-program
Phone: 405-521-3327
Fax: 405-521-2239

Oregon Department of Education
http://www.ode.state.or.us/search/results/?id=208
Phone: 503-947-5600
Fax: 503-378-5156

Pennsylvania Department of Education
http://www.education.pa.gov/Teachers%20-%20Administrators/Food-Nutrition/Pages/Summer-Food-Service-Program.aspx#.VtmbRFVOmpo
Phone: 800-331-0129
Fax: 717-787-7698

Puerto Rico Child Nutrition Program
150 Federico Costa St.
Phone: 787-773-6273
Fax: 787-753-8155

Rhode Island Department of Education
http://www.ride.ri.gov/cnp/NutritionPrograms/SummerFoodServiceProgram.aspx
Phone: 401-222-4253
Fax: 401-222-6163

South Carolina Department of Education
http://ed.sc.gov/districts-schools/nutrition/summer-food-program/
Phone: 803-734-8194
Fax: 803-737-4148

South Dakota Department of Education
http://doe.sd.gov/cans/sfsp.aspx
Phone: 605-773-4746
Fax: 605-773-6846

Tennessee Department of Human Services
http://www.tn.gov/humanservices/article/css-summer-food-service-program
Phone: 615-313-4749
Fax: 615-741-4165

Texas Department of Agriculture
http://www.squaremeals.org
Phone: 877-839-6325
Fax: 888-203-6593

Utah State Office of Education
http://www.schools.utah.gov/cnp/
Phone: 801-538-7513
Fax: 801-538-7883

Vermont Department of Education
http://education.vermont.gov/nutrition/summer-food-programs
Phone: 802-479-1207
Fax: 804-479-1822

Virgin Islands Department of Education
http://www.vide.vi/
Phone: 340-774-0100, ext 2811
Fax: 340-774-9705

Virginia Department of Health
http://www.vdh.virginia.gov/livewell/programs/sfsp/
Phone: 804-864-7800
Fax: 804-864-7853

Washington Office of Superintendent of Public Instruction
http://www.k12.wa.us/childnutrition/
Phone: 360-725-6200
Fax: 360-664-9397

West Virginia Department of Education
http://wvde.state.wv.us/child-nutrition/
Phone: 304-558-2708
Fax: 304-558-1149

Wisconsin Department of Public Instruction
http://dpi.wi.gov/community-nutrition/sfsp
Phone: 608-266-7124
Phone: 608-267-9123

Wyoming Department of Education
https://edu.wyoming.gov/beyond-the-classroom/nutrition/summer-food/
Phone: 307-777-7168
Fax: 307-777-8924

USDA

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