

IOWA



UNIVERSITY HOUSING AND DINING
DINING EMPLOYEE HANDBOOK

UNIVERSITY HOUSING AND DINING

Division of Student Life

VISION

Our vision is to be a campus leader in student and staff success.

MISSION

University Housing and Dining (UHD) complements the academic mission of the University of Iowa by providing clean, well-maintained, secure, healthy, and affordable housing and dining programs designed to meet the diverse and evolving developmental, educational, and nutritional needs of students living in a multicultural community.

CORE VALUES

COLLABORATION

We invest time and energy into partnering for the greater good of student success.

EQUITY

We provide communities where individuals of all identities are believed, cared for, and empowered.

INTEGRITY

We are honest, reliable and extend goodwill to others.

LEADERSHIP

We are a catalyst for forward action, even when it is unpopular.

LEARNING

We use assessment, critique, reflection, and research as tools for improvement.

RESPECT

We recognize and value the views and dignity of each person, even when we disagree.

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WELCOME TO UNIVERSITY HOUSING AND DINING

We are excited that you have chosen to join us as we work to make this vision a reality. The students, staff, faculty, and guests that we serve depend on us to provide nutritious and delicious food, along with a pleasant, clean and professional environment. Our team takes pride in providing the best product by using fresh ingredients, developing partnerships with local sources, and committing to food innovation and creativity. Your role is valuable in creating that image, and our entire team works to continually improve the on-campus dining experience.

Dining Vision

To be a campus leader in student and staff success.

One Degree Higher

One Degree Higher is our Continuous Improvement Program. At 211 degrees, water is just hot. But at 212 degrees, it boils, which produces steam. That steam can be used to move mountains, and all because of the addition of one degree. University Dining is committed to continuously improving our service to customers. Small changes make a difference in providing great value, high quality food, and excellent service. We are thrilled to have you join us and ask you to always strive to achieve One Degree Higher.

Iowa GROW®

Iowa GROW® (Guided Reflection on Work) uses brief, structured conversations between student employees and their supervisors to help students connect the skills and knowledge they are gaining in the classroom with the work they are doing, and vice versa. Conversations are guided by four quick questions:

1. How is this job fitting in with your academics?
2. What are you learning here that's helping you in school?
3. What are you learning in class that you can apply here at work?
4. Can you give me a couple of examples of things you've learned here that you think you'll use in your chosen profession?

What's In This Handbook?

The University Dining Employee Handbook is intended to give new and current employees an overview of information, policies, and guidelines pertaining to the University of Iowa and University Dining. It contains general information and guidelines and is not intended to be comprehensive or to address all the possible applications of (or exceptions to) information contained within. If you have any questions concerning the general information and guidelines in this handbook, seek clarification from your supervisor or manager.

Because of our changing business environment, the information and guidelines are under constant review and may be changed at any time with or without notice based on the needs of the business or the interests of the employees. Final authority for information summarized in this Handbook rests with management. In the event the information and guidelines in this handbook are changed, we will do our best to keep you informed.

If at any time there should be a conflict between a description in this handbook and the Collective Bargaining Agreement between

the State of Iowa and American Federation of State, County and Municipal Employees (AFSCME), the agreement will supersede for merit employees covered by the agreement.

FIRST THINGS FIRST

When an employee is hired, they must fill out the appropriate forms, including the University Housing and Dining Data Collection Form and the Form I-9 (Employment Eligibility Verification) no later than the first day of employment. Employees must provide evidence of identity and employment authorization within three business days of the employee's first day of employment. All documents must be original documents as outlined in the Lists of Acceptable Documents found on the last page of Form I-9. Photocopies or scanned documents will not be accepted. Any employee who has not completed the I-9 or provided appropriate documentation within the required time period will not be allowed to work and may be terminated from employment. Once the forms listed above have been completed and the appointment has been entered and approved in the University's Human Resources Information System, employees must complete the following on-line through HR-Self Service:

- **W-4 Federal and State Tax Withholding Forms**
Employees may contact Payroll at 319-335-2831 for questions about tax withholding. If the W-4 Tax Withholding is not completed in Self Service, the Payroll Office will use an automatic default of single and "0" allowances (highest withholding rate).
- **Direct Deposit Form**
Direct Deposit information must be entered in Self Service to have payroll automatically deposited in a bank account. Direct deposit is mandatory for new hires.
- **University ID**
All employees are required to have a valid University of Iowa ID card. Employees must take either a valid driver's license or passport to get a University ID. Employees must be appointed and approved in the Human Resource Information System prior to getting a University ID card. Check with a supervisor about the status of your appointment. To obtain an Iowa One Card, go to 2700 University Capitol Center, call 319-335-2716 or email idcard@uiowa.edu. This office is located above the CVS drug store is open Monday through Friday, 8 a.m. - 12:30 p.m. and 1 - 4:30 p.m.

PREPARING FOR YOUR JOB

One of the most important requirements when working in University Dining, is that clothing and your appearance be clean, neat, and appropriate for a work setting. Employees not in compliance with the dress requirements will be directed to change on their own time into appropriate attire.

Uniforms

Uniforms are required for all dining staff. Supervisors will explain the uniform policy. All employees are required to wear the proper uniforms according to the requirements for the position. A long-

sleeved shirt may be worn under the uniform shirt provided the long-sleeved shirt is solid grey, black, or white and does not contain any patterns or logos.

Hairnets or Caps/Hair Coverings

Employees (excluding catering staff) are required to wear hairnets or hair coverings. All staff will be given a UHD cap which can be worn as an alternative to a hairnet. Additional caps/hair coverings can be purchased. Soiled/stained caps can be exchanged for a new one. Students and temporary employees may purchase a cap for a small fee, if they lose theirs or want an additional cap.

Beard nets are required and will be provided to employees with facial hair. Long hair should be worn in a braid or bun and secured under your hat, which should only be worn facing forward. A hairnet or hijab may be worn instead of a hat. Caps must be worn with the bill facing forward.

Footwear

For safety reasons, employees are required to wear closed-toe and closed-heel shoes. We recommend that the shoes be comfortable, low-heeled and have rubber or slick-resistant soles.

Catering staff are required to wear all black shoes.

Accessories

Wearing dangling jewelry, acrylic fingernails, or nail polish is not permitted. Watches (excluding catering staff), bracelets, and wrist bands are not allowed. Rings on fingers are allowed only if they are smooth bands.

Name Badges

Name badges will be issued to each employee. Employees are required to identify themselves by wearing the name badge when on duty. The name badge is to be worn on the right front upper chest area attached to the uniform (shirt/jacket). It must be easily observed and free from affixed items. A name badge may not be worn or used by any employee other than the employee to whom it was issued. Employees that are off duty for non-work/non-educationally related reasons should not wear their name badges.

If an employee reports to work without their name badge, a supervisor should be contacted immediately. Each employee is responsible for any misuse/abuse of the name badge until it is reported lost or stolen. It is the employee's responsibility to report lost or stolen name badges as quickly as possible to a supervisor. Found name badges should be returned to a supervisor.

Merit employees will be provided with their initial name badge by the department at no cost. University Housing and Dining will replace (at no cost) all name badges that wear out and will replace one name badge a year that is lost by the employee. Thereafter, the employee will pay 100% of the replacement cost of any additional lost name badges in a given one-year period. The employee will also pay 100% of the replacement cost for a defaced name badge.

Student employees will receive their first name badge at no charge. There is replacement fee for lost or defaced badges. See your supervisor for more information.

LET THE WORK BEGIN

There is a job description containing specific information on duties and clean-up for each position. Each employee must complete all assigned tasks, including clean-up, before finishing a shift. Job duties are subject to change as needed to meet the business needs of the operations and service to the customers.

Time Clock Procedures

Employees are required to punch in and out at their scheduled times, including meal and break periods. Each employee must obtain prior approval from a supervisor to punch in earlier or later than the scheduled time. All employees must be in uniform and ready to work before punching in. Students and temp employees cannot change out of their uniform until they have punched out. Merit staff can change first and then clock out.

The University ID is used for clocking in and out for scheduled work shifts. If employees forget to bring their University I.D. to work or forget to clock in or out for shifts, meal periods or breaks, they must see a supervisor immediately.

Meals and Breaks

Employees who choose to bring their own meal (sack lunch) or snack that needs to be refrigerated should check with a supervisor so it may be stored in a designated area.

Merit employees are entitled and required to take a half hour unpaid meal period and two (2) paid 15-minute breaks that are scheduled during a regular (8 hour) work shift daily. Fifteen minute breaks and half hour lunch cannot be combined. Staff must clock in and out for lunch. Employees must be clocked out on the time clock during their meal period and breaks. During the 15-minute scheduled breaks, employees must not leave the grounds of their location without prior approval from a supervisor. If an employee is unable to take a meal or break at the scheduled time, they must talk to a supervisor prior to the meal and or break to discuss and schedule an alternate break time.

Market Place, Central Bakery, and Cold Food Production Merit employees who are directly involved in the preparation and service of guest meals will be provided with one free meal when the half hour meal break occurs during the employee's shift. During the 15-minute breaks, employees are allowed beverages-only from the Market Place. Retail, Catering Kitchen and Delivery Merit employees will receive a meal allowance if they are working an 8.5 hour day.

Students and temporary employees are eligible for one (1) complimentary meal for each shift they work. Employees must clock out while eating and eat the meal before or after scheduled work periods unless scheduled otherwise or a conflict occurs. Permission must be obtained from a supervisor prior to punching out for a meal during a scheduled shift. Students and temporary employees can earn break time as well. Ask your supervisor about times and locations.

HOW LONG IS *My Break*

4 HOURS OR LESS

NO BREAK

4 TO 6 HOURS

15 MINUTE BREAK

6 TO 8 HOURS

20 MINUTE BREAK

8 HOURS OR MORE

**TWO 15 MINUTE BREAKS AND
ONE 30 MINUTE LUNCH**

Students and temporary employees working at the market places are to eat their complimentary meal at the market place. Students with a meal plan can use their Market2Go box for taking the meal with them. If you do not have a meal plan, then you must buy your first box to take your meal. Between uses, swap the box for a carabiner at the check stand. Students and temporary employees working at retail locations will receive a food voucher for their meal, to be eaten in the location in which they work. Catering kitchen students and delivery staff will be given a food voucher, redeemable

in the River Room or Union Station. Students and temporary employees working in the Central Bakery and Cold Food Production kitchen are to eat their complimentary meal at Burge Market Place. Catering students will be provided a meal based on food availability at the end of service. In the event there is no food available, they will be given a food voucher redeemable in the River Room or Union Station for use within 24 hours of their shift.

All meals eaten must be recorded or processed with the checker before the meal is eaten. Employees will be asked to sign the receipt for any transaction.

Attendance and Punctuality

Because our operations depend heavily upon our employees, it is important that employees attend work as scheduled. Attendance, punctuality, dependability and a commitment to do the job right, are essential at all times. As such, employees are expected at work on all scheduled work days and during all scheduled work hours, and to report to work on time. The University recognizes that staff members are diverse and have a wide range of personal and family obligations. Some of these circumstances can be complex and at times difficult, potentially impacting the staff member's ability to be present and productive when at work. It is vital that the University and its staff members strive to meet their individual responsibilities regarding attendance and the use of leave benefits as they are intended to be used.

Staff Absences

All employees are expected to call their work location if unable to work their shift at least one (1) hour before scheduled work begins. Email, text messages, and fax are not acceptable forms of notification. It is acceptable to leave a message on the appropriate location's voicemail or with a co-worker when a supervisor is not on duty. However, the absent employee must call back later the same day after 8 a.m. to talk with a supervisor and to provide sufficient information relating to the absence. This will help the supervisor to make adjustments in the schedule in order to meet operational needs. This applies for each day of the absence.

Catering Student Staff must call two (2) hours prior to shifts starting after 8 a.m.

Employees who miss three (3) or more consecutive shifts due to their own injury or illness may be required to provide a release to return to work form from a treating healthcare practitioner. For time off requests, an absence request must be done in Time and Attendance and submitted to supervisor for approval.

Merit employees may request to trade days off within the same work week (Sunday-Saturday) with other merit employees. Employees are required to complete the "Request for Changing Days" form and obtain prior approval from their manager or supervisor before trading days off.

Students are encouraged to find a substitute for all scheduled work periods that they are unable to work. See a supervisor for procedures in each location.

If a student or temporary staff member is ill, he or she must call their manager or supervisor at least one (1) hour before scheduled work begins. Remember, emails are not acceptable.

When a student agrees to be a substitute for a work shift, it is the same as working a regular shift. Not showing up for the shift will be considered a no call/no show and may be subject to disciplinary action.

Students are expected to work through finals week. Student staff that resign less than four (4) weeks before the end of finals week and/or resign with less than two (2) weeks' notice may not be eligible for rehire within UH&D.

Bulletin Boards

There are employee bulletin boards located in work locations. Employees are responsible for reading the information posted on these bulletin boards on a frequent basis for new and/or updated information and to follow the guidelines set forth in all posted notices. AFSCME shall be allowed to utilize half (1/2) of the space on existing bulletin boards. Employees are not to remove materials from or post materials on the bulletin boards without prior approval from a manager or supervisor.

Discipline

By accepting our offer for employment, each employee has agreed to perform all of the requirements of the position. Disciplinary action will normally begin at the lowest step in the progressive discipline process, however it may be advanced dependent upon the seriousness of the performance issue or offense.

CONTINUING EMPLOYMENT

Students and temporary employees are hired on an "as needed" basis. Continued employment is "at will" and may be terminated at any time by either the employee or employer. Temporary Staff are invited to apply for full-time positions with benefits. Students must communicate if they are returning after each semester, and work with supervisor to complete their evaluation (provides opportunity for raises) and make a new schedule. Students not returning are terminated from the system but can be rehired if they decided to come back at a later point.

GETTING PAID

Merit employees are paid on the first business day of the month. They are required to submit biweekly time records by Tuesday at noon. The minimum pay rate for merit employees is determined by the Board of Regents, State of Iowa Regent Merit System Pay Plan and the provisions set forth by Collective Bargaining Agreement between the State of Iowa and AFSCME.

Students and temporary employees are paid bi-weekly. Student entry level rates are reviewed on an annual basis. Students may be eligible for an annual evaluation and possible rate increase based on their performance. Evaluation dates will vary based on appointment dates of employees. The pay rate for temporary (non-student) employees is determined by the University every fiscal year on July 1 (See Handbook supplement for bi-weekly pay schedule).

HEALTH AND SAFETY

Personal

- Always practice good hygiene. The personal cleanliness and neatness of all employees must be of the highest level.
- Open sores or cuts must be covered with a clean bandage. Plastic gloves are available.
- Employees may be a potential threat to a customer if they are not feeling well.
- Employees who have a bad cold (coughing, sneezing, or nasal discharge), feel ill, or have open sores or cuts that are exposed on hands, arms or face must inform a supervisor. The supervisor will assess the problem and may make an alternate work assignment or request medical documentation to be sure the employee is fit for duty.
- Books, newspapers, purses, coats, cell phones, etc. are not to be brought into any of the work areas. All merit employees have assigned lockers. Space will be designated for other employees to leave personal items.
- Eating food or chewing gum or tobacco is not allowed while on duty. These items cannot be in contact with exposed food, clean equipment, work surfaces, utensils, unwrapped single service and single use articles at any time.
- Employees may drink water from the drinking fountain. Other beverages are available at the beverage station. Health code allows for a beverage container with a lid and straw. Drinks must be out of customer view and are not to be on service counters or near food preparation areas. Beverages can never be in contact with exposed food, clean equipment, work surfaces, utensils, unwrapped single service and single use articles.

The Work Station

- Handle all dishes by the outer rim and underside, utensils and cups by the handle, and glasses below the rim. Use plastic gloves when handling any food directly and change them frequently to avoid cross-contamination, while also washing hands between glove changes. For more information reference Cross Contact Training form in the back of this book.
- Clean as you go. It is important to keep the work area as clean as possible. Clean up all spills immediately.
- Employees must never handle food directly with their hands without the use of proper utensils or clean plastic gloves!
- All food items opened and prepared must be labeled with a preparation date according to Food Code Regulations. This applies to items such as salad dressings, milk, and other condiments. Ask a supervisor for specific instructions.

Gloves

Hand washing is the single most important means to preventing the spread of infection and food borne illness. In addition to hand washing, we use gloves to prevent the spread of food borne illness. Gloves must be worn when handling ready to eat foods. When using gloves, change them frequently, and wash hands before putting on new gloves.

Safety

Because of the fast pace and potentially dangerous equipment, working in a food service operation can be hazardous.

Follow these guidelines to assure safety:

- Walk – never run.
- Mop or clean up all water and food spills from the floor as soon as possible. Put out the “Wet Floor” sign!
- Do not throw or toss things around the kitchen, dining room, dish room or customer service areas. The workplace is the wrong place for horseplay of any kind.
- Dispose of broken china and bottles immediately in the proper container. If you believe that the food could be contaminated because of glass fragments, pull the item off the counter immediately and inform your supervisor.
- Look where you’re going. Cabinets or oven doors may be open and can cause serious cuts, bruises or burns.
- Do not sit or lean on equipment.
- Never use wet pot holders, which can result in painful burns. Take care when pulling items from ovens, and changing pans over a hot well to avoid steam burns.
- Employees working in the Hillcrest Market Place dish room, pots and pans department, or scraping room for four (4) hours or longer in a work shift are included in the University of Iowa Hearing Conservation Program. Hearing protectors are recommended and are available to you. The university is required by law to follow the IOSH (Iowa Occupational Safety and Health) Noise Standard which includes making every effort to reduce or eliminate sound levels in these areas. Employees in the program are required to complete audiometric testing free of charge through The University Employee Health Clinic, and the ICON course titled “Hearing Conservation.” The course number is W1900S. Due to concerns about high noise levels in the dish room, personal listening devices with earphones are prohibited in the dish room at all times. Employees may decline to participate in audiometric testing. To do so, they must fill out the Refusal of Hearing Test form located in Appendix B. The completed form should be placed in the employee’s medical file.
- Safety goggles are provided and must be worn when working directly with hazardous chemicals.
- Before operating equipment that you have not been trained on, employees must notify their supervisor for proper operating procedures.

Knife Handling Safety

Working in an environment of food preparation and service, hazards related to hand safety are everywhere, particularly when handling knives. If staff have not successfully completed the knife safety skills training conducted by your supervisor, then UHD requires the use of cut resistant gloves by all staff when handling knives.

All staff who must handle knives as part of their work responsibilities will be given the opportunity to participate in additional skills training which will include a knife handling safety quiz and practical assessment. Staff members who successfully complete all components of the training program and continue to demonstrate safe practices will be given the option to handle knives without the use of cut resistant gloves. Supervisors/Managers may require re-training or use of cut-resistant gloves at any time. Failure to follow established safety practices, including the use of cut-resistant gloves when required, may result in discipline up to and including termination of employment.

Job-Related Injuries and Illnesses

Worker’s Compensation is a form of insurance that is provided to employees by the University. Approved claims for job-related injuries and illness may entitle an injured employee to medical coverage related to the injuries at no cost and a portion of their salary for work absences.

Employees must report all work injuries/accidents within 24 hours to a Supervisor/Manager. Additionally, the First Report of Injury form must be completed on Self-Service and submitted to the Benefits Office within 24 hours of the injury/illness. If you have questions and/or need to seek medical attention due to a work injury/accident, you must contact your Supervisor/Manager, or the University’s Worker’s Compensation Specialist in the Benefits Office at 319-335-2679. (More information about Worker’s Compensation can be found at hr.uiowa.edu/workers-compensation or you may contact University Housing and Dining HR at 319-335-3000.)

Injury Care

For serious or life-threatening injuries or illnesses call 911.

Employees seeking treatment for a workplace illness or injury are directed to seek initial medical care from UI Occupational Health at 2591 Holiday Road, Coralville, IA 52241. You must be seen at Occupational Health, not Urgent Care. Be careful to notice as both are located in the same building. Please call 319-356-3335 to schedule an appointment between M-F 8:00 a.m. to 5:00 p.m. prior to arriving at the clinic. Employees in the Iowa City area should use the University of Iowa Hospital and Clinics Emergency Room for emergencies and/or treatment during non-clinic hours. Employees outside the Iowa City area should use one of the approved facilities listed here: <https://hr.uiowa.edu/support/workers-compensation/treatment-locations-injured-employees>

Care needed because of a serious injury/illness or treatment needed during non-clinic hours should be seen at the UIHC Emergency Treatment Center. Please call 319-356-3335 if there is any question as to what classifies as a serious injury/illness. It is not recommended that individuals use their own personal vehicle to transport an injured colleague to the UI Occupational Health Clinic for medical treatment. Mileage reimbursement will not be provided in this case. Below are transportation options and guidelines for employees seeking treatment for work-related injuries.

Option A

The injured employee may be transported to the UI Occupational Health Clinic (or if an emergency to ER at UIHC) in a University Housing and Dining vehicle, if one is available and approved by the employee’s department manager or designee. If a UHD vehicle is not available in your area, your supervisor or designee may call Facilities Operations at 319-335-9970 for vehicle status. The UHD vehicle shall only be driven by a licensed driver currently on the UI authorized drivers list.

Option B

The injured employee may use their personal vehicle to travel to and from treatment, if they are able to do so. Mileage reimbursement is provided for these individuals. The Travel Reimbursement form can be requested from the UI Benefits Office at 319-335-2676. A receipt for parking is required if included in the reimbursement request for approved appointments at other medical locations.

Option C

University of Iowa has established an account with Yellow Cab of Iowa City to provide taxi service to and from the employee’s work location to the UI Occupational Health Clinic in Coralville IA. Individuals should call 319-338-9777 to request service. At the time of pick-up, employees will be required to show their University ID to the driver. The taxi will not wait during the clinic appointment, nor will they stop at any other locations to and from the clinic. At completion of the appointment, a return ride should be scheduled. Individuals using Yellow Cab of Iowa City and following the established process will not be required to pay a fee at time of service. If necessary, reimbursement for a taxi fee is provided for employees traveling to and from their University work location to the UI Clinic in Coralville. The Travel Reimbursement form can be requested from the UI Benefits Office. A receipt for taxi fare is required. Any tips to the taxi driver will not be reimbursed.

UHD POLICIES AND PRACTICES

Departmental Key and Electronic Access Policy

For the purpose of this policy the definition of keys, also means access cards and fobs. All staff in University Housing and Dining who are assigned and issued keys are responsible for the safe keeping of these keys and are expected to report the loss of keys to a supervisor immediately. Employees responsible for the issuance of keys are required to take extra precautions to ensure that no keys are issued to unauthorized individuals. When keys are lost or issued to unauthorized individuals, it jeopardizes the safety and security of University property, equipment, and our residents.

Staff may not loan any key to anyone including guests/family members. Live-in professional staff guests/family members who are registered with Residence Education may be issued building entrance and apartment keys only. Each key issued is to be verified as received through signature. Keys are not to be mailed via campus mail. The burden of retrieving keys lies with the office that issued the key.

Staff must immediately report the loss of keys, loss, or temporary misplacement of any keys, and/or unauthorized issuance of keys. Failure to immediately report such incidents may be grounds for disciplinary action up to and including termination of employment.

Departmental Removal of Discarded Items Policy

University Housing and Dining staff are not permitted to salvage, sort or save any trash from any waste receptacle or other area in or around the residence halls or other UH&D operations at any time. This includes beverage containers, newspapers, magazines, clothing, food, etc.

All trash that is collected during the performance of an employee’s assigned tasks is to be placed in the designated trash disposal site for the building. Trash is not to be left on a service cart or in the service closets. Staff who are assigned to collect trash are to deposit all trash in the dumpsters or other trash compactors by the end of the shift.

Employees who would like to take empty packaging items out of any of our operating areas (i.e., cardboard boxes, plastic containers, glass jars) must obtain prior approval from their supervisor.

Requests will be on a “first come, first served” basis. Any UH&D employee in violation of this policy may be subject to disciplinary action up to and including termination of employment.

Office Phones

Personal phone calls made on University business telephones should be kept to a minimum and limited to local calls during your scheduled meal times and breaks, unless it is an emergency. Employees expecting an important or emergency phone call during their scheduled work hours are asked to inform their supervisor beforehand. We will not take messages on incoming calls unless the caller states it is an emergency. If it is an emergency, we will locate the employee.

Employees are responsible for verifying the telephone number with their supervisor of where the employee may be reached in the event of an emergency, during the employee’s scheduled work time. The University toll-free number is not to be used. This number should not be given out to anyone and is for the sole use by University Admissions for phone calls with current and incoming students.

Personal Cell Phones

Employees not authorized by UHD to carry a personal cell phone for business purposes must not use them during scheduled work hours. Staff that are required to be out of their office/work location for University business purposes may be authorized to carry and use a personal cell phone to send/ receive University business calls with prior approval from their supervisor. Employees expecting an important or emergency phone call during their scheduled work hours must talk to their supervisor beforehand for further instructions. Cellphone use is not allowed outside of break times due to sanitation needs. In case of emergencies, communicate to your supervisor that you may be receiving a call, then take the call out of guest view. Please wash your hands before returning to your work. Employees may use their personal cell phones during scheduled mealtimes and breaks.

Any UHD employee in violation of this policy may result in disciplinary action up to and including termination of employment.

Radio and Portable Players

Radios and portable players of any type are not permitted anywhere in service or non-service areas. No earbuds or head phones are permitted in work place areas.

Resignations

To resign in good standing, employees must notify a supervisor or manager of their intention in writing at least two (2) weeks prior to the effective date of resignation, except in cases where the employee and the department agree to a shorter period of notice. A basic resignation form is available from your supervisor.

UI POLICIES AND RESOURCES

University Work Rules

Work rules are defined as and limited to rules which regulate the personal conduct of employees and are disseminated by the University of Iowa within its discretion. Generally, work rules apply to matters arising from employment with the department or which have bearing on an employee’s ability to be effective in his or her job. Work rules are not intended to limit the rights of employees but rather to define those rights so the department can attain its objectives in an orderly manner.

Good personnel practice and the negotiated labor agreements require that the work rules of the department be reduced to writing. The rules are listed below. Committing any of the acts on the list will be sufficient grounds for disciplinary action ranging from reprimand to immediate discharge, depending upon the seriousness of the offense and/or the number of infractions.

These work rules constitute the general rules applicable to employees of the University of Iowa. Additional work rules may be promulgated which concern only individual positions, classifications and/or work units when such rules are required by the nature of the work performed. Likewise, the work rules do not constitute the entire list of violations for which employees may be disciplined. Other rules are provided by statute, by Iowa Code, and by administrative procedures established by management to meet specific conditions. Violations of these rules will also result in appropriate disciplinary action.

Work Performance

1. Insubordination, disobedience, failure or refusal to follow the written or oral instructions of supervisory authority, or to carry out work assignments.
2. Neglecting job duties and responsibilities.
3. Loafing, loitering, sleeping, or engaging in unauthorized personal business or visiting.
4. Disclosure of confidential information and records to unauthorized personnel.
5. Intentionally falsifying records or giving false information to other government agencies or private organizations or to employees responsible for record keeping.
6. Failure to observe all safety rules and practices, including the use of protective equipment and clothing or in the operation of vehicles and equipment.
7. Failure to report as soon as possible, but no more than 24 hours, all accidents or injuries which occur during working hours or while in the performance of state business, including traffic accidents, regardless of ownership of vehicles involved.
8. Attempting to keep secret or unavailable information or records which are public or which rightfully should be furnished to government employees and the public.

Attendance and Punctuality

1. Failure to report promptly at the starting time of a shift; leaving before the scheduled quitting of a shift; or failure to timely notify the proper authority of impending absence or tardiness, prior to designated starting time.
2. Unexcused or excessive absenteeism.
3. Abuse of sick leave privileges.
4. Leaving the place of duty during a work shift without permission.
5. Failure to observe the time limits of lunch, rest, or wash-up periods.

Use of Property

1. Abuse or misuse of government or private property materials or equipment.
2. Stealing or unauthorized possession or use of government or private property, equipment, or materials.
3. Unauthorized posting or removing of notices, signs, posters, or similar materials.
4. Unauthorized use of state property or equipment such as 2-way radio.
5. Unauthorized entry to state property or leased sites.

Personal Actions and Appearances

1. Threatening, attempting or inflicting bodily harm to fellow employees, representatives of other agencies, or the general public.
2. Threatening, intimidating, interfering with, or using abusive or profane language toward others, including ethnic slurs.
3. Horseplay, including but not limited to practical jokes, pushing, running, or throwing objects.
4. Failure to observe smoking regulations.
5. Unauthorized possession of weapons.
6. Making false or malicious statements concerning other employees, supervisory, or the department.
7. Unauthorized possession or use of alcoholic beverages or narcotics, during work hours, while on state time or property, or while engaging in state business.
8. Reporting to work in a condition to be unsafe to the employee, others, or physical property; or to be unable to perform job responsibilities due to the influence of alcohol and/or narcotics when such evidence affects the performance of job functions.
9. Immoral conduct or indecency.
10. Eating and drinking in unauthorized areas.
11. Violation of health and sanitation procedures, directions and requirements including littering or creating unsanitary conditions.
12. Selling commercial or private products or services on state time or premises.
13. Unauthorized solicitation of funds or donations for any purpose on state time.
14. Unauthorized distribution of printed matter on state premises.
15. Unauthorized possession, lending, borrowing, or duplication of keys or government credit cards, or failure to report promptly the loss of keys or credit cards.
16. Dress or grooming which is inappropriate or unsanitary for the employee's specific assignment.
17. Unauthorized or improper use of a uniform; failure to wear uniform properly.
18. Failure to submit to inspection any personal packages taken from the employee's work area upon the request of a supervisor or security officer.
19. Gambling in any form while on state premises or state time including but not limited to: sport pools, card games, check pools, bets, dice, raffles, etc.
20. Soliciting or accepting unauthorized compensation, reward, gratuity or gift of any kind of value for any matter related to the employee's job as an employee of the state.
21. Engaging in unauthorized political or union activities.

Outside Actions and Appearances

1. Transacting business as an employee of the state with any business entity in which the employee has an interest except as authorized by law.
2. Engaging in any outside activities or employment which may impair the employee's independence of judgment or his ability to perform his duties as an employee of the state.

Tobacco-free Campus Policy

The University of Iowa is a tobacco-free facility. Use of tobacco, as defined below, is prohibited in any building, vehicle, or outdoor area owned, leased, or controlled by the University.

1. For the purpose of this policy, tobacco products are defined as including but not limited to cigarettes, cigars, pipes, water pipes (hookahs), bidis, kreteks, smokeless tobacco, chewing tobacco, snus, snuff, electronic cigarettes, and any non-FDA-approved nicotine delivery device.

2. Use of tobacco products is prohibited in all buildings and vehicles owned or leased by the University of Iowa, regardless of location. This includes Kinnick Stadium and the University of Iowa Hospitals and Clinics.
3. Use of tobacco products is also prohibited on all university grounds and in any outdoor area controlled by the University. This includes all university parking lots and parking ramps, athletic fields, tennis courts, golf courses, and recreational areas. Smoking Use of tobacco products is prohibited inside any vehicle located on such university grounds.
4. The university owns/maintains a limited number of streets within its campus borders. Smoking use of tobacco products is prohibited on such streets and the adjacent sidewalks. See University of Iowa maps outlining the campus grounds where smoking use of tobacco products is prohibited.
5. When any person enters the grounds of the university, any tobacco products shall be extinguished and disposed of in an appropriate receptacle at the perimeter of the grounds of the university.
6. This policy does not apply to buildings and outdoor areas of the University of Iowa Research Park that are owned by or leased to private entities, except if those buildings or areas are used for university programs or university employees.

This policy does not apply to the use of e-cigarettes or other forms of smokeless tobacco by the University of Iowa Division of Performing Arts in on-stage artistic performances.

Employees who smoke are asked to refrain from congregating on the city sidewalks adjacent to city streets that are near entrances to residence halls. Campus boundary maps may be found at: <https://opsmanual.uiowa.edu/administrative-financial-and-facilities-policies/conditions-use-university-facilities-replaced> (35.5).

UI Sexual Harassment Policy

Sexual harassment subverts the mission of the university and threatens the careers, educational experience, and well-being of students, faculty, and staff. The university will not tolerate sexual harassment, nor will it tolerate unwelcomed behavior of a sexual nature toward members of the university community when that behavior creates an intimidating or hostile environment for employment, education, on-campus living, or participation in a university activity.

The University of Iowa forbids sexual harassment by any member of the university community. For purposes of this policy, "sexual harassment" means persistent, repetitive or egregious conduct directed at a specific individual or group of individuals that a reasonable person would interpret, in the full context in which the conduct occurs, as harassment of a sexual nature when:

Submission to such conduct is made or threatened to be made an explicitly or implicitly a term or condition of employment, education, on-campus living environment, or participation in a university activity; or submission to or rejection of such conduct is used or threatened to be used as a basis for a decision affecting employment, education, on-campus living environment, or participation in a university activity; or such conduct has the purpose or effect of unreasonably interfering with work or educational performance, or of creating an intimidating or hostile environment for employment, education, on-campus living, or participating in a university activity. Individuals who have

experienced unwelcomed sexual behavior or sexual harassment are encouraged to report it, even if they are not certain whether a violation of this policy has occurred.

Employees should make reports or complaints about unwelcomed sexual behavior or sexual harassment to the Office of the Sexual Misconduct Response Coordinator (319-335-6200), to the Office of Equal Opportunity and Diversity (319-335-0705), or to any academic or administrative officer of the university such as your supervisor, dean, department head, or human resources representative. These individuals will have a duty to report complaints in accordance to the University of Iowa Sexual Harassment Policy.

The entire UI Sexual Harassment Policy can be viewed at: <https://opsmanual.uiowa.edu/community-policies/sexual-harassment-and-sexual-misconduct>.

Sexual Harassment Prevention Training Program

All new employees must complete a mandatory sexual harassment prevention training program within the first three (3) months of hire. Any questions about this training may be directed to UH&D Human Resources at 319-335-3000.

UI Anti-Harassment Policy

The purpose of this policy is to prevent harassment within the University of Iowa community and to provide a process for addressing all forms of harassment if and when it occurs. The University of Iowa is committed to maintaining an environment that recognizes the inherent worth and dignity of every person, and that fosters tolerance, sensitivity, understanding, and mutual respect. This commitment requires that the highest value be placed on the use of reason and that any harassment in the university community be renounced as repugnant and inimical to its goals. Harassment destroys the mutual trust that binds members of the community in their pursuit of truth.

The university also is committed strongly to academic freedom and free speech. An educational institution has a duty to provide a forum in which free speech and differences of opinion are actively encouraged and facilitated, and where opinions and deeply held beliefs are challenged and debated. Critical to this mission is providing a nondiscriminatory environment that is conducive to learning. Respect for these rights requires that members of the University community tolerate expressions of opinion that differ from their own or that they may find abhorrent.

This policy addresses harassment in all forms based on any classification covered by law and/or II-3 Human Rights (with the exception of sexual harassment, which is addressed in II-4 Sexual Harassment) and IV-2 Sexual Misconduct, Dating/Domestic Violence, or Stalking Involving Students, as well as harassment based on other factors as set forth in the policy.

The entire policy can be viewed at: opsmanual.uiowa.edu/community-policies/anti-harassment.

UI Anti-Retaliation Policy

The University of Iowa encourages its faculty, staff, and students to make good-faith reports of university-related misconduct. The commitment to improve the quality of the university through such reports is vital to the well-being of the entire campus community. Retaliation as a response to such a report will not be tolerated. Retaliation, whether actual or threatened, destroys a sense of

community and trust that is central to a quality environment. The university, therefore, wishes to make clear that it considers acts or threats of retaliation in response to such reports to constitute a serious violation of university policy.

The entire policy can be viewed at:
<https://opsmanual.uiowa.edu/community-policies/anti-retaliation>.

Other Resources

These offices will maintain confidentiality and will not disclose concerns or allegations revealed to them.

Office of the Ombudsperson

(for faculty, staff or students)
3rd Floor Jefferson Building
129 E. Washington Street
319-335-3608
ombudsperson.org.uiowa.edu

Women's Resource and Action Center

(for faculty, staff or students)
230 N Clinton Street
319-335-1486
wrac.uiowa.edu

Rape Victim Advocacy Program

(for faculty, staff, or students)
108 River Street (floors 2 and 3)
319-335-6000
rvap.uiowa.edu

University Counseling Services

(for students)
3223 Westlawn
319-335-7294
counseling.uiowa.edu

Employee Assistance Program

(for faculty and staff)
121-50 USB
319-335-2085
hr.uiowa.edu/employee-well-being/ui-employee-assistance-program

STUDENT EMPLOYEE GRIEVANCE PROCEDURE

1. These procedures shall apply to and be considered the right of any University of Iowa non-academic employee who:
 - a. Is a student currently registered in an undergraduate, graduate, or professional program on campus; and
 - b. Has no other employee grievance procedure available for use.
2. A grievance is a difference, complaint or dispute regarding the interpretation or application of established policies and/or procedures governing terms of employment, working conditions, hours of work or compensation. General wage adjustments are excluded from the grievance procedure.

3. The initiation period for a grievance must be within 21 calendar days of the date of discovery, by the employee, of the grievance, and within one year of the actual incident.
4. The employee shall have the right to be accompanied by two representatives throughout the proceedings.
5. The employee shall be allowed a reasonable time, not to exceed four hours, off from duties without loss of pay to investigate a grievance. Such time is to be scheduled with the supervisor's permission. What is a reasonable time shall be determined by mutual consent of the parties involved. If the parties are unable to agree, the time reasonably necessary to investigate the grievance should be determined by the Vice President for Student Life or designee.
6. All levels of supervisory personnel involved shall be directed to consider grievances as soon as is reasonably possible.
7. An extension of the time limits specified in the grievance procedure may be made when mutually agreed upon by the employee and the administrator to whom the grievance is being addressed.
8. The mechanism for handling grievance proceedings is as follows:

Step 1

A grievance proceeding shall be commenced by the employee presenting the grievance orally to her or his immediate supervisor. Such supervisor shall make an immediate response to the grievance.

Step 2

If the oral response of the immediate supervisor fails to satisfy the employee, within four working days of receipt of the immediate supervisor's oral response, the employee shall file a written grievance with the immediate supervisor. If no oral response is made, a similar writing shall be filed with the immediate supervisor within four working days of presenting the oral grievance. In either case, the writing shall set forth with reasonable particularity:

1. The events concerning which the employee feels aggrieved;
2. The date or dates on which the events occurred;
3. The date of the presentation of the oral grievance to the immediate supervisor;
4. The date of the immediate supervisor's oral response, if one was made; and
5. The employee's understanding of the immediate supervisor's oral response, if one was made.
6. Within four working days of receiving the written grievance, the immediate supervisor shall respond to the employee in writing stating with reasonable particularity the supervisor's understanding of the facts and of his or her oral response, if either or both differ from that of the employee. If not resolved:

Step 3

The written grievance shall be sent by the employee within five working days of receipt of the supervisor's response to the department head and an administrator designated by the Vice President for Student Life. A meeting called by the administrator will then be held, if possible within five working days of receipt of the grievance or as soon thereafter as is feasible among the administrator, the department head or his/her designee, the employee and the employee's

representatives, if any. A written response is required within five working days following the meeting. The response must be written by the department head in consultation with the administrator. If not resolved:

Step 4

The written grievance should be forwarded by the employee within five working days of receipt of the department head's response to the Office of the Vice President for Human Resources. Within five working days of the receipt of the written grievance, or as soon thereafter as feasible, a meeting should be called by the Vice President for Human Resources or his or her designee of appropriate parties necessary to review the issues related to the complaint, at which the employing department and the grievant may present arguments and/or witnesses in support of their position. The final administrative determination should be made by the Vice President for Human Resources, or designee, in consultation where appropriate with the Vice President for Student Life, to be communicated to the parties in writing within three working days of the meeting.

ADDITIONAL UI POLICIES

Additional University Policies that affect staff can be found in the University of Iowa Operations Manual opsmanual.uiowa.edu or by contacting a supervisor, manager, or University Housing and Dining Human Resources. These policies include, but are not limited to:

- Acceptable Use of Information Technology Resources
- Conflicts of Commitment and Interest
- Conflict of Interest in Employment (Nepotism)
- A Drug-Free Environment
- Family and Medical Leave Act
- Human Rights
- Ethics and Responsibilities for University of Iowa Staff
- Policy on Violence

Universal Competencies

Universal Competencies are those that apply to all university jobs, support our mission, and are consistent with our core values; they are:

- **Positive Impact/Achieving Results** - Ability to utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs. Able to demonstrate ethical behavior in diverse situations while producing results.
- **Service Excellence/Customer Focus** - Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.
- **Collaboration and Embracing Diversity** - Ability to work with a variety of individuals and groups in a constructive and civil manner while appreciating the unique contribution of individuals from varied cultures, race, creed, national origin, age, sex, disability, sexual orientation, and gender identity.

Full descriptions with proficiency levels and typical behaviors can be found at:
<https://hr.uiowa.edu/careers/competencies/universal-competencies>.

Electronic Communications Access Policy

All staff in University Housing and Dining will be provided with reasonable access to UI information from electronic mediums (self-serve, operations manual, University email communications, staff development/ testing, or other electronic resources available on campus). Staff members who do not have day-to-day access to a computer as a regular part of their job will be assigned to a designated computer terminal in UH&D.

Electronic communications access is to be used for University of Iowa business purposes only and is not to be used in a way that may be disruptive or offensive to others. Staff is prohibited from transmitting messages that contain slurs or other offensive information. While e-mail is often used in an informal way more akin to an oral conversation or telephone call, it may be useful to remember that an e-mail message can be saved as a written document. Do not assume that e-mail is confidential. Once a message is sent, you as the author lose control over who may see it. You may want to ask yourself whether the message you send would be appropriate in a letter or a memo. We ask staff to please use good judgment when using e-mail, the Internet, social media and other information systems provided by the University.

All communications and information transmitted by, received from, or stored in electronic mail ("email") are the property of the University. Users should be aware that their uses of University computing resources are not completely private. While the University does not routinely monitor individual usage of its computing resources, the backup of data and communication records, the logging of activity, the monitoring of general usage patterns, and other such activities that are necessary for the rendition of service are required. The University may also inspect files or monitor usage for a limited time when there is probable cause to believe a user has violated the policy. Staff may refer to the University's Acceptable Use of Information Technology Resources Policy at opsmanual.uiowa.edu/community-policies/acceptable-use-information-technology-resources for further guidelines as they relate to electronic access.

Staff will be held accountable for their productivity, proper use of UI electronic communications and to know the UI and UH&D information that has been communicated electronically. A staff member may be subject to discipline up to and including termination of employment if his or her job productivity declines and/or the misuse of email or other electronic communications.

CROSS CONTACT TRAINING

Let's work together to keep our students and other diners who have dietary needs safe. Even a tiny amount of an allergen can cause a severe and potentially life-threatening reaction.

What is Cross Contact?

When an allergen is transferred from an allergen containing food to a non-allergen containing food. The amounts are so small they usually can't be seen.

- Some people may refer to this as cross-contamination, however, the two are different.
 - › **Cross-Contamination** is when pathogens are transferred from one surface or food to another. A common factor in the cause of food borne illness and properly cooking contaminated food reduces or eliminates the chances of food borne illness.
 - › **Cross-Contact** is when allergens are transferred from food or food-contact surfaces not containing an allergen to the food served.
- Proper cooking does not reduce or eliminate the chances of a food allergy reaction.
- Can cause a severe reaction, sometimes life threatening, for people with food allergies, celiac disease and food intolerances/sensitivities.
- There are two types of cross-contact, direct and indirect
 - › **Direct** occurs when an allergen was directly applied and then removed. Example: peeling cheese off a cheeseburger to make it a hamburger.
 - › **Indirect** occurs when an allergen was not directly applied. Example: not washing hands after handling shrimp before making the next salad.

Why Avoid Cross-Contact?

- Cross-contact can lead to fatal encounters with allergens.
- Cross-contact can cause reactions for those with celiac disease and intolerances/sensitivities.

Examples of Where Cross-Contact Can Occur

- Cutting boards
- Utensils
- Fryers
- Hands
- Aprons
- Tables
- Cookware
- Salad bars

How To Avoid Cross-Contact

- Change gloves and wash hands with soap and water.
- Change your apron.
- Wash and then sanitize utensils, tables, cookware, etcetera.
- If you are making several foods, cook allergen-safe foods first.
- Keep safe foods covered and away from foods that may splatter.
- Double dipping is a common place for cross contact to occur, if you're making a gluten free pizza or sandwich, use condiments, toppings, and spreads from containers that have not been used on gluten containing foods. This also includes using a clean utensil and working space.

What To Do If A Student Discloses To You?

1. Take their request seriously.
2. Refer them to your supervisor.
3. If preparing their food, wash your hands and change your gloves, clean and sanitize the surface, get clean utensils and get food items out from another pan or container that have not yet been in contact with other foods or utensils.

How Are Foods Labeled?

Foods at University of Iowa Housing and Dining are labeled based on ingredients, not the cooking process. This allows students to make food choices based on what items are available. If foods were labeled based on cooking practices, everything would need to be labeled with the top eight allergens plus gluten. We are not an allergen free location, with the exception of Thrive in the Burge Market Place, but we do our best to ensure cross contact is limited for the foods we do serve.

Resources To Students

- On campus dietitian, Laura Croteau-Lopez, RD, LD
laura-croteau-lopez@uiowa.edu
- Dining accommodations on campus

Scenarios

1. You are working at Black's Gold Grill when a student asks you for an order of French fries. As you're placing the order, the student lets you know they have a milk allergy. As an employee who has prepared several foods in this location before, you know everything is fried in the same oil. What should you say to this student to make them aware of the food they ordered?

Answer: Let the student know that the French fries do not contain milk itself but they are fried in a fryer that does fry other foods that contain milk. Let the student know that is their choice to consume the item or not but it is not recommended because it cannot be guaranteed free of their allergen.

2. You are helping make sandwiches in the Catlett kitchen that are prepared on gluten free bread to be put in the cooler that holds other gluten free items. You've followed the recipe that's been given to you when one of your co-workers tells you they used the same sandwich toppings to make sandwiches on gluten containing bread. What do you do?

Answer: Discard any sandwiches that have already been made. Talk to your supervisor and let them know what happened. Your supervisor will then train you, or re-train you, on the proper steps to take to prepare a sandwich on gluten free bread. The proper steps would include cleaning and sanitizing the area, washing your hands and changing your gloves, using clean utensils and using condiments, toppings and spreads from containers that have not been used on gluten containing foods.

3. You are working at a catering event in the Iowa Memorial Union ballroom where there is a salad bar that includes the following: romaine, diced eggs, mozzarella cheese, diced tomatoes, croutons and assorted dressings. A guest comes up to you and discloses they have an egg allergy and cross contact is a major concern. What do you do?

Answer: Let the guest know that you will inform your supervisor and chef of the situation and that you will have a member of the culinary team prepare them a meal with ingredients that have not been open so cross contact is not an issue. You will then make sure the food is prepared in a clean and sanitized environment, hands were washed, gloves and apron were changed.

FORM 1-B CONDITIONAL EMPLOYEE OR FOOD EMPLOYEE REPORTING AGREEMENT

Preventing Transmission of Diseases through Food by Infected Conditional Employees or Food Employees with Emphasis on Illness due to Norovirus, Salmonella Typhi, Shigella spp., or Shiga toxin-producing Escherichia coli (STEC), nontyphoidal Salmonella or Hepatitis A Virus

The purpose of this agreement is to inform conditional employees or food employees of their responsibility to notify the person in charge when they experience any of the conditions listed so that the person in charge can take appropriate steps to preclude the transmission of foodborne illness.

I have received the dining employee handbook and read and understand the contents. I agree to be held accountable for the policies contained herein.

I Agree To Report To The Person In Charge

Any onset of the following symptoms, either while at work or outside of work, including the date of onset:

1. Diarrhea
2. Vomiting
3. Jaundice
4. Sore throat with fever
5. Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered (such as boils and infected wounds, however small)

Future Medical Diagnosis

Whenever diagnosed as being ill with Norovirus, typhoid fever (Salmonella Typhi), shigellosis (Shigella spp. infection), Escherichia coli O157:H7 or other STEC infection, nontyphoidal Salmonella or hepatitis A (hepatitis A virus infection)

Future Exposure to Foodborne Pathogens

1. Exposure to or suspicion of causing any confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, E. coli O157:H7 or other STEC infection, or hepatitis A.
2. A household member diagnosed with Norovirus, typhoid fever, shigellosis, illness due to STEC, or hepatitis A.
3. A household member attending or working in a setting experiencing a confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, E. coli O157:H7 or other STEC infection, or hepatitis A.

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the Food Code and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and exposure specified;
2. Work restrictions or exclusions that are imposed upon me; and
3. Good hygienic practices.

I understand that failure to comply with the terms of this agreement could lead to action by the food establishment or the food regulatory authority that may jeopardize my employment and may involve legal action against me.

I acknowledge receipt of the employee handbook _____ (Initials) _____ (Date)

Conditional Employee Name (please print) _____

Signature of Conditional Employee _____ Date _____

Food Employee Name (please print) _____

Signature of Food Employee _____ Date _____

Signature of Permit Holder or Representative _____ Date _____

FACILITY NUMBERS

Emergency	911
Payroll.....	319-335-2381
Benefits	319-335-2676
Financial Aid	319-335-1450
UHD HR	319-335-3000
UI Occupational Health	319-356-3335

Burge Residence Hall

Burge Market Place.....	319-335-1959
Clinton Street Market	319-353-2047
Cold Food Prep	319-353-2810
Central Bakery	319-335-2989
Food Service Delivery	319-631-2490

Catlett Residence Hall

Catlett Market Place	319-467-0019
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Hillcrest Residence Hall

Hillcrest Market Place	319-335-9369
Grand Avenue Market	319-335-8885

Mayflower Residence Hall

Mayflower Market	319-353-2043
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Petersen Residence Hall

Black's Gold Grill	319-353-4366
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Iowa Memorial Union (IMU)

River Room	319-335-3595
Union Station	319-335-1580
Storeroom	319-335-5463
Catering Kitchen	319-335-3112
Catering Office	319-335-2925

Pappajohn Business Building

Pat's Diner	319-335-3718
Pat's Too.....	319-335-3899

Main Library

Food For Thought	319-335-6170
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Dental Building

Filling Station	319-335-7510
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Eckstein Medical Research Building (EMRB)

EMRB Café	319-335-7126
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Campus Recreation and Wellness Center (CRWC)

Power Café	319-384-3427
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Devlin Family Café

Devlin Family Café.....	319-335-1175
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CALL-IN NUMBERS

Market Places

Burge Market Place	319-335-1959
Catlett Market Place	319-467-0019
Hillcrest Market Place	319-335-9369

Campus Cafés

Black's Gold Grill	319-353-4366
Devlin Family Café.....	319-335-1175
EMRB Café	319-335-7126
Filling Station	319-335-7510
Food For Thought	319-335-6170
Pat's Diner	319-335-3718
Pat's Too.....	319-335-3899
Power Café	319-335-3427
River Room	319-335-3595
or	319-335-3108
Union Station	319-335-1580
or	319-335-4614

Convenience Stores

Clinton Street Market	319-353-2047
Grand Avenue Market	319-335-8885
Mayflower Market	319-353-2043

Catering

Operations	319-335-2925
Hancher.....	319-384-1394

Culinary Services

Cold Food Prep	319-353-2810
Central Bakery	319-335-2989
Catering Kitchen	319-335-3112
Catering Bakery	319-335-3112
Retail Delivery	319-631-2490
IMU Storeroom	319-335-5463

Mobile Unit Street Hawk Food Truck

Sous Chef.....	319-335-0997
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IOWA

University Housing and Dining

4141 Burge Hall, Iowa City, IA 52242

319-335-3000 | dining@uiowa.edu

housing.uiowa.edu | dining.uiowa.edu | catering.uiowa.edu |   [@uiowa.uhd](https://www.facebook.com/uiowa.uhd)

The University of Iowa prohibits discrimination in employment, educational programs, and activities on the basis of race, creed, color, religion, national origin, age, sex, pregnancy, disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, associational preferences, or any other classification that deprives the person of consideration as an individual. The university also affirms its commitment to providing equal opportunities and equal access to university facilities. For additional information on nondiscrimination policies, contact the Director, Office of Institutional Equity, the University of Iowa, 202 Jessup Hall, Iowa City, IA 52242-1316, 319-335-0705, oi-e-ui@uiowa.edu