

**To: Civil Service Commission**

**From Chris Carrasco**

**Date: 12/19/22**

I am writing this letter to address a very serious matter regarding the violation of Christopher Carrasco's Civil Rights as a disabled individual.

On May 19, 2020, Christopher joined the Zuckerberg San Francisco General Hospital (ZSFG) Food and Nutrition Services (FNS) Department. Christopher was hired through the Access to City Employment (ACE) Program as a Category 16 Exempt employee in class 2604 Food Service Worker. As stated by Civil Service Rule 115.6.1, employees hired under this Rule are permanent exempt employees. The ACE Program is intended to help individuals with disabilities find employment. Chris has met all qualifications to be hired under the ACE Program, including that Christopher is a certified individual with a severe disability. Christopher continues to work as a 2604 Food Service Worker at ZSFG in his original position.

As stated in the ACE Program policy and Civil Service Commission Rule 115, applicants hired under this program receive three (3) performance appraisals by their immediate supervisor during a one-year period. Civil Service Commission Rule 115.9.1 then states:

The appointing officer shall, in accordance with procedures prescribed by the Human Resources Director, notify the Human Resources Director, in writing, of the completion of the evaluation period and shall certify satisfactory job performance during the evaluation period in order to advance the individual who is severely disabled to permanent civil service status.

While ACE Program participants should receive three evaluations during a one-year period, I could only find one performance appraisal in his HR employee file. This appraisal was for the period of July 2020 to June 2021, where Christopher met all his performance expectations. That I am aware of, there were no other Performance Appraisals during Christopher's one year ACE Program evaluation period and his two plus years of service.

If Christopher's performance had been below expectations, this should have been identified by the three performance appraisals during his first year of service. If he could not perform his job duties at that time after his first year of service in his position, he should have been terminated per Rule of 115.

However, Christopher was not terminated and Christopher worked effectively during his first year and continues to do so. In fact, Christopher worked basically a full-time schedule as an essential worker during Covid-19. Christopher does not have any disciplinary records in his file. This leads me to believe that Christopher's performance met and still continues to meet all expectations.

Because Christopher met performance expectations during his first year of service, per the ACE policy and Civil Service Commission Rules, Christopher should have been made a PCS employee after his first year of satisfactory service.

This did not occur and Christopher has now been taken off the schedule losing time from work and his performance is being questioned even after two plus years of satisfactory service as an ACE Program participant. As a result, Christopher's Civil Rights as a disabled individual are being violated. He should have been moved to a PCS position after his first year of service per the Civil Service Commission Rule 115, where during that period his performance met expectations.

To make Mr. Carrasco whole I expect the following remedy:

1. To immediately make Mr. Carrasco a permanent employee in a PCS Position, classification 2604 Food Service Worker with no probationary period as stated under Civil Service Commission Rule 115.
2. For Mr. Carrasco to be paid for the time he has been taken off the schedule when in fact he should have been in a permanent position.
3. For Mr. Carrasco to be allowed to have a coach from the Center for disabilities and other appropriate reasonable accommodations to have a job coach when he gets new assignments, provide checklist to help him complete jobs to make sure he remains successful in his position. The coach would be paid through DOR. Benefits at no cost to the FNS Department.
4. Training for the ZSFG Food and Nutrition Service management on the ACE Program and Equity in the workplace.

Thank you for your consideration in this matter. I would expect a response to this serious matter within a timely manner. Feel free to contact me if you have any questions. I would prefer that all of our correspondence related to this matter be through email.

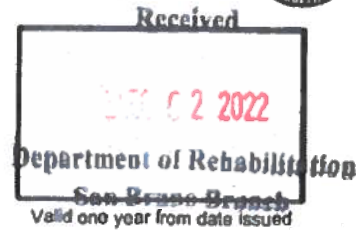
Thanks,

Mike and Chris Carrasco

# DOR DEPARTMENT of REHABILITATION

Employment, Independence & Equality

STATE OF CALIFORNIA  
HEALTH AND HUMAN SERVICES AGENCY  
DEPARTMENT OF REHABILITATION  
San Francisco District Office  
455 Golden Gate Ave, Suite 7727  
San Francisco, CA 94102  
(415) 802-2330 (Voice)



### Certification of Severe Disability

This is to certify that Chris Carrasco meets the California Department of Rehabilitation criteria as a person with a severe disability.

He/she/they understand and gives consent that information regarding his/her/their disability will be shared with the San Francisco Civil Service for purposes of eligibility for employment under Chapter 8.3000 (a) (6):

Chris Carrasco  
Designee's Signature

Tiffany Bhirso CVRC-GRP  
Signature

Sen. Vocational Rehabilitation  
Counselor Title

TIFFANY BHIRSO, 415-298-8145  
Typed Name & Telephone #

SFDHR USE ONLY:  
Class No: \_\_\_\_\_ Title: \_\_\_\_\_

City and County of San Francisco  
Carol Isen  
Human Resources Director



Department of Human Resources  
Connecting People with Purpose  
www.sfdhr.org

### Employee Request for Reasonable Accommodation

Name: Chris Carrasco DSW#: 178830 Class/Title: 2604  
Address: [REDACTED] City: San Francisco State: CA Zip: 94005  
Contact No.: [REDACTED] Personal Email: [REDACTED]  
Dept.: DPH General Hospital Food Service department

It is the policy of the City and County of San Francisco to provide reasonable accommodations to qualified individuals with disabilities in accordance with the federal Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA). You may be required to provide documentation in support of your request for reasonable accommodation. Please note that this information will be maintained in a separate confidential file from your personnel file and access will be limited only to those with a need-to-know.

#### I. Reasonable Accommodation Request:

- Purchase of assistive device(s)     Removal of communications barrier     Job Restructuring  
 Purchase of assistive services     Removal of architectural barrier     Modified Reassignment  
 Other (specify): \_\_\_\_\_

Please describe the accommodation: (use extra sheets if need) \_\_\_\_\_

Real Training with written instructions and Job coaching

#### II. Essential Duties of Your Position:

Please identify the essential duties (do not include marginal duties) of your position for which you are requesting an accommodation:

- I would like real training with a standard operating procedure to follow
- I would like a job coach through the department of rehabilitation or DPH for all new assignments
- I would be like to be treated like a human being and not mistreated by my Manager due to my disability.
- Duties Pot 1&2, Santation, storeroom 1&2 and all other food service jobs for 2604

#### III. Health Care Provider:

Please provide us with the name of your health care provider(s) who can assist with this request: (use extra sheets if needed)

Name: Blue Shield of California Dr. Swanke  
Address: 3700 24th St, San Francisco, CA 94114  
Phone: (415) 641-1019  
Specialty: \_\_\_\_\_

Employee Request for Reasonable Accommodations

Health Care Provider (Additional):

Name: Blue Shield of California  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Specialty: \_\_\_\_\_

IV. Major Life Activities:

Please check the major life activity/activities you believe to be limited by your medical condition(s):

- Walking  Breathing  Seeing  Caring for Oneself  Working  
 Talking  Hearing  Learning  Performing Manual Tasks  Other: \_\_\_\_\_

Please describe how the above activity/activities is/are limited: \_\_\_\_\_

I am on the [redacted] all im asking for is actual training and a job coach when i get a new assignment

a. Is your medical condition temporary?  Yes  No

If yes, please stated the expected duration: \_\_\_\_\_

b. Are you currently working?  Yes  No

If no, please specify the type of leave currently approved and the duration (dates):  
\_\_\_\_\_

c. Have you previously applied for a reasonable accommodation within the City?  Yes  No

If yes, please explain the status/circumstances: \_\_\_\_\_

I was hired through the ACE Program due to my dissability

I hereby certify that I believe I am a qualified individual with a disability as defined by the law. I have received and reviewed the information brochure and require an accommodation to perform the essential functions of my position. I understand that a detailed review of my disability status may be required, and I agree to cooperate fully in this process. I further understand that if my request is granted, I am obligated to report any changes in my disability status which may require a re-evaluation of this request. Granting of this request does not signify approval of any future reasonable accommodation request for any other position within this department or any other department within the City and County of San Francisco.

Chris Lamesco  
Employee Signature

11/9/22  
Date

## ACE PROGRAM

The City and County of San Francisco welcomes and values diversity in all forms. We are committed to increasing our employment of qualified applicants with disabilities.

All applicants are able to apply through the competitive civil service merit process, which consists of successfully passing of an examination and placement on an eligible list.

The Access to City Employment (ACE) Program is a program that supports applicants with disabilities throughout the hiring process. Applicants can enter the City workforce without going through the competitive civil service merit process.

Applicants hired through this program are designated permanent status upon three (3) successful evaluations within a one year probationary period.



## **Sec. 115.1 Rule Prescribed - Authority - Purpose**

115.1.1 In accordance with Charter Section 10.104-19, the Civil Service Commission does prescribe and adopt this **rule which shall have the force and effect of law to implement the Charter provision and to provide an orderly and effective process for the exempt Employment and advancement to permanent Civil Service status of individuals who are severely disabled under the terms and conditions authorized by the Charter.**

115.1.2 This Rule is not intended to preclude or in any way inhibit the employment of individuals who are severely disabled through the regular examination process or from provisional appointment as provided elsewhere in these Rules.

## **Sec. 115.6 Appointment and Evaluation Period**

**115.6.1 A candidate selected for appointment under this Rule shall be a permanent exempt appointee subject to the one-year evaluation period prescribed by Charter**

115.6.2 The provisions found elsewhere in these Rules governing the extension of the probationary period for regular civil service appointees shall be applicable to the one-year evaluation period.

115.6.3 The evaluation period is the critical phase of the selection process and shall be used as a trial period in order to determine the ability of individuals who are severely disabled to perform the assigned duties of the position to which appointed.

## Sec. 115.7 Performance Appraisal During Evaluation Period

In accordance with existing procedures of the performance appraisal system, performance appraisal reports shall be written during the evaluation period by the immediate supervisor of individuals who are severely disabled according to the following schedule:

1) at the end of the first three (3) months,

2) at the end of the sixth (6th) month covering the fourth (4th) through the sixth (6th) month, and

3) at the end of the eleventh (11th) month covering the seventh (7th) through the eleventh (11th) month.

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## Sec. 115.9 Advancement to Permanent Civil Service Status

115.9.1 The appointing officer shall, in accordance with procedures prescribed by the Human Resources Director, notify the Human Resources Director, in writing, of the completion of the evaluation period and shall certify satisfactory job performance during the evaluation period in order to advance the individual who is severely disabled to permanent civil service status.

115.9.2 Upon advancement to permanent civil service status, appointees shall not be required to serve a probationary period and shall acquire all the rights of a regular civil service appointee who has completed the probationary period.



**There was a meeting with the Food Service Department Nov 3rd with Chris Carrasco, Rigoberto Hernandez, Jose Reinares, and Matthew Cosenza we discussed ...**

- We texted yesterday about the two days he was scheduled for this week that were crossed out in red pen. He was told not to come in this week (who makes that decision?).
- He was sent home twice last week and according to the Local 1021 MOU he is owed four hours show up time for both days.
- We would like the SOPs (written procedures) for all the jobs Chris will be certified for so he can study them
- Can you send the form for making a "document request" to match his schedule to his actual "punch in and outs" on PeopleSoft electronic payroll
- Before we ask for a reasonable accommodation, we would like to know what training he received and the notes, so we know what to study
- We asked if The City website application for PCS 2604 Food service is that for SF General?
- We asked when will Chris be put back on the schedule?
- We asked can Anthony Anies and Katherine Merriman please respond to the questions on the entire email thread that starts 10/10/22
- We stated just because Chris has a disability he should still be treated with respect. So far, your lack of a response speaks volumes.

**There was a meeting with Myself and Porsche Bunton (Ace Program) on November 15th we discussed**

- Once again like our conversation about MOU Violations on 8/24/21. I agreed to back off because "Chris has a chance to become a PCS employee"
- We discussed Chris has his application in for 2604 full time through both the ACE application and the Regular hiring process (Civil Service Appeal filed for the Cat 18 app)
- We discussed I would keep my meeting with the Union and Brenden but wait on EEO complaint, and see if everything straightened out for Chris
- We discussed Chris "had deficiencies on some of the assignments and only can work Pots 2"
- Why can he not work Pots 1 when he already all the routines he knows

**There has been a meeting on November 17th discussing with DPH HR Daniel Hoffer, Labor Relations Ramon Williams, Local 1021 Daniel Becker**

- MOU Violations (From March 2020 to the time of the meeting)
- Chris Cat 16 Status
- Path to a PCS position
- Retaliation (taken off Schedule) for pointing out MOU violations on 10/10/22
- We discussed that Chris could be hired PCS through ACE immediately if there were a current Vice with a PCN number



EMPLOYEE NAME	SATURDAY 12/10/2022		SUNDAY 12/11/2022		MONDAY 12/12/2022		TUESDAY 12/13/2022		WEDNESDAY 12/14/2022		THURSDAY 12/15/2022		FRIDAY 12/16/2022	
	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME
	2604 CHRISTOPHER WYNTON	Loader	5:30-2	Cash#1	5:30-2	AM Host#1	6:30-3	Sanit#2	11:30-8	AM Host#1	6:30-3	#N/A		#N/A
2604 XIAO LAN ZHOU														
2604 GLADYS ESPINOZA	Entrée	5:30-2							Starter	5:30-2	Starter	5:30-2	AM Host#1	6:30-3
2604 CHRIS CARRASCO														
2604 MARCO PEREZ	Sanit#1	7-3:30	Loader	5:30-2			AM Host#4	6:30-3	PM Host#2	4:30-8:30	PM Host#2	4:30-8:30		
2604 JUSTIN KO														
2604 VA VOONG	Sanit#2	11:30-8	Sanit#2	11:30-8	Sanit#2	11:30-8					Sanit#2	11:30-8	Sanit#2	11:30-8
2604 JOCELYN SANTIAGO					GGO2	10:30-7	G&G#2	#N/A	G&G#2	#N/A	G&G#2	#N/A	G&G#2	#N/A

JOB CODE	EMPLOYEE NAME	SATURDAY 12/17/2022		SUNDAY 12/18/2022		MONDAY 12/19/2022		TUESDAY 12/20/2022		WEDNESDAY 12/21/2022		THURSDAY 12/22/2022		FRIDAY 12/23/2022		
		ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	ASSIGNMENT	SHIFT TIME	
		2604 RICHARD LIN														
2604 CHRISTOPHER WYNTON	Cold Food	5:30-2					AM Host#5	6:30-3	AM PANTRY	7-3:30	AM PANTRY	7-3:30	AM FLOAT B25#1	6:30-3	AM FLOAT B25#1	6:30-3
2604 GLADYS ESPINOZA	KP25	5-1:30	KP25	5-1:30	AM FLOAT B25#1	6:30-3	CHF	6-2:30	STARTER	5:30-2						
2604 CHRIS CARRASCO																
2604 MARCO PEREZ	AM FLOAT B25#2	6:30-3	AM FLOAT B25#2	6:30-3												
2604 JUSTIN KO										AM BHC#2	6-2:30	AM BHC#1	6-2:30	AM FLOAT B25#2	6:30-3	
2604 VA VOONG			Sanit#2	11:30-8	Sanit#2	11:30-8	Sanit#2	11:30-8	Sanit#2	11:30-8	Sanit#2	11:30-8	PM PANTRY	4:00-8:00		
2604 JOCELYN SANTIAGO	GGO3	3p-7p	GGO3	3p-7p	PM Host#2	4:30-8:30	PM Host#2	4:30-8:30	PM Host#2	4:30-8:30	PM Host#2	4:30-8:30				





# 2020 Performance Plan and Appraisal Report

## I. EMPLOYEE IDENTIFICATION INFORMATION

<p><b>1. LAST NAME, FIRST NAME, MIDDLE INITIAL</b></p> <p>Enter here: <b>Chris Carrasco</b></p> <p><b>1A. DSW ID #</b></p> <p>Enter here: <b>178830</b></p>	<p><b>2. JOB CODE NUMBER AND TITLE</b></p> <p>Enter Class # &amp; Title <b>2604 – Food Service Worker</b></p>	<p><b>3. STATUS</b></p> <p><input type="checkbox"/> Permanent (PCS)</p> <p><input type="checkbox"/> Provisional (TPV)</p> <p><input type="checkbox"/> Permanent Exempt (PEX)</p> <p><input checked="" type="checkbox"/> Temporary Exempt (TEX)</p>
<p><b>4. WORK LOCATION</b></p> <p>Zuckerberg San Francisco General Hospital &amp; Trauma Center 1001 Potrero Ave. San Francisco, Ca 94110</p>	<p><b>5. DEPARTMENT</b></p> <p>DIETARY SFGH</p>	<p><b>6. REASON FOR REPORT</b></p> <p><input checked="" type="checkbox"/> Annual</p> <p><input type="checkbox"/> Dept. Review Period</p> <p><input type="checkbox"/> Probationary</p> <p><input type="checkbox"/> Unscheduled</p>
	<p><b>7. REVIEW PERIOD</b></p> <p><b>7/1/20-6/30/21</b></p>	<p><b>8. PROBATION START AND END DATE</b></p> <p>Enter Dates</p>

**ZSFG NONCLINICAL**



**ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL AND TRAUMA CENTER  
PERFORMANCE APPRAISAL SUMMARY**

Every Appraisal Packet must include the following:

- Coversheet
- Performance Appraisal Summary
- Criteria Based Performance Expectations
- Initial or Annual Required Elements Review
- (if applicable) SFGH Developmental Plan

Name: Chris Carrasco	Unit/Dept: FNS	Title: Food Service Worker
Evaluator: William Lam	Unit/Dept: FNS	Title: Supervisor
Reason for report: <input type="checkbox"/> 90 days <input type="checkbox"/> 6 months <input checked="" type="checkbox"/> Annual		Period of Report: 7/1/0 to 6/30/21

<b>OVERALL RATING</b> (including both performance appraisal and competency validation)	<b>EXCEEDS STANDARDS</b>	<b>MET STANDARDS</b> M	<b>DOES NOT MEET STANDARDS</b>
	E = Exceed Standards	M = Met Standards	U = Unmet
All "E" and "U" ratings require documentation below in Sections II or III.			

**II. Job Duty Performance Standards Exceeded/Areas of Strength :**

- 1.
- 2.
- 3.

**III. Job Duty Performance Standards Unmet: (see attached developmental plan)**

**Goals From Prior Year**

- Goal #1:  Met  Did not meet *reason:*
- Goal #2:  Met  Did not meet *reason:*
- Goal #3:  Met  Did not meet *reason:*

Name: C. Carrasco

**PERFORMANCE APPRAISAL SUMMARY**

**Goals For This Evaluation [ all that apply]:**

- Education Presentation
- Participate in CQI activity
- Participate in task force/committee
- Develop skill or expertise
- Develop/implement patient education program
- Develop/revise policy, protocol or standard
- Contribute to publication
- Other: improve future performance

Goal #1: Complete all 2020-21 FNS Annual Trainings: In-services, FNS Core Competencies, Systems Work Competencies *FNS Equity!*

Goal #2: Become certified/competent in all assigned job routines

Goal #3: Personal development goal

**Education Record Summary**

Date	Class Title	CE	Date	Class Title	CE

**Additional Evaluator and Employee comments are optional.**

Evaluator Comments:

meet with supervisor by 10/1/21 for review of developmental plan

Employee Comments:

I, Chris Carrasco (name of employee) certify that I understand the job expectations and performance appraisal criteria of a Food Service Worker (name of position) and have received a copy of the job expectations and performance criteria.

Chris Carrasco  
Employee Signature Date

- Agree with report     Do not agree with report
- Request conference with reviewer
- Rebuttal attached

[Signature] 9/11/21  
Reviewer Signature Date

[Signature] 8/31/21  
Reporting Manager Signature Date

- I certify that I have reviewed this report
- I have taken the following actions:

- Original to Human Resources
- Copy to Employee
- Copy to Department Manager

Name: C. Carrasco

**MANDATORY Completion: Statement on Secondary Employment, Telecommuting, and Issued Equipment – must be completed by employee**

<p>1. <input checked="" type="checkbox"/> I DO NOT TELECOMMUTE</p> <p><input type="checkbox"/> I DO TELECOMMUTE AND HAVE COMPLETED THE REQUIRED FORMS AND RECEIVED FINAL APPROVAL DPH HR FOR THE COMING FISCAL YEAR</p> <p><input type="checkbox"/> I DO NOT HAVE A JOB OUTSIDE OF DPH</p> <p><input type="checkbox"/> I DO HAVE A JOB OUTSIDE OF DPH AND HAVE COMPLETED THE REQUIRED FORMS AND RECEIVED FINAL DHR APPROVAL FOR THE COMING FISCAL YEAR*</p> <p>*NOTE: APPROVAL REQUIRED ANNUALLY. DETAILS CAN BE FOUND ON THE CITY HUMAN RESOURCES WEBSITE.</p>	<p>2. CONFERENCE DATE 9/1/21</p> <p><u>C. Carrasco</u></p> <p>3. SIGNATURE CERTIFIES I HAVE READ THE REPORT</p> <p><input type="checkbox"/> DECLINED TO SIGN DATE:</p>
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**LIST BELOW ALL CITY ISSUED PORTABLE DEVICES (INCLUDING BUT NOT LIMITED TO LAPTOPS, TABLETS, PAGERS, & CELL PHONES) PROVIDING SERIAL NUMBERS IF ANY:**

- 
- 
- 
-



Name:

Carrasco, C



**ZUCKERBERG  
SAN FRANCISCO GENERAL**  
Hospital and Trauma Center

**ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL AND TRAUMA CENTER**

**CRITERIA BASED PERFORMANCE  
EXPECTATIONS & APPRAISAL REPORT ~ NON CLINICAL**

**Working Title:** *Food Service Worker*

**Position Summary:**

*Under immediate supervision, performs a wide variety of manual work involved in the storage, preparation and serving of food in an institutional kitchen or dining area; keeps kitchens, dining rooms and associated equipment in a clean, orderly and sanitary condition; and performs related duties as required.*

**Reporting Relationships:** *complete the following for all positions*

- Reports directly to Food Service Supervisor
- Evaluated by the Food Service Supervisor
- Collaborates with Food & Nutrition Department Staff, Hospital Staff, patients, visitors

**Position Qualifications:**

- Licensure requirements: N/A
- Certification requirements: N/A
- Physical requirements ~ see Civil Service Job Description
- Language requirements: N/A

**Major Responsibilities:** *list 8 - 10 bullets outlining major responsibilities*

- Sets up food items for service by reading steamtable diagrams and menus; transports food items from cooking areas, placing appropriate items on patient tray line or cafeteria; and maintains daily supply of serving utensils & items needed for service;
- Assembles patient's meals by reading menus which indicate dietary requirements and selects appropriate food items for delivery;
- Pre-prepares foods such as: vegetables, fruits and cold meats by shredding, slicing, dicing and washing;
- Assists in the preparation of food products by measuring and weighing appropriate amounts of ingredients called for by the recipe; utilizing scales and measuring tools; and converting measurements as needed; assists cooks in basic food preparation by cooking grilled items; panning up food; and prepping food items;
- Answers customers' questions, and provides information on procedures or policies, contributes positively to the patient care experience;
- Lifts 50 - 60 lbs. of foods in bulk such as: flour, sugar, beans, potatoes, etc., and transports to storage area. Lifts hot trays or pans of 40 lbs. with prepared foods to the tray line to prepare patients food tray;
- Cashiers and handles cash by verifying cash register drawer; keys in appropriate charges for each item of each customer; makes change accurately; verifies valid meal tickets and meal passes; and counts cash register sales and cash after each meal period to reconcile totals;
- Serves food using designated portion control utensils by properly selecting appropriate equipment/utensils in serving food during meal periods and fulfilling patient meal requests and portions;
- Receives, stores and issues food & supply items according to invoices, requisitions, and other guides by verifying quality and quantity of all items received and issued; works in locations such as the freezer, refrigerator, dry storage, chemical storage, and loading docks areas using a pallet jacks, hand trucks, and/or flatbed carts;
- Maintains department sanitation by washing and sanitizing pots and pans, griddle, steam kettles, ovens, hoods, drains, carts, etc.; sweeping and mopping floors; vacuuming carpets; wiping walls; and disposing of garbage, etc. All of the activities above may utilize chemicals (potentially hazardous); and
- Cleans dishes and trays by removing and disposing of food and other waste; sorting and placing dishes, utensils and trays on racks; and sanitizing dish & cooking wares through the dishwasher machine. Working condition is hot and steamy. Water temperature can range from 140 F to 190 F.

**Service Population:** *ZSFG Hospital community; visitors, staff, and patient*

Name: Carrasco, C

**Rating Scale Definitions**

**Exceeds Standards** = Expert knowledge base. Able to anticipate, identify situations and then modify plans to respond to events. Demonstrates initiative to improve the quality of a department, the health care setting or community. Able to generalize from experience and transfer knowledge to other situations.

**Meets Standards** = Performs job expectations and meets departmental, hospital and regulatory standards. Able to analyze a situation, problems solve and develop short and long range goals; plans and utilizes knowledge effectively and efficiently.

**Unmet Standards** = Does not meet job expectations and or departmental, hospital or regulatory standards.

SAN FRANCISCO CITY & COUNTY		Performance Expectations	
		M	U
<b>1. EQUITY AND INCLUSIVENESS</b> <ul style="list-style-type: none"> <li>Fully comply with all Departmental and City rules and policies including:                             <ul style="list-style-type: none"> <li>Discrimination</li> <li>Harassment</li> <li>Retaliation-Free Workplace Policy</li> <li>Equal Employment Opportunity</li> <li>Reasonable accommodation for individuals with disabilities</li> </ul> </li> <li>Practices to ensure fairness, diversity and inclusiveness</li> <li>Completion of required implicit bias awareness training</li> </ul>		X	
<b>3. USE OF CITY AND COUNTY RESOURCES FOR BUSINESS PURPOSES</b> <p>All City equipment, devices and materials must be used only for conducting City business.</p> <ul style="list-style-type: none"> <li>Photocopiers      • Stationary</li> <li>Telephones        • Fax Machines</li> <li>Computers         • Email accounts</li> <li>Vehicles</li> </ul>		X	
<b>4. DSW PREPAREDNESS</b> <ul style="list-style-type: none"> <li>Take all necessary steps to prepare yourself for an emergency, in your capacity as a Disaster Service Worker</li> <li>Provide updated personal contact information to your department so that you can be contacted in the event of an emergency</li> <li>Report in and respond promptly to the instructions by City and/or your department in the event of an emergency</li> <li>Participate in any drills or emergency exercise as notified</li> <li>Carry out disaster-related work assignments as required</li> <li>Complete all required disaster-related trainings</li> </ul>		X	
<b>5. CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>As a representative of the City, be efficient, professional, accountable and courteous in your interactions with the public, fellow employees, and external business partners.</li> <li>Respond to requests for assistance and/or requests for information in a timely manner as specified by your department.</li> </ul>		X	
<b>6. ATTENDANCE</b> <ul style="list-style-type: none"> <li>Regular and prompt attendance is required for your job.</li> <li>All planned absences must be requested and approved in advance</li> <li>For illness, emergencies or other unplanned and unforeseeable absences, notify your supervisor as soon as possible, but no later than the beginning of the work day on the first day of the absence.</li> </ul>		X	
<b>7. COMPLIANCE WITH RULES, POLICIES AND PROCEDURES</b> <ul style="list-style-type: none"> <li>Fully comply with all Department rules, policies and procedures.</li> <li>Comply with City rules and policies in the Employee Handbook including; but not limited to:                             <ul style="list-style-type: none"> <li>Department's Statement of Incompatible Activities</li> <li>Policy Prohibiting Employee Violence in the Workplace</li> <li>Police Regarding the Treatment of Co-Workers and Members of the Public</li> <li>Reporting and Responding to Workforce Violence</li> </ul> </li> </ul>		X	

Name: Carrasco, C

NON-CLINICAL POSITION TITLE: \_\_\_\_\_  
**Criteria Based Performance Expectations & Appraisal Report**

PERFORMANCE CRITERIA	Performance Expectations		
	E	M	U
<b>MAJOR JOB RESPONSIBILITIES</b>			
<b>1. Accurately performs duties / task guidelines at 3 FNS locations (if applicable):</b> a. Patient Service - which includes tray assembly and delivery b. Cafeteria – which includes serving, stocking, cleaning & sanitation, and cashiering c. Production – food preparation / packaging, and organization for patients & café d. Accurately completes all required forms and logs			9/3/20 U
<b>2. Provide positive professional customer service utilizing ICARE parameters:</b> a. With patients / customers b. With ZSFG staff c. With FNS Staff		X	
<b>3. Maintaining Sanitation and organization of work areas and equipment following SOP policies:</b> a. Utilizes 3-bucket method in compliance with department sanitation standards. b. Sanitation Checklists completed; all applicable work areas cleaned daily c. Work areas consistently kept clean and orderly		X	
<b>4. Adheres to department policies and procedures along with the ability to follow managerial instructions to accomplish departmental goals:</b> a. FNS meal policy, uniform procedure, b. Positive patient identification (when applicable) c. Break procedures & Time-Keeping d. Cash Handling (if applicable)		X	
<b>5. Follows proper food production procedures and safety procedures utilizing team concepts to ensure accomplishment of all tasks.:</b> a. Cover, labels, and dates food per FNS policies & procedures. b. Handles, stores, and transports food & materials per FNS policies & procedures. c. Cooks, prepares, and holds foods at proper temperatures per department policies & procedures.		X	
<b>STANDARDS OF PERFORMANCE</b>			
<b>1. PERFORMANCE IMPROVEMENT:</b>			
<ul style="list-style-type: none"> <li>▪ Participates in Performance Improvement/Patient Safety activities utilizing the Model for Improvement framework, which includes:                             <ul style="list-style-type: none"> <li>○ Developing Aim statements and performance measures</li> <li>○ Collecting and analyzing relevant performance data</li> <li>○ Conducting rapid cycle improvements using PDSA methodology.</li> <li>○ Using PI data to initiate changes to improve practice and service</li> </ul> </li> <li>▪ Can articulate a performance improvement project either hospital wide or unit/department.</li> <li>▪ Adheres to all regulatory and organizational policies and procedures.</li> </ul>		X	
<b>2. PERFORMANCE AND EDUCATION</b>			
a. Demonstrates accountability for professional competency and growth by: <ul style="list-style-type: none"> <li>• Evaluating own performance in relation to established standards.</li> <li>• Identifying strengths and areas for development; takes action to achieve goals.</li> <li>• Maintaining current professional licensure and certifications.</li> </ul> b. Maintains and upgrades own knowledge, skills, and abilities by participating in:		X	

Name: *Lawasco, C*

PERFORMANCE CRITERIA	Performance Expectations		
	E	M	U
<ul style="list-style-type: none"> <li>Ongoing education/mandatory classes.</li> <li>Staff Meetings.</li> <li>Reviewing and sharing pertinent literature.</li> <li>Reviewing/revising policies and procedures pertinent to the injured patient population.</li> <li>Attends mandatory classes as required by both regulatory bodies and the organization</li> </ul>		X	
<b>3. COMMUNICATION</b> a. Communicates effectively with others by: <ul style="list-style-type: none"> <li>Communicating in a constructive, non-judgmental manner.</li> <li>Listening attentively and showing empathy.</li> <li>Providing and accepting feedback in an appropriate and constructive manner.</li> <li>Managing conflict by addressing issues in a manner that maintains good working relationships.</li> <li>Providing written reports and assignments in complete, accurate, readable, and timely manner.</li> </ul>		X	
<b>4. PATIENT, VISITOR, AND STAFF RELATIONS ~ COLLABORATION &amp; ETHICS</b> a. Maintains and promotes a "customer service" philosophy by: <ul style="list-style-type: none"> <li>Demonstrating good interpersonal skills.</li> <li>Cooperating with all levels of staff throughout the organization.</li> <li>Demonstrating flexibility in adapting to changes to meet organizational mission and goals.</li> <li>Respecting patient and employee rights.</li> <li>Managing problems and concerns.</li> <li>Communicating in a courteous and helpful manner.</li> </ul> b. Supports autonomy, dignity, and rights of patients and others by: <ul style="list-style-type: none"> <li>Preserving patient privacy and maintaining confidentiality of information.</li> <li>Performing tasks in a non-judgmental, non-discriminatory manner that is sensitive to individual needs/concerns, cultural diversity and personal limitations.</li> <li>Establishing collaborative practice with nursing personnel, physicians, and other health care providers.</li> </ul>		X	
<b>5. RESOURCE UTILIZATION &amp; PRODUCTIVITY.</b> a. Conserves and maximizes the use of materials and supplies. b. Manages work time effectively, efficiently and productively by: <ul style="list-style-type: none"> <li>Organizing and prioritizing work to maximize productivity during peak workloads as well as slow periods.</li> <li>Completing assignments in a timely manner.</li> </ul>		X	
<b>6. PERSONNEL</b> a. Adheres to hospital/departmental personnel policies (attendance, punctuality, break times, sexual harassment, violence in the workplace). <ul style="list-style-type: none"> <li>Maintains professional appearance and clean work space.</li> </ul>		X	
<b>7. LEADERSHIP AND TEAMWORK</b> a. Contributes to the development of others by: <ul style="list-style-type: none"> <li>Sharing knowledge and skills</li> <li>Providing and accepting constructive feedback</li> <li>Contributing to the education of staff and students.</li> </ul> b. Supports the goals of the Department of Public Health and San Francisco General Hospital c. Acts as a role model		X	

ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL AND TRAUMA CENTER  
2020-2021 Annual Required Elements and Competencies Review

Department: FNS Division/Unit: \_\_\_\_\_ Classification: 2604

Name: Chris Caporaso Classification #: 2604 Title: Food Services Worker

*Introduction: Required elements are defined by job classification, regulatory requirements, and SF DPH and ZSFG policies, programs or initiatives. Competency is defined as the application of knowledge, skills and abilities necessary to perform a specific role. Competency assessment lets the organization know whether its staff have the ability to use specific skills and to employ the knowledge necessary to perform their jobs.\* Required competencies included in the annual performance appraisal process are determined through the evaluation of patient care needs, performance improvement measures, procedures performed, conditions and disease processes, equipment and technology, and professional practice.*

*Instructions: Manager, Supervisor or designee validates all elements and competencies using identified methods, and completes form by the end of the performance appraisal period. Required competencies not completed in a satisfactory manner must be achieved through a developmental plan.*

**Validation Methods Codes:** O = Observation, D = Demonstration, R = Reviewed charting/documentation, S = Simulation/Skills Lab, T = Test (written or verbal), N/A = Not applicable

**Developmental Plan Codes:** ET = Education & Training, MS = Mentoring & Supervision, SL = Skills Lab, SD = Successful Demonstration after remediation

ELEMENTS & COMPETENCIES	Method	Met	Not Met	Dev Plan	Comments	Valuator Initials
<b>Organizational</b>						
<b>Required Elements</b>						
Completed required e-learning Annual Update		X				M
Complies with annual employee health requirements		X				
<ul style="list-style-type: none"> <li>Validate vaccines, PPD and N95 fit testing</li> <li>Flu vaccine or declination</li> </ul>		X				
Complies with SF C&C Disaster Service Worker.		X				
<ul style="list-style-type: none"> <li>Validate ID badge</li> </ul>		X				
Completes daily COVID-19 staff screening		X				
Complies with COVID-19 masking policy		X				
<b>ELEMENTS &amp; COMPETENCIES</b>						
ZSFG Strategic Plan						
<ul style="list-style-type: none"> <li>Describes ZSFG Strategic Plan and True North Metrics</li> </ul>	D	X				M
ICARE						
<ul style="list-style-type: none"> <li>Demonstrates application of ICARE techniques during interactions with patients and visitors using ICARE key behaviors</li> </ul>	D	X				M

**ZSFG Nonclinical Performance Appraisal FY 2020-2021**  
Name:

ELEMENTS & COMPETENCIES	Method	Met	Not Met	Dev Plan	Comments	Valuator Initials
<b>Departmental</b>						
<b>Required Elements</b>						
Locates emergency preparedness and disaster materials, including Emergency and Safety Response Resource Chart using EOC Policy 2: Safety Management Plan		X				m
Recall response procedures, evacuation procedures (including meeting location: corner of 23 <sup>rd</sup> street & San Bruno Ave.), and call back tree using EOC 2.04: Departmental Safety Responsibilities		X				
Locate duress buttons in work area(s) and articulates understanding using EOC 13.10: Duress Button Activation and Response		X				
Names the 8 allergens according to the food allergen labeling and consumer protection act of 2004.		+				
Demonstrates proper handwashing technique as defined in FNS policy F007; Employee Guidelines: Infection Control Practices		+				
Describes the process for reporting safety hazards and injuries as outlines in FNS policy F18; Food and Nutrition Services Department Safety.		+				
<b>Unit – Assess one Section</b>						
<b>Support (BHC, TR#1, Storeroom, Sanitation)</b>						
Performs or articulates the 3 bucket method for cleaning as detailed in FNS policy F13 "Required Cleaning and Sanitation Standard Operating Procedures"		+				
Adheres to FNS safe food handling processes and procedures according to FNS policy C18 "Food Handling Guidelines".		+				
Records food safety temperatures according to FNS policy C11 "Food Preparation and Production".		+				
Performs ZSFG's Employee Health & Safety "Lift Assist" process on a daily basis, in efforts to prevent workplace injuries.		+				
Adheres to FIFO and other storage procedures standards around food product rotation per FNS policy C6 "Food and Supply Storage Procedures".		+				↓

Cafeteria						
Performs or articulates the 3 bucket method for cleaning as detailed in FNS policy F13 "Required Cleaning and Sanitation Standard Operating Procedures", and completes daily cleaning list.		X				M
Holds potentially hazardous foods at temperatures above 135°F and below 40°F, except during necessary period of preparation and service, and not longer than four (4) hours (C18 "Food Handling Guidelines")		X				
Prepares / uses proper portioning tools, and portions accurate amounts of food / ingredients in accordance with FNS policy D26 "Portion Control".		X				
Performs ZSFG's Employee Health & Safety "Lift Assist" process on a daily basis, in efforts to prevent workplace injuries.		X				
Demonstrates accurate order entry at the register per FNS policy CAF101 "Cash Handling Performance Standards"		X				
Host						
Performs or articulates the 3 bucket method for cleaning as detailed in FNS policy F13 "Required Cleaning and Sanitation Standard Operating Procedures"		X				
Maintains assigned unit pantry sanitation and stocking levels in accordance with FNS pantry par levels, and FNS pantry standard work.	NA					
Articulates and adheres to ZSFG Administrative policy 19.04 "Stop the Line".						
Performs ZSFG's Employee Health & Safety "Lift Assist" process on a daily basis, in efforts to prevent workplace injuries.						
Delivers nourishment to patients utilizing positive patient identification in accordance with ZSFG Administrative policy 9.06 "Managing Patient Identification".						

**ZSFG Nonclinical Performance Appraisal FY 2020-2021**  
Name:

**Trayline / Production / Pantry**

Articulates and adheres to ZSFG Administrative policy 19.04 "Stop the Line".							
Performs or articulates the 3 bucket method for cleaning as detailed in FNS policy F13 "Required Cleaning and Sanitation Standard Operating Procedures"	N/A						A
Performs ZSFG's Employee Health & Safety "Lift Assist" process on a daily basis, in efforts to prevent workplace injuries.							↓
Stores / holds all tray-line patient cold food products under refrigeration per FNS policy D21 "Meal Assembly".							
Prepares / uses proper portioning tools, and portions accurate amounts of food / ingredients in accordance with FNS policy D26 "Portion Control".							

Initials	Name of Evaluator	Title
MC	MATTHEW COSENZA	Food Service Supervisor

M





**Service Employees International Union  
Local 1021**

**STANDARD GRIEVANCE FORM**

**STEP 1**

**Name of Grievant:** Class Action      **Employer:** CCSF - DPH

**Position Classification:** All Affected Classifications

**Work Location:** SFGH    **Shift:** All Applicable

**Event Date Causing Grievance:** continuous

**Date of Grievance:** 12/2/22

**Nature of Grievance:** SEIU 1021 is filing this grievance on behalf of all members who are misclassified as Category 16 workers. The MOU is clear that category 16 workers are supposed to work on a "seasonal", "sporadic", or "backfill" basis (pages 202-204 of the MOU).

The Union has learned that over the past 2 years, SFGH has been using category 16 workers in the same manner that they use permanent employees. We've learned of several members who are consistently working 40 hours a week, yet they are still considered "category 16". Those members have consistent schedules which again, is a violation of both the MOU and the Civil Service Commission rules.

Some of the members are in the following classifications: including but not limited to 2736, 2903, 2604.

SEIU 1021 can provide a list of names once we meet to resolve this grievance.

**Section of Contract claimed to have been violated:** This is in violation of the San Francisco Civil Service Commission rules as well as our MOU, including but not limited to the side letter regarding "As-Needed Bargaining Unit Members" (page 202 of the MOU).

**Remedy or Correction desired from Employer:** Make grievants whole by immediately placing them in permanent positions, without loss of seniority, pay and/or benefits.

**Steward / Organizer Assigned:** Daniel Becker

**By filling this grievance, the Union does not intend to waive, nor does it waive, any additional procedural or substantive rights or causes of action which an employee may have pursuant to any federal law, state law or other rule or regulation.**



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED  
MAYOR

*Sent via Email*

December 2, 2022

Chris Carrasco  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Subject: **Register No. 0236-22-4: Appealing the Rejection of their Application for Class 2604 Food Service Worker Cat 18.**

Dear Chris Carrasco:

This is in response to your appeal submitted to the Civil Service Commission on December 1, 2022, appealing the rejection of your application for Class 2604 Food Service Worker Cat. 18. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form.

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date by email to [civilservice@sfgov.org](mailto:civilservice@sfgov.org). Please be sure to redact your submission for any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

You may contact me by email [Sandra.Eng@sfgov.org](mailto:Sandra.Eng@sfgov.org) or by phone at (628) 652-1100 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at [www.sf.gov/CivilService](http://www.sf.gov/CivilService).

Sincerely,

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG  
Executive Officer



# San Francisco Department of Public Health

Grant Colfax, MD  
Director of Health

City and County of San Francisco  
London N. Breed  
Mayor

*Via eMail and Hand Delivery*

May 18, 2020

Mr. Chris J. Carrasco  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear Mr. Carrasco

**Subject: Final Offer of Employment**

I am pleased to extend to you a final offer of employment as a **Temporary Exempt (TEX)/ As-Needed 2604 Food Service Worker** with Zuckerberg San Francisco General Hospital and Trauma Center. The hourly compensation for this position is \$22.6500 (Step 1).

Your start date will be **May 19, 2020** at **Zuckerberg San Francisco General Hospital and Trauma Center –Food and Nutrition Services.**

You will be appointed as a **Temporary Exempt** employee in accordance with section **10.104-16** of the City Charter. As an **exempt appointee**, you acquire no guaranteed right or preference for permanent civil service employment. Your employment can be terminated at any time by the Appointing Officer.

Please note, medical and fingerprint clearances must be received within 30 days of your start work date, otherwise will be subject to termination. Incomplete documentation is subject to termination.

We welcome you to the Zuckerberg San Francisco General Hospital and Trauma Center and look forward to working with you!

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Johnson".

Karrie Johnson  
Departmental Personnel Officer

cc: Personnel File



## ZSFG NEW EMPLOYEE ORIENTATION

June 12, 2020

**Employee:** Chris Carrasco  
**Job Class & Title:** 2604 Food Service Worker  
**Start Work Date:** 5/30/2020  
**Division:** FNS

Dear Chris Carrasco,

Welcome to Zuckerberg San Francisco General Hospital & Trauma Center (ZSFG) part of the San Francisco Health Network (SFHN).

ZSFG has transitioned to online New Employee Orientation (NEO) to align with social distancing recommendation to reduce the spread of the COVID-19. Transitioning to an online model is in alignment with the recommendation that includes, minimizing or proposing large in-person meetings, conferences and trainings.

**NEO is an established policy and all newly hired employees assigned to work at DPH or employees separated from the organization for more than 12 months are required to attend the orientation.** Below, please review instructions for completing the online NEO.

All new hires are required to complete the online orientation at home:

**Start your online orientation: Monday, June 15<sup>th</sup>, 2020, after 12:00 Noon\***

**Complete your online orientation by: Wednesday, June 17<sup>th</sup>, 2020, 11:00 PM**

\* You will not have access to your online orientation before 12:00 Noon on Monday, 6/15/2020, 2020. Please do not attempt to login before 12:00 Noon on Monday, 6/15/2020. Do not call the Help Desk before 12:00 Noon on Monday, 6/15/2020

\* Instructions to access the online NEO can be found on page 3.

### Next steps:

- Contact your Hiring Manager. Your manager will provide next steps in the onboarding process & when to report to work. **Supervisor: Joey Reinares, Phone: (415) 206-6286, Email: [Jose.Reinares@sfdph.org](mailto:Jose.Reinares@sfdph.org)**
- If appropriate, attend in person Epic training. Your Epic training schedule will be sent to you by 5pm, Friday, **6/12/2020**, if not included in this packet.

If you have questions, please contact:

**Orientation Modules:** [zsfg.elm@sfdph.org](mailto:zsfg.elm@sfdph.org)

**Epic Training:** [epic.training@sfdph.org](mailto:epic.training@sfdph.org)

Zuckerberg San Francisco General Hospital & Trauma Center  
Human Resources  
San Francisco Department of Public Health  
2789 25<sup>th</sup> Street Room 339-- San Francisco, CA 94110

## Food and Nutrition Services Job Routine Competency Checklist

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

JOB ROUTINE NAME:	POTSH2		Supervisor Verify		Notes
	Employee Initials	Trainer Initials	YES	NO	
Demonstrates knowledge of set up and use of 3-Compartment sink (as a soak sink & Pot washing station)					
Wetnesting: knowledge of the danger of wetnesting, properly uses drying racks per SOP for prevention.					
Knowledge of cooking line equipment cleaning procedures, and general area cleaning procedures: walk-in coolers/freezers, production areas, all floor drains.					
Proper use of refuse bins; proper use of toter lifter and refuse compactors					
Properly disposes compost, recycling, and landfill refuse in correct bins, and compactors.					
Breaks down dish machine every four hours, or each meal period.					
Demonstrates knowledge and ability to delime dish machine, and frequency of deliming per equipment SOP.					
Special equipment: returns special equipment (e.g. catering equipment) to designated storage areas, does not let pile up in dish room.					
Storage: properly stores smallwares, pots and pans in correct location; DOES NOT store on drying racks.					
Lunch Break / Rest Breaks (See Chart): knows when their break-times are.					
Clean Up Time: 15 minutes prior to scheduled off-time, must sign out no earlier. Must sign-in/out at assigned location.					
Documentation: demonstrates ability to document dish room temperatures, and sanitizer concentration levels. Knowledge of corrective action for non-compliance in these areas.					
Dish room Activities: Load, catch, Scrape, Wash: demonstrates ability to complete these tasks without cross contamination, i.e. washes hands when moving to catch.					
Dishroom equipment: Dish machine set-up/breakdown, Chemical Portioner, knowledge of compliant temperature ranges, NOT to use when these temps are out of range, and cleaning Utensil storage and maintenance.					
Cleaning Checklist: Successful completeion of all items on checklist. Knows location of checklists.					
ICARE Scripting: Demonstrates knowledge of ICARE framework, and customer service.					
Trainee Name / Signature: _____			Validation Methods: _____		Date: _____
Supervisor Name / Signature: _____			AD= Return Demonstration		Date: _____

VD=Verbal Demonstration

DO=Direct Observation

# Food and Nutrition Services Job Routine Competency Checklist

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

JOB ROUTINE NAME:	POTS#1		Supervisor Verify		Notes
	Employee Initials	Trainer Initials	YES	NO	
Demonstrates knowledge of set up and use of 3-Compartment sink (as a soak sink & Pot washing station)					
Wetnesting: knowledge of the danger of wetnesting, properly uses drying racks per SOP for prevention.					
Proper use of refuse bins; proper use of toter lifter and refuse compactors					
Properly disposes compost, recycling, and landfill refuse in correct bins, and compactors.					
Breaks down dish machine every four hours, or each meal period.					
Demonstrates knowledge and ability to delime dish machine, and frequency of deliming per equipment SOP.					
Special equipment: returns special equipment (e.g. catering equipment) to designated storage areas, does not let pile up in dish room.					
Storage: properly stores smallwares, pots and pans in correct location; DOES NOT store on drying racks.					
Lunch Break / Rest Breaks (See Chart): knows when their break-times are.					
Clean Up Time: 15 minutes prior to scheduled off-time, must sign out no earlier. Must sign-in/out at assigned location.					
Documentation: demonstrates ability to document dish room temperatures, and sanitizer concentration levels. Knowledge of corrective action for non-compliance in these areas.					
Dish room Activities: Load, catch, Scrape, Wash: demonstrates ability to complete these tasks without cross contamination, i.e. washes hands when moving to catch.					
Dishroom equipment: Dish machine set-up/breakdown, Chemical Portioner, knowledge of compliant temperature ranges, NOT to use when these temps are out of range, and cleaning Utensil storage and maintenance.					
Cleaning Checklist: Successful completion of all items on checklist. Knows location of checklists.					
ICARE Scripting: Demonstrates knowledge of ICARE framework, and customer service.					
<b>Trainee Name / Signature:</b>					<b>Date:</b>
<b>Supervisor Name / Signature:</b>					<b>Date:</b>

Validation Methods:  
**RD= Return Demonstration**  
**DO=Direct Observation**  
**VD Verbal Demonstration**