



<p>Team Name: Nutrition and Food Services</p> <p>Team Lead: Regional Manager Nutrition and Food Services</p> <p>Approved by: Regional Lead – Corporate Services & Chief Financial Officer</p>	<p>Reference Number: ORG.1912.PL.006</p> <p>Program Area: Support Services</p> <p>Policy Section: Nutrition and Food Services</p>
<p>Issue Date: June 21, 2018</p> <p>Review Date:</p> <p>Revision Date: March 8, 2021</p>	<p>Subject: Catering Services and Prices</p>

Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.

POLICY SUBJECT:

Catering Services and Prices

PURPOSE:

To have a consistent regional process for catering

BOARD POLICY REFERENCE:

Executive Limitation (EL-3) Treatment of Staff

POLICY:

Catering services are provided upon request at all health care facilities in Southern Health-Santé Sud. The Nutrition and Food Services (NFS) department will attempt to accommodate all requests, however may need to limit the number of catering services per day due to availability of staff and/or space.

PROCEDURE:

Catering Requests

- Two forms are available to use depending on the scope of service available at the site. Small facilities are limited in their ability to provide a full scope of catering services, i.e., Cafeteria Walk-Through Services is generally not available. Discuss catering needs with the NFS Manager or designate in advance.
- **For catering services:**
 - Complete the Catering Requisition (ORG.1912.PL.006.FORM.01) as instructed in the section: COMPLETING THE CATERING REQUISITION FORM.

- **For Cafeteria Walk-Through Services:**
 - Complete the Cafeteria Walk-Through Service – Meeting Participant List (ORG.1912.PL.006.FORM.02).
 - Discuss the best time for the walk through with NFS Manager/designate or site administrative assistant.
 - Inform participants that they will be required to identify themselves to the cafeteria cashier to have their purchases recorded on the form.
- Submit the Catering Requisition and/or Cafeteria Walk Through Services – Meeting Participant List to the NFS Manager or designate at the facility catering the event.
- The NFS Manager or designate reviews the form and processes the request.

Advance Notification

- Advanced notification is required for all catering requests to ensure the catering services will be provided.

Meal Service

- Up to 50 attendees 7 days advance notice
- 51-100 attendees 14 days advance notice
- 101 or more attendees 30 days advance notice

Beverage Service Only

- All attendees 3 days advanced notice

Special Diet Considerations

- Discuss special diet requests, allergies, etc., with the NFS Manager or designate to determine if these needs can be met by the site.

Payment Procedure

- Prices will be charged according to the Catering Price List (ORG.1912.PL.006.SD.01).
- Payment of catering service can be made as follows:
 - Charge through Finance Department as an Inter-departmental transfer
 - Indicate both the Program name and the General Ledger (GL) Code to which the catering service is to be charged.
 - Direct Billing
 - Include the name of the individual or organization, address, phone number and contact person in the space provided on the Catering Requisition Form.
 - Once catering has occurred, the NFS Manager/designate submits the requisition to the business office for the payee to be invoiced.
 - Cash Payment
 - Payment for the catering is done prior to the service
- NOTE: It is the responsibility of the person requesting the Catering Requisition to ensure all information included GL code is accurate.

Cancellation

- 24 hours notice is required for cancellation or reduction in numbers of catering. With insufficient notice and where significant meal preparations have been completed, the group ordering the catering will be charged the full amount.
- A reduction or increase in the number of attendees may be accommodated if NFS is notified as follows:
 - 2 hours in advance for beverage and coffee break service

- 24 hours in advance for meal service

Hours of Service

- Hours of service are as per the facility where the meal service takes place, these are confirmed with NFS Manager or designate.

Completing the Catering Requisition Form

- NFS prefers electronic copies be submitted.
- Complete all sections as appropriate.
- Option 1 is only available for external user groups.
- Select all the items for your catering needs.
- *After you have selected all the options you wish to order, click on the box “if electronically filling this form, check this box”

The screenshot shows a form section with a red arrow pointing to a checkbox. The text next to the checkbox is "If electronically filling this form, check this box and click the button". To the right of the checkbox is a button labeled "Click here". Below the checkbox is a yellow box containing the text "If electronically filling this form, check this box and click the button". Below the yellow box are two input fields: "Contact Person" and "Date". Below the "Date" field is the text "Submit completed form to Nutrition and Food Service".

- *Then push the “click here” button. The information you didn’t select will disappear. The items you did select will be visible (this is to create more white space and to make the form easier to read).
- If you need to go back to select more options, uncheck the box and click on “click here” again and all options will return.
- Email to the NFS Manager or designate. Only print if necessary and provide the printed form to the NFS Manager or designate.
- If you require a copy of the form, save them form. The information will reappear when you save it.
- The NFS Manager and designate will need to repeat steps identified with a * before printing.

SUPPORTING DOCUMENTS:

- [ORG.1912.PL.006.FORM.01](#) - Catering Requisition
- [ORG.1912.PL.006.FORM.02](#) - Cafeteria Walk-Through Service – Meeting Participant List
- [ORG.1912.PL.006.SD.01](#) - Catering Price List