



New Employee Information

Nutrition and Food Services (NFS)

Welcome & Introduction

Welcome to Nutrition and Food Services!

It is our pleasure to introduce you to the Southern Health – Santé Sud, Nutrition and Food Services department.

We hope you find your new job exciting and enriching!

Southern Health – Santé Sud
Nutrition and Food Services

Job Training Day

You are encouraged to ask questions as needed. It is expected that you will be able to perform all duties listed on your position description and work routine. You may also be expected to perform additional duties at times, as per the position description. Shift times, work routines and duties are reviewed during orientation within the department.

Personal Grooming and Apparel

Instructions specific to Nutrition and Food Services (NFS) department are:

- Wear clean scrubs.
- Change aprons when moving from raw to ready-to-eat food preparation or anytime they get soiled or wet.
- Wear clean, closed toe and heel, low heeled and slip resistant shoes (no Crocs).
- Wear a hairnet and (for males with facial hair) a beard net.
- Do not wear any nail polish, false nails, or artificial eye lashes.
- Wear minimal jewellery, such as: small stud-style earrings, simple wedding bands, etc. Do not wear large dangling earrings, necklaces, rings, wrist watches, bracelets or facial jewelry, unless permitted by NFS Lead.

Use of Supplies

Instructions specific to NFS department are:

- When taking a product from the storage area (storeroom, fridge, etc.), make sure that there is no open container of that product before opening a new one.
- If any item needs to be ordered, include that in the grocery list right away while taking the last one from the storage area.

Cleaning Schedules

Maintaining a clean and sanitary work space is paramount for the safety of NFS department and the people we serve. Monthly and weekly cleaning schedules are posted in the department. The NFS department is subject to random inspection by the Manitoba Public Health Inspector and the goal is to always meet the high standards in accordance with established regulation.

Responsibilities

Employee Responsibilities

NFS employees play an important role in providing excellent customer service, client-centered care, preparing and serving attractive and nutritious food to clients. Responsibilities of NFS employees are outlined in the position descriptions. Additional information for NFS employees:

- Provide high quality customer service based on client-centered care.
- Adhere to scheduled hours of work including scheduled, picked up and traded shifts – make sure to regularly check posted schedules. **Note:** Shift trade should be submitted through appropriate forms and approved by NFS Lead/ Site Coordinator/ Supervisor.
- Follow the cleaning schedule for assigned tasks and initial once completed.
- Take temperature of the food and equipment as required.
- Ask for direction when needed.

Cost Control

Reduce waste, recycle and re-use where possible in order to manage departmental costs, for example:

- Follow standardized recipes.
- Use tools of the proper size: Check Regional Portion Guidelines for correct utensils or serving equipment to use.
- Use resources and equipment carefully.

Safety

Health and Safety

There are various Health and Safety issues which are discussed in detail during Regional Orientation and Facility Orientation. Additionally, the information below is NFS department specific:

- **Fire Control** – Become familiar with the locations and use of the fire suppression system in order to extinguish, control and prevent fire from spreading.

- **Staff Safety/Safety Hazards** – Some of the facilities have a Panic Button within the kitchen. Know the location of the panic button in order to seek help during unexpected events.
- **Eyewash Stations** – Know the location and the use of the eyewash station. In the event of an emergency, immediately flush eyes with water (continuously and call for HELP). Supervisor/co-worker will access or reference the Safety Data Sheet (SDS) to identify the chemical involved and First Aid measures required. Follow-up by completing a Safety Event Report and notifying the NFS Lead/ Site Coordinator/Supervisor.
- **Staff Accidents In & Out of the Work Place**
Seek medical attention in case of an injury if needed and report immediately. If the NFS Lead/Coordinator/Supervisor is not available, report to the Cook/ designate/ Charge Nurse. Additional information:
 - Near Miss/ Occurrence/ Critical Incident/ Critical Occurrence Reporting: [Safety Event Report](#)
 - Employee responsibilities and procedures regarding absence from and return to work: [Employee Responsibility Documents](#)

Personal Property

Take following measures to protect personal property:

- Do not bring valuables to work, if possible. Locked lockers cannot always guarantee safety of valuables.
- Do not bring large amounts of cash to the workplace and secure lunch money or card.
- Keep purse and other valuables in the site-specific designated secure place (lockers, where available).
- Secure vehicles by removing keys and locking doors. Do not share entry codes.

Departmental/Facility Property

- Be respectful to Southern Health – Santé Sud facility property (walls, floors, furniture, equipment, etc.) and avoid actions that can cause property damage.
- Handle kitchen and serving equipment with care and caution to prevent or minimize damage and wear.
- Bring food from home or purchase from the facility, while following the same portion or prices (regional price list) in place for all employees.
- In accordance with Safety and Sanitation regulations, do not consume leftovers and outdated food on site or take those home.

Infection Prevention and Control

Infection Control

Clean hands, foods and equipment minimize the spread of germs or bacteria toward the prevention of food-borne illnesses:

- Good handwashing is one of the most important way of preventing spread of infection.

Wash hands before:

- Starting work
- Handling food
- Setting the table or a tray

Wash hands after:

- Returning from a break (even if hands were just washed in the restroom)
 - Handling raw food
 - Sneezing, blowing nose or touching hair or face
 - Removing gloves
 - Using the kitchen phone or touching cell phone
 - Having hands soiled at any time
- Keep work area tidy and neat in appearance, with continual wiping and sanitation of work counters. Sweep up food scraps or debris immediately, for wet spills mop up and mark with a wet floor sign to avoid slips and falls.
 - Wear clean, fresh aprons and change them several times throughout the day as they become soiled.
 - Hair nets and/or beard nets are required to keep hair from falling into food and onto work surfaces.
 - If feeling ill, report to NFS Lead/Site Coordinator/Supervisor to determine whether you should be working or not.
 - Clean open wounds or cuts and wear gloves over bandaged cuts or wounds.
 - Develop good habits of cleanliness to protect own health, the health of co-workers and the clients we serve:
 - Wash hands before preparing and serving food.
 - Do not lick fingers or thumbs.
 - Touch cutlery using handles only, with no contact to the clean areas, the tines of forks, the blades of knives and the bowl of spoons.
 - Handle bowls, glassware and cups properly without touching the rims.
 - Use serving utensils (tongs, scoops, etc.) and plastic gloves when handling foods.
 - Do not cough or sneeze into the food during preparation or serving. Follow cough or sneeze etiquette at all time and wear a mask when necessary.
 - Wash all fresh produce before cutting or serving to avoid cross contamination.

- Refrigerate all potentially hazardous food, such as: eggs, dairy, meats, custards, pudding, salads, etc. until served.

Sanitation

What is Meant by Sanitation?

Sanitation refers to keeping things clean which includes -

- Keeping oneself (employee who is performing the job) clean
- Keeping the work area clean
- Keeping the food clean
- Keeping the equipment clean – clean equipment immediately after use as it will take less time and is easier if cleaned right away
- Keeping the kitchen and dining area clean

Why is Sanitation Important?

Sanitation is important because germs or bacteria are all around us and on our bodies:

- On our hair
- On our hands
- On our face
- On our cloths

Good hygiene is extremely important to avoid contamination of food and work surfaces. Germs or bacteria are living microorganisms, that are so small they cannot be seen by the human eye. Bacteria may cause food-borne illnesses (food poisoning) with/without foul smells or visible food spoilage. Without proper controls bacteria will multiply extremely quickly, i.e., in three hours, there can be over 500 bacteria from just one bacterium. Bacteria must be kept away from food to prevent spoilage and food poisoning. Refer to the Food Handlers Training Workbook for detailed information.

“Taste” Protocol

Cooks will routinely taste foods using an established method. Any NFS employees can be asked to participate and will be instructed on the proper method used at the facility.

For example, the two-spoon method used to avoid cross contamination:

1. Use one spoon to take the food sample
2. Dropped the food from first spoon to a second spoon without any contact
3. Taste the food sample from the second spoon

Do not consume food in the kitchen or other dietary preparation or service areas, except when asked to taste foods. There should be no hand to mouth contact while on duty, other than at breaks.

Communication

Team Communication

Establish ongoing communication between co-workers and NFS Lead/Site Coordinator/Supervisor. Stay up to date on workplace issues and ongoing developments, such as:

- Regular departmental meeting minutes or huddles
- Policy and Procedure updates
- Workplace Health and Safety minutes

Maintain Courtesy

Courtesy is key to people relations, team work and customer service. Here are some tips to remember when working as a team with other employees and also while working with clients:

- Respect the rights of others.
- Teamwork is the key to ensuring that the work is done in an efficient manner. In the essence of teamwork, after completing your own tasks, help out where needed, assisting others, or do extra cleaning, but do not stand idle while others are working.
- Praise, meant sincerely is important for cooperating and getting along with co-workers.
- Poor manners, rudeness and abruptness in speaking can create misunderstandings. Most people are not aware when they are being rude, or when they have said something hurtful. It is encouraged to choose words wisely and to be thoughtful of others in speech and action.
- Answer or return the call to accept or decline the shift, when called to work a shift. Do not ignore the call, even if not available. This will minimize the time spent trying to contact the same employee again for the vacant shift.

Courtesy is contagious. The more it will be practiced, the more others will follow.

Administration

Employee Information

- Change of Status: Notify the organization of any change of address, name, marital status, number of dependents, telephone number and any other information relevant to the employee benefits.
- Other Employment: If working for another employer, notify management of the additional commitment considering the possibility of conflicts.

Risk Management

Safety and Security

Participate in the ongoing departmental safety and security measures, such as:

- Cash handling and security (if applicable)
- Night lock up procedures/ closing checklist/ key control process
- Secured inventory and resources/ anti-theft methods
- Personal locker security
- Employee access card to facility