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## Food Services Staff Professionalism / Supervision

Issued By: Executive Director

Effective Date: May 1st, 2011

 Updated:

All Food Services Staff and Volunteers are expected to conduct themselves in a professional and courteous manner at all times. The Food Services Manager (FSM) is responsible for the overall supervision of kitchen and Food Services Staff. In the absence of the FSM, the on-duty Cook is responsible for general over sight of the Food Services operation.

The Food Services department is broken down into specific work areas. Each work area will have an assigned list of specific duties posted in that particular work area – including their frequency of performance. The Food Services Manager will inspect work areas routinely to ensure duties are completed and that quality and sanitation are maintained. The assigned duties will be reviewed from time-to-time and be adjusted as may be necessary.

All applicable Belkin House and TSA Policy and Procedures (see policy manual sections 2,3,4 and 8), Code of Conduct and Ethics, and all Provincial Health, Safety and Food Safe related policies apply to Food Services Staff and Volunteers.

* + - * Food Services Staff and Volunteers may be provided with a Belkin House jacket or apron with The Salvation Army logo/Belkin House name. Volunteers are asked to comply with Departmental policy regarding the wearing of these items and to restrict the wearing of these items to the workplace, or while on official Salvation Army business within the community. Any clothing item supplied by Belkin House will be returned at the end of the Volunteer’s shift.
			* When volunteering in the kitchen, the Volunteer is required to advise the FSM if a shift change is required or if unable to work the scheduled shift. Please give as much notice as possible as this will give the Manager a chance to schedule in a replacement.
			* Smoking is only permitted in the designated smoking areas during official breaks. Smoking breaks are not to be any longer than fifteen minutes. Volunteers must check with Staff before taking a break. Remove chef jacket and/or aprons before taking a smoking break. Remember to wash hands at all times before returning back to regular duty.
			* Food Services staff have the right to their issues being addressed in a fair and unbiased manner. Should you experience conflict with another Volunteer, Staff member or a Client/Resident, please speak to the Food Services Manager to find a mutual resolution.
			* Food Services staff acknowledge that one of their responsibilities, primary or otherwise, is to promote the well being of Residents, recognizing that
			* Residents have a right and an obligation to take responsibility for their personal actions and choices.
			* Belkin House is a people-focused & people-oriented residential facility. All Food Services staff are encouraged to engage Residents and Clients in a courteous and helpful manner within the context of their area of service.
			* Food Services staff will report as soon as it is reasonably possible, suspected or observed abuse of a child or adult, criminal activity, substance abuse or any threat of harm to Staff, Volunteers, Residents or others. Food services staff will report suspected or observed abuse of Belkin House property to the FSM.
			* To demonstrate compassion in the administration of policies and procedures and to support, where and when possible, the efforts of all residents and co-workers, interactions with all peoples must be respectful, honest, and caring. Employees are expected to take appropriate corrective action and report conditions which may negatively impact the facility’s fundamental values or physical assets.
			* If a volunteer arrives and is not on the volunteer schedule, the Cook on duty has the right to accept or refuse the volunteer from working. A letter from the desk of the FSM will be provided to the volunteer by the cook to explain the decision.
			* The cooks have the right to seek advice from the FSM for any concerns related to another staff, volunteer, client, or resident. If it concerns a volunteer, the FSM will make the necessary shift changes to the volunteer schedule