



  
**HOSPITALITY SERVICES**  
AT WESTERN

# EMPLOYEE HANDBOOK

2020 – 2021





## Welcome to the Team!

Congratulations and welcome. We are pleased to have you join our award-winning Hospitality Services department. We know you have lots of choices for where to work in the Hospitality industry, and we're glad you chose Western. You're now part of a team who cares deeply about taking care of our guests, and contribute to a supportive campus community made up of faculty, staff, researchers, alumni, and our 35,000 students.

We consist of five distinct teams – Campus Eateries, Residence Dining, Great Hall Catering, Conference Services, and Vending Services, and provide contract management to the Ivey School of Business. While each area serves a specific clientele, we are all part of the same team and work collectively towards shared outcomes.

Feeding over 25,000 people on campus daily, Hospitality Services staff are key to delivering Canada's "Best Student Experience". We all deliver exceptional customer service everyday in different ways; learning our guest's names, remembering their regular orders, striking up friendly conversations, asking how a student did on their midterm – our Alumni often return to campus and seek out Hospitality employees who made a difference in their experience at Western.

I encourage you to spend some time looking through the Employee Handbook carefully and return the signed acknowledgement form to your Supervisor within two weeks of receiving this publication.

Again, I am extremely pleased to welcome you to Hospitality Services and look forward to working with you.

Sincerely,

Chris Alleyne  
*Associate Vice-President*  
*Housing & Ancillary Services*

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# DIRECTORY

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Campus Meal Plan Office	(519) 661-3957 x83957	campus.meal.plan@uwo.ca
Conference Services	(519) 661-3545 x83545	conference.services@uwo.ca
Great Hall Catering	(519) 661-3048 x83048	great.hall.catering@uwo.ca
Residence Dining - Information	(519) 850-2940 x82940	rezdining@uwo.ca
Saugeen-Maitland Scheduling	(519) 661-2111 x86294	
Campus Eateries Scheduling	(519) 661-2111 x85624	

## ADMINISTRATION

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Lisa E Johnson, Scheduling Co-ordinator		ljohnson@housing.uwo.ca
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## CAMPUS EATERIES – ADMINISTRATION

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Dave McIntosh, Manager, Vending & Production Centre	(519) 661-2111 x85036	dmcintos@housing.uwo.ca

## CONFERENCE SERVICES

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Brady Parr, Conference Manager	(519) 661-2111 x86569	bparr@housing.uwo.ca
Mike Zaigh, Assistant Manager	(519) 661-2111 x85772	mzaigh2@uwo.ca
Patty Scheerer, Sr. Operations Assistant	(519) 661-2111 x85975	patty@housing.uwo.ca

## FINANCE AND ACCOUNTING

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Angela Harford, Accounting Assistant	(519) 661-3382 x83382	aharford@housing.uwo.ca

## GREAT HALL CATERING

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Catrona Graham, Catering Manager	(519) 661-3050 x83050	cgraham@housing.uwo.ca
Michelle Keeri-Szanto, Office Administrator	(519) 661-2111 x85628	mkkszanto@housing.uwo.ca
Will Harris, Operations Assistant	(519) 661-3048 x83048	wharris@housing.uwo.ca
Great Hall Kitchen	(519) 661-2129 x82129	great.hall.catering@uwo.ca
Great Hall Receiving	(519) 661-2111 x85612	

## MARKETING AND COMMUNICATIONS

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## RESIDENCE DINING - ADMINISTRATION

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Lisa Bailey-Moore, Unit Manager, Delaware Hall	(519) 661-3289 x83289	lbaileym@housing.uwo.ca

# DIRECTORY

Brian Fliss, Unit Manager, Saugeen-Maitland Hall	(519) 661-2111 x86293	bfliss@housing.uwo.ca
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Tina Smith, Unit Manager, Essex Hall	(519) 661-2111 x80551	tsmith@housing.uwo.ca
Niki Vermeulen, Unit Manager, Ontario Hall	(519) 661-2111 x85535	nverneul@housing.uwo.ca

## EATERIES, DINING HALLS & OPERATIONS

### Campus Eateries

Allyn & Betty Taylor Library / Einstein's	(519) 661-2111 x81325 / x81305
Arthur & Sonia Labatt Health Sciences Centre / Tim Horton's	(519) 661-2111 x87712
D.B. Weldon Library / Argo Tea Café	(519) 661-2111 x85659 / x84430
Engineering / DaVinci's	(519) 661-2111 x88702 / x86038
Ivey Business School / Eatery	(519) 661-2111 x85893
Ivey Business School / Starbucks	(519) 661-2111 x85121
Law School / Chambers	(519) 661-2111 x88674
Medway Tim Hortons Production Centre/Kitchen	(519) 661-2111 x87752
Natural Sciences / Nucleus	(519) 661-2111 x86728
Natural Sciences / Tim Hortons	(519) 661-2111 x85697
North Campus / Riverside Café	(519) 661-2111 x81411 / x84822
Somerville House / Lucy's	(519) 661-2111 x85341 / x84830
Social Science / Encounters	(519) 661-2111 x85621
Talbot College / Encore Café	(519) 661-2111 x85610
T.D. Stadium (Concessions)	(519) 661-2111 x86149
UCC / Centre Spot - Office	(519) 661-2111 x87829 or x84350
UCC / Centre Spot -Kitchen	(519) 661-2111 x85625
UCC / Centre Spot - Tim Hortons	(519) 661-2111 x85627
UCC / Tim Hortons Express	(519) 661-2111 x87957
UCC / Booster Juice	(519) 661-2111 x89237
UCC / Starbucks	(519) 661-2111 x86281
UCC / Subway	(519) 661-2111 x87751
UCC / Bento Sushi	(519) 661-2111 x81326
UCC / Receiving	(519) 661-2111 x85620
Western Student Recreation Centre	(519) 661-2111 x88111

## RESIDENCE DINING HALLS

Delaware Hall Kitchen	(519) 661-2111 x85630
Delaware Hall Office	(519) 661-3828 x83828
Elgin Hall Kitchen	(519) 661-2111 x84794
Elgin Hall Office	(519) 661-2111 x81466
Essex Hall Kitchen	(519) 661-4251 x84251
Essex Hall Office	(519) 661-2111 x84250
Ontario Hall Kitchen	(519) 661-2111 x88712
Ontario Hall Office	(519) 661-2111 x85190 & x85217
Perth Hall Kitchen	(519) 661-2111 x88655
Perth Hall Office	(519) 661-2111 x88264
Saugeen-Maitland Kitchen	(519) 661-3782 x83782
Sydenham Hall Kitchen	(519) 661-3856 x83856
Sydenham Hall Office	(519) 661-2111 x82734

## CUPE LOCAL 2692 OFFICE

(519) 661-3052 x83052

# WORKING TOGETHER FOR A SAFER CAMPUS COMMUNITY

Western is committed to a safe campus for all those who work and study here. As we gradually transition back to campus, you will receive information from your supervisor on when you will be required to return to work on site.

**Before returning to work on campus, employees must:** \_\_\_\_\_



- View the eight-minute [COVID-19 training module video](#) on OWL.



- Complete the ['Return to Campus' questionnaire](#) (accessed via My Human Resources) before each work shift/visit to campus.



- Stay home if you are feeling unwell. Complete the [Absence Notification Tool](#) and notify your supervisor.

**Once on campus:** \_\_\_\_\_



- Practice [physical distancing](#). When possible, stay two metres apart.



- Wear a non-medical mask/face covering. This is required when in the presence of others and in common and shared spaces on campus. Western is supplying all employees with three washable masks.



- [Wash hands](#) thoroughly and often and avoid touching your face.



- Disinfect your desk, work area, computer equipment and tools frequently.

## **Health & safety measures:**

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As always, the health and safety of our campus community remains Western's top priority.

As you return to campus, you will notice many changes such as how you move through buildings, how you enter/exit meeting rooms and classrooms, where you can sit, floor markings, signage, sparse furniture, and reduced occupancy limits.

In preparation for your return, buildings have been deep cleaned by Facilities Management and there is ongoing, daily enhanced cleaning of common touchpoints such as door handles and elevator buttons.

Building ventilation and humidity has been optimized and hand sanitizer and disinfectant wipes have been provided to units. Please contact the designated requisitioner for your faculty or unit to order additional pandemic supplies such as disinfectant wipes, hand sanitizer, gloves and masks.



Western requires the use of [non-medical masks/face coverings](#) in the presence of others and in common and shared spaces on campus. Employees will be supplied with three when returning to campus.

## **Resources and Contacts:**

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- Health-related inquiries: Contact your family doctor, Telehealth Ontario at 1-866-797-0000, or [Workplace Health at Western](mailto:Workplace Health at Western) at 519-661-2047
- Safety-related inquiries: [cstutt@uwo.ca](mailto:cstutt@uwo.ca) or 519-661-2111 (x81135)
- General inquiries: Human Resources at [hrhelp@uwo.ca](mailto:hrhelp@uwo.ca)
- [Faculty & Staff Resources](#) including [FAQs](#)
- [Research Recovery Plan](#)

# Mission, Vision and Values

**Mission:** Nourishing Western's community through fresh quality food, excellent service and memorable experiences

**Vision:** To be known for our commitment and passion for creating the best dining experience for Western's community.

**Values:** Our values serve as a recipe for success and a guide for our actions and behavior.

We will continuously provide exceptional friendly and efficient service.

We will offer quality products and diverse menu items.

We feel empowered to create unique memorable and personal experiences for our guests.

We understand our role in achieving financial success through open communication and effective solutions.

We ensure a respectful workplace for all Hospitality Service staff, thereby fostering a positive work environment.

We continuously seek opportunities to innovate and improve our guest's experiences.

We own and immediately resolve guest's experiences.

We create a work environment of teamwork to ensure that the needs of our guests and each other are met.

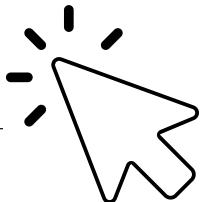
We are proud of our professional appearance, language and behavior.

We are responsible for uncompromising levels of cleanliness and creating a safe and accident free environment for customers and staff.

We are committed to providing sustainable environmental practices whenever possible.

## Did you know...

*We're on the web! If you have access to the Internet, please take a moment and visit our site at **hospitalityservices.uwo.ca**. If you have any comments or suggestions please feel free to email them to [hospitalityservices@uwo.ca](mailto:hospitalityservices@uwo.ca). Your input is always greatly appreciated.*

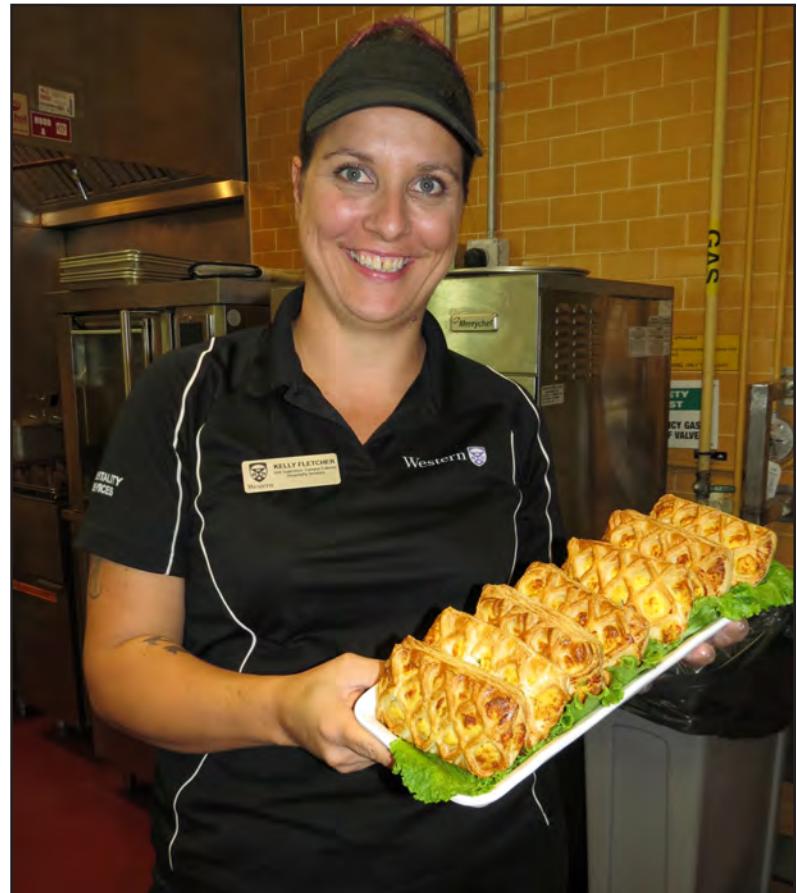


## HOSPITALITY SERVICES



# A bit about Hospitality Services

**O**ur Hospitality Services Operations are comprised of five distinct divisions: Campus Eateries, Residence Dining, Vending Services, Great Hall Catering and Conference Services. Hospitality Services continues to implement the following 10 very simple but important rules for building a successful business:



1. **WORK HARD**—Tackle the toughest assignment first.
2. **STUDY HARD**—The more you know the more effective you are.
3. **HAVE INITIATIVE**—Make things happen. Don't wait for someone else to make decisions.
4. **LOVE YOUR WORK**—Take satisfaction in what you do.
5. **HAVE COURAGE**—Make tough decisions.
6. **TAKE CARE**—Of yourself, of others, of your work environment.
7. **BE FRIENDLY**—Friendly people become successful leaders.
8. **CULTIVATE PERSONALITY**—Use people's strengths versus weakness.
9. **WEAR A SMILE**—It breaks the ice and sets the tone.
10. **DO YOUR BEST**—And the best will come to you.

A customer is the most important visitor on the premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is our purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.

– Mahatma Gandhi

# THE MEAL PLAN

At Western, we are pleased to offer our customers a convenient and flexible meal plan. Our meal plan program utilizes the Western ONECard (Western's student/staff card) and is based on a declining balance system. The cash register reads the card and checks the existing balance. Purchases are then deducted from the account on an 'a-la-carte' basis and the new balance is electronically displayed at the register.

Residence & Campus Meal Plans are accepted in all Hospitality Services operations in all residences and on the main campus as well as some vending machines across campus. Meal plan accounts may also be used in any Residence, for special occasion catering, to order home delivery or to dine at local off-campus establishments. Please check with your Supervisor for a current list of off-campus Meal Plan Partners or visit us online at [mealplan.uwo.ca](http://mealplan.uwo.ca). Faculty, staff and students can also top-up their balances online or at the Meal Plan Office in Room 150, Lambton Hall.

Meal plans are non-transferable! **Only the person whose picture is on the card is entitled to use the account to purchase food items.** Please ensure that each card is checked appropriately. Cashiers must ask to see the student card photo before it is swiped (whether by student or staff). The unauthorized use of someone else's Western ONECard constitutes theft. If theft is suspected, please call for a Supervisor immediately.

#### *Please Note:*

Residence food prices reflect that administrative and capital costs have been removed. This means that the price charged includes the cost of the product(s), factoring in seasonal price, marketing board fluctuations and freight costs, and takes waste, theft, spillage and condiments into account.

If a student has lost his/her card, a "Temporary Pass" can be issued by a Residence Supervisor, or at the Campus Meal Plan Office (Lambton Hall). Once a temporary card has expired, the customer must pay cash for all purchases. It is therefore important for the customer to purchase a new card as soon as possible. Replacement cards can be obtained from the Student Central in Room 1120, Western Student Services Building at a cost of \$32.

## HOSPITALITY SERVICES GIFT CARDS

Visitors to campus or anyone not having a Western ONECard, can purchase a Hospitality Services Gift Card, for any value, through the Campus Meal Plan Office (cash, debit, Visa or MasterCard) or at any Campus operation (cash, debit/credit). Gift cards cannot be purchased using existing Meal Plans. The HS Gift Card can be used in any of our Hospitality Services eateries or residence dining halls. These gift cards are also a great gift idea for special occasions such as birthdays or Christmas.

Starbucks Gift Cards are accepted in our two Starbucks locations. TimCards are accepted in two locations only—UCC Tim Hortons (main floor) and the UCC Tim Hortons Express. Booster Juice Gift Cards are accepted at our two Booster Juice locations (UCC & WSRC).

## HOURS OF OPERATION

### Campus Eateries

Hours vary by eatery. Please visit us online at [eateries.uwo.ca](http://eateries.uwo.ca) or check out the WesternU Mobile app.

### Residence Dining Halls

All Dining Halls: Serving breakfast, lunch and dinner Sunday–Saturday 7:30 am–9:00 pm

### Extended Evening Dining:

#### **Delaware, Essex, Ontario, Saugeen-Maitland and Sydenham**

Sun–Sat	open until 11:00 pm
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#### **Perth Hall**

Sun–Thurs	open until 11:00 pm
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Please note: Each dining hall will close each afternoon ( $\frac{1}{2}$  hour) for cleaning—schedules posted outside each servery. Visit us online at [residencedining.uwo.ca](http://residencedining.uwo.ca)



**Apple Pay accepted at all Hospitality Eateries.**

# NUTRITION SERVICES AT A GLANCE



## Workplace Wellness

There is increasing evidence that absenteeism, productivity and morale are intricately linked to the physical and mental health of employees. The Hospitality Services Workplace Wellness program strives to implement effective preventative programs which support individuals in achieving and maintaining wellness and productivity.

### OUR MISSION

Encouraging employee personal and professional productivity, physical and mental well-being, and fostering a cohesive workplace culture that supports healthy lifestyle choices.

### OUR VISION

To provide a respectful, cohesive, wellness-centered workplace in which all employees can strive toward personal and professional excellence.

## Let's STRETCH

Stretching is important for people of all ages! One of the greatest benefits of stretching is that you're able to increase your range of motion, which means your limbs and joints can move further before an injury occurs. The more conditioned your muscles and tendons are, the better they can handle the rigors of sport, exercise,

as well as repetitive motions, and the less likely they'll become injured.

As you age, your muscles tighten and range of motion in the joints can be minimized. This can put a damper on active lifestyles and even hinder normal, day-to-day motion. Stretching should be a part of your daily routine, whether you exercise or not. There are simple stretches you can do while at work. It does not have to involve a huge time commitment, but stretching can end up giving you huge results! Here are just a few of the benefits you can expect from a regular stretching program:

- Reduced muscle tension
- Increased range of movement in the joints
- Enhanced muscular coordination
- Increased circulation of the blood to various parts of the body
- Increased energy levels (resulting from increased circulation)

Stretching comes naturally to all of us. You might notice that if you have been sitting in a particular position for a long time, you stretch unconsciously. It feels good! In addition to that good feeling, a consistent stretching program will produce large gains in flexibility and joint movement. Be kind to your muscles and they will be kind to you!

# SUSTAINABILITY

Sustainability is vitally important for the foodservice sector to understand and implement into everyday practices. It is based on the concept of the "Three Pillars" or a "Triple Bottom Line", where Economy, Society, and the Environment are balanced. This system takes into account all the physical resources available to operate with, from the land we build our infrastructure, to the energy we harvest to operate, water and materials used to plant and harvest food, and the air we breathe in every day. It can be found when economic activity works with the resources provided by nature ensuring that as a society, we will be able to maintain our activities for generations to come.

In Hospitality Services, we aim to champion sustainability initiatives that involve Responsible Sourcing, Sustainable Dining, Education, Awareness and Collaboration, Waste reduction and Diversion. Some of our successes have included:

- Giving students in residence the option to use re-usable take-out container
- Rewarding students for using their re-usable coffee mugs
- Composting all organic waste from the back and front-of-house in the Residences, Great Hall Catering and Green Leaf Café (Orgaworld Canada process Western's organic waste into energy, fuel and agricultural products)
- Recycling all plastic, glass, and paper products on campus
- Buying local and in bulk whenever possible

- Salvaging excess food in the Residence Operations, Campus Eateries, Great Hall Catering, and the Green Leaf Café to donate to the London Food Coalition by way of the Ark Aid Street Mission. Hospitality Services was presented with a "Food Champion Award" by the Middlesex London Food Policy Council in 2018
- Supporting the Western FairTrade Campus initiative by serving FairTrade coffee, tea and chocolate in all our eateries
- Introducing and maintaining several honey bee hives from which the honey, honeycombs and beeswax is used in Great Hall Catering
- Hosting a farmers' market on campus from June–late October
- Hosting a 3-day, hands-on, plant-based culinary training session for 24 of our chefs and supervisors
- Providing healthier choices which include more whole/less processed foods as well as several meatless and vegan options
- Rewarding healthy eating with FREE fruit and milk when customers use their Fruit/Dairy/Salad frequent-user card

In order to continually improve our sustainability performance, it is important that we support these initiatives and encouraging our students to work collaboratively in creating a sustainable Western experience. For more information, please visit us at: [hospitalityservices.uwo.ca/sustainability.cfm](http://hospitalityservices.uwo.ca/sustainability.cfm)



# ADMINISTRATIVE REQUIREMENTS



Once employees are hired they will meet with the Payroll Coordinator in order to complete all the necessary paperwork. You will require your social insurance card, and if you are not a Canadian citizen, your immigration or authorization papers. You will also be issued a Micros timecard to use to clock in and out at your assigned work location.

An appointment with Staff/Faculty Health Services will also be set up at this time. This policy ensures that all University employees who work in the food preparation areas are monitored for communicable diseases and/or infections, as required by legislation. As employment is conditional upon the outcome of this appointment, it is of the utmost importance that this appointment be attended. For further information, please see the Employees Health Screening Policy.

## Time and Attendance

You will receive a Micros timecard for clocking in and out at your assigned work location. You must clock in at the beginning of your shift and clock out at the end. If you do not clock in and out, you cannot be paid. Your supervisor will indicate where the time clock is in your location. If you have problems or concerns with clocking in or out, please see your Supervisor. It is the responsibility of each employee to check his or her own schedule.

## Payday

Payment is made by direct deposit, provided you have entered your banking information into MyHuman Resources. To set this up, you will need your Western email user name and password, which is mailed to your home address within a month of your start date. Until

you enter your banking information into MyHuman Resources, you will be paid by cheque, two weeks in arrears, and the cheque will be mailed to your home address on Friday. MyHuman Resources also allows you to view your payroll statements online.

Should you have any problems or concerns regarding your salary, please contact your Supervisor who, in turn, will contact the Payroll Coordinator.

## My Human Resources

MyHumanResources provides you, as a Western employee, with secure access to view and make changes to your personal information at Western. Simply sign in to MyHumanResources by visiting the web at [uwo.ca/hr](http://uwo.ca/hr). You can access your information online from anywhere in the world, 24 hours a day, 7 days a week.

New staff members will receive their Western email user name and password by mail to their home, within the first month of working at Western. If you forget your user name and password, please contact the WTS Help Desk at 519-661-3800 for assistance.

### Remember:

- *In order to keep your file accurate, any change of address, telephone, etc. must be communicated to your Supervisor immediately and must be changed online at My Human Resources [uwo.ca/hr](http://uwo.ca/hr).*
- *You cannot be paid until you have met with the Payroll Coordinator, Room 3C10, Ontario Hall, for documentation.*

## Hospitality Services Staff Website

You can now access information related to our business as well as relevant news and upcoming events for Hospitality Services staff via the web at [hospitalityservices.uwo.ca/staff](http://hospitalityservices.uwo.ca/staff)

New information and features are constantly being added to this site so visit often and stay in the know!

## Parking

Parking permits can be obtained through Parking Services online, [uwo.ca/parking](http://uwo.ca/parking)

519-661-3973 • [parking@uwo.ca](mailto:parking@uwo.ca)  
Room 4150, Support Services Building

## Staff Cards

All Hospitality Services employees may obtain a Western ONECard free of charge. These cards are available in Room 1120, Student Services Building between 9:00 a.m.–4:30 p.m., Monday–Friday. A Western ONECard is your identification as a Western employee and is required for:

1. Kitchen key sign-out (Note: In Residences you must also be included on a list of Hospitality Services employees)
  2. Use of Western's library system
  3. Sports and recreation memberships
  4. Door Access (some locations)
  5. Hospitality Services Staff Meal Plan
- Note: Western students will be issued a special Hospitality Services employee card for their staff meal plan which can be used during work shifts only.

## Attendance Requirements

**All staff are required to be on the floor, in full uniform, including their clock-in card, ready to work, at the beginning of their scheduled shift and must remain on the floor until the end of their scheduled shift, except for designated break periods.**

Should you need to leave the floor due to unforeseen circumstances, please notify your Supervisor prior to leaving.

## Late for Shift

It is the responsibility of each staff member to notify their home unit in advance, if they are going to be late for their shift. If a staff member reports to work fifteen minutes after the start of his/her shift without prior notice, he/she may be sent home without pay at the discretion of the Supervisor/Chef or Unit Manager.

Hospitality Services reserves the right to call in a replacement for a shift after 15 minutes from the start of the shift, should an employee fail to report to work without prior notice.

## Employee Development Plans

Employee Reviews are completed by your Supervisor, Chef or Unit Manager. The purpose of the development plan is to ensure that the employee:

- Is aware of Hospitality Services' expectations
- Identifies strengths and weaknesses to promote continued, positive growth
- Has the opportunity to discuss/clarify any concerns or questions
- Effectively communicates career objectives and expectations

## Staff Postings

All Hospitality Services CUPE 2692 positions are posted at [workingatwestern.ca](http://workingatwestern.ca).

Applying for HS job postings is an online process. As a current Western employee, here are the steps to follow:

Log into your My HR account—you will need your UWO User ID and password.

Click on the “Working at Western” icon.

Click “View all Jobs” – the first option.

On the menu options along the left, click “Faculty/Unit” and then select “Hospitality Services”.

All postings within HS will be displayed. Select the one(s) you are interested in.

Follow instructions to apply.

## Staff Call-In Procedures

The system of calling in staff to fill vacant schedules is centralized to maintain control and to have a “big picture” of the placement of staff and shifts. The procedure is centralized in Saugeen-Maitland Hall for Residence Dining and at Centre Spot for Campus Eateries.

When it is necessary to replace a staff member due to sickness or to augment staff requirements for special events etc., staff members will be offered additional hours according to set procedures. For further information on set policy, see the Union Board.

**The following categories are general; Union employees please refer to your Collective Agreement for specific details.**

## Sick Time

Any employee who is sick and cannot report to work for a scheduled shift must notify his/her Unit Supervisor by contacting the scheduling office. (Contact info p.3)

**Residence staff:** If your scheduled shift starts prior to 9:00 am, please contact the Saugeen Supervisors (519 661-3782) **as well as your own Unit Supervisor.**

**Campus staff:** If your scheduled shift starts prior to 7:00 am, please contact the Centre Spot Supervisors at 519 661-2111 Ext. 85624

**To ensure continued effective and efficient customer service with minimal disruption, employees who are off work due to illness must call in and notify the Unit Manager/ Chef/Supervisor by 3:00 pm that:**

a. You are too sick to return to work for your scheduled shift the following day,

OR

b. You are well enough to return to work the next day or any other days you are scheduled to work, so that replacement staff can be arranged or cancelled as necessary.

Should a replacement be scheduled for your shift and you return to work unannounced, you will be sent home immediately without pay. If a third party should "call-in" on your behalf to report that you are sick, you must remember that you are personally responsible for what that person reports to the Supervisor. As soon as you are well enough, you must personally report to your Supervisor by telephone so that records can be maintained and/or replacement staff can be arranged.

## Doctor's Notes

Any illness lasting more than three (3) days will require a doctor's certificate to be sent to Rehab Services, in Support Services upon the employee's return to work. When an employee has been sick on three separate occasions, the employer may request a doctor's certificate upon return from any further sick incidents. Hospitality Services reserves the right to request a doctor's certificate following any absence due to illness.

## Vacation

All unionized employees should refer to their Collective Agreement regarding policies relating to statutory holidays and vacation pay entitlement.

According to the Employment Standards Act, part-time employees are entitled to a vacation benefit of either 4% or 6% of total earnings, based on length of service.

## Statutory Holidays

The following 11 days are paid Statutory Holidays:

New Years Day	Canada Day	President's Day
Family Day	Civic Holiday	Christmas Day
Good Friday	Labour Day	Boxing Day
Victoria Day	Thanksgiving Day	

Should you be required to work on a Statutory Holiday, you will be paid at time and a half for the actual hours worked plus your Statutory Holiday entitlement.

## Notification of Lay-off

Western University experiences four major slow down periods during the year... Fall Reading Week (October), Christmas, Reading Week (February) and the summer months (May–August inclusive). During these periods, many Hospitality Service employees are subject to layoff. Should you be laid off, please check with your Supervisor to make sure that the proper paperwork has been forwarded to the Personnel Office in order to ensure that a Record of Employment is issued. Records of Employment are e-filed directly to HRSDC (Employment Insurance). Your Record of Employment is e-filed through the Records Section, Payroll and Employee Records Department in Room 5100, Support Services Building (519 661-2111, extension 85572).

## Duty to Accommodate

Western is proud of the diversity of its workforce, recognizes the value and dignity of each individual and is committed to ensuring that all employees are able to effectively and efficiently use their skills and experience to contribute to the organization's performance, production and service delivery. Western is committed to ensuring that each individual has genuine, open and unhindered access to employment opportunities, free from systemic or other barriers.

## Security Concerns

### Keep Your Unit Secure:

Keep the back door of your unit locked at all times. Ensure that all doors are locked when leaving at the end of the day. All personal belongings should be secured in your locker. Those staff who require keys to operations, never lend the unit keys to anyone else. If you are unsure, contact your Supervisor. During lay-off or vacation, all keys should be returned to the Hospitality Services office in Room 130, Lambton Hall.



All Residences Buildings have card access entry. Staff must use their Western One Staff Card to access residence buildings. Perimeter doors are closed at all times.

Access to residence buildings is restricted to scheduled work shifts and work related purposes (ie. meetings, approved visits by manager).

#### ***Shoplifters:***

Most Hospitality Services operations lose 0.5 - 1% of our inventory through theft by shoplifters. Keep your head up! If you suspect that someone is shoplifting, notify your Supervisor or Manager immediately. In the absence of a Supervisor, contact the University Police at extension 83300.

#### ***Security Cameras:***

Security cameras are located throughout the campus and residence operations. These cameras are intended to protect the staff and customers of Hospitality Services, as well as to protect our assets and inventory.

## **BREAK TIME**

The scheduling of breaks is subject to the operational requirements of the unit as determined by the Supervisor(s) and Unit Manager.

**Note:** Your 1/2 hour lunch/dinner break is unpaid. Those working split shifts are not entitled to breaks unless one of the shifts is 5 hours or longer.

#### **Break Entitlement:**

No. Hours/ Shift	No. 10 Min. Breaks	1/2 hr. Unpaid Break Entitlement
0 - 4 Hours	—	—
4.5 - 5 Hours	1	—
5.5 - 7 Hours	1	✓
7.5 - 8 Hours	2	✓

#### **Employee Meal Policy**

During work shifts ONLY, there will be no limitations or restrictions to what Hospitality Services employees (including all CUPE Local 2692 members, as well as administrative staff and management) can purchase for their personal consumption under the Hospitality Services Employee Meal Plan program.

Meal Discounts for employees apply during work shifts only and must be consumed on site. Meals cannot be purchased at the conclusion of a shift, using the Employee Meal Plan.

**NO ONE SHOULD EVER CONSUME FOOD OR BEVERAGES OF ANY KIND ON THE LINE.**

### Campus & Residence Operations\*

(\*during Academic Year):

- All employee purchases on the HS Employee Meal Plan will receive a 50% discount off all retail pricing.

### Catering Operations:

- Great Hall Catering & Summer Conference Business
- A 50% discount will be applied to all employee purchases in these operations. A special purchase price will be allocated for buffet-style situations. Ask your Manager for details.

### Stadium Operations:

- A 50% discount off all retail pricing will be applied to all purchases made by employees working stadium events.
- Stadium payment will be on a CASH ONLY basis.

All Hospitality Services employees will be required to pay for their meal and/or beverage purchase at the cash register with a valid Western ONECard (staff ID card) and must keep the receipt while consuming their meal/beverage. If the receipt is requested by a Supervisor or Manager, employees must ensure it is available.

- Employees are not required to stay in their own unit to eat; they can visit any location, as long as it does not interfere with their break allotment times.
- There will be NO CHARGE for drip coffee and regular tea for Hospitality Services employees, while on shift.

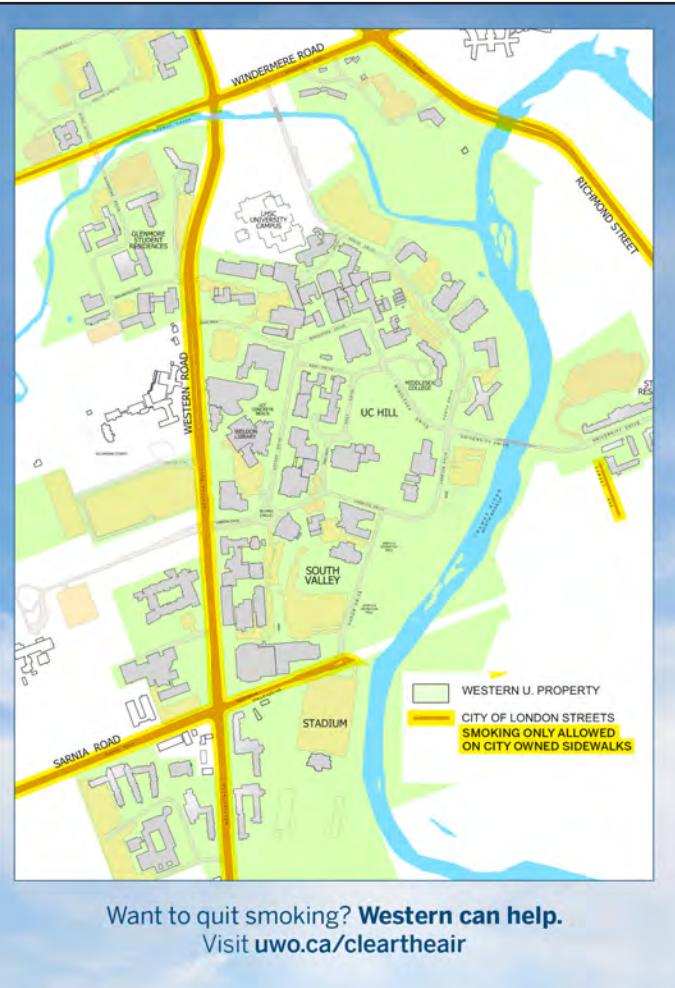
The Western ONECard will be the only method of payment accepted for food and beverage purchases under the HS Employee Meal Plan (with the exception of Stadium Operations). If there are no funds on an employee's Western ONECard or if the employee forgets his/her card, he/she will be required to pay full price for purchases with cash or debit (where applicable).

Hospitality Services employees who are Western students will require a special HS Student Employee Card to participate in the HS Employee Meal Plan program.

### Smoking Policy

Western is a smoke-free campus. Smoking is not permitted. It is not permitted in University buildings, building entrances, loading docks or in University vehicles.

Violators of this policy will be informed by the Dean, budget head, Manager and/or Supervisor that they are in violation, given a copy of this policy, and informed that such behaviour must cease.



Continued violation of this policy will lead to disciplinary action as outlined in the policies applicable to the various University groups or as provided for within applicable provincial legislation or municipal by-laws.

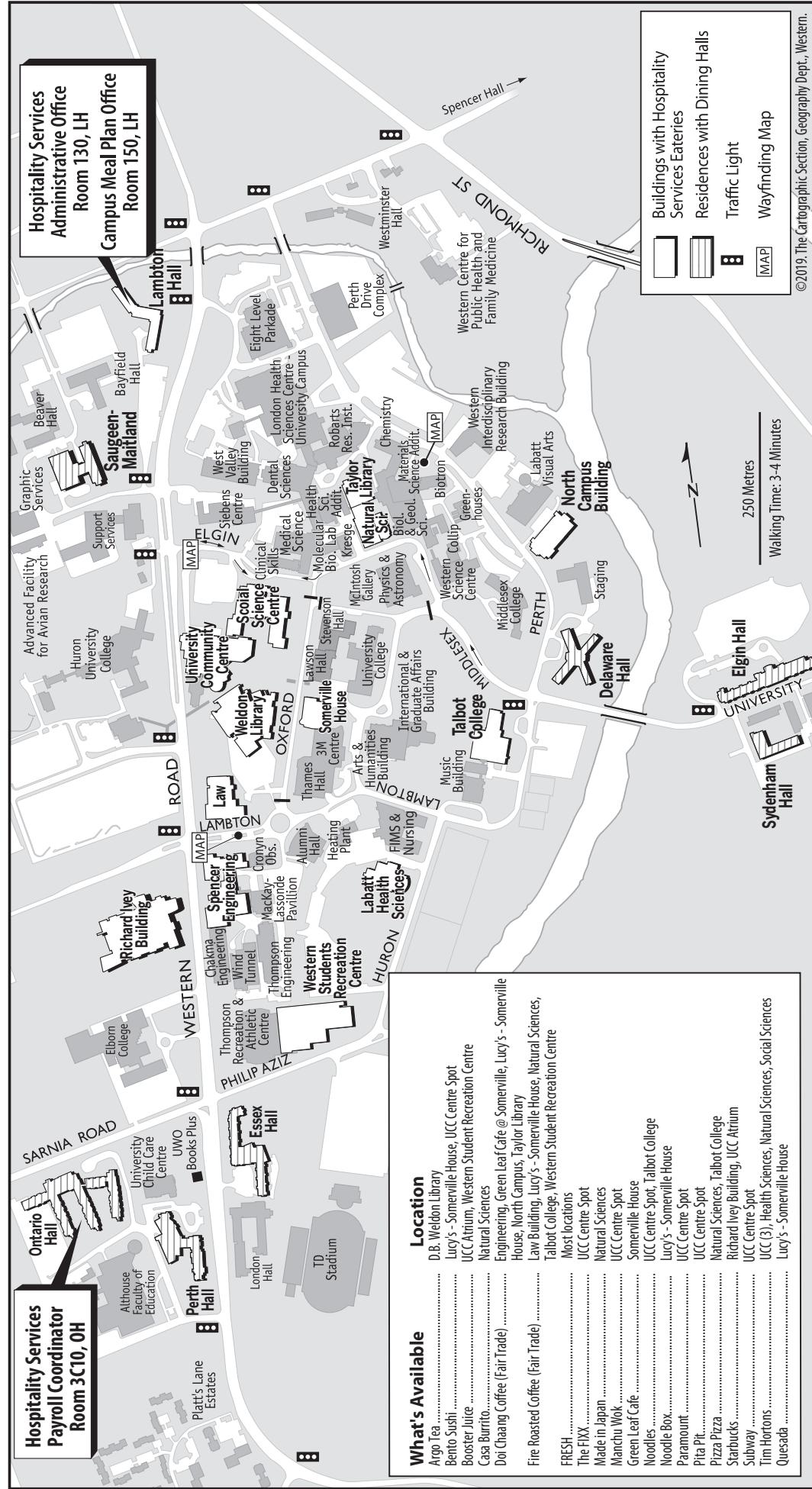
The smoking restrictions described in this policy are also applicable to the use of electronic smoking devices.

### Telephone and other office equipment

Hospitality Services staff should answer the kitchen phone. This is especially important in the morning between 7 am - 11 am when the Supervisor's office may be unoccupied. Please identify the unit and your name to the caller when answering the telephone. Likewise, staff may use the telephone in the case of an emergency such as fire or medical.

Otherwise, telephones are off-limits for personal calls without the permission of a Supervisor. Important messages will be relayed. Fax machines and photocopiers are not for staff use. **Personal cell phones are not permitted on the floor; please leave it in your locker at all times.**

# CAMPUS MAP



# STANDARDS OF PROFESSIONAL ETHICS

## A note on personal conduct...

All Hospitality Services employees are expected to act in a professional manner, at all times, to all people. Customers and co-workers alike deserve courtesy and respect; it is their right to receive both! If this inherent right is infringed upon through rudeness, disruptive or harassing behaviours, ACTION will be taken against the offender to correct the situation. Misconduct on the job has a negative impact upon the well-being and morale of each recipient as well as co-workers and will not be tolerated. Report any such incidents to your Supervisor immediately.

A simple, time honoured rule; "Treat others as you yourself would want to be treated".

Your thinking style affects your ability to handle difficult people and situations. You can't change how others think but you can change how you think about a situation. How you perceive a situation influences how you treat people. When you change your thinking style, you automatically change how you treat people, which, in turn, causes others to respond to you differently.

# PERSONAL CONDUCT & ATTITUDE



In the event that an employee (full or part-time) commits an infraction with reference to the Collective Agreement and/or Departmental and/or University policies, they may face disciplinary action. It is important to understand your employment responsibilities in terms of content (physical duties) and conduct. Individual incidents will be brought to an employee's attention by their Supervisor who will remind the employee of proper practice. Further occurrences will be dealt with by the Unit Manager and may result (depending on the severity and frequency of the offense) in counseling and/or a verbal warning and/or written documentation, suspension and/or possible termination.

Examples of infractions include, but are not limited to:

- Theft
- Lateness
- Absenteeism
- Abuse of Break Allotment
- Non-fulfillment of Duties
- Unprofessional Behaviour
- Disruptive Behaviour
- Willful Disobedience/Insubordination
- Gross Misconduct
- Unsafe work practices
- Improper uniform

## KEEP YOUR ATTITUDE POSITIVE!

*Two things in life that you have total control over are your attitude and your effort. Think positive, be positive, speak positive and give it your all.*

## PRACTICE PATIENCE.

*Keeping a calm and self-possessed manner will ensure a higher quality relationship.*

## BE KIND.

*In a world where you can be anything, BE KIND.*

## DON'T BE A BULLY.

*We are all unique, incredible individuals, striving for a common goal.*

## A Word on Attitude...

*Attitudes are contagious. Make yours worth catching.*

*A negative thinker sees a difficulty in every opportunity; a positive thinker sees an opportunity in every difficulty.*

## Dress Code

All staff are expected to report for each shift, in proper and complete uniforms. Staff are required to wear a clean, wrinkle-free shirt (provided), business casual black pants (upon request), head wear (provided), hairnet (provided), black, non-slip shoes (not provided), and a name tag (provided). Uniform entitlement (maximum per year) is as follows:

- Staff & supervisors: 3 shirts, 2 pants (upon request), head wear, apron, and name tag
- Returning staff have the opportunity each spring, to complete a Uniform Order Form, for delivery prior to September start-up.
- Throughout the year, uniforms are distributed on an "as needed" basis.
- To request new uniforms, complete the Uniform Order Form at the back of this handbook and submit it to your Supervisor who will in turn, forward it to Lambton Hall. The Uniform Order Form is also available on our staff website at [hospitalityservices.uwo.ca/staff/download.cfm](http://hospitalityservices.uwo.ca/staff/download.cfm)
- Uniforms will be delivered to the appropriate Hospitality Services units as soon as they arrive.
- Banquet uniforms may be provided when required.
- Wear a clean uniform and apron daily.
- Shorts/capris are not permitted, under the Uniform Policy.

Staff wear black socks with black pants.

All personal items (purses, sweaters, knapsacks, coats, bags, cell phones etc.) must be kept in your locker. Hospitality Services will not be responsible for lost or stolen items. Please bring a lock and use it!

### PLEASE NOTE:

To ensure Hospitality Services continues to serve our customers the safest food possible, the following policies pertain to all Hospitality Service employees. They must be adhered to and were developed according to recommendations by Steritech, the Middlesex-London Health Unit and CRFA.

### PRACTICE AND USE GOOD MANNERS.

*Courtesy is one of the most essential skills we should use each day. Be gracious in all things.*

**Hospitality Services Policy–Fingernails** must be kept short (no longer than your finger tip), clean and free of nail polish. Artificial nails are not permitted.

### Hospitality Services Policy–Jewellery

- Rings: plain wedding bands only are acceptable (no stones)
- Earrings: small stud-style only permitted (no hoops, dangling), no larger than a dime, limited to one per ear
- Ear lobe holes (gauges) must be closed with plugs.
- Facial piercings not permitted, with the exception of 1 tiny (<.5 cm) nose stud
- Chains/Necklaces: permitted but must be worn under shirts
- Medical Alert Bracelets: are acceptable
- Watches are not permitted

### Hospitality Services Policy–Restraining Hair

All hair, including bangs, must be restrained while working with food, whether serving or preparing food. To assist in securing the hairnet, and prevent perspiration from contaminating the food you are working with, as well as project a professional image, note the following requirements:

#### Short or Long Hair, and everything in between:

- Hair net and Hospitality Services head wear restraining all hair, including bangs is required. Head bands are also an accepted method of restraining bangs.

Hair nets are available at all times in your work unit.

*Facial Hair* must be kept neatly trimmed at all times.

Be advised that unscheduled inspections by the Middlesex London Health Unit may result in personal fines being levied for those not wearing proper hair restraints.

Non-compliance of any Hospitality Service policies may result in disciplinary action.

### Non-Slip Shoes

It is mandatory that all Hospitality Services staff wear black, non-slip shoes at work. Protective toe shoes are recommended for stores persons. Some recommended stores include Walmart and Mark's.

### Non-Slip Shoe Reimbursement

All Hospitality Services staff are entitled to an annual shoe reimbursement towards their non-slip work shoes. CUPE Local 2692 staff will automatically be reimbursed up to \$110 for non-slip shoes (up to \$120 for protective toe shoes) once per year in December.

# Non-Discrimination & Harassment

Western is committed to providing a learning and working environment that is free of harassment and discrimination. All students, staff and faculty have a role in this commitment and have a responsibility to ensure and promote a safe and respectful learning and working environment in their interactions with other community members.

There shall be no harassment or sexual harassment exercised against, or by, any employee. Harassment means engaging in a course of vexatious comment or conduct that is known, or ought reasonably to be known, to be unwelcome. Harassment may be related to one or more of the prohibited grounds of discrimination and includes sexual harassment, personal harassment, and workplace harassment. Harassment is a serious offence that may be cause for disciplinary sanctions including dismissal.

## Sexual Harassment Means:

- A) Engaging in a course of vexatious comment or conduct because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known, or ought reasonably to be known, to be unwelcome and/or
- B) Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant, or deny a benefit or advancement to the individual and the person knows, or ought reasonably to know, that the solicitation or advance is unwelcome.

**Personal Harassment** includes conduct and/or behaviours which create an intimidating, demeaning or hostile working or learning environment whether or not it is based on the prohibited grounds defined in the Ontario Human Rights Code.

**Workplace Harassment** is defined under the *Occupational Health and Safety Act* as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

## Harassment does not include:

- a. interpersonal conflict or disagreement;
- b. the proper exercise of performance evaluation, appropriate managerial direction, delegation, performance management or attendance management.



## Discrimination:

Discrimination is the unfair or prejudicial treatment of people and groups based on characteristics such as race, gender, age or sexual orientation.

Equity and Human Rights Services (EHRS) administers the University's policies on discrimination and harassment. University community members may seek advice or file a complaint of harassment or discrimination with the office of Equity and Human Rights Services, whose service is confidential, except in specific circumstances.

Tel: 519-661-3334 (or ext. 83334)  
equity@uwo.ca

Western's Non-Discrimination or Harassment Policy is available at [uwo.ca/univsec/pdf/policies\\_procedures/section1/mapp135.pdf](http://uwo.ca/univsec/pdf/policies_procedures/section1/mapp135.pdf)

HOSPITALITY SERVICES

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# CUSTOMER SERVICE

*A customer is the most important visitor on our premises. They are not dependant on us—we are dependant on them!"*

Customer Satisfaction is a fundamental goal of Hospitality Services, setting us apart from our competition in London. While we always strive to offer our customers quality product and competitive pricing, the one area of our industry over which we have the greatest control is **Customer Service**.

We want and need our customers to be happy and to keep coming back. We must form partnerships with our customers. It is every member of our team, particularly you who are at the front of the line, dealing with each customer directly, who has the ability to send each patron away with the feeling that they've experienced superior service.

*When you can't control what's happening, challenge yourself to control the way you respond to what's happening. That's where your power is!*

## GIVE 'EM THE PICKLE

**Find out what your customers' pickles are... what they want, or what they did not know they wanted but loved, or what they come back for. Give it to them every time—this is their PICKLE.**

Give 'em the  
**PICKLE!**

### Take Care of the Customer

**Service** – Make serving others your #1 priority. You're in a noble profession. Be proud of what you do and where you work.

**Attitude** – Choose your attitude. How you *think* about customers is how you will *treat* them.

**Consistency** – Customers return because they like what happened last time. Stick to your high service standards.

**Teamwork** – Make each other look good. Everything you do ends up in front of the customer.

Please and  
Thank You are still  
magic words.

## VITAL VERBALS

### POOR PERCEPTION

- “I don’t know”
- “I’m new here”
- “I just got here”
- “I’m not sure I can help you”
- “We don’t have it”
- “There’s nothing I can do.”
- “It’s company policy”
- “I don’t have anything to do with the problem”
- “I’m on break”

### POSITIVE PERCEPTION

- “Let me find out for you”
- “Although I’m new, I’ll get someone to help you”.
- “How may I help you”
- “If I can’t help you, I know who can”
- “Sorry, we don’t have that item although I’ll pass your request on to my Supervisor”
- “Our policy is designed to keep your food costs as low as possible”
- “May I suggest you speak to \_\_\_\_\_ who can explain more fully”
- “Here is what I will do/who I will contact to resolve your problem”
- “How can I help you?”

*Rule of thumb... NEVER SAY “NO”, without offering an alternative!"*

*“Do what you do so well that they want to see it again and again.”*

— Walt Disney

## **Give the customers what they want... better yet, exceed their expectations every time!**

- A smile is a beautiful thing, do it often.
- Greet every person that walks through your doors immediately. Make strangers feel as welcome as regular customers.
- The customer always comes first when it comes to your job priorities. A customer takes precedence over talking to other employees, arranging merchandise or paperwork.
- Don't talk "shop" business in front of customers.
- Don't take or make personal calls when you are serving a customer.
- Don't talk around or over the top of customers' heads.
- Whenever possible, accompany people to the right area or department rather than merely pointing and saying "It's over there".
- Count change back to a customer. Never just put it in their hand. Look at them and smile as you give a sincere "thank-you".
- Make the exit as pleasant as the greeting. Always say "Thank-you", "Please come back again and see us", "We appreciate your business".

### **REMEMBER:**

*One dissatisfied customer tells 11 friends. Each 11 tells 5 more friends. That's 67 dissatisfied customers which results in LOST BUSINESS.*

*“An unhappy customer remembers the incident for 23 years and talks about it for 18 months.”*

— White House Office of Consumer Affairs.

### **Team Power**

<b>Purpose</b>	Our mission: Exceptional Food Quality and Customer Service.
<b>Empowerment</b>	Take responsibility for your performance.
<b>Relationships</b>	Maintain positive relationships with co-workers: A little courtesy goes a long way.
<b>Flexibility</b>	Embrace change.
<b>Open</b>	Open yourself to continuous learning.
<b>Recognition</b>	Acknowledge your own good performance and that of others.
<b>Positivity</b>	A positive attitude is contagious. Your team always appreciates a positive attitude. No matter what is going on.



# SERVING FOR HOSPITALITY SERVICES

*Your attitude is the first key to customer satisfaction.*

## Staff Empowerment

It is the firm belief of the Hospitality Service Leadership Team that our front-line staff are the back-bone of the organization. Each and every one of you is EMPOWERED to make decisions on the spot to ensure customer satisfaction.

## How to handle concerns and complaints

### Build rapport, not resistance

- Listen actively without interrupting.
- Listen for the main idea or concern. They may bring up more than one point.
- Be open—make eye contact, practice open body posture, nod your head to convey you understand their request or concerns.
- Avoid sarcastic remarks.
- Acknowledge their emotions, show empathy
- Ask questions to clarify your understanding.
- Apologize for the problem or for their inconvenience.
- Let them know you're there to help.
- Try to solve the problem.
- Offer an alternative.
- If you are unsure, ask.
- Thank the customer for bringing the issue to us so we are able to not only fix the problem but to learn from it.

When complaints arise, don't get defensive. Stay calm and cool. If you feel your control slipping, excuse yourself and get a Supervisor.

**Example:** "I think a Supervisor could best help with your concern. One minute please." A Supervisor retains the right to waive policy based on their judgment.

Let your customers know about our feedback tools, Foodcomments@uwo.ca and TxtandTell. They are effective!

If you encounter verbal abuse i.e.: offensive language; let your Supervisor know immediately. An incident report will be filed.



*"We were born with two ears and one mouth. As we use them in that proportion, we establish rapport and improve communications".*

- J. Douglas Edward.



## The basics of proper service

### Service & Sales

- Ask the customer "May I help you": **NEVER, "NEXT!"**
- Listen carefully to the customer's order and if serving with another staff member, work as a team.
- UPSELL, UPSELL, Did we mention UPSELL? For example, would you like some vegetables with your chicken? Suggest alternatives such as a side dish or even another entree. Mention the delicious cake featured for dessert or the new flavour of ice-cream available. Knowledge, enthusiasm and a smile are crucial to a successful sales strategy.
- Whenever possible, make eye contact. Using the customer's name is always nice. Try to make eye contact with every customer and smile. "Thank-you" and/or "Have a good day".
- Ensure you are familiar with and promote any special promotions running such as a Special, Frequent Purchase Card or Draw. If the customer perceives added value in their visit, they'll be more likely to return frequently.

### Special note...

- All staff are representatives of our business and should practice customer service excellence at all times. Always be polite and helpful.
- Relay requests, comments or questions to the proper source such as a Supervisor, Chef or Unit Manager.
- Any time and any place that you are in uniform, you are representatives of our business.
- Fulfill requests yourself whenever possible. Take the time.

- Help keep servery and/or eatery tidy and organized.
- If you are called to mop up a spill, do so immediately and always post a 'WET-FLOOR SIGN'.
- Make sure product corresponds with the labels displayed for customer service.
- Keep busy—there is always something to do, or someone to help! Maintain a professional demeanour at all times.

**REMEMBER** that you do make a difference. You may not be able to control a customer's reaction but you can control your own. Don't take it personally.

**REMEMBER** you represent the company to the customer.

### You are WESTERN!



### A word about stocking:

*Whether the items are bottled juices, boxes of crackers or tubs of ice cream, please keep displays full with an eye to variety. Remember... the FIFO (first in, first out) system when stocking any products - newer dated bottles and packages to the back, and older products to the front of display.*

# HEALTH AND SAFETY

## EMERGENCY PHONE NUMBERS

<b>EMERGENCY .....</b>	<b>911</b>
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**Note:** Dialing 911 on campus will put you through to the University Police who will, in turn, contact the appropriate Emergency Service (ie., Ambulance, Police, Fire Department).

Facilities Management.....	<b>519 661-3304</b>
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(work control centre)

Occupational Health and Safety.....	<b>519 661-2194</b>
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Staff Faculty Health Services.....	<b>519 661-2047</b>
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Fire Prevention Section.....	<b>519 661-3300</b>
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### Important Phone Numbers

St. Joseph Health Care.....	<b>519 646-6100</b>
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London Health Sciences Centre.....	<b>519 685-8500</b>
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# WORKING SAFELY WITH FOOD...

## MAIN CAUSES OF FOOD-BORNE ILLNESS

The proper implementation of food handling procedures and consistent and proper use of cleaning and sanitizing procedures, can eliminate hazards associated with food-borne illness. Each staff member has a responsibility to ensure the quality and safety of our food.

Potentially hazardous foods include meat and meat products, milk and milk products, eggs, poultry, fish and shellfish, as well as gravies, puddings, custards, cream-filled baked goods, potato and other salads, soups and sauces, and even fresh produce. In other words, just about everything.

## HACCP

Hospitality Services uses a universally recognized Food Safety Program called HACCP (Hazard Analysis Critical Control Point). This program, originally developed by NASA in the 1960's, is designed to eliminate the guesswork in Food Safety. The seven-step program tracks food products from the farm to the fork, removing all hazards by identifying food hazards and critical control points.

Your role as a food-safe conscious employee is to ensure that all product travels in the safest way from the moment it enters our loading docks to the time our customer consumes it. Through documentation of applicable information, we are assured that we are properly following this very important system as well as ensuring that we have all the information to back our department and staff in the event that a concern is presented regarding our product.



A **Critical Control Point** is a point, step or procedure at which controls can be applied and a food safety hazard can be prevented or eliminated. These have been customized for Western University and are carefully monitored through documentation such as receiving logs, temperature logs as well as food storage and cooking charts.

To illustrate this, think of the path a case of hamburgers would have to take in a Hospitality Services unit. First we have to ensure that the truck delivering it has been storing it properly while in transition between the warehouse and our door. Is this product safe for our customers if it arrives in a thawed state? Next we receive it, but have to ensure that it is put into proper storage before it can be exposed to any contaminants in our loading area. While storing this product, we must ensure that it is always kept at an appropriate temperature and in a safe environment. This item could be sitting on our shelves, in a fridge or freezer for an extended period of time and we wouldn't want to compromise its quality while in our possession. Finally it's time to prepare and serve our hamburger. Product must be thawed, cooked and held for serving in suitable conditions and temperatures. Again while serving we have to know that it is being served in the most safest way possible. And Voila! We've sold our customers the best and safest product possible!

**Although, for decades, Public Health authorities stressed that controlling dirt was the surest way to prevent food poisoning, HACCP research found that the causes of food poisoning are:**

- **Handwashing**
- **Temperature Control**
- **Cross-contamination**
- **Food-borne illness can kill people!**

## Personal Hygiene

The cleanliness, health and habits of Hospitality Services personnel are important because people frequently serve as the host or carrier for disease organisms which are so readily spread through dishes, utensils and food.

These organisms are frequently present on our hands, face, hair and in our mouths, noses, and intestinal tracts. It is essential for safe food service that all food



handlers be aware of this potential danger and govern their activities accordingly.

**Maintain good personal hygiene:** this includes daily baths or showers, frequent shampoos, the use of deodorant, clean clothes, and good dental hygiene. Facial hair, such as mustaches and beards, must be kept groomed and well-trimmed.

## Hand Washing

Unclean hands are the prime culprits in transmitting contaminants to food. To eliminate contamination by employees, hands must be scrubbed at the following times:

- At the start of a shift and after coffee or meal breaks
- After using the washroom
- Between handling of different food types
- Before handling clean dishes or utensils
- After touching hair, mouth or face
- After handling dirty dishes or garbage
- After covering cough or sneezing
- Before performing the next job function
- After smoking

### To ensure proper hand washing procedures follow these steps:

- Wet hands with hot water - as hot as the hands can comfortably stand
- Add soap, and lather for 30 seconds including hands, wrists, forearms to elbow and other areas that may come in contact with food.
- Rinse thoroughly
- Dry using paper towel

- Use paper towels to turn off taps to avoid re-contamination

### These careless habits are prohibited during food handling, preparation and cleaning:

- Indiscriminate coughing or sneezing, scratching, picking at the face, or putting fingers in hair, mouth or nose, spitting, eating or drinking.
- No perfumes or cologne.
- Wear a clean uniform and apron daily.
- Wash your hands before commencing work, after using the washroom, after smoking, or any other time your hands become soiled.
- Do not chew gum.
- No personal grooming in any food preparation or service areas.
- No cell phone use.

There is no better means of sanitizing hands than frequent and thorough hand washing. Gloves should be worn upon customer request, or in the case of open cuts and/or when wearing band-aids. If gloves are worn:

- Employees must wash and sanitize their hands before putting on gloves.
- Gloves must be discarded after each use or after continual use of the same task.
- Gloves must be changed if they become torn or after any action that might cause contamination such as picking an item up from the floor.
- New gloves must be put on after breaks, lunch or trips to the washroom.



### Inadequate personal hygiene can cause:

*Food contamination • Food poisoning • Spreading of infection*

## WHY CLEAN & SANITIZE?

### Remember: Clean does not mean sanitized

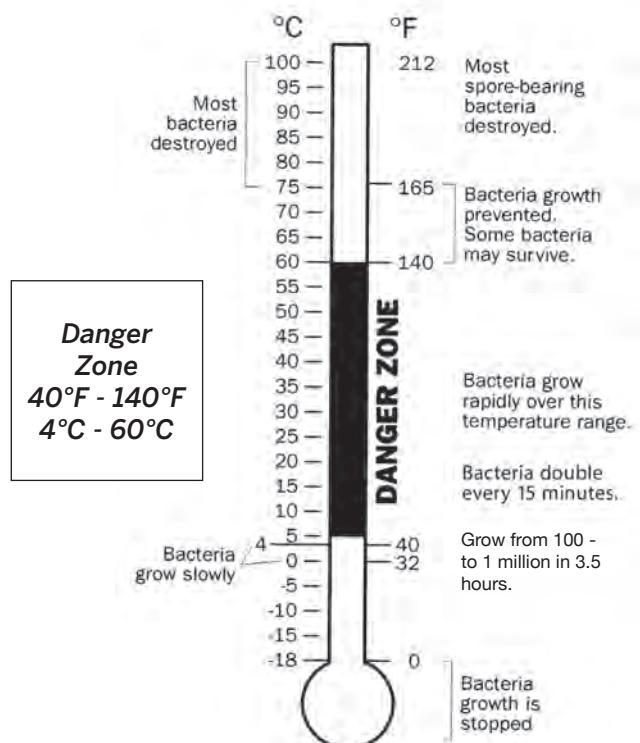
Studies have shown that cleanliness and food quality rank as two of the most important criteria when choosing a food and beverage facility. Every staff member has the responsibility to ensure that high levels of sanitation are achieved in the preparation and serving of meals. A high degree of awareness towards sanitation and cleanliness standards are essential in every Hospitality Services operation.

The fact that food is so easily contaminated makes it imperative that all equipment and utensils, particularly those which come in contact with food, be regularly cleaned and sanitized. Effective cleaning and sanitizing requires that visible soil be removed and micro-organisms, which are invisible, be destroyed.

## Food Contact Surfaces and Equipment

All food contact surfaces used in the preparation, service, display or storage of food, including cooking surfaces, shall be cleaned and sanitized after each use. Detergents and abrasive residues shall be removed by rinsing from food contact surfaces before food is placed on the surface. Food contact surfaces shall be sanitized after cleaning. Equipment should be cleaned and sanitized as often as is necessary to maintain the surfaces in a sanitary condition.

**When in doubt, throw it out!**



## Temperatures

A metal stem thermometer must be used to check the internal temperature of the food product. The thermometer should be carefully cleaned with alcohol pads, after each different food product. Thermometers should also be calibrated regularly (minimum of once per week)

- Prepared foods are stored at temperatures below 4°C (40°F)
- Leftover cooked food should be chilled below 4°C (40°F) within 6 hours of cooking
- Reheated foods must be brought up to 74°C (165°F) or greater, rapidly
- Rapid bacterial growth occurs between 4°C (40°F) and 60°C (140°F)—avoid having food in this range
- Check the chart in your unit for proper cooking temperatures of all foods

## Storing Foods

Refrigeration and freezing units should be regularly maintained and equipped with thermometers to make sure that the temperature remains within a safe range.

Although in most cases chilling will not actually kill the pathogens, it does drastically slow down production. In general, refrigerators should be kept between 36° and 40°F (2 - 4°C). Frozen storage must be at -18°C(0°F) or below.

## Cooling

Improper food cooling is the most common factor implicated in food-borne illness.

- All cooked perishable foods should be chilled to an internal temperature of 4°C (40°F) within six hours.
- In many cases, items can be taken from the cooking equipment and put directly into the refrigerator unless the food quantity is large or the refrigerator is inefficient and overcrowded.
- Pre-cool large quantities of food using an ice water bath if the refrigeration unit is small.
- Stir large quantities of liquid and semi-liquids frequently when cooling, using a cleaned and sanitized utensil.
- Cool foods, especially gravies, soups and casseroles, in shallow pans with the greatest surface area possible. Ice wands are available. Cover with plastic wrap and vent corner to allow heat to escape.
- Turkey, chicken and roasts can be sliced and placed in shallow pans. Use metal stem thermometers to determine the internal temperature of foods.
- Cooled foods must be covered. Cloths should not be used for this purpose.

**Avoid adding fresh food to food prepared in advance.**

## Re-heating

- Products to be re-heated must be brought rapidly to an internal temperature of at least 74°C or (165°F) or greater.
- Liquid or semi-liquids should be stirred frequently when reheated.
- Do not reheat food in equipment which is not designed to do so.
- Reheat food only once; after that, anything left should be discarded.

## Thawing frozen food

Frozen foods may be safely thawed in several ways, including under refrigeration, cold running water, microwave and/or part of the cooking process. Once thawed, they should be used as soon as possible for optimum quality and flavour and should not be re-frozen.

The BEST method is to allow the food to thaw under refrigeration. The food should still be wrapped and should be placed in a shallow container to prevent any drips from cross-contaminating other items stored near



or below. If there is no time to do this, wrapped food may be placed in a container under running water of 70°F (21°C).

## Cross-Contamination

Special care should be taken not to transfer contamination to ready-to-eat food from raw food. Because of the salmonella hazard in handling poultry, meat and eggs, special precautions must be observed to prevent any spread of this bacterial infection from raw to cooked products, or to other foods. Failure to clean and disinfect kitchen equipment - particularly cutting boards, slicers, mixers, grinders, can openers, and knives are known contributors to food-borne illness.

It is essential to use separate cutting boards and utensils for cooked and raw foods. It is very important to clean and sanitize cutting boards with detergent and high temperature (over 180°F) water or with cleaning sanitizer, to destroy bacteria. Many units use a colour-coded cutting board system. Check your unit for posted information and procedures.

Damaged equipment, utensils, and dishes, etc. must not be used.

Prepared foods such as salads and sandwiches, to be consumed without cooking, or foods prepared from perishable ingredients, should be prepared on a clean surface, with cleaned, rinsed and sanitized utensils to prevent cross-contamination.

***Do not thaw food at room temperature;  
it is an invitation to pathogens.***

**IF YOU GET A CUT** cover it with a bandage and wear clean plastic gloves.  
**CHANGE GLOVES** if you touch anything that would require washing hands (ie. Wiping spills, etc.).

Components of mixtures should be kept separate, with mixing to be done as close as possible to planned time of use; particularly since one or more components may be highly perishable and potentially hazardous.

Ready-to-serve food should be stored above raw foods because juices could drip and **contaminate** prepared food.

ALL prepared food **must be covered, labeled and dated** before being refrigerated or frozen (deli- meats, soups, entrees, etc.).

## Food Safety

Safe handling of food is EXTREMELY IMPORTANT to prevent:

- Spreading of germs
- Food poisoning
- Illness from food-borne germs and bacteria

## DO

**WASH** your hands!

**ENSURE** that cleaning tools and supplies such as sponges, mops and brushes are clean and properly sanitized.

**KEEP** clean towels on hand while serving customers and when handling pans with hot food items.

**INSPECT** all food supplies received at the back door.

**RINSE** raw fruits and vegetables before using them.

**ROTATE** stock to ensure freshness, especially perishables.

**PREVENT CROSS-CONTAMINATION** of one food by another. Store them separately.

**COVER** and label all food in storage area, if out of the original packaging.

**KEEP** refrigerators clean and dry.

**CHECK** refrigerators/freezers temperature regularly.

**STORE FOOD** at a temperature to prevent bacterial growth.

**STORE** cooked food separate from raw food, never below, because raw juice could drip and contaminate prepared food.

**DISPOSE** of garbage on a regular basis to prevent bacteria and flies.

**IMPLEMENT** bucket system—red bucket with sanitizer and green bucket with soap, which should be changed every two hours, or as required.

**CHECK** sanitizer concentration daily.

## DO NOT

**ADD** fresh food to food on the steam table - use clean and sanitized pans when replenishing.

**USE** the same utensil for raw and cooked food.

**REFREEZE** foods. When food thaws, bacteria grows. Refreezing food means storing food with high bacteria content.

**LEAVE** dirty towels near or on top of food or dishes. Towels/cloths should be kept in buckets of soap/sanitizer.

**EAT** in a kitchen or prep area.

**CHEW** gum while working.

**USE** your cellphone while working.

## A Note on Nibbling

*Nibbling or sampling of food with serving utensils or fingers is NOT PERMITTED because of potential DANGER of direct mouth to food CONTAMINATION.*

*Only disposable, single-use utensils should be used for sampling, and should be discarded immediately after use.*



## Costs attached to food-borne illness, which can be prevented

In spite of all that we know about the causes and prevention of food poisoning, the number of cases is increasing every year. The negative publicity associated with a food poisoning outbreak has ruined many operators and cost many more millions of dollars. Some of the problems associated with an outbreak are:

- loss of customers and sales
- loss of prestige and reputation

- legal suits resulting in lawyer and court fees
- increased insurance premiums
- lowered employee morale
- professional embarrassment

**IN ADDITION TO...**

- cost to health care system of laboratory analysis
- investigation time
- physician time
- considerable suffering by the customer
- ruined vacations
- even death

4. Wash at 70°C (160°F). In an automatic machine, the required time cycle is built in.
5. Rinse at temperatures of 82°C (180°F). In an automatic, allow the full cycle to take place. Follow manufacturer's instructions.
6. The utensils should be examined. Re-wash any that are unclean and reject any that are damaged. Allow utensils to air dry.
7. Chipped and cracked plates should be discarded.
8. Stained teapots and cups etc., should be soaked in a de-stainer on a regular basis.
9. At the end of the meal period, clean removable parts, jets and strainers thoroughly.

## Machine washing of utensils and equipment

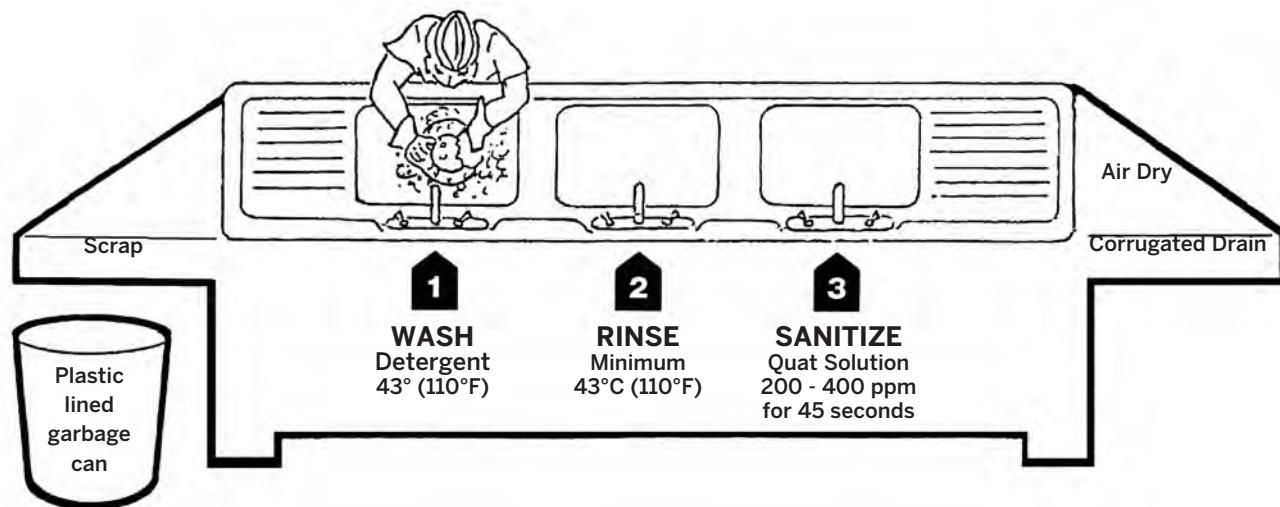
The following procedure for mechanical dishwashers should be followed:

1. Fill the machine with water. Check dispenser for detergent. Follow the manufacturer's instructions and check the thermometer.
2. Sort, scrape and pre-rinse utensils.
3. Load utensils into rack or on to belt. Do not overload or water from the jets will not reach all the utensils. For silverware, use containers designed for this purpose. Put racks and utensils into the machine.

**KEEP UP-TO-DATE on sanitation standards set by management/supervisors on a regular basis.**

**USE TOOLS OR UTENSILS TO SERVE FOOD whenever possible. Touch food with hands as little as possible.**

## Three-Sink Dishwashing Method



## Two-Sink Dishwashing Method

In the case of a two-sink facility, the process is much the same as above except the rinse step is completed over the wash sink so that the chemical sanitizer concentration is not effected.

# HEALTH AND SAFETY

*We all share the goal of making a safe and healthy workplace.  
SAFETY is everyone's responsibility.*

## Occupational Health and Safety Act

The Occupational Health and Safety Act provides us with the framework and tools to achieve the goal of working in a safe and healthy workplace and sets out the rights and responsibilities of all parties in the workplace. It establishes procedures for dealing with workplace hazards, and it provides enforcement of the law where compliance has not been achieved voluntarily.

## Joint Health and Safety Committees

Western University as an employer is responsible under the Occupational Health and Safety Act, for establishing and maintaining Joint Health and Safety Committees. These committees are advisory bodies composed of representatives of workers and management. Their primary functions are the identification of workplace health and safety hazards and making recommendations to management with respect to workplace health and safety. In order to carry out these duties, they perform regular inspections of the workplace.

The Joint Health and Safety Committee has several important rights and responsibilities:

1. Identify workplace hazards
2. Obtain information from the Employee
3. Make recommendations to the Employer
4. Investigate work refusals
5. Investigate serious accidents
6. Obtain information from Workers' Compensation Board

## Responsibilities of Workers

Workers also have several general duties under the Act. A worker must take responsibility for personal health and safety insofar as he or she is able. Under the Act, a worker must:

- work in compliance with the Act and regulations
- use or wear any equipment, protective devices or clothing required by the Employer (ie. footwear, protective glasses, head protection, masks, etc.)
- report to the Employer or Supervisor any known missing or defective equipment or protective device that may be dangerous



- report any known workplace hazard to the Employer or Supervisor
- report any known violation of the Act or regulations to the Employer or Supervisor
- not remove or make ineffective any protective device required by the Employer or by the regulations
- not use or operate any equipment or work in a way that may endanger any worker
- not engage in any prank, horseplay, contest, feat of strength, unnecessary running or rough and boisterous conduct

## Rights of Workers

- Right to select a worker representative
- Right to refuse or stop unsafe work
- Right to participate through JHSC
- Right to know

## Responsibilities of the Employer

- Provide worker training
- Provide personal protective equipment where required
- Report all accidents and injuries to the Ministry of Labour
- Must take every reasonable precaution for the protection of the worker



## Safety

ALL EMPLOYEES share in the responsibility of maintaining Hospitality Services as a safe working environment. You are expected to perform your duties conscientiously and must observe the following precautions and practices at all times:

1. Wipe up spills as they occur.
2. Report any situation which may seem hazardous.
3. Report any faulty equipment to your immediate Supervisor.
4. Report all fire hazards to your immediate Supervisor.
5. Pick up any items dropped on the floor to avoid slips and falls.
6. When lifting heavy objects, bend with your knees, not your back. Lift with legs and hold the object close to your body. Lift objects only chest high. When the load is heavy, get help and plan ahead to avoid sudden shifts in load. Place your feet so that you do not twist your back while carrying or lifting a heavy load. Always be sure of your footing. Ask for help.
7. Use oven mitts to pick up hot items. Full steam table pans should be carried end to end, across the body, NOT side by side, to avoid spillage and possible burns.
8. Never run in a kitchen.
9. Handle knives with care. Always inspect knife prior to use and be sure the knife is sharp. Refer to your training manual for best practices around the safe handling and use of knives.
10. Work carefully around steam kettles, fryers, ovens and all other pieces of equipment—they can cause serious injury.
11. Always be aware of any hazardous situations.
12. Report all accidents, no matter how minor, to your Supervisor.

### Floor

Potential injury—slips and falls:

- Make sure that walking surfaces are uncluttered.
- If you drop or spill something, clean it up immediately.
- Place WET FLOOR warning signs to prevent people from slipping.

### Stairs

- Use hand rails.
- Keep stairs clear of obstructions.
- Do not store boxes and supplies on stairs.

### Online Training

Additional online training expectations include Worker Health & Safety, AODA (Accessibility for Ontarians with Disabilities), Safe Campus community (Bill 168) and WHMIS. The expectation is that all online training is completed within one week of receiving your Western User name and password. Further instructions will be provided.

**The expectation is that  
all online training is  
completed within one week  
of receiving your Western  
User name and password.**

# POLICY ON EMERGENCIES

## Fire

In case of fire accidents, fumes, and theft, individuals should call University Police at Ext. 83300 or 911 immediately. When a fire is discovered, the building must be evacuated. If it is safe to do so, all doors to the fire area should be closed and the nearest wall mounted fire alarm activated. When the fire alarm rings, the building must be evacuated as quickly as possible but elevators must not be used. Doors and windows in the area should be closed. The building must not be re-entered until authorization to do so has been given by the Fire Department or UWO Police.

All cooking appliances should be turned off and food that could catch fire should be removed from its heat source (eg. French fries should be removed from the deep fryer).

If the fire is under a kitchen hood, activate the fire extinguishing system using a manual "Range Guard" pull station. You must also pull the nearest fire alarm pull station to sound the building alarm system.



## FIRE EXTINGUISHERS

There may be up to three different types of fire extinguishers in your kitchen:

### 1. MULTIPURPOSE EXTINGUISHER (ABC):

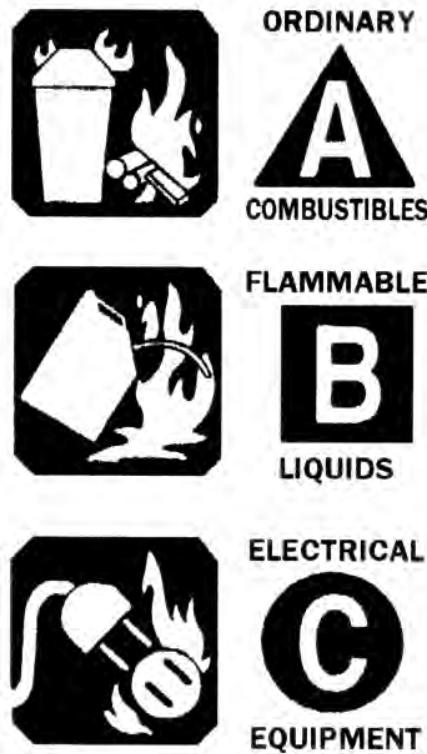
This type of extinguisher will extinguish all types of fires: "A" Class (wood, paper, etc.), "B" Class (flammable liquids, oils, gasoline), "C" Class (electrical fires).

### 2. BC EXTINGUISHER:

This type of extinguisher works extremely well on grease fires, and can be used on any flammable liquid fires involving electricity.

### 3. RANGE GUARD FIRE EXTINGUISHING SYSTEM:

This fire extinguishing system is located in the exhaust ducts and hoods over certain cooking appliances. It will operate automatically if there is a fire on a cooking appliance, or manually if the pin in a Range Guard pull station is pulled. This system, when activated, will shut off all fuel sources to the appliances under the hood, discharge the extinguishing agent on to the appliances and into the hood, and will ring a local alarm bell. A fire alarm pull station must also be pulled to sound the building alarm system.



## Accident and Incident Reporting

All full-time, part-time, temporary, and training participant employees of the University are covered under the Workers' Compensation Act for injuries and illnesses resulting from their employment. Coverage includes payment for health care costs and loss of earnings due to time lost from work.

It is therefore, extremely important that all work-related accidents, injuries, or occupational diseases be reported promptly to your Supervisor or Unit Manager. The University will not be held responsible for any injuries not reported.

Each and every kitchen is supplied with a First Aid kit. Learn where you can find it in your respective kitchens. Anyone wishing to be enrolled in a First Aid course should speak to their Supervisor or Unit Manager.



## Hospitality Services Employee Health Screening Policy

The policy ensures that all University employees who work in the food preparation areas are monitored for communicable diseases and/or infections, as required by legislation.

# FOOD ALLERGIES & INTOLERANCES

Food allergies are a growing public health issue in Canada and approximately 2.5 million Canadians self-report having at least one food allergy. There is no cure for a food allergy; avoidance of allergenic food(s) is the only way to prevent an allergic reaction.

People can be allergic to any food, but some allergies are more common than others. The following ten foods are listed as "Priority Allergens" by Health Canada:

- Peanuts
- Tree Nuts
- Sesame
- Eggs
- Milk
- Seafood (Fish, Shellfish, Crustaceans)
- Soy
- Wheat
- Mustard
- Sulfites

At Western, we have several students who are at risk for potentially life-threatening allergies. Individuals with food allergies can experience a life-threatening reaction from ingesting a very small amount of their allergen (a substance capable of causing an allergic reaction). Exposure through skin contact or inhalation can also cause allergic reactions, but generally not

anaphylaxis. Anaphylaxis (pronounced anna-fill-axis) is a severe allergic reaction that can be caused by food, insect stings, medications, latex or other substances. While anaphylaxis can lead to death if untreated, fatalities from an anaphylactic reaction can often be avoided. Education and awareness are key to keeping students with potentially life-threatening allergies safe.

### Symptoms of an Allergic Reaction:

An anaphylactic reaction can result in any of the following symptoms, which may appear alone or in any combination, regardless of the triggering allergens.

Think F.A.S.T. and look for the following signs:

- **Face:** Itchiness, redness, swelling of face and tongue
- **Airway:** Trouble breathing, swallowing or speaking
- **Stomach:** Nausea, pain/cramps, vomiting, diarrhea
- **Total Body:** Rash, itchiness, swelling, weakness, paleness, sense of doom, loss of consciousness.

## EMERGENCY RESPONSE

**There are five key steps to take in the emergency management of anaphylaxis:**

1. Administer epinephrine (ie., EpiPen or Allerject) at the first signs of an allergic reaction. Epinephrine will not cause harm if given unnecessarily to an individual not experiencing an allergic reaction. Antihistamines and asthma medications should not be used instead of epinephrine for treating anaphylaxis. Staff should only administer epinephrine if/when the person having the reaction is unable to do so themselves. After the epinephrine has been administered, note the time.
2. Call 9-1-1 or SERT and report someone is having an anaphylactic reaction.
3. Individuals with anaphylaxis who are feeling faint or dizzy, should lie down unless they are vomiting or experiencing severe respiratory distress (trouble breathing).
4. Immediately report the incident to your Unit Manager and fill out an incident report form.
5. If there is no improvement in symptoms after five minutes, a second dose of epinephrine can be administered by SERT.

there is no cure for celiac disease; the only treatment is to avoid all gluten-containing foods. However, the food industry has developed many gluten-free food options. Your Unit Supervisor, Chef or Manager can help identify the food items in your unit that are safe for individuals with celiac disease.

## Western's Allergen Risk Management Plan

Western has implemented several protocols for preventing allergic reactions amongst students. Foodservice staff can aid in the prevention of food-related allergic reactions by:

- Always following safe food handling practices
- Washing hands frequently
- Taking all claims of food allergies seriously
- Reading food labels carefully
- Recognizing that even a trace amount of an allergen can be life-threatening
- If in doubt, refer to Supervisor, Chef or Unit Manager

## Accommodating for Students with Allergies

The safety of our students is a shared responsibility. We encourage our students with food allergies to self-identify so that we can work together to keep them safe. It is, therefore, very important that patrons with food allergies have their inquiries dealt with accurately, completely, and promptly. Food allergen-related inquiries should be directed to the Unit Supervisor, Chef, or Manager on duty in your unit.



## Celiac Disease:

The Canadian Celiac Foundation defines celiac disease as a long-term autoimmune disorder. Individuals are genetically predisposed to celiac disease, which affects 1 in every 100 Canadians. Individuals with celiac disease have an extreme reaction to gluten, a protein that is found in wheat, rye, barley, and triticale. When gluten is eaten, it causes serious damage to the absorptive surface of the small intestine. This may lead to severe diarrhea, stomach pain, and an inability to absorb important nutrients (i.e., protein, fat, carbohydrates, vitamins and minerals), additionally resulting in malnutrition and weight loss. Currently,

# Blue to the sky. Orange to the thigh.

## How to use EpiPen® and EpiPen® Jr (epinephrine) Auto-injectors.

Remove the EpiPen® Auto-Injector from the carrier tube and follow these 2 simple steps:



- Hold firmly with orange tip pointing downward.
- Remove blue safety cap by pulling straight up.  
Do not bend or twist.



- Swing and push orange tip firmly into mid-outer thigh until you hear a 'click'.
- Hold on thigh for several seconds.



### Built-in needle protection

- After injection, the orange cover automatically extends to ensure the needle is never exposed.



*After administration, patients should seek medical attention immediately or go to the emergency room. For the next 48 hours, patients must stay within close proximity to a healthcare facility or where they can call 911.*

For more information visit [EpiPen.ca](http://EpiPen.ca).

### Indications and Clinical Use:

- EpiPen® and EpiPen® Jr Auto-Injectors are indicated for the emergency treatment of anaphylactic reactions in patients who are determined to be at increased risk for anaphylaxis, including individuals with a history of anaphylactic reactions.
- Select dose according to patient's body weight.
- Inject into the outer thigh.
- Following treatment of anaphylaxis, the patient must call 911.

There are no absolute contraindications to the use of epinephrine in a life-threatening allergic situation.

### Relevant Warnings and Precautions:

- Avoid use of epinephrine in patients with cardiogenic, traumatic, or hemorrhagic shock; cardiac dilation; cerebral arteriosclerosis; organic brain damage, and narrow-angle glaucoma
- Use with caution in patients with cardiac arrhythmias; coronary artery or organic heart disease; hypertension and hyperthyroidism
- Sulfite sensitivity
- Diabetes
- Parkinson's disease

### For More Information:

Please consult the prescribing information at [http://www.pfizer.ca/en/our\\_products/products/monograph/312](http://www.pfizer.ca/en/our_products/products/monograph/312) for more information relating to adverse reactions, drug interactions, and dosing information, which has not been discussed in this piece. The prescribing information is also available by calling 1-800-463-6001.



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Trusted for over 25 years.



## Food Allergy Do's and Don'ts

Food allergies are serious business. They impact over **2.6 million Canadians**, with half a million of those people being children. Those who don't have food allergies can help by understanding the condition and doing their part to create a safe environment to prevent serious reactions from occurring.

**How?** Here are some of our top **do's and don'ts** about avoiding cross-contamination, reading labels, and what happens when someone has a reaction.



Learn how to create a safe environment at [foodallergycanada.ca](http://foodallergycanada.ca)

@FoodAllergyCanada @FoodAllergyCAN

- 1 **Don't** use the same utensils to make foods that may contain a food allergen. Use one serving utensil per dish.
- 2 **Don't** just pick off an allergen from a food and then serve it to someone with that allergy. For example, don't remove sesame seeds from the top of a salad and serve it to someone with a sesame allergy.
- 3 **Do** use liquid soap and anti-bacterial commercial wipes to remove peanut allergens (such as peanut butter). Anti-bacterial hand sanitizers and water alone are not as effective.
- 4 **Do** use disposable methods (such as paper towels or wipes) to clean surfaces because allergens can stay on sponges or towels.
- 5 **Do** wash your hands well and often. It is one of the most effective ways to prevent cross-contamination.
- 6 **Don't** rely on "free-from" claims (such as "peanut free") on packages, and **do** read the full ingredient list and any precautionary statements such as "may contain".
- 7 **Do** ask your guests if they have any food allergies and how you can help accommodate them.
- 8 **Do** use non-food treats (like stickers) to celebrate birthdays and holidays.
- 9 **Do** use epinephrine (an EpiPen®) at the first sign of an allergic reaction, before calling 9-1-1 or someone's emergency contact person.
- 10 **Do** make sure that if someone has a serious allergic reaction, they go to the nearest hospital right away (ideally by ambulance). The reaction could get worse or even come back.

For more information on food allergies: <https://foodallergycanada.ca/>



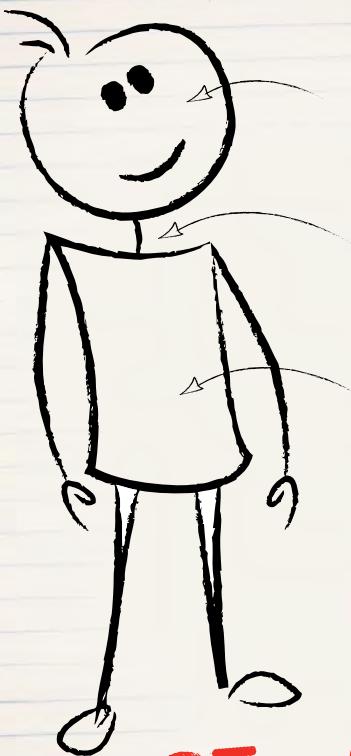
Food Allergy Canada

# ALLERGIC REACTIONS

Could YOU save a life?

After eating or being stung by an insect, a person at risk for anaphylaxis might have any of these symptoms.

Think **F.A.S.T...**



then **ACT...**

## Face

Hives, itching, redness,  
swelling of face, lips or tongue

## Airway

Trouble breathing, swallowing or speaking,  
nasal congestion, sneezing

## Stomach

Stomach pain, vomiting, diarrhea

## Total Body

Hives, itching, swelling, weakness,  
dizziness, sense of doom,  
loss of consciousness

## Give Epinephrine

- Give epinephrine (e.g. EpiPen®, Allerject®) at the first sign of a reaction.
- The first signs may be mild, but symptoms can get worse quickly.
- Repeat as early as 5 minutes if symptoms do not improve.

## Call 9-1-1

- Have person transported to hospital, even if symptoms are mild or have stopped.

# MANAGING JOB STRESS

## **Today is a new day**

Every job you can think of involves some stressors. It is inescapable. HOW an individual responds to stress makes all the difference. The key is not to try to abolish stress but rather to manage it. Take charge of your workload. By learning the techniques of effective problem solving, you can reduce or eliminate the potentially devastating impact stress can have on your immune system and long-term health. The bonus is that these techniques can be applied with equal success to your personal life.

## **Relax**

Take a deep breath. Yes, proper breathing techniques increases the supply of oxygen to the brain and has a calming effect.

## **Pause**

Take a moment when you need it to regroup. This can be a mental break. Learn the techniques of positive self-talk to calm yourself. For example; "This will be OK", "I can handle it", "This is a temporary situation".

## **Define the problem**

Know yourself, your stressors and hot button. Often stress, if anticipated and met with awareness, is reduced substantially. Don't avoid potential problems: meet them head on.

## **Generate alternate solutions**

Is there a way you could do something differently to get the job done without the pressure? Experience helps, so does attitude, and simple acceptance may be the way to go. "HOW TO" tip: Get rid of mental garbage. Don't dwell on past events that can't be changed. MOVE ON.

"We can't go forward from anywhere except where we are at the moment".

## **Evaluate alternatives**

Chart your course of action; have a plan. Practice it, revise it. Keep an open mind. Be flexible. **Remember: in a storm, flexible people bend but they do not break.**

## **Implement solutions**

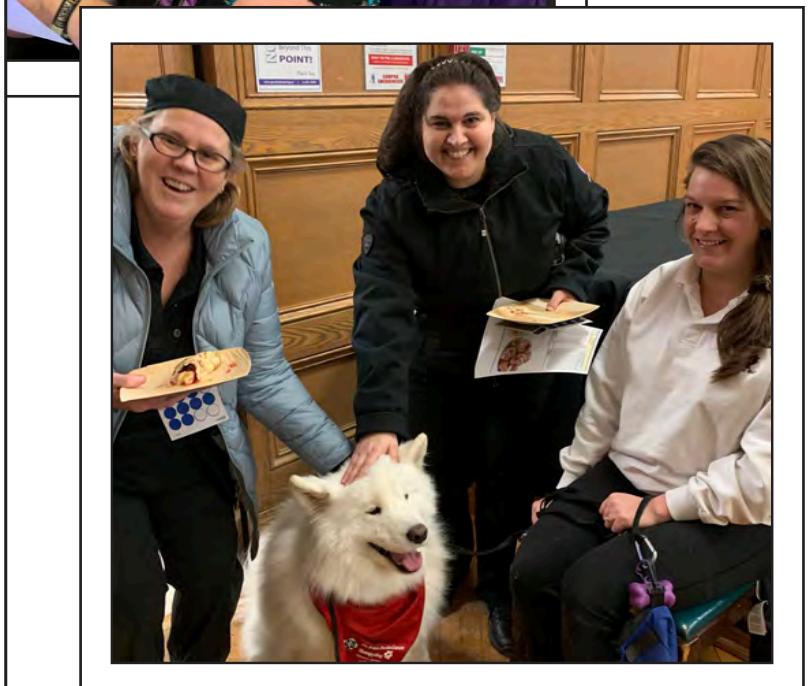
Solutions can be small and simple. Often the effective ones are! Keep changing your approach as the situation(s) change. It's really up to you!

### **Remember ...**

***Not all stress is bad. Good stress can help to drive productivity and creativity. Do your best and let the rest go!***

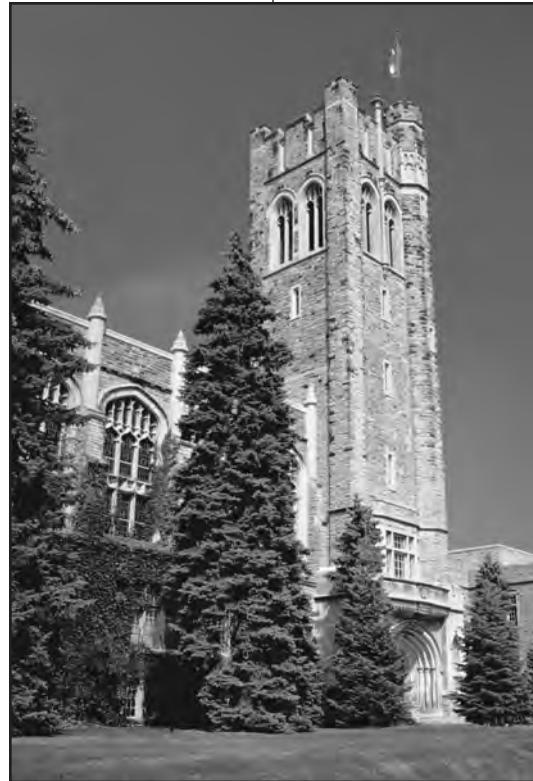


HOSPITALITY SERVICES



# SERVICES AT WESTERN

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# SERVICES

## Your Well Being

### Staff/Faculty Family Practice Clinic

Western offers a family clinic for staff and faculty and their families who do not currently have a family doctor. A patient application/registration form (available online) must be completed and submitted to become a patient at the clinic.

Monday–Friday, 8:30 am–4 pm  
 Room 25, UCC (lower level)  
 519 661-2047 • [www.uwo.ca/health/staff\\_fac/](http://www.uwo.ca/health/staff_fac/)

### Rehabilitation Services

If you have any difficulty coming to work or performing your work because of an illness or injury, Rehabilitation Services can help. A Rehabilitation Coordinator will work with you, your health care professionals, and your supervisor to understand your medical situation and the demands of your job in order to identify ways for you to perform your work safely.

David Schlotzhauer  
 Room 4159, Support Services Building  
 519 661-2111 Ext. 81124  
[dschlot@uwo.ca](mailto:dschlot@uwo.ca)  
[www.uwo.ca/hr/safety/ergo\\_rehab/](http://www.uwo.ca/hr/safety/ergo_rehab/)

### The Chiropractic Clinic

Convenient chiropractic care is available to the Western community, and no referral is required.

Room 49, UCC (lower level)  
 519 661-4006  
[drneilburden.com](http://drneilburden.com)  
[www.westernchiropractic.ca](http://www.westernchiropractic.ca)

### Western On-Campus Pharmacy

Full service pharmacy located in the lower UCC, right across from the book store.

Room 36C, UCC  
 519 661-4058  
[western@universitypharmacy.ca](mailto:western@universitypharmacy.ca)  
[universitypharmacy.ca/western](http://universitypharmacy.ca/western)

### Nutrition Services

Hospitality Services is pleased (and lucky) to have our own nutritionist on staff. Anne Zok is available to answer

any food-related questions or concerns that you might have.

519 661-3855  
[nutritionservices@uwo.ca](mailto:nutritionservices@uwo.ca)  
[nutrition.uwo.ca](http://nutrition.uwo.ca)

### Payroll Coordinator–Housing & Ancillary Services

All new Hospitality Services staff must meet with the HAS Payroll Coordinator to complete all necessary paperwork.

Room 3C10, Ontario Hall  
 519 850-2959  
[hspersonnel@uwo.ca](mailto:hspersonnel@uwo.ca)

### Living Well @ Western

Is a cross-campus initiative designed to encourage and promote a wide variety of physical, cultural and intellectual activities to improve health and wellness at Western. There are a series of activities (many free), open to faculty, staff and students who are looking to be more active and reduce stress levels.

[www.uwo.ca/hr/safety/wellness/living\\_well/](http://www.uwo.ca/hr/safety/wellness/living_well/)

### Employee & Family Assistance Program (EFAP)

(for all Western employees)

Free and confidential support is available for all Western employees and immediate family members for a broad range of personal and work-related concerns

- Mental & Physical well-being
- Personal or job stress
- Relationship issues
- Addictions
- Financial or legal

Available 24/7 by phone, web or mobile app.  
 1-844-880-9142  
[Workhealthlife.com](http://Workhealthlife.com)

# SERVICES

## Department of Equity Services

Confidential assistance with sexual or racial harassment discrimination issues.

Monday–Friday, 8:30 am–4:30 pm

Evening & Weekend appointments—available by appointment.

Room 2319, Somerville House

519 661-3334

[equity@uwo.ca](mailto:equity@uwo.ca)

[uwo.ca/equity](http://uwo.ca/equity)

## Staff Development (non-credit)

Western offers a wide range of professional development and personal interest courses to its regular full-time employees through Human Resources. These courses may be presented in the form of unit/department training or taken individually at the discretion of your Unit Manager.

519 661-2111 Ext. 83459

[www.uwo.ca/hr/learning/staff](http://www.uwo.ca/hr/learning/staff)  
[learning.development@uwo.ca](mailto:learning.development@uwo.ca)

## Continuing Education

Western Continuing Studies offers non-credit courses in Professional and Personal Development. Computer Education, Languages, Arts, Science and Social Science as well as a number of diploma and certificate programs, to members of the University community and the general public.

Western Continuing Studies

Western University

Downtown Campus—Citi Plaza London 240

519 661-3658

[cstudies@uwo.ca](mailto:cstudies@uwo.ca)

[wcs.uwo.ca](http://wcs.uwo.ca)

## The McIntosh Gallery

The McIntosh Gallery features exhibitions of contemporary and historical art and artist talks.

Hours: Monday–Friday: 10 am–5 pm

Saturday: 12 pm–4 pm, Sunday: Closed

Admission: Free

519 661-3181 • [mcintoshgallery@uwo.ca](mailto:mcintoshgallery@uwo.ca)

[mcintoshgallery.ca](http://mcintoshgallery.ca)

## Educational Assistance

Educational Assistance is available to regular full-time staff interested in obtaining additional education to further enhance their career development. Eligible courses include credit courses offered by Western. Some courses also qualify for advanced funding for Western employees. Some courses offered by either Western Continuing Studies or other educational organizations may also qualify (e.g. community colleges or other institutions). For information and application forms, contact:

Human Resources

Room 5100, Support Services Building

519 661-2194 • [hrhelp@uwo.ca](mailto:hrhelp@uwo.ca)

[uwo.ca/hr/learning/educational\\_funding](http://uwo.ca/hr/learning/educational_funding)

## Student Central

All Western employees can obtain a Western ONECard (staff ID card) free of charge.

Room 1120, Western Student Services Building

Monday–Friday, from 9 am–4:00 pm

519 661-2100

[contact@uwo.ca](mailto:contact@uwo.ca)

## Western Film

Western Film features current releases.

**Students:** \$5.00 and \$4.00 (Tuesday)

**General Public:** \$6.25 and \$4.75 (Tuesday)

**Children under the age of 12:** All shows \$4.75

University Community Centre, Level 2

519 661-3616

[wfilm@uwo.ca](mailto:wfilm@uwo.ca) • [westernfilm.online](http://westernfilm.online)

## Western Foot Patrol

Foot Patrol volunteers are available to escort individuals to and from various locations on campus.

Room 57, UCC

519 661-3650 • [wfp@uwo.ca](mailto:wfp@uwo.ca)

[uwo.ca/footpatrol](http://uwo.ca/footpatrol)

## Western Libraries

Western has an extensive library system.

For information please refer to:

[lib.uwo.ca](http://lib.uwo.ca)

or call 519 661-3166

## **U.C.C.**

The UCC houses a variety of services including a postal outlet, travel agency, grocery store, day care, the Purple Store, convenience store, the Bookstore, hair salon, computer store, photo development centre, pharmacy, banking services, vision care, dental care, chiropractic care, dietitian services and numerous Hospitality Services locations. For more information contact USC at:

519 661-3574  
westernusc.ca  
usc@uwo.ca

## **Campus Recreation**

Special Campus Recreation membership rates are available for you and your family. Payroll deduction is available upon request for full-time employees.

Room 3235, Western Student Recreation Centre  
519 661-3090 • campusrec@uwo.ca  
uwo.ca/campusrec

## **Observatory**

Hume Cronyn Memorial (beside Alumni Hall). The Observatory is open Saturdays all summer long. Hours are 8:30 pm–11:00 pm,  
May–August.  
519 661-2111 Ext. 83283  
p-a.info@uwo.ca  
physics.uwo.ca/outreach/cronyn

## **UCC Flexible Childcare Centre**

Located in Room 40, lower level, U.C.C., these services are available for children 3 months to preschool. The rate is \$8 per hour for staff.

Monday–Friday, 7:30 am–6:00 pm  
519 661-2111 Ext. 82672  
ucc@ymcawo.ca  
ymcawo.ca/child-care-centres

## **University Child Care**

This facility is operated by the London YMCA. Hours of operation are Monday–Friday,  
7:30 am–6:00 pm  
For more information:

519 858-5145  
universitycc@ymcawo.ca  
ymcawo.ca/child-care-programs



**Western**  
UNIVERSITY · CANADA

*“Without change, there can be no breakthroughs.  
Without breakthroughs, there can be no future.”*

Certainly a world of change, decision making and improvements has become apparent in the Hospitality Services industry, and the survivors are the operators that offer variety, great service and know how to market their organizations. At Western University, we embrace that philosophy and look forward to continuing improvements and efficiencies.

# HOSPITALITY SERVICES EMPLOYEE HANDBOOK ACKNOWLEDGMENT

Please ensure that you have read and understand the information contained in this publication. You are required to return this completed form to your Supervisor within two (2) weeks of receiving this handbook.

**Date distributed:** \_\_\_\_\_

**Date to be returned:** \_\_\_\_\_

## Employee Acknowledgment

I, \_\_\_\_\_, hereby acknowledge that I have received a copy of the Hospitality Services Employee Handbook. It is my responsibility to read, understand and abide by the rules, regulations and service standards as outlined in the Handbook. I understand that failure to comply with such policies or guidelines may result in disciplinary action.

I understand that the material covered in this handbook may be revoked, suspended, and/or changed at the discretion of Western University.

I acknowledge that I have had the opportunity to discuss the above with the Supervisor signing below.

Employee  
Signature\_\_\_\_\_

Date\_\_\_\_\_

Supervisor  
Signature\_\_\_\_\_

Date\_\_\_\_\_



**New Hire****2020 Staff Uniform Order Form**

HOSPITALITY SERVICES  
AT WESTERN

Name (First & Last):

Date:

Please Circle One: Campus Operations or Residence Dining

Classification	Entitlement
Part Time	2 Shirts - 2 Scrub Pant (optional)- 1 Headware - 1 Apron

S/S = Short Sleeve L/S = Long Sleeve

**Women's Shirts**

Product	Size	Quantity
S/S Black Polo (XS - 3XL)		
S/S Purple Polo (XS - 3XL)		
L/S Black Polo (XS -3XL)		
L/S Pruple Polo (XS -3XL)		

**Women's Pants (WW110)**

Product	Size	Quantity
Cherokee-Scrub Pants (XXS - 4XL)		

**Men's Shirts**

Product	Size	Quantity
S/S Black Polo (XS - 5XL)		
S/S Purple Polo (XS - 5XL)		
L/S Black Polo (XS - 5XL)		
L/S Purple Polo (XS - 5XL)		

**Men's Pants (WW140)**

Product	Size	Quantity
Cherokee-Scrub Pants (XXS - 4XL)		

**NOTES:*****Uniform Inquiries:***

Joan Williams  
 Hospitality Services  
 Rm 150, Lambton Hall  
 Ext. 82940 Fax: 82356  
[williams@housing.uwo.ca](mailto:williams@housing.uwo.ca)

