

# EMPLOYEE HANDBOOK

2022–2023



HOSPITALITY SERVICES  
AT WESTERN



## 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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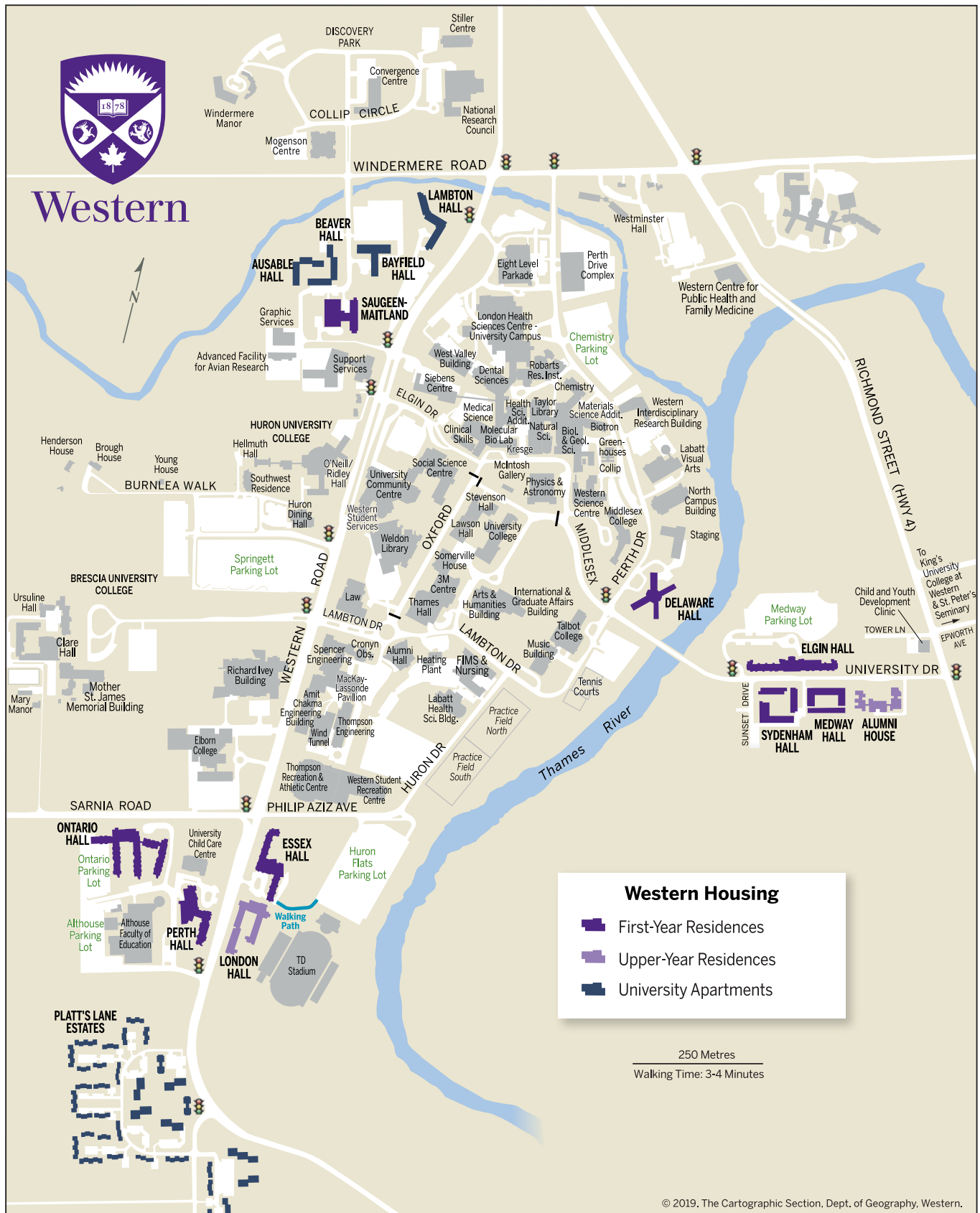
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# Campus Map



# Directory

Hospitality Services – Information	(519) 850-2940 x82940	hospitalityservices@uwo.ca
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
<b>ADMINISTRATION</b>		
Chris Alleyne, AVP Housing & Ancillary Services	(519) 661-3549 x83549	chris.alleyne@housing.uwo.ca
Colin Porter, Director	(519) 661-3854 x83854	colin.porter@uwo.ca
Kristian Crossen, Executive Chef	(519) 661-2111 x80394	kcrosse2@uwo.ca
Carrie Schnurr, Manager, Culinary Training	(519) 661-2111 x87305	cschnur@uwo.ca
Anne Zok, Nutrition Manager / Sustainability	(519) 661-3855 x83855	azok@uwo.ca
Kris Worton, Payroll Coordinator	(519) 850-2959 x82959	kworton@uwo.ca
Lisa E Johnson, Scheduling Coordinator	(519) 661-2111 x81373	ljohnso8@uwo.ca
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Karin DeCaluwe, Campus Meal Plan Coordinator	(519) 661-3957 x83957	kdecaluw@uwo.ca
<b>CAMPUS EATERIES – ADMINISTRATION</b>		
Jacqueline Hassall, Associate Director	(519) 661-3508 x83508	jhassall@uwo.ca
Craig Clifford, Operations Manager (Procurement)	(519) 850-2431 x82431	ccliffo@uwo.ca
Charlene Bielfeld, Area Manager	(519) 661-2111 x86753	cbielfel@uwo.ca
Brady Parr, Area Manager, Campus	(519) 661-2111 x87829	bparr4@uwo.ca
Brian Fliss, Area Manager, Vending	(519) 661-2111 x85036	bfliss@uwo.ca
<b>CONFERENCE, CATERING &amp; EVENTS</b>		
Cliff Fielder, Associate Director, Conference, Events, Catering	(519) 661-2111 x85974	cfielder2@uwo.ca
Mike Zaigh, Assistant Manager	(519) 661-2111 x85772	mzaigh2@uwo.ca
Solveig Janitis Area Manager- Conference, Catering & Events	(519) 661-2111 x TBD	sjanitis@uwo.ca
Patty Scheerer, Operations Assistant	(519) 661-2111 x85975	pscheere@uwo.ca
Catrona Graham, Catering Manager	(519) 661-3050 x83050	
Michelle Keeri-Szanto, Office Administrator	(519) 661-2111 x85628	mkeerisz@uwo.ca
Will Harris, Operations Assistant	(519) 661-3048 x83048	wharris8@uwo.ca
Great Hall Kitchen	(519) 661-2129 x82129	great.hall.catering@uwo.ca
Great Hall Receiving	(519) 661-2111 x85612	
<b>FINANCE AND ACCOUNTING</b>		
Shawn Finkbeiner, Director, Housing & Ancillary Services	(519) 661-2111, x88126	sfinkbe@uwo.ca
Rebecca Guyett, Manager, Accounting	(519) 661-3050 x83050	rebecca.guyett@uwo.ca
Joanna Kozlowska, Accounting Coordinator	(519) 661-2111, x85626	jkozlow@uwo.ca
Angela Harford, Accounting Assistant	(519) 661-3382 x83382	aharford@uwo.ca
<b>MARKETING AND COMMUNICATIONS</b>		
Lina Wang, Director, Housing & Ancillary Services	(519) 661-2111 x84395	lina.wang@uwo.ca
Lindsay Arnold, Marketing & Communications Coordinator	(519) 661-2111 x82836	lindsay.arnold@uwo.ca
<b>Residence Dining - Administration</b>	(519) 661-2111	
Lesley Cook, Operations Manager	(519) 661-3876 x83876	lcook29@uwo.ca
Tina Smith, Area Manager - Residence	(519) 661-2111 xTBX	tbuconji@uwo.ca
Jim Ross, Unit Manager	(519) 611-2111 x83289	jross289@uwo.ca
Ryan Wishak, Unit Manager	(519) 661-2111 x83422	rwishak@uwo.ca
Mark McKinney, Unit Manager	(519) 661-2111 x80551	rwishak@uwo.ca



**CAMPUS EATERIES**

Allyn & Betty Taylor Library / Einstein's Cafe	(519) 661-2111 x81325 / x81305
Arthur & Sonia Labatt Health Sciences Centre / Tim Horton's	(519) 661-2111 x87712
D.B. Weldon Library / Chatime	(519) 661-2111 x85659
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 Food Hub	(519) 661-2111 x86728
Natural Sciences / Tim Hortons	(519) 661-2111 x85697
Somerville House / Lucy's Food Hub	(519) 661-2111 x85341 / x84830
Talbot College / Encore Café	(519) 661-2111 x85610
T.D. Stadium (Concessions)	(519) 661-2111 x86149
UCC / Centre Spot - Supervisor's Office	(519) 661-2111 x85624
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**

	Kitchen	(519) 661-2111 x85630
Delaware Hall	Office	(519) 661-3828 x83828
Delaware Hall	Kitchen	(519) 661-2111 x84794
Elgin Hall	Office	(519) 661-2111 x81466
Elgin Hall	Kitchen	(519) 661-4251 x84251
Essex Hall	Office	(519) 661-2111 x84250
Essex Hall	Kitchen	(519) 661-2111 x88712
Ontario Hall	Office	(519) 661-2111 x85190 & x85217
Ontario Hall	Kitchen	(519) 661-2111 x88655
Perth Hall	Office	(519) 661-2111 x88264
Perth Hall	Office	(519) 661-3782 x83782
Saugeen-Maitland	Staffing/Replacements Office	(519) 661-2111 x86294
Saugeen-Maitland	Kitchen	(519) 661-3856 x83856
Sydenham Hall	Office	(519) 661-2111 x82734
Sydenham Hall		

**CUPE LOCAL 2692 OFFICE**

(519) 661-3052 x83052

# Vision, Mission & Values

## Vision

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

## Mission

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

## Service

We will continuously provide exceptional, friendly & efficient service, while seeking opportunities to innovate and improve our guests' experiences.

## Empowerment

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

## Community

We appreciate the value & diversity of our teams. We respect, trust & support all to ensure the needs of our guests and each other are met.

## Safe & Sustainable

We care about the health and wellbeing of all employees and we support a holistic approach to ensuring a healthy workplace and environment.

## Innovation

We strive to continually learn, improve, adapt, evolve & innovate in our products, services, communications, ourselves & our relationships with a positive attitude and open mind.

## Integrity, Good Judgement & Accountability

We act with integrity & honesty in the work that we do, the people we interact with and in the decisions that we make. We own & immediately resolve guest experiences. We are accountable to one another and to those whom we serve. We are proud of our professional appearance, language and behaviour.



# Sustainability

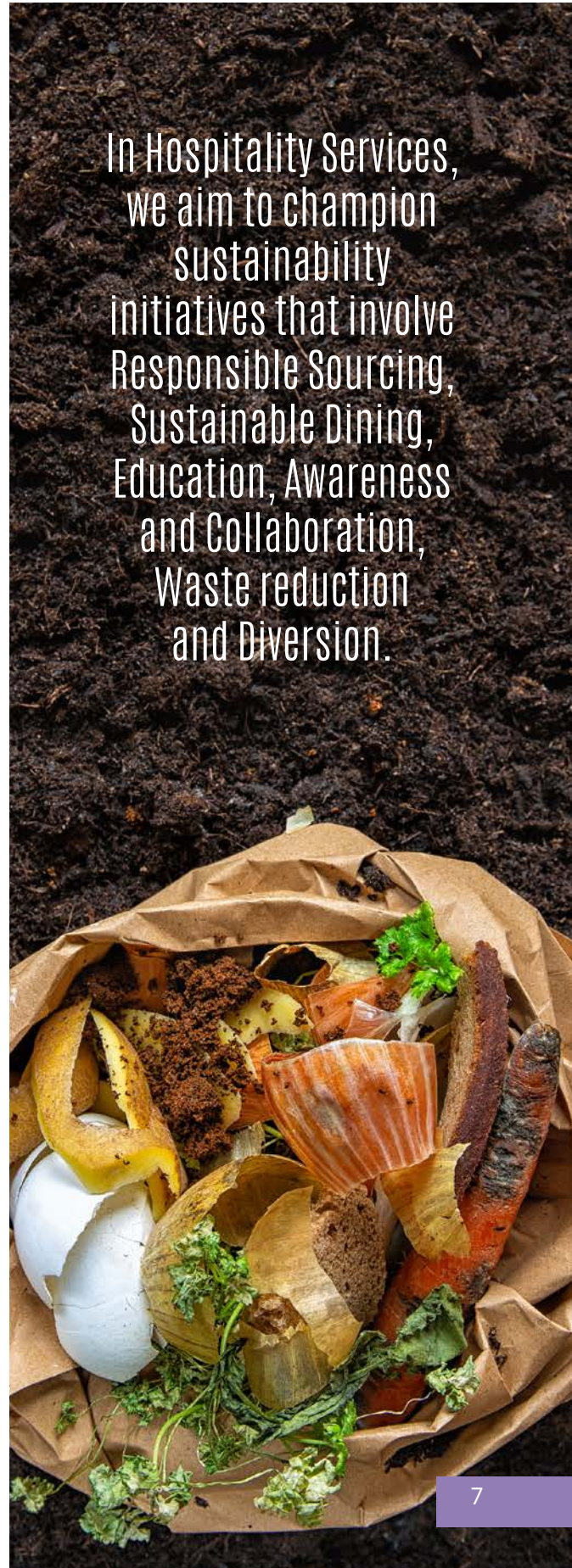
Sustainability is vitally important for the foodservice sector to understand and implement into everyday practices. In Hospitality Services, we aim to champion sustainability initiatives that involve Responsible Sourcing, Sustainable Dining, Education, Awareness and Collaboration, Waste Reduction and Diversion.

[hospitalityservices.uwo.ca/sustainability.cfm](https://hospitalityservices.uwo.ca/sustainability.cfm)

Some of our successes have included:

- Providing only compostable and/or recyclable single-use containers.
- Giving students in residence the option to use reusable take-out container and travel mugs
- Composting all organic waste from the back and front-of-house in the Residences, Great Hall Catering and Green Leaf Café
- 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.
- 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

In Hospitality Services,  
we aim to champion  
sustainability  
initiatives that involve  
Responsible Sourcing,  
Sustainable Dining,  
Education, Awareness  
and Collaboration,  
Waste reduction  
and Diversion.





# Return to Campus

## Daily reporting of Covid symptoms

It is your responsibility to complete a **Return to Campus Questionnaire** each day you plan to be on campus.

This questionnaire will be emailed to you using your @uwo.ca email address.

The email and questionnaire are part of the universities Take Care Western campaign.



### EMPLOYEE HEALTH SCREENING

Health screenings are required by new employees, following their offer of employment in a food preparation area. New Hospitality Service employees must undergo a health assessment and interview. This policy is required to monitor for communicable diseases and/or infections.

## 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.

## MORE INFO

Updates and further information regarding COVID-19 for the Western Community can be found online directly from the University home page. [www.uwo.ca](http://www.uwo.ca)

The Faculty and Staff Resources page has been created to address many frequently asked questions and provides contact information for other inquiries.

[www.uwo.ca/coronavirus/faculty-staff](http://www.uwo.ca/coronavirus/faculty-staff)

# Workplace Policies



## ATTENDANCE REQUIREMENTS

At the beginning of your shift:

- Be on time, ready to work
- Dressed to start shift in full uniform
- Clocked in

## STAFF CALL-IN PROCEDURES

When it is necessary to replace a staff member for reasons such as a sickness or additional staffing needs etc., staff will be offered additional hours according to our set procedures which include work position required, availability & seniority. The system of calling in staff is centrally managed.

## UNABLE TO REPORT FOR WORK?

It is the employee's responsibility to notify their Unit Supervisor or appropriate Scheduling Office. In addition, please call the following that apply;

CAMPUS OPERATIONS EMPLOYEES - UCC Supervisors Office 519-661-2111 ext. 85624

RESIDENCE OPERATIONS - Saugeen Scheduling Office 519-661-2111 ext. 86294

GREAT HALL CATERING - Contact you direct supervisor. Information will be provided.

## ABSENCE FROM WORK:

**Contact the supervisor of your scheduled unit by 3:00pm each day**, including the first day of absence if:

- You are too sick to return to work for your scheduled shift the following day  
OR
- You are returning to work the next day (or next scheduled shift)

## Late for your Shift?

*Things sometimes happen.* If you are going to be late, you are responsible for notifying your unit in advance.

Should you arrive more than 15 minutes after the start time without prior notice, you could be sent home without pay. This is at the discretion of the unit Supervisor/Chef or Unit Manager.

## MEDICAL NOTES

Hospitality Services reserves the right to request a doctor's certificate following any absence due to illness. Medical notes are to be sent directly to Human Resources Safety & Well-being (SSB 4159).

## EMPLOYEE MEAL POLICY

Employees are eligible for the Hospitality Services staff discount when using your Western ONECard (meal plan) to purchase food during work shifts (1 meal/shift). These purchases must be consumed on campus and are not to be taken home. The Staff discount is 50% off retail pricing and only applicable to meal plan purchases.



## SNACKING

Sampling of food with fingers or serving utensils is not permitted because of the potential danger of direct mouth to food

contamination. Leftover food sent to the dish room as waste is not permissible snack food either as it could be past date or contaminated.

## CONTACT PHONE NUMBERS

### CAMPUS UNITS

519-661-2111 x85624

### GREAT HALL CATERING

519-661-2111 x85628

### RESIDENCE DINING

519-661-2111 x86294

## Instagram

Follow our Hospitality Services account to see posts about events happening on Campus.

[@westernufood](https://www.instagram.com/westernufood)

# Meal Plans



## Hospitality Services Meal Plan

As a Hospitality Service Staff member you have the opportunity to purchase one meal/shift at a 50% discount.

To activate your Hospitality Services Staff meal plan contact the Campus Meal Plan office and let us know your name, Western ID & where you work on campus.



## Off-Campus Meal Plans

Students living off campus can purchase one of two meal plans through the Campus Meal Plan office in Lambton Hall. Plan information available online:

[www.mealplan.uwo.ca](http://www.mealplan.uwo.ca)

### FOR MORE INFORMATION ON WESTERN MEAL PLANS

Contact either:

#### Campus Meal Plan Office

Rm. 130 Lambton Hall

T: 519.661.3957

E: [campus.meal.plan@uwo.ca](mailto:campus.meal.plan@uwo.ca)

Or

#### The Housing Office

Rm 3C10 – Ontario Hall

T: 519.661.3547

E: [housing@uwo.ca](mailto:housing@uwo.ca)

## Residence Meal Plans

First year residence meal plans are mandatory and can be used in residence cafeterias as well as at all eateries on the main campus, & with our affiliated off campus restaurants.

Residence students are tax exempt and receive a 50% discount for meals purchased on campus. Balances & transactions can be viewed online and topped up at anytime.





# Multi-Factor Authentication (MFA)

## What is MFA?

Multi-Factor Authentication (MFA) is an authentication method in which a user is granted access only after successfully presenting two or more pieces of evidence to prove their identity. Duo Security is being used to secure MFA enabled services at Western University.

Once you have set up your Duo Security profile you are ready to go. You will login as usual with your User ID and password, and then use your device to verify that it's you. This can be done via SMS, voice call, one time passcode, the Duo Mobile smartphone app, and so on.

## Why Do I Need This?

Passwords alone aren't enough anymore, that's why Western is introducing Multi-Factor Authentication (MFA). Passwords can often be stolen, guessed, or compromised — you might not even know someone is accessing your account. Multi-factor authentication adds a second layer of security, keeping your account secure even if your password is compromised.



## How Does It Work?

MFA provides you with the best level of security, it's fast and easy to use. When you log into an MFA protected site, service or application, such as Office 365, you will enter your User ID and password as you normally do and you will use a secondary factor as well. MFA adds a second layer of protection by combining something you know (your password) with something you have (your phone, or security token) to verify your identity. This combination will prevent someone else from gaining access to your account, even if they have compromised your password.

## No mobile phone?

You can also use a landline or tablet, or obtain a hardware token. Duo lets you link multiple devices to your account, so you can use your mobile phone and a landline, a landline and a hardware token, two different mobile devices, etc.

# Communication

**OWL Login**

## Get Connected, Stay Informed



### WHY DO I NEED TO GET CONNECTED?

- Think of all the things you need to know before you even come to work! What's my schedule like next week? Are there any holidays or special events coming up? Where's my T4? What sort of required training do I need to complete? What changes are coming up with parking? Are there any new job postings with Hospitality Services? Is it a snow day or other emergency?
- On top of information from Hospitality Services, you also receive emails from the President, from the Union, and from Western as a university and as your employer. Stay informed and be in the know.
- Don't have access to a computer but want email access on your phone? Check out the information sheets available from your manager or supervisor in each unit. The information sheets provide step-by-step instructions to easily add your @uwo email to your apple iOS or Android device.
- Forgot your password? That's okay! Contact your Manager/Supervisor for easy instructions on how to change or re-set your password.



**“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, we embrace that philosophy and look forward to continuing improvements and efficiencies.

# Working Safely with Food

## HACCP

Hospitality Services uses a universally recognized Food Safety Program called HACCP (Hazard Analysis Critical Control Point). This 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 is to ensure that all products are safely handled from the moment we receive it at our loading docks to the point our customers consume it.

Careful monitoring, documentation and record keeping are shared responsibilities to ensure we keep ourselves and customers safe.

## Personal Hygiene

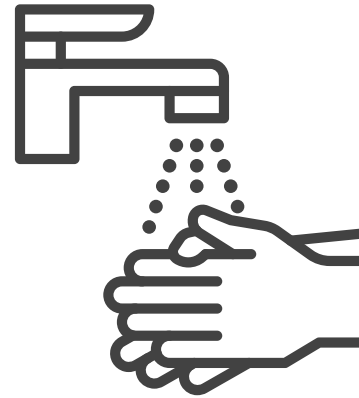
Poor personal hygiene can compromise the safety of our food service establishment. Students and Staff can become ill. It is the responsibility of all staff members to follow a high standard of personal hygiene which includes daily baths or showers, wearing a clean uniform, restraining hair with a hair net and proper handwashing.

## Handwashing

Unclean hands are the prime culprits in transmitting contaminants to food and there is no better means of sanitizing hands than frequent and thorough handwashing.

### WHEN DO I WASH MY HANDS?

- Before starting my shift
- After using the restroom



- After touching face or hair or clothing
- After sneezing, coughing or blowing nose
- After handling raw food
- After eating and taking breaks
- After smoking
- After handling dirty dishes
- After handling garbage
- After handling chemicals

## Gloves

Gloves may be worn at a customer's request, to protect a cut or when handling ready to eat food. Gloves are single use or task only. Gloves can become contaminated just as easily as a worker's hands. They are intended to be changed frequently, never washed but discarded after use.

## Cleaning & Sanitizing

Every staff member has a responsibility to ensure that high levels of sanitation are achieved in the preparation and serving of meals. It is imperative that all equipment, utensils and all contact surfaces be regularly cleaned and sanitized. Cleaning removes visible soil and sanitizing destroys invisible harmful microorganisms.

# 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:

- Sessional & Continuing Staff & Supervisors: 3 shirts, 2 pants (upon request), head wear, apron, and name tag
- Part-Time: 2 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 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 Services employees. They must be adhered to and were developed according to recommendations by Steritech, the Middlesex-London Health Unit and CRFA.

**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: one plain band is acceptable (no stones)
- Earrings: small stud-style or small hoop permitted (no dangling)
- Ear lobe holes (gauges) must be closed with plugs.
- Facial piercings not permitted, with the exception of 1 tiny (<.5cm) nose stud.
- Chains/Necklaces: permitted but must be worn under shirts.
- Medical Alert Bracelets: are acceptable.
- Watches and bracelets are not permitted.

## Hospitality Service 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 area.

**Facial Hair** *must be kept neatly trimmed at all times. Beard nets will be provided. 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. Non-slip label should be marked on shoe. 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 once per year in December.



# Food Holding Temperatures

**Minimize the time food spends in the temperature danger zone 40°F (5°C) to 140°F (60°C).** Potentially harmful bacteria find this zone highly hospitable and begin to multiply quickly.

When it is necessary to hold hot foods for any length of time only equipment intended for such purposes should be used (e.g. steam table or hot cabinet).

- Keep **HOT** things **HOT above 140°F (60°C)**
- When holding cold food out of refrigeration only equipment intended for such purposes should be used. e.g. deli counter, ice bath
- Keep **COLD** things **COLD below 40°F (4°C)**

## Cooling

All cooked food must be chilled quickly to **40°F (4°C)** within 6 hours to prevent a potential food-borne illness. Large quantity batches can be chilled using an ice bath, with an ice wand or divided into shallow pans to increase the surface area before storing in the refrigerator. Use a thermometer to determine the internal temperature of the product.

## Reheating

Precooked foods to be reheated must be rewarmed rapidly to **165°F (74°C)** using equipment to do so. A hot box or steam table is not appropriate for reheating.

## Thawing

Products should be thawed under refrigeration or under cold running water in their original wrapping never at room temperature.

## Thermometers

Metal Stem or Instant Read Digital thermometers are available to check product internal temperatures. These thermometers need to be cleaned between uses with alcohol swabs and should be calibrated frequently.

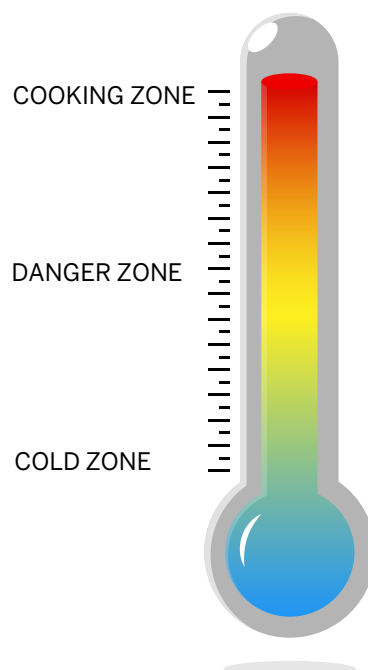
All fridges and Freezers need to be equipped with thermometers and should be checked regularly and replaced when needed.

## Cross Contamination

It is important to take all precautions to avoid Cross Contamination of products meaning the process by which bacteria, microorganisms or hazardous materials are unintentionally transferred from one product to another with harmful effect through careless practices.

**To avoid cross contamination practice the following:**

- Wash hands between tasks
- Sanitize thermometers after each use
- When thawing raw foods in the refrigerator, place them on the lowest shelf
- Use a clean designated scoop for ice, do not use hands or other container
- All staff beverages should be in a cup with lid and stored in designated area to avoid spilling and contaminating food prep areas
- Keep ready to eat items apart from raw items



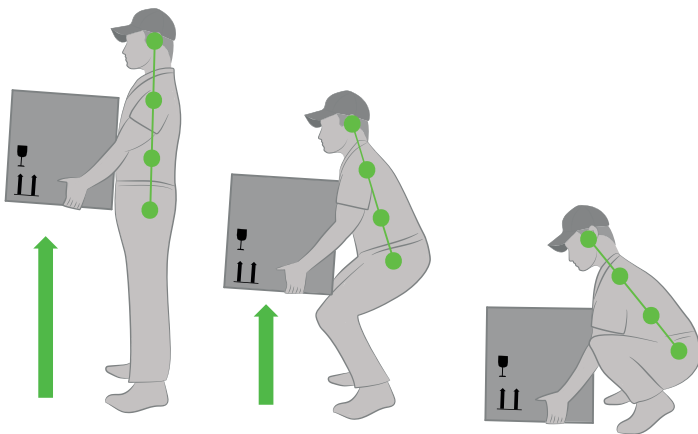
# Health & Safety

## Safety

All employees share in the responsibility of maintaining Hospitality services as a safe working environment. If you see a potential hazard or notice something unsafe, notify a supervisor immediately.

## Lifting

- Ask for help when lifting heavy or large awkward containers
- Keep your back straight and bend knees while lifting
- Hold items close while lifting; don't reach for items far from your body



## Knife Handling

- Inspect the knife before use
- Use a sharp knife
- Do not use a damaged or dull knife
- Use the correct type of knife for the job
- Always use a cutting board with corner grips
- Wear cut resistant gloves
- Use a scrub brush to clean and sanitize knife handle and blade
- Do not place knives in sink
- Take micro breaks to relieve muscles
- Store knives in designated areas
- Do not attempt to catch a falling knife
- Carry knife down at your side when walking through the kitchen
- Do not use a knife for tasks other than cutting

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

## Preventing Cuts

- Pay attention to sharp blades
- Sweep up broken glass and dispose of in a designated container
- Remove lids entirely from cans and dispose of in the recycle container not the garbage

## Preventing Burns

- Allow steamers under pressure to release steam before retrieving product.
- Use personal protective equipment such as pot holders, mitts and forearm protection **when handling hot items**. Never use a wet towel or apron as a potholder.
- Always lift lids or foil covers slowly and carefully aim away from you to allow steam to escape.
- Turn pot handles away from burners, and never leave handles sticking out over the edge of the range.
- Do not leave hot oil unattended for any period of time.
- When working with fryers, fill baskets no more than halfway, shake off excess ice crystals before placing fryer baskets gently in hot oil and follow directions when adding or disposing of fat or oil.
- Use caution when preparing hot drinks or using machines that dispense hot liquids, keeping your hands out of the areas where liquids are dispensed.
- Keep liquids away from fryers.
- Keep cardboard packaging away from fryers.



## Personal Protective Equipment (PPE)

The Workplace Hazardous Materials Information System (WHMIS) ensures that all controlled products used, stored, handled or disposed of in our workplace are properly labelled and Safety Data Sheets SDS are made available.

Before using any chemical always refer to the products Safety Data Sheet (SDS) for appropriate Personal Protective Equipment (PPE).

Protect yourself with safety glasses, rubber gloves and correct protective clothing such as plastic aprons when handling full concentration chemicals or as directed in the SDS Sheets.

Oven mitts and non-cut gloves are also mandatory PPE when handling hot items or using sharp knives.

## Using Chemicals

- Review and understand SDS (Safety Data Sheets) on all chemicals you use
- Always read the labels
- Measure all chemicals per instructions
- Never mix one type of chemical with another
- Do not rely on the smell of chemicals as means of identification
- Keep chemicals away from food.

## Occupational Health & Safety Act

*The purpose of Occupational Health and Safety (OH&S) legislation is to protect you, the worker, against hazards on the job. It outlines the general rights and responsibilities of the employer, the supervisor and the worker. The law makes both you and your employer jointly responsible for workplace health and safety.*

# Joint Health & 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 respects 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:

- Recognize workplace hazards
- Evaluate the hazards and risks that may cause incidents, injuries and illness
- Participate in development and implementation of programs to protect the employees' safety and health
- Respond to employee complaints and suggestions concerning safety and health
- Monitor and follow-up hazard reports and recommend action
- Participate in safety and health inquiries and investigations, as appropriate
- Consult with professional and technical experts
- Participate in resolving workplace refusals and work stoppages
- Make recommendations to management for incident prevention and safety program activities
- Monitor effectiveness of safety programs and procedures
- Not remove or make ineffective any protective device required by the Employer or by the regulations



## Responsibilities of Workers

Workers also have several general duties under the Act. A worker must take responsibility for personal health and safety insofar as they are 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 or violations of the Act to the Employer or Supervisor
- Report all accidents and injuries to the ministry of Labour





# 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 Western Police.




All cooking appliances should be turned off and food that could catch on fire should be removed from its' heat source (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 to sound the building alarm.

## Fire Extinguishers

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

- **Multipurpose Extinguisher (ABC):** This type of extinguisher will extinguish all types of fires.
- **BC Extinguisher:** This type of extinguisher works extremely well on grease fires, and can be used on any flammable liquid fires involving electricity.
- **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 removed. This system, when activated will shut off all fuel sources to the appliances under the hood, discharge the extinguishing agent on the appliances and an alarm will sound. A fire alarm must also be pulled to sound the building alarm.

CLASS OF FIRE	TYPE OF FIRE	APPROVED FIRE EXTINGUISHER
 <b>A</b> Ordinary Combustibles	Wood, paper, cloth	Type A; Type A-B
 <b>B</b> Flammable Liquids	Gasoline, paints, oils, grease	Type A-B; Type B-C; Type A-B-C
 <b>C</b> Live Electrical Equipment	Electrical wiring, fuse box	Type B-C; Type A-B-C

### WHEN USING A FIRE EXTINGUISHER, REMEMBER TO **PASS**:

- **P**ull the pin while holding the nozzle away from you, and release the locking mechanism.
- **A**im low, pointing the nozzle at the base of the fire.
- **S**queeze the lever slowly and evenly.
- **S**weep the nozzle from side to side.



# Accident & Incident Reporting

All continuing, sessional and part-time 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 area.

## A.I.I. Reporting Form & Investigation Report

Accident/Illness/Incident Reporting Forms are completed by the unit supervisor or manager and as soon as possible after occurrence of incident and sent within 24 hours via email as directed. Forms can be found and completed online: [www.uwo.ca/hr/form\\_doc/health\\_safety/form/aiir.pdf](http://www.uwo.ca/hr/form_doc/health_safety/form/aiir.pdf)

Staff member can obtain a copy of the signed report from their unit supervisor/manager for their own records.



## Emergencies

For emergencies including fire, accidents, injuries, call 911 to reach police, fire, ambulance and hazmat.

- If you are calling from a campus phone you will reach Campus Police
- If you are calling 911 from a cell phone you will reach London Police, so be sure to let them know you are calling from Western
- In a non-emergency, contact Campus Police at
- 519-661-3300



## SERT

The UWO Student Emergency Response Team (SERT) is a student run, volunteer organization providing emergency medical

response to 9-1-1 calls on Main, Brescia, and Huron Campuses.

# Workplace Wellness & Allergies

## Workplace Wellness

The Hospitality Services Workplace Wellness program is a preventative program with support for our workers to achieve optimal wellness, wellbeing and productivity. For questions and comments on the wellness program please email us at:  
[hs-wellness@uwo.ca](mailto:hs-wellness@uwo.ca)

**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 GOAL:** To help our employees find personal harmony within all eight dimensions of wellness.

## 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.

A food allergy is a medical condition in which one's immune system mistakenly treats a particular food as if it's dangerous to them. Their body reacts to the food (an allergen) by having an allergic reaction – even a small amount of an allergen has the potential to cause a reaction. And, unfortunately there is no cure for a food allergy; avoidance is the only way to prevent a reaction. At Western, we house and serve many students (staff and/or faculty) with food allergies and intolerances. While anaphylaxis (the most severe type of reaction) can lead to death if untreated, fatalities can often be avoided.

## Symptoms of an Allergic Reaction

An allergic 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:**

**Fast:** 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 a reaction:

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. Staff should only assist in administering epinephrine if/when the person having the reaction is unable to do so themselves.
2. **Call 9-1-1**
3. **Individuals feeling faint or dizzy, should lie down unless they are vomiting or experiencing severe respiratory distress (trouble breathing).**
4. **If there is no improvement in symptoms after five minutes, a second dose of epinephrine can be administered by SERT.**
5. **Immediately report the incident** to your Unit Manager and/or Supervisor.

Education and awareness are key to keeping our allergic community safe. Please complete your ALLERGY AWARE on-line training. A link to which can be found on the staff website.

[www.allergyaware.ca](http://www.allergyaware.ca)

## Accommodating 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.

## Other Resources:

[foodallergycanada.ca](http://foodallergycanada.ca)  
[nutrition.uwo.ca](http://nutrition.uwo.ca)



### LifeWorks – Employee Assistance (HR)

LifeWorks (formerly Morneau-Shepell) is Western's provider of a confidential Employee Assistance Program (EAP). The program can help you to optimize your current well-being, or support you as you take the first step toward change. You can access help to find solutions to the challenges you face at any age and stage of your life.

EAP is available to all Western employees and their dependents. It was rebranded and relaunched as LifeWorks in early 2021, so employees were asked to register to access the new online platform and app. The same great care is always available by phone anytime.

### FOOD ALLERGY CANADA CALL THESE THE PRIORITY ALLERGENS.

Over 90% of people with a food allergy are allergic to one, or more of these allergens.



TREE NUTS



PEANUTS



FISH



SHELLFISH



SESAME



SULPHITE



MUSTARD



MILK



GLUTEN



EGG



SOY



# Services at Western

## Staff/Faculty Family Practice Clinic

Staff/Faculty Family Practice Clinic continues to provide essential medical care to our clinic patients; however, because we are seeking to further minimize the risk of COVID-19 community spread we are providing a model of care encompassing both virtual and in-person medical visits.

Our clinic will only be open for pre-scheduled, in-person appointments. Our physicians will continue to provide virtual visits via telephone from 8:30am–4:00pm, Monday–Friday.

All visits will need to be booked in advance via phone.

### Contact Us:

519-661-2047

Thames Hall, Rm 2120

Monday to Friday

8:30 am - 4:00 pm

## Mental Health

At Western, we are committed to fostering a community that actively promotes mental health.

A good place to start if you are in crisis, or need to talk to someone, is to speak with your family doctor.

Your family doctor may already know you and your family, and may be in the best position

to offer advice and help. You may also go to a walk-in clinic for assistance.

Western also has a number of resources that you may access, as a faculty or staff member.

**The most important thing is to ask for assistance.** In an emergency, call 911 or go to a local emergency room (ER). Visiting an ER can help connect you to the right resources.

## Employee Well-being

Employee Well-Being is a dedicated team committed to supporting the health and wellness of those who work at Western.

### Our work includes:

- Assisting employees impacted by illness, injury or disability, including accommodation, return-to-work and stay-at-work programs, and providing documentation that may be required
- Providing information and support regarding ergonomics and prevention of musculoskeletal disorders (MSDs)
- Offering wellness information and programs to help employees achieve balance and well-being
- Assisting employees to identify supports for mental wellness

### Contact Us:

David Schlotzhauer

519-661-2111 ext. 81124

Support Services Building, Room 4159

## Other Helpful Wellness Resources:

**Physiotherapy** – Physiotherapy assessment and treatment is available at Workplace Health on a part-time basis.

For more information about physiotherapy please call 519-685-3251 from a campus phone.

**Massage Therapy** – A Registered Massage Therapy (RMT) is available at Workplace Health. Call 519-661-3030 to make an appointment.

## Payroll Coordinator – Housing & Ancillary Services

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

**Contact:**  
519-850-2959  
Ontario Hall, Rm 3C10  
hspersonnel@uwo.ca

## Western ONECard



Student Central no longer offers in-person Western ONECard ordering. Current staff and faculty can upload their photo and request a new or replacement Western ONECard online.



## Parking Services

A fully refundable hang tag deposit of \$30 will be charged at the Parking Office when picking up new permit hang tags.

Support Services Building,  
Room 4150  
ext. 83973



## University Child Care

To accommodate the growing child care needs of Western faculty/staff members, Western offers access to an onsite child care centre.

**Contact:**  
519-858-5145  
1141 Western Road  
(next to Althouse College)



## Western Foot Patrol

Western Foot Patrol is a volunteer driven service that provides safe escorts, walking you to your destination at night; deters crime through patrols; and promotes safety awareness on the main and affiliate college campuses.

**Need a safe walk home or to your car?**  
Call us at 519-661-3650 or use the chat feature on our app during our evening hours of operations.



## New Hire 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 Purple Polo (XS - 3XL)		

#### 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)		

#### Women's Pants (WW110)

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

#### Men's Pants (WW140)

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

#### NOTES:

#### Uniform Inquiries:

Joan Williams / Karin DeCaluwe  
Hospitality Services  
Lambton Hall, Rm 130  
Ext. 82940, 83957  
[hospitalityadmin@uwo.ca](mailto:hospitalityadmin@uwo.ca)

# 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 \_\_\_\_\_