

# EMPLOYEE HANDBOOK 2023 - 2024



HOSPITALITY SERVICES  
AT WESTERN





## HOSPITALITY SERVICES AT WESTERN

### Welcome to the Team!

Congratulations and Welcome!  
We are delighted you've chosen to join our wonderful Hospitality Services Department. You're now part of a team who cares passionately about taking care of our guests that contributes to a campus community of faculty, staff, researchers, alumni and our 35,000 students.

Feeding over 25,000 people on campus daily we consist of five distinct teams- Campus Eateries, Residence Dining, Great Hall Catering, Conference Services and Vending Services and provide contract management services to the Ivey School of Business. Although each area has its own unique service deliverables we are all part of one team and work collectively towards shared outcomes.

The Hospitality Services staff are key to delivering Canada's "Best Student Experience" by providing exceptional customer service in many different ways, such as; learning our guests 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 staff who made a difference in their experience at Western.



The Employee Handbook is a great tool to guide you on the first few days of your journey with us and I encourage you to review and ask questions if you have any concerns. Once you've completed a read through be sure to sign the acknowledgement form found on the last page and return it to your supervisor within 2 weeks of receiving the handbook.

In closing, I'm extremely pleased to welcome you to Hospitality Services and I look forward to meeting you and working with you in the days ahead.

Sincere regards,

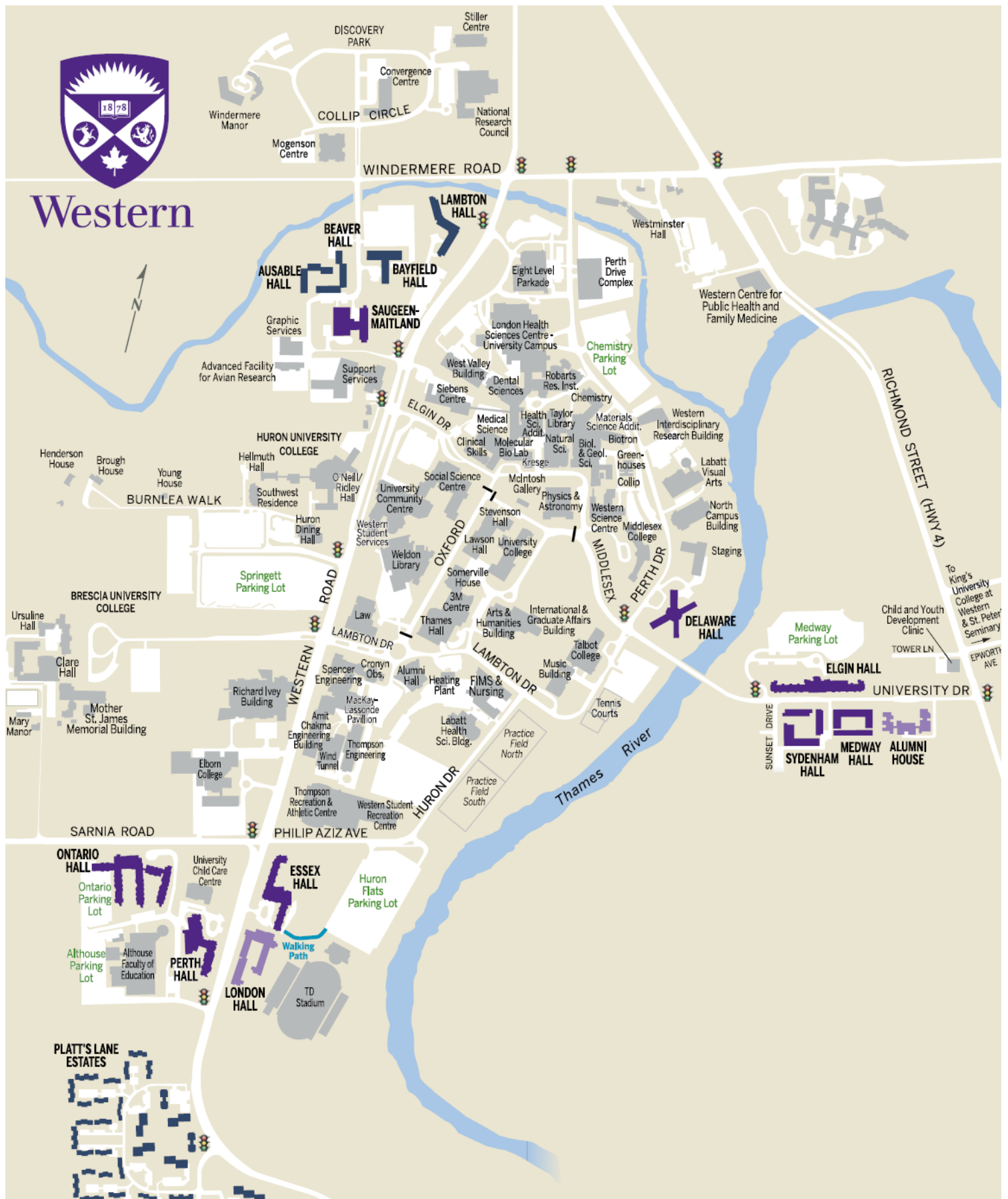
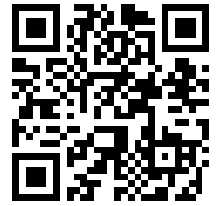
Director, Hospitality Services

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# Campus Map



# Directory

## ADMINISTRATION

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Craig Clifford, Procurement Manager	519.850.2431 x82431	ccliffo@uwo.ca
Kris Worton, Payroll Coordinator	519.850.2959 x82959	kworton@uwo.ca
Lisa Johnson, Scheduling Coordinator	519.661.2111 x81373	ljohnso8@uwo.ca
Joan Williams, Administration Coordinator	519.850.2940 x82940	jwillia5@uwo.ca
Karin DeCaluwe, Meal Plan Coordinator	519.661.2111 x83957	kdecaluw@uwo.ca

## CAMPUS EATERIES - ADMINISTRATION

Jacqueline Hassall, Associate Director, Campus Operations	519.661.2111 x83854	jhassall@uwo.ca
Brady Parr, Operations Manager, Campus Operations	519.661.2111 x83508	bparr4@uwo.ca
Charlene Bielfeld, Unit Manager	519.661.2111 x86753	cbielfel@uwo.ca
Brian Fliss, Unit Manager, Vending	519.661.2111 x85036	bfliss@uwo.ca
Michael Crich, Unit Manager	519.661.2111 x87829	mcrich@uwo.ca

## CONFERENCE, CATERING & EVENTS

	519.661.2111 x83545	conference.services@uwo.ca
Cliff Fielder, Associate Director, Conference, Events, Catering	519.661.2111 x85974	cfielder@uwo.ca
Mike Zaigh, Assistant Manager	519.661.2111 x85772	mzaigh2@uwo.ca
Solveig Janitis, Operations Manager, Conference, Events, Catering	519.661.2111 x86569	sjanitis@uwo.ca
Patty Scheerer, Operations Assistant	519.661.2111 x85975	pscheere@uwo.ca
Catrona Graham, Catering Manager	519.661.2111 x83050	cgraham@uwo.ca
Michelle Keeri-Szanto, Office Administrator	519.661.2111 x85628	mkeerisz@uwo.ca
Will Harris, Operations Assistant	519.661.2111 x83048	wharris8@uwo.ca
Great Hall Kitchen	519.661.2111 x82129	great.hall.catering@uwo.ca
Great Hall Receiving	519.661.2111 x85612	

## ACCOUNTING

Sonria David, Manager of Finance & Administration	519.661.2111 x83892	sdavid@uwo.ca
Angela Harford, Accounting Assistant	519.661.2111 x83382	aharford@uwo.ca
Joanna Kozlowska, Accounting Assistant	519.661.2111 x85019	jkozlow@uwo.ca
Vrushali Acharya, Accounting Assistant	519.661.2111 x85626	vachary@uwo.ca

## RESIDENCE DINING

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Tina Smith, Operations Manager, Residence Dining	519.661.2111 x85247	tbuconji@uwo.ca
Jim Ross, Unit Manager - Delaware Hall	519.661.2111 x83289	jross289@uwo.ca
Ryan Wishak, Unit Manager - Saugeen-Maitland Hall	519.661.2111 x83422	rwishak@uwo.ca
Mark McKinney, Unit Manager - Essex Hall	519.661.2111 x80551	mmckin33@uwo.ca
Luke McCabe, Unit Manager - Sydenham & Ontario Hall	519.661.2111 x83847	lmccabe5@uwo.ca
Sarah Sedo-Park, Unit Manager - Perth Hall	519.661.2111 x83422	ssedopar@uwo.ca
Ryan Stephens, Unit Manager - Elgin Hall	519.661.2111 x81466	rstephen@housing.uwo.ca

# Directory

## 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 x84722
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 x89300
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 x87464
UCC / Food Hub - Supervisor's Office	519.661.2111 x85624
UCC / Food Hub -Kitchen	519.661.2111 x85625
UCC / Food Hub- Tim Hortons	519.661.2111 x85627
UCC / Tim Hortons Express	519.661.2111 x87957
UCC / Booster Juice	519.661.2111 x89237
UCC / Upper Starbucks	519.661.2111 x86281
UCC / Lower Starbucks	519.661.2111 x82626
UCC / Subway	519.661.2111 x87751
UCC / Bento Sushi	519.661.2111 x81326
UCC / Receiving	519.661.2111 x85620
Western Student Recreation Centre / Booster Juice	519.661.2111 x88111
Alumni Stadium / West Concession	519.661.2111 x86149

## RESIDENCE DINING HALLS

Delaware Hall, Kitchen	519.661.2111 x85630
Delaware Hall, Office	519.661.2111 x83828
Elgin Hall, Kitchen	519.661.2111 x84794
Elgin Hall, Office	519.661.2111 x85475
Essex Hall, Kitchen	519.661.2111 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	519.661.2111 x84635
Saugeen-Maitland, Office	519.661.2111 x83782
Saugeen-Maitland, Staffing / Replacements Office	519.661.2111 x86294
Sydenham Hall, Kitchen	519.661.2111 x83856
Sydenham Hall, Office	519.661.2111 x82734

CUPE LOCAL 2692 OFFICE

519.661.2111 x83052

# Vision, Mission & Values



HOSPITALITY SERVICES  
AT WESTERN

1

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

2

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

3

**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.

4

**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.

5

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

6

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

7

**Integrity & 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.

# Workplace Policies

## ATTENDANCE REQUIREMENTS

At the beginning of your shift:

- Be on time, ready to work
- Dressed to start shift in full uniform
- Wearing mandatory non-slip shoes
- Make sure you are 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.

- **Absence From Work:**  
Contact the Supervisor of your scheduled Unit and the appropriate Scheduling Office 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
- **It is the employee's responsibility to notify their Unit Supervisor or appropriate Scheduling Office. When leaving a message:**
  - Leave your Name
  - Let us know the Unit your Scheduled at
  - Let us know the Time you were Scheduled to Work

**Please Call the following that apply;**

<b>CAMPUS OPERATIONS</b>	<b>519.661.2111 x85624</b>
<b>RESIDENCE OPERATIONS</b>	<b>519.661.2111 x86294</b>
<b>GREAT HALL CATERING</b>	<b>519.661.2111 x85628</b>

# Workplace Policies



## 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. See below if you are a Western student.



## 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.

**Campus Meal Plan Office**  
**Rm. 130 Lambton Hall**  
**519.661.3957**  
**[campus.meal.plan@uwo.ca](mailto:campus.meal.plan@uwo.ca)**



## WESTERN STAFF CARD

Current staff and faculty can upload their photo and request a new or replacement Western ONECard online via the Office of the Registrar.

[https://registrar.uwo.ca/services/western\\_onecard\\_and\\_photo\\_standards.html](https://registrar.uwo.ca/services/western_onecard_and_photo_standards.html)



## WESTERN STUDENT/STAFF CARD

Current Western students require a Student/Staff card to receive the 50% discount for their 1/meal per shift. Contact the Meal Plan office at **[campus.meal.plan@uwo.ca](mailto:campus.meal.plan@uwo.ca)** for the card.





# WESTERN STAFF MEAL PLAN TERMS OF USE

## Hospitality Services

### *H.S. Staff Meal Plan: Terms of Use*

Available to Hospitality Services Staff at Western. This plan will receive a 50% discount on food purchases on campus and is intended for the purchase of a meal or snack when the employee is on break during the course of a shift.

1. Funds must be added at the Campus Meal Plan Office located in Lambton Hall, Rm 130. (Student/Staff employee card) or add to a regular Western ID and email the Meal Plan office to transfer funds.
2. Funds spent on campus must be during working hours, in any Hospitality Service Eatery.
3. To purchase food items, and/or beverages on campus when not working, you must pay with an alternate form of payment.

*I have read and understand the terms & conditions of the Hospitality Services Staff Plan which I have chosen to join.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

ID #: \_\_\_\_\_

HST will apply.

\*Accepted in specific locations only- ask for complete details.

ONLINE top up (Western ONE picture ID only)

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

NAME: \_\_\_\_\_

# Communication

## 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? Scan the QR code for 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.





# 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.

## 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. Duo lets you link multiple devices to your account, so you can use your mobile phone and a landline.

## 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.



# DRESS CODE



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

Classification	Entitlement
Continuing or Sessional	3 shirts - 2 scrub pants (optional) - 1 Hat or Visor & Apron (your choice of style)
Part Time	2 shirts - 2 scrub pants (optional) - 1 Hat or Visor & Apron (your choice of style)

- Returning staff have the opportunity each spring to complete a Uniform Order Form for September start-up.
- Wear a clean uniform and apron daily.
- Shorts/capris are not permitted, under the Uniform Policy.
- Chefs and Cooks are provided with a separate uniform

## Hospitality Services Policy - Fingernails

- Fingernails must be kept short, clean and free of nail polish. Artificial nails are not permitted.

## Hospitality Services Policy - Restraining Hair

- All hair must be restrained while working around food. To assist in securing the hairnet, and prevent perspiration from contaminating the food you are working around.
- Hair net and Hospitality Services head wear restraining all hair is required. Head bands are also an accepted method of restraining bangs. Hair nets are available at all times in your work area.

## Hospitality Services Policy - Facial Hair

- Facial hair must be kept neatly trimmed at all times.

# DRESS CODE



## 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 limited to small studs or tiny hoops.
- Chains/Necklaces: permitted but must be worn under shirts.
- Medical Alert Bracelets: are acceptable
- Bracelets are not permitted (some exemptions may apply).
- No pins other than name tag

## 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 Work Warehouse.

**\*See sample pictures of approved shoes at the back of the staff handbook**

### 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.

**\*Hospitality Service is not responsible for lost or stolen items**

# 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.

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## 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?

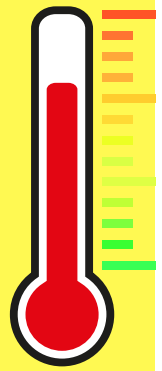
- Before starting my shift
- After using the restroom
- After touching face or hair or clothing
- After sneezing, coughing or blowing nose
- After handling raw food
- After eating and taking breaks
- After smoking
- After handling dirty dishes
- After handling garbage
- After handling chemicals
- After handling cell phones



## 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. Wash hands thoroughly before putting on new gloves.

# WORKING SAFELY WITH FOOD



## 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)

## 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.

## 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.

## 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 COOKING ZONE thermometer to determine the internal temperature of the product.

## 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

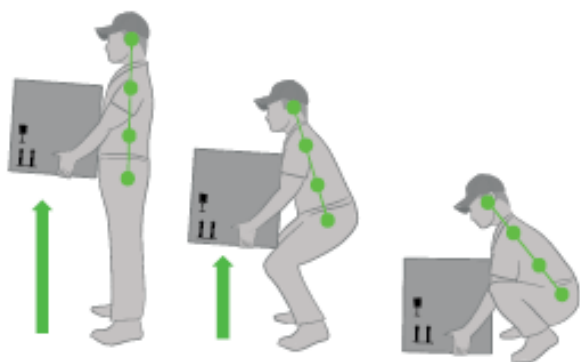
## Mandatory Online Training

### SAFETY - MANDATORY TRAINING

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 - MANDATORY TRAINING

- 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



- ✓ Worker-Health and Safety Awareness
- ✓ WHMIS
- ✓ Accessibility at Western
- ✓ Safe Campus Community
- ✓ Hospitality Service- Knife Training
- ✓ Hospitality Services- Thermal Burn Safety
- ✓ Manual Material Handling @ Work Ergonomics
- ✓ Building Inclusivity through Anti-Racism
- ✓ Cyber Safety Awareness
- ✓ Gender-based and Sexual Violence Training



### KNIFE HANDLING - MANDATORY TRAINING

- 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



# HEALTH & SAFETY

## PREVENTING CUTS - MANDATORY TRAINING

- 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 - MANDATORY TRAINING

- 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.

## USING CHEMICALS - MANDATORY TRAINING

- 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.

***All Mandatory Training is covered in your  
Online Training via OWL***



# HEALTH, SAFETY & WELLNESS



## 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.

## PERSONAL PROTECTIVE EQUIPMENT (PPE) - MANDATORY TRAINING

- 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.

## 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.

***All Mandatory Training is covered in  
your Online Training via OWL***





# HEALTH, SAFETY & WELLNESS

## RESPONSIBILITIES OF WORKERS

- 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

## 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



# Allergies

## 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.

## 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)

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)

# Emergency Response

***There are five key steps to take in the case of an allergic 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.

## 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.

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

### THINK F.A.S.T...



#### 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

### 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.



NUTS



PEANUTS



FISH



SHELLFISH



SESAME



SULPHITE



MUSTARD



MILK



GLUTEN



EGG



SOY

# Accidents & Emergencies

## 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.

# Accidents & Emergencies

## 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 Campus, Brescia, and Huron & King's Campuses.



## EMERGENCIES

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



- 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

## BE AWARE KNOW WHERE



## Review your Unit's Fire Emergency Plan with your Teams

Your unit must have an evacuation plan. Western's Fire Safety Department routinely performs in-person drills. A Fire Safety Representative may visit your unit and question staff on fire safety - it's important that staff are informed.

## P.A.S.S.

**P**ull  
the pin



**A**im at base  
of fire 8'-10'  
away



**S**queeze



**S**weep





# Services at Western



## 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



## 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.



### Contact Us:

Hanna Zarola  
Consultant, Employee Well-being  
519.661.2111 x84742



### Location:

1393 Western Road  
Support Services Building, Room 4159

[employee.wellbeing@uwo.ca](mailto:employee.wellbeing@uwo.ca)

# Other Helpful Wellness Resources at Western

## LifeWorks

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.

- **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.

### **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



### **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.



### **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)



### **Payroll Coordinator**

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



# Examples of Approved Footwear

SHOP MARK's WORK WAREHOUSE  
& WALMART

SLIP, TRIPS AND FALLS ARE THE MOST FREQUENT CAUSE OF CANADIAN ACCIDENTS

**DAKOTA**

## LOW-CUT NON-SAFETY ATHLETIC SHOES

SIZES: 7-11,12,13,14  
STYLE: 5ANDDK2-3607



Non-Safety.

### FEATURES

Action leather upper.  
Breathable Foam & Tricot™ lining.  
Removable cushioning footbed.  
Cushioning EVA midsole.  
TARANTULA ANTI-SLIP rubber outsole featuring J-Step Technology that's engineered to prevent slips and falls.

**DAKOTA**

## SKATE SHOE NST SLIP RESISTANT SHOES

SIZES: 7-11,12,13,14  
STYLE: 5ANDDK2-3015J



Non-Safety.

### FEATURES

Microfibre upper.  
Breathable and moisture-wicking DRI-TEC lining.  
Removable EVA footbed.  
Cushioning EVA midsole.  
TARANTULA ANTI-SLIP rubber outsole featuring J-Step Technology that's engineered to prevent slips and falls.

**SKECHERS  
WORK**

## COZARD NST SLIP RESISTANT SLIP-ON SHOES

SIZES: 5-10,11  
STYLE: 76580



Non-Safety.

### FEATURES

Nubuck leather upper.  
Breathable mesh fabric panels.  
Soft fabric lining.  
Removable Memory Foam™ footbed.  
Scotchguard™ Protection.  
Slip-resistant rubber outsole.

**SKECHERS  
WORK**

## OSWALD-BALDER NST SLIP RESISTANT CLOGS

SIZES: 7-14 Full Sizes only  
STYLE: 76778



Non-Safety.

### FEATURES

Nano Lite (soft plastic foam) upper.  
Removable polyurethane comfort insole.  
Slip-resistant rubber clog outsole.

**SKECHERS  
WORK**

## SURE TRACK SLIP RESISTANT SLIP-ON SHOES

SIZES: 5-10,11  
STYLE: 76536



Non-Safety.

### FEATURES

Smooth leather upper with protective leather toe and heel overlays.  
Relaxed fit design for a roomy comfortable fit.  
Soft fabric lining.  
Removable Memory Foam™ topped cushioning footbed.  
EVA midsole.  
Slip-resistant Nitrile rubber traction outsole.







SLIP, TRIPS AND FALLS ARE THE MOST FREQUENT CAUSE OF CANADIAN ACCIDENTS

# Examples of Approved Footwear

SHOP ONLINE



**Dr. Scholl's**  
Women's Inhale Slip Resistant Sneaker

★★★★☆ ~ 910

\$54<sup>27</sup>



**Skechers**  
for Work Women's Nampa-Annod  
Food Service Shoe, Black

★★★★☆ ~ 6,960

\$69<sup>99</sup>



**Shoes for Crews**  
Womens Course Slip Resistant Food  
Service Work Sneaker

★★★★☆ ~ 299

\$64<sup>86</sup>



**Skechers**  
Men's Felton Uniform Dress Shoes,  
Delete

★★★★☆ ~ 26,949

\$58<sup>11</sup> List: \$91.22



# 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 \_\_\_\_\_