

Pancake Program Heritage Kitchen and Hall Delivery Expectations and Mandatory Requirements

Welcome to Purple Woods Conservation Area and Heritage Hall owned and operated by Central Lake Ontario Conservation Authority (CLOCA). Your organization has expressed an interest in entering the lottery to participate in the 46th annual Purple Woods Maple Syrup Festival hosted at **Purple Woods Conservation Area, 38 Coates Road, Oshawa**. The Festival will be delivered on the following 12 dates and successful groups are encouraged to promote the event to friends, families and colleagues.

- **Friday March 10th - Sunday March 12th**
- **Wednesday March 15th through to Sunday March 19th (March Break)**
- **Saturday March 25th and Sunday March 26th**
- **Saturday April 1st and Sunday April 2nd**

Your group will be required to provide a **minimum of 10 volunteers** to service **1, 2 or 3 days** of program delivery in both the Heritage Hall Kitchen and Heritage Hall. You will indicate your preferred dates in the application form.

CLOCA will donate **\$300 for each day of service** to your group.

The Festival hours are from 9:30am to 2:30pm and community group volunteers are required onsite from:

- 9:00am to 3:00pm in the kitchen
- 8:30am to 3:00pm in the hall.

The Heritage Hall Kitchen and Hall CCP (Critical Control Point) Plan is designed to reduce the risks of contamination and food borne illness. The requirements for volunteers are as follows:

- Proper hand washing when handling food, serving and removing trays and waste. Gloves will be provided to volunteers in the Hall to reduce handwashing requirements.
- Volunteers with infections or sickness will not be permitted to work as this may contribute to food borne illness. You must find a suitable replacement from your organization.
- Hairnets are optional, but we suggest a ball cap to reduce the risk of contamination of food. Hairnets are provided whereas ball caps are not.

Personal Hygiene Procedures

All individuals entering the kitchen and hall must comply with hygiene requirements related to hand washing, hair nets/hats and proper dress. Shirts must have sleeves and comfortable sturdy footwear is recommended. Open toed and or plastic shoes are not permitted. One clean apron will be supplied to each volunteer on the first day. Please remove your apron anytime you leave the kitchen. At the end of the two days, please leave your apron, with the apron strings tied in a knot in the designated laundry bin.

Hand washing procedures as per Region of Durham hand-washing recommendations at the designated hand-washing sink located on the north wall of the kitchen by entry door or in the washrooms provided. In the Hall, we recommend volunteers wear the disposable gloves provided for table cleaning and waste removal. In the case of severe allergies to food products being served, individuals can be provided with disposable gloves, however the procedures for replacing gloves follows that of hand washing requirements outlined below. The following actions trigger a hand washing and or glove changing procedure:

- touching anything other than kitchen wares i.e. cell phone, money, garbage can lid
- exit/entry or re-entry to the kitchen
- touching of any personal skin surface, handling Kleenex or handkerchief or adjusting hair

Kitchen Safety Procedures

What Can Happen?

- Falls from slipping on wet, greasy floors and tripping over clutter.
- Collisions at two-way doors connecting kitchens and dining areas.
- Burns from steam, hot oil, food and surfaces.
- Back injuries from lifting.
- Electrical shock from faulty equipment or contact with moisture.
- Kitchen fires fueled by excess grease and paper trash.

Food Service/Kitchen Safety Procedures

- Get safety training for your job and ask questions if you do not understand something or you encounter a new situation.
- Dress for your job with safety in mind; choose low-heeled, secure shoes with a non-skid sole and an enclosed toe.
- Follow the designated traffic patterns to avoid collisions with other workers, especially at doorways and around stoves and fryers.
- Do not reach across steam tables, fryers, stoves and other hot surfaces and materials; keep long clothes, dish towels and aprons clear of hot cook tops and burners.
- Shelve, stack and store material in a stable and organized manner.
- When lifting, avoid twisting or bending your back; get help with heavy loads and arrange the work area so supplies are at the right level.
- Do not pick up broken glass by hand; use a broom and dustpan and wear provided personal protective equipment.
- Store flammable materials in properly ventilated storage areas or proper cabinets.
- Fire on a stove or broiler from spilled grease or grease accumulation can be extinguished with salt, baking soda, an ABC dry-chemical fire extinguisher or cover with lid - never use water on a grease fire

- Be aware of fire extinguisher locations in case of emergency and keep fire extinguishers, hood fire and fire alarm pull stations and emergency exits clear and unblocked.
- Report all fire hazards to your supervisor immediately.

Slip, Trip and Fall Prevention Safety Procedures

- Prevent falls by cleaning up spills of food, grease and liquids immediately; keep trash and waste piles cleaned up; pick up trip hazards once discovered.
- Keep floors, aisles, passageways, entrances and exits clean and orderly.
- Use warning cones and/or signs when floors are wet from cleaning.
- Use approved and proper foot stool, step stool or ladder when extra height is needed; never stand on chairs, boxes, carts or tables; do not overload or overreach on ladders. See CLOCA’s Toolbox Talk on Ladders.
- Do not run; horseplay is prohibited.

Serving/Cleanup Safety Procedures

- Do not carry a large amount of plates or trays as this activity could lead to a strain or sprain injury; use a cart when possible; do not overload totes with dishware.
- Make sure serving trays are clean and dry before using them.
- Do not move tables by yourself; get help when moving heavy furniture.

Work Stations

The following table shows the workstations in the kitchen and the hall and the number of volunteers and age requirements. For the purpose of this program, an adult is an individual aged 18 or older. Youth would be age 14 to 17. We will be hiring additional kitchen help to assist and support you in the kitchen.

Station	Activity	Volunteers Required*
1	Pancake Serving Station	2/3 Adults
2	Drink Station	2 Adults or 1 adult and 1 youth
3	Heritage Hall	5 Adults or 1 Adult and 6-8 youth

*Please note organizations that fail to provide the minimum volunteer requirements as outlined above in this table will result in a deduction of the community group donation and your organization will be removed from the pancake program contact list for participation in future Festivals. There are no concessions to this requirement. We encourage you to have back up volunteers.

1. Pancake Serving Station

Responsible for placing pancakes on plates and serving to the customer. We offer two serving sizes, large (3 pancakes) and small (2 pancakes). Boil water at the beginning of the day using small kettle and fill up trays under chafing dishes. Sterno, (which is kept in the utility room when not in use or in a bin on counter), will be lit by the Kitchen supervisor to heat the water and keep the

pancakes warm. Place lid securely on each chafing dish. Make sure if you put the chafing dish lid down on the counter to flip it up so the edges do not come into contact with the serving surface. If you forget, take your lid to the washing station to sanitize. Use a clean paper plate to hold your serving tongs when not in use. This will eliminate the need to wash and sanitize.

In the event that our cash register services go down, due to internet failure, we will resort to coloured tickets that you will collect as you would receipts. A small box is supplied to collect these.

Plates, napkins, forks, knives and margarine are the responsibility of this Station. You will pair plates and napkins for handing to the pancake servers. You will place forks and knives into utensil trays and put in designated location in the Hall for our customers to help themselves. You will be responsible for refilling those throughout the day. As well, you will need to check periodically on the margarine, which kept in the Hall for customers to add their own to their pancakes. The margarine is to be kept in its original container and maintained at a temperature of 4°C. The Kitchen Supervisor will provide ice to be placed in a stainless steel tray where the margarine dish sits directly in the ice.

2. Drink Station (Kitchen Prep and Serving Hall)

We offer one drink per pancake order. The drinks consist of apple cider (hot and cold) coffee and hot chocolate. The Kitchen Supervisor will have filled and started 3 stainless steel urns – 1 for coffee, 1 for hot water only and 1 with cider and 2 cinnamon sticks each morning. Place 8 bags of ground coffee in the holder before plugging in the unit, to avoid it splashing you. Put out sugar and stir sticks. Milk/cream are placed in clean stainless steel holders on ice to maintain 4°C temperature. Throughout the day you will be responsible for emptying, refilling and cleaning urns, and disposing of coffee grounds in compost waste and apple cider boxes and bags in recycling.

- **Hot Chocolate** – pour 1.5 bags of hot chocolate into the camtainer and add hot water. Place camtainer onto a sturdy raised surface and pour hot water from hot water urn directly. Stir with whisk dedicated to hot chocolate. Place used whisk on a clean paper plate to reduce contamination.
- **Cold Apple Cider** – serve cold cider directly from the box and replace throughout the day as required
- **Hot Apple Cider** – Fill the empty stainless steel urn to just below the top.

3. Heritage Hall Cleaning, Waste Management and Recycling Station

Heritage Hall is the location where Festival visitors eat their pancakes. We can seat 240 people at any given time. Visitors have the option of purchasing a pancake meal that is picked up at the kitchen and then carried to the picnic tables provided. The meals are served with recyclable single serving plates and utensils that require sorting for disposal.

The community group volunteers' Heritage Hall duties are clearing tables, sorting and managing the waste, sanitizing table surfaces and cleaning up floor and table spills as required. A full

cleaning supply closet is on site and volunteers can access with a key that is located in the kitchen. Gloves, hot water, buckets, single use wipes and waste containers are located in the cleaning closet. Full bags of waste must be removed from their containers and taken outside to a large dumpster located on the north-west side of the building. There is an exterior route for taking this waste to the dumpster so as not to interfere with store and pancake lineups.

When volunteers arrive, they will be provided with aprons, an overview of the tasks, station requirements and a health and safety orientation. The Hall is heated, however the recycling station is located adjacent to an access door, so we recommend wearing layers and comfortable clothing. Coats will be hung up in a separate cabinet where a bin has also been provided for backpacks and purses.

