

# **Pancake Program Heritage Kitchen and Heritage Hall**

## **Delivery Expectations and Mandatory Requirements**

Welcome to Purple Woods Conservation Area and Heritage Hall a facility owned and operated by Central Lake Ontario Conservation (CLOCA). Your organization has expressed an interest in entering the lottery to participate in the 45<sup>th</sup> annual Purple Woods Maple Syrup Festival hosted at Purple Woods Conservation Area, 38 Coates Road, Oshawa Ontario. The Festival will be delivered on the following dates and successful groups are encouraged to promote the event to friends, families and colleagues to help increase the overall fundraising efforts.

**Saturday March 14<sup>th</sup> and Sunday March 15<sup>th</sup>, Wednesday March 18<sup>th</sup> through to Sunday March 22<sup>nd</sup> (March Break), Saturday March 28<sup>th</sup> and Sunday March 29<sup>th</sup> and Saturday April 4<sup>th</sup> and Sunday April 5<sup>th</sup>.**

There is a mandatory training session where two representatives from your group will come to the CLOCA head office in Oshawa for an orientation and review of duties and expectations. This training session will be scheduled so that it is convenient for your schedules.

You will be required to service 2 days of program delivery in both the Heritage Hall Kitchen and Heritage Hall. You will indicate your preferred dates in the application form.

The Festival doors open at 9:30 to 2:30pm. Hours of Operation for volunteer organizations during the Festival:

- In the **kitchen**, 9:00am to no later than 4:00pm for setup and end of day cleanup
- In the **Hall**, 8:30am to 3:00.

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. Note gloves will be provided to volunteers in the Hall to reduce handwashing requirements.
- Volunteers with infections 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 or 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.
- Keep kitchen cutting tools sharp and in good condition and use caution when using knives and cutting tools; do not leave unused knives out; keep your mind on your work to prevent cuts.
- 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.
- Turn handles of hot pots and pans in to prevent them from being knocked over.
- Wear gloves and a proper apron when handling hot liquids or grease.
- Keep stoves, ranges, etc., free of grease accumulation.
- Make sure all exhaust hoods, filters and ducts are inspected and cleaned regularly.
- Chemical containers must be labeled and closed when not in use.
- 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.

<b>Station</b>	<b>Activity</b>	<b>Volunteers Required*</b>
1	Pancake Station ( Cooking and Batter Prep)	1 Adult
2	Pancake Serving Station	1 Adult
3	Plates/Utensils/Condiments/Syrup Station	1 Adult
4	Washing and Sanitizing Station	1 Adult
5	Drink Station (Kitchen Prep and Serving Hall)	2 Adults or 1 adult and 1 youth
6	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 in your share of the revenues as outlined in the profit sharing section below. As well, 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 Station**

**Pancake Batter Preparation** – whisks, water and pancake batter are prepared in food grade buckets ensuring that the 2 griddles constantly have pancake batter for making pancakes. You will also be responsible for transferring cooked pancakes to and from the oven to the serving trays. Chafing dishes and lids are used for this task and the kitchen supervisor will be responsible for turning the griddles and ovens on at the beginning of the day and off at the end of the day. Please use oven mitts and sanitized cooking utensils supplied.

**Cooking Pancakes** – you are responsible for dispensing pancake batter on the griddle using a dispenser. Approximately 16 pancakes on each griddle. It takes about 3 to 4 minutes to cook a pancake, note it is time to flip the pancake when it begins to bubble on the uncooked side. Use the stainless steel container filled with warm water for placing cooking utensils when not in use. Clean water each time a new batch of batter is made to keep the water fresh.

### **2. 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, give 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.

### **3. Plates /Utensils/Condiments and Syrup Station**

Plates, napkins, forks, knives and butter 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 butter, which kept in the Hall for customers to add their own butter to their pancakes. This butter must be kept in its original container and maintained at a temperature of 4 degrees Celsius. The Kitchen Supervisor will provide you with ice which is placed in a stainless steel tray and the butter dish sits directly in the ice.

You are responsible for filling up the syrup cups, stacking them on trays throughout the day and placing syrup on the plate of pancakes being served to the customer. You can work to the left of the pancake servers and have trays stacked and ready to serve. Your partner pours syrup into

the cups on the table behind the counter. Syrup is kept in the fridge in 11 litre jugs which is then poured into smaller 1 or 2 litre measuring cups and poured into 2 oz. portion cups, about 2/3 full. We recommend that you switch these tasks throughout the day as syrup pouring can be repetitive. Customers will provide you with a receipt which shows what they have purchased and you can then tell the pancake servers whether it is a large or small.

Extra syrup is available and customers simply have to make a donation to the donation box on the counter. Unused portions can be stored in fridge overnight by placing another properly sanitized tray on top of filled portion cups. Start the day with 10 full trays. Setup donation box for extra syrup and provide all cash at end of day to onsite supervisor for counting, reporting and deposits.

#### **4. 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. Fill and start 3 stainless steel urns – 1 for coffee, 1 for hot water only and 1 with cider and 2 cinnamon sticks each morning. They are the first things to be plugged in at your station to get them heated up. 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 degree Celsius 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.

#### **5. Washing and Sanitizing Station**

Heritage Hall Kitchen offers a modified 3 Sink Dishwashing Method (suitable for dishes not directly used by patrons during Maple Syrup Festival, in accordance with Region of Durham Dine Safe Food Safety Program requirements)

- Rinse all 3 sinks using the spray hose
- place plugs in **Wash** and **Sanitization** sinks and sink screen in Wash Sink
- Add 1 tablespoon of sanitizer to sanitizer sink (fill to top of holes of strainer/plug) to achieve 100 ppm. Fill sink with 15 cm (6 inches) of luke warm temperature clean water. Refill throughout operations as required. Wear safety glasses and gloves for this task.
- Fill wash sink with hot water to 10 cm (4 inches) and one squeeze of soap.
- Rinse food buckets, pans and utensils in **Wash Sink** using spray nozzle
- Place rinsed dishes in wash sink to be washed.

- Rinse off excess soap with hot water in **Rinse Sink** with spray
- Place in sanitizing sink for 45 seconds (refer to timing clock located on shelf above sink)
- Air dry on sanitized corrosion resistant surface (eg. stack on drying racks, stainless steel work surfaces, Rubbermaid carts or sanitized food trays).

## **6. Heritage Hall Cleaning and Waste Management Station**

Heritage Hall is the location where visitors to the Festival eat their pancakes. We can seat 240 people at any given time. Our visitors have the option of purchasing a pancake meal which is picked up at the kitchen and then carried to one of 35 picnic tables provided. The meals are served on single serving plates and utensils all of which are recyclable, which requires sorting and disposal. The task requirements in the Heritage Hall for volunteers is clearing tables, sorting and managing the waste, sanitizing the table surfaces and cleaning up floor and table spills as required. A full cleaning supply closet is on site and access is permitted for volunteers with a key located in the kitchen. Gloves, hot water, buckets, single use wipes and waste containers are all located on site. Bags of waste must be removed from their containers when full and taken to a large dumpster located outside on the north-west side of the building. There is an exterior route for taking this waste to the outdoor dumpster so as not to interfere with lineups in the building for the store and pancakes. Volunteers will be provided with aprons, an overview of the tasks and their station requirements as well as a health and safety orientation when they arrive. The Hall is heated, but the location of the waste containers is 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.

## **Profit Sharing**

Money collected for the purchase of pancakes and drinks is collected by a trained CLOCA seasonal staff person at a central admissions area in the Heritage Hall. The sales are calculated daily, however a final summary of the revenues is not typically available until after the Festival when invoices and other costs are calculated to determine the profits.

CLOCA follows proper accounting procedures through the preparation and submission of daily sales summaries, revenue reporting, daily bank deposits and tracking through our accounts payable and receivable system. For the community pancake program, we calculate the total expenses incurred in the purchase of products and operation of the kitchen for the duration of the Festival. We then subtract that from the revenues generated from the sale of pancakes to determine a profit margin. That profit margin is divided amongst the participating vendors based on the number of days of service. In 2020, we will be offering 10 days of the pancake program to 5 organizations, ensuring that each group receives 1/5<sup>th</sup> of the profits, regardless of their sales on the days they deliver the program.