

# **Dining Services Student Handbook**

2017-2018

**Oregon State**  
UNIVERSITY | **University Housing  
& Dining Services**

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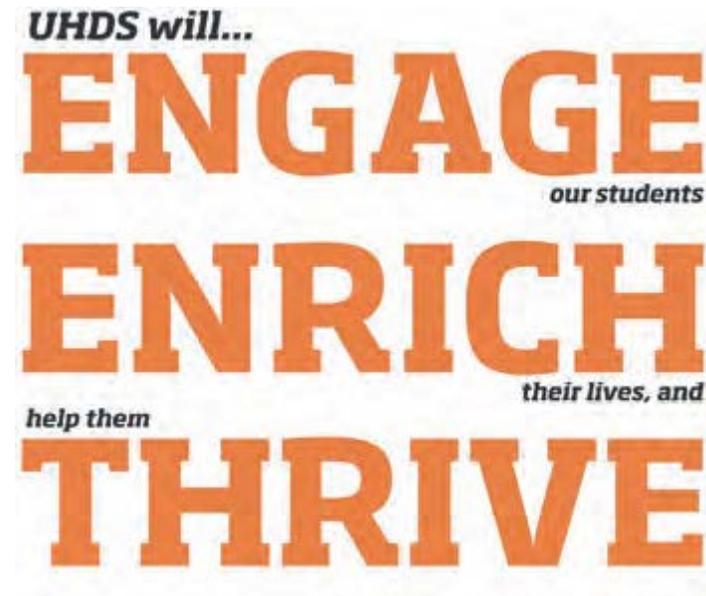
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Updated September 1, 2017. This handbook contains general statements of Oregon State University (OSU) and University Housing and Dining Services (UHDS) practices for student employees. These practices may be amended or deleted at any time without notice. Nothing in this handbook should be construed to change student employee rights described in the personnel policies and rules; to managing or supervision create contractual rights; or to limit the discretion of OSU and UHDS in its student employee.

Our Vision

University Housing and Dining Services will provide a transformative on-campus experience that will ENGAGE our students in community, ENRICH their lives, and help them flourish and THRIVE.



Department Culture and Values

## **We value...**

### **Trust and Respect**

We honor every role, and every person.

### **Community**

We embrace the diverse collection of thoughts, perspectives, beliefs, ideals and lived experiences.

### **Shared Leadership**

"We" and "Our" replace "I" and "My." We value teamwork and collectivism, and honor the contributions our students make in our organization.

### **Authentic Relationships**

We recognize the interdependent nature of our work, and pursue lasting relationships that create possibility.

### **Creativity and Innovation**

We pursue new knowledge and contribute to the advancement of our programs that serve to promote student success.

### **Stewardship**

We hold ourselves accountable to action and to operate responsibly with our resources today, to ensure our best possible future.

## WELCOME FROM THE DIRECTOR

I'd like to personally welcome you to our team and thank you for choosing University Housing & Dining Services (UHDS) as your place of employment while studying at OSU. The vision and purpose of UHDS is to provide a transformative on-campus experience that will ENGAGE our students in community, ENRICH their lives, and help them flourish and THRIVE. Our hope is to make your employment more than just a paycheck, we wish to embrace our department's vision and purpose as it relates to you as an employee, a guest in our facilities and a student at Oregon State University. We will strive to teach you skills that you can use throughout your life and your chosen career upon leaving the university. Everyone in Dining Services is excited to meet you and assist you however and whenever we can.

The world of Dining Services is an exciting area in which to work. We are proud of where we are today and where we are headed. Our team is dedicated to providing excellent customer service and a dining experience that is delivered with pride by our innovative culinary team. Our student employees play a vital role in ensuring that our guests have a memorable visit. Each of you brings knowledge and skills that will enhance our guests' experiences. Remembering details like a customer's name, their favorite dish, offering a smile or engaging them in short conversations, will often ensure that our customers leave happy. .

Our organization is upon a time of much change. By working as a team, we can continue to raise the bar by offering ongoing training and refining of skills to ensure our culinary program and customer service remains at the forefront of campus dining. During this exciting time of growth for dining services, we strive to remain as adaptable, motivated and responsive to our employees and customers. We pride ourselves on being both culinary and customer focused.

As part of our team, you are our most important and greatest asset. We could not accomplish what we do on a daily basis without our employees. I'm pleased to welcome you to UHDS and look forward to working with you.

Best regards,  
Kerry Paterson  
Director of Residential Dining & Catering

## INTRODUCTION TO OUR LOCATIONS

### MARKETPLACE WEST

#### CALABALOO'S

Gourmet burgers, veggie burgers, grilled chicken, fries, and shakes.

#### CLUBHOUSE DELI

Salad bar, soups, custom-made sandwiches and wraps, and breakfast burritos

#### EBGB's (Every Bean's a Good Bean)

Serving local coffee. Pastries, hand-dipped ice cream, assorted beverages, snacks and sundries also available.

#### COOPER'S CREEK

Ribs, brisket and chicken smoked in-house for dinner. Artisan sandwiches, grain bowls, and fresh tossed salads for lunch. A selection of hot food items for breakfast.

#### SERRANO GRILL

Made-to-order Mexican selections, with daily specials featuring Latin flavors and freshly made salsa.

#### RING OF FIRE

Featuring flavorful Pacific Rim selections including grilled teriyaki chicken, pho and curry bowls.

TOMASSITO'S ITALIAN CAFÉ Enjoy pizza by the slice, pasta and other Italian favorites.

#### Food2U

Late night pizza and pasta delivery.

### WEATHERFORD

#### BING'S CAFÉ AT WEATHERFORD

Starbucks coffee, made-to-order calzones and deli sandwiches, as well as pastries.

### MCNARY DINING

#### BOARDWALK CAFE

Daily specials, salad bar, breakfast selections, wraps & burritos, baked potato, chili & soup bar and a stir-fry bar.

#### CALABALOO'S

Gourmet burgers, veggie burgers, grilled chicken, fries and shakes.

#### Five Four One

North West Cuisine made from organic and local ingredients.

Designed to be special diet friendly. Includes pizza, pasta, salad, daily specials, and soup

#### MAIN SQUEEZE

Featuring Chill smoothies, frozen yogurt and grab-and-go snacks and beverages.

#### RAINTREE COFFEE CO.

Fresh baked pastries, Starbucks coffee, croissant, and quiche.

#### LA CALLE

Late night tacos & burritos.

### ARNOLD CENTER

#### SOUTHSIDE STATION

Serving breakfast, deli sandwiches, pizza, burgers, desserts, world cuisines, vegetarian entrées, soup & our largest salad bar

Also featuring sushi, tempura, teriyaki chicken, and a potpourri of other Asian dishes.

### INTERNATIONAL LIVING- LEARNING CENTER

#### CASCADIA MARKET

Neighborhood market featuring fresh produce, dairy section, grab-and-go items, deli sandwiches, frozen foods, local products, snacks, and sundries.

#### PEET'S COFFEE

A full service coffee shop on the south side of campus

## INTRODUCTION

We want to welcome you as a member of the UHDS Dining Services team. You are a valued employee and we hope your employment is both enjoyable and rewarding. Oregon State University, University Housing and Dining Services serves both on-campus and off-campus students, as well as faculty, staff and guests at our three main dining centers, Marketplace West, Arnold Dining Center and McNary Dining Center, as well as Bing's Cafe at Weatherford, and Cascadia Market and Peet's Coffee & Tea, and OSU Catering.

McNary and Marketplace West Dining offer individual restaurant concepts that each have their own food preparation area, serving line and cash register. Southside Station at Arnold has individual service areas, but one cash register station for all menu items. OSU Catering operates out of Arnold Dining Center and serves clients in venues both on-campus and off-campus.

Dining Services has a commitment to work together to provide the best customer service and the best quality food we can. In doing so our employees are provided an opportunity to expand and enrich their knowledge, responsibilities, talents, abilities, and job experiences through various student positions. And as a student employee, you not only earn money, but also are given the opportunity to gain a proven work record that includes meeting and learning to effectively relate to a diverse population in a work environment.

There are a large number of student employees working in our dining operations and communication can be a challenge. This handbook is one means of communicating with our employees. Please read and understand this information.

## ELIGIBILITY FOR EMPLOYMENT

### FALL, WINTER, AND SPRING TERMS:

- Must be at least 18 years of age and enrolled at any community college or university.
- Must be eligible to work in the U.S.
- Must meet the minimum credit requirements:

### Summer:

- Must have been a student at any community college or university during spring term.
- Must be registered for Fall term.

- Be eligible to work in the United States.

#### *US Citizen*

- *Undergraduate – at least 6 credits*
- *Graduate – at least 3 credits*

#### *International Student*

- Undergraduate – at least 12 credits
- Graduate – at least 9 credits

- We do hire work-study students. **Non-OSU students will need to provide a copy of their official class schedule with credit information as proof of enrollment each term.**
- All employees must complete new hire paperwork before starting work. This includes providing the necessary documents; i.e. government issued photo ID and social security card.
- Please note: it is our policy that if family members are hired, they are placed in different dining departments and locations.
- International students need to provide additional documentation: passport, F-1 or J-1 form, Visa, I-94, and I-20 or DS-2019. Once an offer of employment has been made, you will receive a F-1 Social Security Verification Letter which you will be able to use to obtain a social security card.
- Dining Services expects students to work a minimum of 10 hours a week and a maximum of 20 hours per week while classes are in session during the academic year. During term breaks the maximum is 40 hours per week. The work week runs from Sunday through Saturday.
- Students employed by OSU will be considered at-will employees. The employment relationship may be terminated at-the-will of either party. The at-will employment rule allows an employer to terminate an employee at any time and for any reason, unless a contract, state or federal law, constitutional requirements, or public policy prevents the firing.

## POLICIES & PERFORMANCE EXPECTATIONS

Dining Services is looking for student employees who want to learn, work hard, and be successful. The following sections will begin to explain our foundation of expectations of all employees.

### How To Be A Successful Student Employee:

#### *Arrive on Time*

- Please arrive on time and clock in no more than two minutes early. You must also clock out no more than two minutes after your scheduled shift ends. –See page 19

#### *Arrive in Uniform*

- Learn what uniform requirements are necessary where you work. Change into your uniform before you clock on, and clock off before you change out of your uniform. Don't forget your name tag and slip resistant shoes for your own safety! –See page 10

#### *Work Your Schedule*

- We use an online scheduling system - WhenToWork.com -you will receive an email from the site with your log-in information.
- Please use the Trade Board to pick-up extra shifts when you can.
- Please watch for scheduling deadlines in your email towards the end of each term to ensure the best chance to get the shifts you want in the location you prefer.
- When you are leaving UHDS please plan to give us two weeks' notice to be professional.

#### *If You're Sick*

- If you're feeling ill, and there may be a possibility that you cannot come into work, please call your manager as soon as possible, or a minimum of 2 hours before your shift. They need to know that a replacement is needed. If you can't come in, be prepared to call other workers from your restaurant to fill your shift. –See page 13 & 44

#### *How You Get Paid*

- The pay period is from the 16th of the previous month to the 15th of the current month. We use EmpCenter to track the hours you work. Be sustainable and sign up for direct deposit and have access to online paperless statements. –See page 19

#### *Got Questions? Ask!*

- If you have any questions AT ALL, PLEASE ask even if it means asking multiple questions.

## FOOD HANDLER'S CARD

The State of Oregon requires all food service employees to obtain an Oregon Food Handler's Card. A valid permit from any county in the state of Oregon will be accepted. Food Handler's Cards must be turned in to the Operations Manager within two weeks of your starting date. You will be removed from the schedule if you do not submit your Food Handler's Card within two (2) weeks, unless previous arrangements are made. The cost of the Food Handler's card is \$10 and will not be reimbursed.

### *Food Handler's permit tests are given::*

Online: [www.orfoodhandlers.com](http://www.orfoodhandlers.com)

or

Benton County Health Department.

530 NW 27th Street, Corvallis

## UNIFORM POLICIES

Upon working for Dining Services, you will be responsible for a hat, name tag, and typically two shirts. Catering employees will be responsible for two polo shirts, one black formal shirt, and a name tag. You must be in full uniform when punching in for your shift. Please maintain your uniform with care and wear only clean clothes to work. Good personal hygiene is important to all social situations, but is most important in our working environment where we must prepare food and serve the public. **Management reserves the right to determine if your clothing and uniform are acceptable for the work place.** If you are out of uniform for your scheduled shift you will be sent home to change and receive a warning. Further disciplinary action may be necessary, including termination for repeat offenses. You are expected to return issued items in satisfactory condition upon leaving our employ, or at the end of Spring term, whichever comes first.

### *Personal Hygiene*

Employees are expected to keep themselves clean and properly groomed, i.e. hair & nails neatly trimmed, etc.

Daily showering or bathing is highly recommended.

Fingernails are to be kept short and clean. Nail polish cannot be chipped.

### *Jewelry*

- For safety and sanitation purposes, avoid wearing jewelry to work. Bacteria and other germs thrive in and around jewelry. Rings and loose dangling jewelry can become entangled in equipment and should not be worn.
- Small earrings, studs or hoops, and medic alert bracelets are acceptable.
- Wedding/engagement rings are acceptable, but make sure when you wash your hands you clean under and around your ring. Dry thoroughly after washing.

- Wearing jewelry is contingent upon being neither a sanitation, nor safety hazard, nor inappropriate to UHDS image standards.

### *Name Tag*

Your name tag must be worn on the front, right side of your shirt at all times. If your work assignment requires you to wear an apron, please place your name tag higher on your shirt so that it may be seen.

- Wear your own name tag and ONLY in the specified location.
- If you lose your name tag, tell the Operations Manager immediately so a new one can be made. Replacement name tags may not be the same quality as the original; i.e. it may have a pin back or be a stick-on tag.

### *Aprons*

Aprons must be worn while working in the restaurant. If a full apron is assigned, the apron must be worn around the neck & tied in the back. For sanitation purposes, do not wear your apron into the restroom. If your apron becomes soiled, replace it with a clean apron. Put the dirty one in the laundry bag specified for soiled laundry.

### *Shirts*

You will be given one or two shirts when you begin working, depending on the number of hours you work each week. The shirts worn to work should be clean, wrinkle free, with no holes or visible stains. If your uniform shirt becomes damaged or stained due to your job, please request a replacement.

### *Shoes*

Flat shoes with socks must be worn. Slip resistant soles are required. Your shoes must cover the entire foot. No open toed shoes or sandals. No rain or snow boots, or boots that are above the ankle and worn with pants tucked in. This includes Uggs.

### *Pants/Slacks*

- Pants/slacks must be black for Dining Centers. Catering uniform is black pants with polo shirt or black slacks with formal black shirt, depending upon event service.
- Pants/slacks must cover the entire length of the legs and leave no skin exposed.
- No dresses, skirts, leggings/tights, sweat pants, athletic pants, yoga pants, jeggings, capri's or shorts are to be worn while you are working. Please wear pants/slacks free of holes and rips. Avoid excessively baggy or tight pants.

### *Replacement Uniforms*

An Operations Manager is the only person who can issue you a "replacement" hat or shirt. If you need to borrow a uniform piece (shirt, hat, nametag, shoe covers) for a shift, you will be asked to provide collateral. This may be your OSU ID, license or other item that is mutually agreeable.



## SCHEDULE GUIDELINES

In most cases your work schedule is set for the entire term - with the exception of Catering. Once your work schedule is set around your declared classes and activities, it is your responsibility to communicate with your manager if there is a change to your availability.

### *Scheduling & WhenToWork.com*

Scheduling is done using an online system that you use to submit your availability and to pick-up shifts. Managers work with you to teach you the system and to set up your schedule. Your first email from the site, [www.whentowork.com](http://www.whentowork.com), will contain your user name and password. (If you don't find it in your Inbox, be sure to check your Junk Mail folder.)

### *Finals Week*

Dining locations are open during finals week. We require you to work at least half your regularly scheduled hours. You are required to cover your shifts if you have a final or mid-term during your regularly scheduled shift. If you need help finding someone, please talk to your Restaurant Leader or Operations Manager.

### *Changes to Your Schedule*

If you cannot work one of your regularly scheduled shifts throughout the term, talk to your Restaurant Leader or Operations Manager. Only the Restaurant Leader or Operations Manager will make adjustments to the schedule. If you need a day off, it is your responsibility to find a qualified replacement. Posting a shift on the tradeboard doesn't automatically give you the shift off. If you do not find somebody to replace you, you are expected to work.

### *Call-in Policy*

Do not report to work if you have a temperature, sore throat, diarrhea or vomiting. If you are sick, you're required to call in two hours before the start of your shift to the Dining Center. You will be asked if you are experiencing symptoms that include vomiting and diarrhea. These symptoms require you to be off work a minimum of 24 hours after the symptoms stop. You must try to get your shift covered.

- If you are going to be late, please call at least 15 minutes ahead of your scheduled shift to let your Restaurant Leader know.

### *Missed Shifts and No Call/No Shows*

Tardiness is 6-15 minutes late without previous notification of an unavoidable occurrence. A missed shift is not confirming you have coverage for your shift, not prearranging to have the day off or calling out with less than 2 hours of notice. No Call/No Show is a missed shift without having any conversation with your supervisor. Multiple no call/ no shows will result in job abandonment. Repeated missed shifts and tardiness will result in disciplinary action, up to and including loss of job. Please assume that you need to work over long weekends that include holidays. Check with your Restaurant Leader to confirm.

### *Breaks and Meals*

Breaks will be given to all employees that have met the proper requirements. Breaks should be taken during the slowest periods of the meal service. Do not take breaks at your own leisure; Restaurant Leaders will dismiss you for break.

- If you work more than TWO hours you are entitled to a 15-minute paid break.

- If you work six hours or more, you must take a 30-minute unpaid break, in addition to the 15-minute paid break.
- If you work eight hours or more, you are entitled to a second 15-minute paid break in addition to the first 15-minute paid break and the 30-minute unpaid break
- The 30-minute unpaid break requires that you clock out, and then clock back in. If you do not clock out for your unpaid break, then 30 minutes will be deducted from your time card. Catering employees are given breaks and lunches based on the needs of the events they are working

Things to do while on the clock:

- Store cell phones and personal items in a locker, away from you so you can focus
- If you leave the restaurant, for any reason, wash your hands when you return and put on new gloves
- Stay busy during slow periods by restocking or cleaning
- Follow guidelines for food portion sizes and cashiering procedures

- Leave only after all check lists are completed and you have checked out with the lead or manager

Things to do during breaks or when off the clock:

- Eating, drinking and chewing gum
- Use cell phones, computers and tablets
- Personal business and lengthy conversations with friends
- Gossip -- outside the workplace or not at all
- Have someone else prepare and ring-up your food

MEAL POLICY AND MEAL PERQS

- Dining Services offers all of its employees working within a dining center a meal perquisite as an extra benefit.
- The Student Meal “Perq” entitles students and temporary employees to purchase a meal at 50% off.

Meal Perq Requirements:

- You must work a two-hour minimum shift.
- You may get your meal from only one restaurant.
- Meals can be eaten an hour before or an hour after your shift or on your 15 minute break or your unpaid 30 minute break. If you are unable to eat a meal on site due to lack of time, please see the Assistant Manager and arrangements can be made.
- Only eat or drink outside the restaurant areas, where guests eat and drink.
- Meals purchased with the meal perq must remain in the building. Soda fountain beverages, as part of your meal perq, may be taken with you at the end of your shift.
- You cannot take home leftovers or excess food from your meal perq or restaurant at the end of the shift/day. If you are found leaving the building with food or drinks and no receipt showing you have purchased the food paying full price, it will be considered theft and may be grounds for dismissal.

Additional Meal Perq Guidelines

- Meal Perqs are NOT available at Cascadia Market, or Peet's Coffee.
- One Meal Perq allowed per calendar day or 24 hour period if working after midnight.
- A meal perq is a benefit for the employee, and cannot be shared with customers, friends or co-workers.
- You may not serve yourself, or ring yourself up at the cash register. Please order your meal from the customer line of a location that is open, and clock out beforehand if taking a 30 minute break.
- Fountain beverages are free when included with your meal perq.

*Meal Perqs do NOT include:*

- Any food commercially packaged off-campus; i.e. Oreos, frozen burritos, monster cookies, candy bars, Ben & Jerry's ice cream, etc.
- Non-Food items.

### CASHIERING PROCEDURES

Cashiers are an integral part of our dining operations. In this position a student must have knowledge of the items being sold, prices, portion sizes, ingredients, and how to give world-class customer service. Cashiers are responsible for each transaction being accurate both in how they enter it in the register and how they handle the payment. It is the cashier's responsibility to accurately account for the cash, coupons and any forms or slips used at the register during their shift. Students in a cashier position will receive cashier training by the Head Cashier. Significant shortage or surplus of cash in the register drawer at closing is a serious matter. Using the wrong keys to enter products also has a negative impact on our operations. If intentional misuse on your part is determined your employment will be terminated.

*Opening Procedures*

1. Pick up your cash drawer.
2. Verify that you have your paperwork, cash, register card, register key and meal perq slips.
3. Place the drawer in your locking register. Place register key in drawer underneath register.
4. Login to your register and run an employee X report (if you are the first shift of the day).

~~1. Run two (2) Clerk reports.~~ Leave one in the drawer for the next shift. Take the second report to count the drawer at office.

2. Log out of the system by pressing cancel trans button, you will see the sign in screen. At the end of evening shift, press cancel trans button and shut down register by pressing the on/off button located under the monitor. Leave register drawer open.
3. Verify that you have all paperwork, cash, register card, register keys, meal perqs and receipts.

Sometimes guests paying cash would like to leave a tip at the register. Unfortunately, UHDS policy prohibits tips from being accepted due to the difficulty tracking the income for tax purposes and an inability to ensure tips are shared equally among all staff working. Let the guest know that a UHDS Dining Comment Card can be filled out regarding the quality of service they received at the dining center

### CUSTOMER SERVICE

Your time, attention and focus on world-class customer service is critical to providing an Experience of a Lifetime™. It is our job at UHDS to assist our students in learning the principles and guidelines for good work ethic and exemplary customer service. It is our goal to teach you the skills necessary to be successful after you graduate in your future career. We are here to coach you, guide you, and help you!

#### A Note on Customer Service:

- Check your appearance – dress appropriately and always wear your nametag.
- Ensure that your concept is clean and visually appealing – look at things from the customer’s perspective! This includes:
  - Maintained facilities,
  - Up-to-date menus and signage,
  - A clean workspace free of clutter
- Check your manner: your attitude greets our guests!
- Always be ready to provide an *experience*. This includes:
  - Providing a prompt and courteous service,
  - Answering questions,
  - Initiating the interaction,
  - Recognizing regular customers by name and their preferences,
  - Identifying a customer’s needs by providing options,
  - Customizing your service based on the customer’s requests,
- Be proactive! This includes:
  - Restocking during slow periods
  - If a guest has an issue within your scope of service, take action and solve it.
    - If you cannot solve the problem or provide another option, see to it that the proper person is notified. Apologizing for a problem can go a long way toward solving the issue!
- Become knowledgeable about other areas within the dining unit– hours of operation, menu selections, prices, etc.

## Servers

As a server, your job is to not only serve food to our guests; it is to provide them with an *experience*.

### **Before Service:**

Journey through your area as a customer to gain a different perspective: Does the food look on-point? Do the menu cards reflect accurate prices and ingredients? Is the floor clean? Is the counter-space clutter-free? Are the lights on? Are the utensils stocked?

### **During Service:**

You establish the ambience of the restaurant: be a resource for the customer – answer questions, offer samples, explain flavors and entrée origins; stay busy during slow periods by restocking or cleaning; follow guidelines for portion sizes to ensure consistency.

### **After Service:**

Setting up your space for the next service period demonstrates your respect to the team. If you are finished with your tasks, offer to help your co-workers finish theirs. Leave only after all checklists have been completed and a staff has excused you.

### **Customer Complaints:**

If the guest has a problem within your scope of service, take action and solve it.

If you cannot solve the problem or provide another option assure the guest you will see that the proper person is notified. And recognize that apologizing for a problem can go a long way toward solving the issue. Oftentimes, people simply want someone to empathize and apologize for what they experienced. This is often a good way to begin soothing a difficult situation.

## FOOD ALLERGIES AND SPECIAL DIETARY NEEDS

UHDS is committed to serving guests with special dietary needs including those practicing vegan, vegetarian, religious diets such as halal, and those with food allergies and intolerances. Eight food allergens account for 90 percent of all food-allergic reactions in the U.S. and UHDS labels for these allergens on our web based menu. Additionally, in our dining locations, allergens and certain ingredients are identified on food display cards:

- milk
- eggs
- wheat/gluten
- soy
- fish and shellfish
- peanuts and tree nuts (e.g., walnuts, almonds, cashews, pistachios, pecans),
- pork & alcohol (e.g., brewed soy sauce, vanilla, and Dijon mustard)

If a customer identifies that they have a food allergy or dietary preference, it is important to practice the following to minimize the risk of causing a reaction:

- When unsure if a menu item contain an allergen or how to safely prepare the order, ask your lead or manager.

- To avoid cross contact of allergens (the transfer of an allergen to a food that does not have an allergen) it is important to change gloves, wash hands, use clean equipment, and fresh ingredients. Specific procedures for handling gluten free orders are reviewed in each restaurant.

These icons are used in UHDS dining centers to identify food allergies and dietary preferences:

UNIVERSITY HOUSING & DINING SERVICES

**What's on the menu?**  
UHDS is committed to serving guests with special dietary needs with the use of these icons.

**GLUTEN-FREE FRIENDLY (GFF)**  
Does not contain gluten ingredients

**VEGAN (VGN)**  
Does not contain any animal products including honey

**VEGETARIAN (VEG)**  
Does not contain meat or meat by-products

**MAKE CENTS (MC)**  
Better Bites entree for less than \$3.50

**BETTER BITES (BB)**  
Meets delicious and nutritious standards

**HALAL**  
Does not contain pork or alcohol or meat products unless certified Halal

**Dietary Key**

ALCOHOL, EGGS, FISH, GLUTEN, MILK, PEANUTS, PORK, SHELLFISH, SOY, TREE NUTS, WHEAT

**SCAN ME!**  
ONLINE SERVICES & NUTRITION INFO

**Food** are prepared in a commercial kitchen and there may be some risk of cross contact of allergens and gluten. Also, manufacturers may change their formulation of ingredients without notice. Before placing your order please inform your server if you have a diet restriction.

**Oregon State UNIVERSITY**

Accommodations for disabilities may be made by calling Tara Sanders, 541-737-3995

### PAYROLL AND PAY PERIODS

Please use the time clock and your OSU ID to clock in/out for each shift. Note that in some facilities you will need to select the correct location when you clock-in and clock-out. Do not clock in more than three (3) minutes before your scheduled shift or clock out later than your scheduled shift. The pay period runs from the 16th of the month to the 15th of the next month and checks are issued on the last working day of the month.

It is your responsibility to submit a corrected timesheet by 12pm on the 16th of the month. This is a job requirement, just like giving correct change, and can lead to discipline if not completed as directed. Note that altering or creating a time record to misrepresent when you worked, or clocking in/out another employee, is grounds for dismissal. Please verify that your hours worked are correct prior to submitting your time sheet. This includes fixing any missing clock outs, which are noted in red. If you miss punching both in and out you must include an explanation for not using the timeclock.

You may see your timesheet and submit corrections during the pay period by logging into EmpCenter at: <http://mytime.oregonstate.edu/> Submit your timesheet by 12pm on the 16th of the month.

#### *Three pay delivery options are available.*

You select one of these when completing your new hire paperwork:

1. Direct Deposit: Your check is automatically deposited into your checking account.

Go GREEN... Remember to opt out of a printed pay stub!

Employees log into OSU Online Services at <http://infoosu.oregonstate.edu/>

Click Employee Information, then Pay Information, finally click Electronic Payroll Earning Statements (Direct Depositors only).

2. Payroll Office in the Kerr Building: You must have your ID to pick up your check.

3. UHDS Central Office in Buxton Hall: You must have your ID to pick up your check.

### PERFORMANCE FEEDBACK AND WAGES

#### *Formal Feedback*

We know it's important that the "boss" thinks you're doing a good job. You should receive some general guidance or feedback during the course of your time with us, usually from the Restaurant Leader in charge of your concept. The person providing formal guidance and feedback will be the Operations Manager in charge of your area, with input from the Restaurant Leaders. This occurs once per year. We use a standard form that includes areas such as customer service, knowledge, quality and volume of work, initiative, attendance, relationships, uniform policy, and ability to follow instruction. This is also an opportunity, from your perspective, to tell us how we are doing.

## *Wages*

All student employees start out earning Oregon's minimum wage and will be adjusted as the minimum wage increases, typically in January. Merit increases are given to those students who perform an outstanding job throughout the course of the year, and who receive excellent marks in the formal feedback process. Dining employees are not allowed to accept tips, customers can fill out a comment card instead.

## WORK PLACE EXPECTATIONS

Customer Service and teamwork are crucial parts of the Dining Services experience. You are assigned to an area, but that may change at the discretion of your supervisor at any time in order to help out another area. If business is slow and your restaurant leader is sending you home, please check with the manager on duty before you leave. There may be a need for your help in another restaurant. Teamwork means helping out everywhere!

## *Respect*

Each employee is expected to respect each other and be able to take direction from others. UHDS dining center leadership proceeds from the Food and Beverage Manager/ Catering Manager to the Operations Managers (including the Chefs and Banquet Manager), restaurant leaders and full-time staff, to student employees. If conflicts or problems arise with coworkers or customers, bring these to the immediate attention of a manager. Excessively loud or obscene language, as well as fighting will result in disciplinary action. Avoid gossip, repeating what you think you heard, and posting work related items to social media. This frequently leads to misunderstandings and a negative work environment. If you wouldn't want your grandmother or future employer to hear or read it, don't share it! And be aware that any threatening or harassing posts can result in job loss and/or criminal charges in the State of Oregon.

## *Smoking, Drugs and Alcohol*

In compliance with state regulations, smoking isn't permitted on campus. If you choose to smoke you must be off campus. Working under the influence of drugs and/or alcohol is not allowed. Drugs and alcohol can dull your mental sharpness. Under their influence, you can develop a false sense of security and take unnecessary chances. No employee shall report to work, or perform duties, while under the influence of intoxicants. Talk with your doctor or let your supervisor know if you need help controlling drug or alcohol use. If you believe a co-worker may be using drugs or alcohol while working, tell your supervisor. The use of narcotics, tranquilizers or marijuana by employees during working hours is prohibited unless under the supervision of a physician. If you are taking medication, find out about any side effects that may affect your judgment, balance, vision, or coordination. For your safety it is recommended that you inform your manager that medication may affect your abilities. Be aware that over the counter drugs can also affect your performance.

## *Marijuana*

As an employer, Oregon State will continue to abide by the federal Drug Free Workplace Act, which continues to prohibit the possession, use, manufacturing or distribution of marijuana in the workplace. Any previously applicable University drug testing policies remain unchanged, but no new University policies will be implemented as a result of Measure 91.

### *Theft and Vandalism*

Theft is defined as the unlawful taking of property. Vandalism is the unlawful destruction of property. Any student employee that witnesses theft or vandalism should immediately contact their restaurant leader or a manager. It is important that you be prepared to give a good visual description of the person, and the item(s) taken or destroyed. You do not need to confront the person yourself. If any student employee is caught stealing or vandalizing, they will be subject to disciplinary action, including termination and student conduct charges that would impact their future at OSU. If you know of a student that is stealing or vandalizing, please report it to your restaurant leader or a manager. Failure to report a theft or vandalism can result in disciplinary action and/or termination. UHDS facilities may use security cameras to assist in the investigation of crimes and policy violations but doesn't actively monitor the video feeds. UHDS is not responsible for lost or stolen property.

In Dining Services, theft includes meal perq abuse, taking home leftover food, and eating food without paying for it.

### *Privacy Statement*

An inherent expectation of privacy exists in regards to all personal information given at the time of your employment. This information includes: OSU ID numbers, phone numbers, addresses, email addresses, personal demographic information, work schedules, and social security number. This information will be guarded with due diligence and is not to be disbursed for any purpose other than that for which it was originally intended. Namely, to gain employment at UHDS Dining Centers, to receive notice of a change of schedule, or other changes related to your employment. Personal information of employees gained through our offices is to be guarded and should NOT be disseminated to anyone including, but not limited to friends, family and classmates. The sole purpose of obtaining personal information is to gain coverage for a shift. Personal information may not be used to invite other employees to a non-employment related event, to solicit, etc. OSU and UHDS take the privacy of its staff seriously. We will not post this information in public view or provide unnecessary information when it is not needed. If you are found to be violating this policy you may be subject to disciplinary actions, including dismissal. Please assist us in enforcing this policy.

### DISCRIMINATION AND SEXUAL HARASSMENT

Oregon State University, in compliance with state and federal laws and regulations, does not discriminate on the basis of age, color, disability, gender identity or expression, marital status, national origin, race, religion, sex, sexual orientation, or veteran's status in any of its policies, procedures, or practices. This nondiscrimination policy covers admission and access to, and treatment and employment in University programs and activities, including but not limited to academic admissions, financial aid, educational services, and employment. It is the intent of the University that all members of the community — employees and students — share the responsibility for making equal employment opportunity and affirmative action dynamic aspects of University life. Oregon State University policy prohibits behavior based on another's status that has the effect, intended or unintended, of creating an intimidating, hostile, or offensive working or

educational environment. Status refers to age, color, disability, gender identity or expression, national origin, race, religion, sex, sexual orientation, or veteran status.

Sexual harassment is a form of discrimination and is defined as any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

Submission to such conduct is made, either explicitly or implicitly, as a requirement of employment or participation in an academic program or activity;

Submission to or rejection of such conduct by an individual is used as a basis for employment or education-related decisions affecting such individual, or;

Such conduct has the effect, intended or unintended, of unreasonably interfering with an individual's work or academic performance, or creating an intimidating, hostile, or offensive working or learning environment.

Discrimination in any form will not be tolerated. If you feel that you have experienced discrimination or harassment, including sexual harassment please report it immediately to UHDS

If you experience any of these please contact Lisa Schubert, Assistant Director for Dining, or a manager in your work area, and they will assist you. If you prefer to speak to someone outside of the unit, you should contact the Office of Equal Opportunity and Access at 737-3556. For further information and to understand your options, go to the Office of Equity and Inclusion website at [http://http://eo.oregonstate.edu/](http://<u>http://</u>eo.oregonstate.edu/).

### UHDS DIVERSITY

#### UHDS Commitment to Diversity and Social Justice

- University Housing and Dining Services staff members are advocates for an increasingly inclusive environment and community through understanding, enhancing, promoting, and celebrating the uniqueness of our student residents and department staff.
- We commit to create an inclusive community through intentionally addressing equity on the basis of age, color, disability, gender identity or expression, marital status, national origin, race, religion, sex, sexual orientation, socioeconomic status, and veteran's status.
- We hold ourselves accountable to this commitment by promoting and taking action towards diversity and social justice via education, policy, and organizational alignment.

#### Bias Incident Education, Response and Prevention

- UHDS has a commitment to promote education regarding bias and bias incidents, provide appropriate and timely response when a bias incident occurs, and prevent bias incidents from reoccurring. Our most important goal is to support survivors of bias with care and compassion, while seeking to restore community.

### What is bias?

- Bias is a pre-formed negative opinion or attitude toward a group of persons who possess common characteristics, such as skin color, religion, sex, sexual orientation, race, ethnicity, national origin, gender identity and expression, age, or physical, mental, or emotional disability, or any other distinguishing characteristic.

### What is a bias incident?

- Bias incidents are behaviors/actions directed toward an individual or group based upon actual or perceived identity characteristics or background (e.g., skin color, religion, sex, sexual orientation, race, ethnicity, national origin, gender identity and expression, age, or physical, mental, or emotional disability). Bias incidents can take place in many forms. Some examples of bias incidents include intimidating verbal comments or written messages (i.e. slurs, threats, harassment, etc.), vandalism, destruction of property, inflammatory symbols (i.e. swastika, confederate flags, nooses, etc.), physical harassment, actions that mock or belittle, involvement in an organized hate group, etc. Incidents do not have to target a specific individual but rather a community as a whole, like carving an inflammatory symbol like a swastika on a door. Bias incidents are often constituted by legal behavior, however, they can have serious impact on community and can carry long-lasting physical, emotional and psychological effects.

### What do you do if you have experienced or witnessed a bias incident?

- If you have experienced or witnessed a bias incident please know there are many people who can support you. If possible, you should start by reaching out to someone you know and trust, like a supervisor. Letting your supervisor know of an incident will allow them to better support you and your coworkers.
- You can also reach out to support systems outside of your immediate work area like the Office of Equal Opportunity and Access 541-737-3556 or UHDS Diversity Initiatives and Programs 541-737-8268. These offices may assist you in identifying resources and giving options for next steps. For confidential support you can also connect with Counseling and Psychological Services 541-737-2131.
- Reaching out and letting someone know about the incident is very important. When bias incidents go unreported, we run the risk of allowing the behavior to happen again. It is all of our responsibility to create and maintain an environment free of bias.

### What is the UHDS Bias Incident Assessment and Response Protocol (BIARP)?

- UHDS uses the Bias Incident Assessment and Response Protocol (BIARP) to ensure incidents of bias are reported and responded to appropriately. The BIARP is a set of questions that allow for clear communication and tracking, so we may use data to proactively address bias in the future. If you report bias to a UHDS staff, the BIARP may be initiated by professional staff in UHDS. You do not have to disclose any identifying information for the BIARP. Information collected in the BIARP form include a summary of the incident and resources provided to the survivor.

## Mental Health Concerns

While we cannot provide protocols and procedures for every mental health concern, we wanted to provide you with resources you can contact if you have questions or concerns about a mental health issue.

### Resources:

Counseling and Psychological Services (CAPS) provides a variety of services to the OSU community to address the challenges and difficulties students face. These services are designed to help students understand themselves better, create and maintain satisfying relationships, improve their academic performance and make healthy and satisfying career and life choices. Students can call CAPS at 541-737-2131 for more information. CAPS also offers after hours crisis consultations for students, faculty and staff. Call 541-737-2131, option 1 if needed after hours. For more information about CAPS and all the services provided, please visit their website: [counseling.oregonstate.edu](http://counseling.oregonstate.edu)

## Mandatory Reporting of Child Abuse Office of Human Resources

### What is ORS 419B.005? When does this statute go into effect?

ORS 419B.005 mandates that effective January 1, 2013, employees of Oregon higher education institutions are considered by law to be mandatory reports of child abuse.

### Who is a Mandatory Reporter?

- All “public and private officials” as defined by state statute, including:
- School Employees, now including higher education employees
- Coaches
- Certain State Agency/Commission Employees
- Legislators
- Peace Officers
- Firefighters and Emergency Medical Personnel
- Members of the Clergy
- Child Care Providers
- Doctors/Nurses/Dentists/Pharmacists/Chiropractors
- Psychologists/Professional Counselors/Therapists
- Social Workers
- Child Care or Foster Care Providers
- Attorneys

### What is a Mandatory Reporter?

Someone who has “reasonable cause” to believe that any child with whom you come into contact has suffered “abuse,” or that any person with whom you come into contact has abused a child.

Reasonable cause standard is when what you have learned would lead a person of reasonable intelligence and ordinary prudence to come to the same conclusion in the same or similar circumstances.

### Who is NOT a Mandatory Reporter?

Volunteers (unless required by OSU Policy, volunteers in OSU Youth Programs), Contractors, Students who are not employees (unless required by OSY Policy, such as Postdoctoral Scholars or Postdoctoral Fellows).

### What is “abuse” under the law?

ORS 419B.005 Definitions:

Any assault of a child and any physical injury to a child caused by other than accidental means; Any mental injury to a child, which shall include only observable and substantial impairment of the child’s mental or psychological ability to function caused by cruelty to the child, with due regard to the culture of the child; Rape of a child, which includes, but is not limited to: rape, sodomy, unlawful sexual penetration and incest; Sexual abuse and sexual exploitation, including: contribution to the sexual delinquency of a minor, allowing, permitting, encouraging or hiring a child to engage in prostitution or patronize a prostitute, negligent treatment or maltreatment of a child, threatened harm to a child, which means to subject a child to a substantial risk of harm to the child’s health or welfare, and buying or selling a child.

### Who is a “child” under the law?

ORS 419B.005 Definitions:

A “child” is defined as any “unmarried person who is under 18 years of age.” Some OSU students qualify under this definition and are covered by the mandatory reporting law.

### What do I do if I suspect child abuse?

If you have “reasonable cause to believe” that any child has been abused or anyone with whom you come into contact has abused a child, you must immediately report to local law enforcement or the State of Oregon Department of Human Services (DHS). The law requires an “oral” report, so reports are typically made by phone. You may be asked for additional written information from the agency contacted. You do not need to report to both local law enforcement and DHS. A report to one agency will be communicated to the other. Most DHS offices throughout the state are open 8 AM to 5 PM, Monday through Friday. After hours reports should be made to local law enforcement. If the report of suspected abuse is related to an OSU program, activity, service or involves an OSU employee you must: inform your supervisor of the report of suspected abuse, contact the Office of Human Resources: Employee.Relations@oregonstate.edu or call Viki Dimick at 541-737-5355, The Office of Human Resources implemented a new program called HR Advocate. HR Advocate allows us to better assist employees, managers/supervisors and departments by processing and tracking information in one central location. For more information please visit: <http://hr.oregonstate.edu/benefits/workers-compensation-resources/incident-reporting>. FYI: A law enforcement agency is a local police department, county sheriff’s office, county juvenile department, or Oregon State Police.

### What do you report to law enforcement of Department of Human Services?

When possible, provide the following information: names and address of the child and parent, child's gender and age, type and extent of abuse, any other information that will help establish the cause of abuse or identify the abuser, and do not confront the suspected abuser.

### Do I have to prove abuse occurred?

No. You are asking law enforcement of DHS to make an assessment of the situation. You are reporting only what you observed or have "reasonable cause" to believe a child was abused.

### As a mandatory report, do my obligations under the law end when I am not working or I am not "on the job"?

As an employee of an Oregon institution of higher education, you are designated by law as a mandatory reporter. Your obligations as a mandatory report as specific to you as an individual; not a time period, location, or duty/role. As a mandatory reporter, your obligations continue 24-7 no matter where you are.

### Does this law have a research exemption?

No. even if the employee learns of suspected child abuse through research meant to help children. In certain limited cases of anticipated research, OSU may proactively seek agreement from the relevant District Attorney not to prosecute researchers for failure to report. Talk to your Department Head and the OSU Research Office Institutional Review Board (IRB) Administrator, who can work with your Dean, the Vice President for Research, and the Office of General Counsel in these efforts. Please note, it remains unclear how successful these attempts will be, especially in cases involving children in multiple counties across the state. Please contact the OSU IRB Administrator about what notification of reporting requirements you need to give your research subjects.

### Will my report be confidential?

A reporter's identity will remain confidential to the full extent allowable by law. If court action is initiated, the reporting person may be called as a witness or the court may order that the reporter's name be disclosed. Only people with firsthand knowledge of the child's situation can provide testimony proving that abuse has occurred.

### Can I be sued if I report?

Oregon law (ORS 419.25) provides that anyone participating in good faith in making a report of child abuse and who has reasonable ground for making the report, will have immunity from any liability, civil or criminal, that might occur with respect to the making or content of such report.

### What if I don't report?

A mandatory reporter who fails to report is subject to prosecution of a Class A criminal violation of the law, which carries a minimum penalty of \$2,000. Some mandatory reporters have also been sued for damages in civil court for failure to report. Failure to report also violates OSU policy, and can be grounds for discipline; up to, and including, termination of employment.

## PAST STRATEGIC INITIATIVES

### *Wellness*

UHDS is committed to creating environments that promote healthy behaviors. The UHDS Wellness Committee was established with the role of fostering a culture of wellness for UHDS employees and students by:

- Assessing needs, interests and engagement regarding wellness
- Assessing the physical work environment and any barriers to wellness
- Recommending the adoption of policies and practices that create and support wellness in the workplace
- Communicating, implementing and providing on-going support for wellness programming

### *Safety Committee*

The UHDS Safety Committee is responsible for:

- Reviewing data from Reports of Accident generated by incidents within UHDS facilities
- Identifying areas and topics for additional training based on trends
- Compiling resources for recurring and reactive training sessions

### *Sustainability*

UHDS actively engages and promotes environmental stewardship through our sustainable business practices, personal choices, and educational endeavors.

The goals included:

- Crystallize into the habits of all UHDS employees the practices to remain sustainable in the services we provide our customers; and
- Strive to reduce our impact and carbon footprint on our campus and community environments in all that we do

## SAFETY IN THE WORKPLACE

### SANITATION & FOOD SAFETY

*Remember to always wash your hands:*

- Before you touch anything used to prepare food.
- Before you put on disposable gloves.
- After you work with raw meat, fish and poultry.
- After you handle trash and take out garbage.
- After you handle money.

*The best way to wash your hands is:*

1. Wet your hands with warm water.
2. Use soap.
3. Rub your hands briskly together to loosen any dirt and germs. Pay special attention to your fingernails where germs can hide. Take plenty of time – 20 seconds.
4. Rinse your hands under clean, warm water.
5. Dry your hand on a paper towel or with an air dryer.

*It is also necessary to wash your hands:*

- After you go to the bathroom (use the toilet); both men and women must do this, and it is very important!
- After you eat or smoke.
- After you touch your face, hair, or body.
- After you cough or sneeze, because you must cover your mouth after you blow your nose.
- After your break.

### DISPOSABLE GLOVES

Those handling food product are required to wear disposable gloves to protect the food. **You are NOT wearing the gloves to protect your hands so they should be changed frequently!**

- Wash your hands before putting on gloves. Gloves don't replace the need to wash your hands often.
- Returning to, or starting in a new work area – put on new gloves!
- As soon as gloves become soiled or torn – change them!
- Before beginning a new task – change them!
- At least every hour during continual use – change them!

### *Safe Food Temperature*

Carefully prepare food that you will serve or sell. You will wash raw vegetables; you will cook, cool, reheat, freeze and thaw food. You must keep germs that are already in the food from growing and causing food poisoning. The most important things you can do include washing your hands completely and cooking and cooling foods the right way. Develop these habits at home, as well as at work. Your good habits will keep you, your customers, and your family safe.

### *The “Danger Zone”*

Bacteria and other germs need time, food and moisture to grow. But bacteria and germs won't grow when the temperature of the food is colder than 41°F (5°C) or hotter than 135°F (57°C). Temperatures in between 41° and 135° are in the “Danger Zone”. When food is in the “Danger Zone,” bacteria can grow quickly and make poisons that can make your customers and family very sick.

### *Cooling*

If you have food that is leftover or made in advance, you must cool it and store it safely. The first rule to remember about cooling: Cool hot food as fast as you can to 41°F (5°C) or below, past the “Danger Zone”. Food that is not cooled fast enough is one of the leading causes of food borne illness. Also, do not let the food sit at room temperature for more than 30 minutes.

### *Reheating*

When you must reheat food, do it very quickly (within one hour) to 165°F (74°C). Do not use anything that will heat the food slowly, because it takes too long to pass the “Danger Zone”. Reheat all foods to 165°F.

### *When is Food Cooked Safe?*

A few examples of potentially hazardous food are listed below with requirements of how hot they must be to be safe. They can be hotter, but they must be at least this hot to kill germs:

- POULTRY AND STUFFING: 165°F (74°C)
- HAMBURGER (GROUND BEEF): 155°F (68°C)
- BEEF, LAMB, FISH AND SEAFOOD: 145°F (63°C)
- PORK: 145°F (63°C)

### *Storage*

- Store food in clean, safe containers.
- Keep all foods off the floor.
- Rotate the stock by storing foods so you can use older food first. “First in, first out” is a good rule to follow.
- Cover, label, and date foods with today's date.
- Store food away from cleaners and poisons.
- Put raw meat on the lowest shelf and unwashed produce below clean cooked food.
- Check the temperature: Freezers need to be at least 0°F (-18°C).

- Refrigerators must be 41°F (7°C) or colder. Dairy products & meat will keep longer at 40°F (4°C). Seafood will keep longer at 30°F (-1°C).
- Remember the “Danger Zone” begins above 41°F. Be sure that thermometers give true temperatures in the refrigerators.

#### *Cross-Contamination*

- Cross contamination happens when germs from raw or unclean foods get into foods that are ready to serve or that will not be cooked again before you serve them. It also occurs if an allergen laden food comes in contact with a food not containing that allergen. Here are some important ways that you can prevent cross contamination:
  - In the refrigerator: Store raw meat, fish and poultry on the lower shelves of the refrigerator.
  - Wash your hands between handling raw meat and foods that will not be cooked before eating.
  - Never store foods that will not be cooked before serving in the same container as raw meat, fish or poultry.
  - Use a hard cutting surface or a board, with no splits or holes where germs can collect.
  - Wash, rinse, and sanitize the cutting surface and all the utensils and knives every time you finish cutting raw meat, fish or poultry.
  - Use allergen free stations only for foods and utensils that don’t contain allergens.

#### *How to Get it Clean and Keep it Clean*

Use the towel to clean counter tops, tables, cutting boards and equipment. Rinse a clean towel in a sanitizing water mix (or 1-teaspoon bleach and one gallon of cool water); do not add soap to this mix. Change the sanitizing mix often; do not let it become dirty. Clean and sanitize whenever there is a chance of cross contamination. Sanitize at the start and end of the workday. Clean during your shift as soon as you see a spill. Wash, rinse and sanitize each surface that touches food, for example a meat slicer or cutting boards. Sanitize equipment after each use. Follow the directions on the equipment so that you can get into all the spaces where germs can grow.

#### *Sanitation and Food Safety Key Points*

- Wash your hands often, and wash them well.
- Work only when you are healthy, not when you are sick.
- Prevent food poisoning by keeping food out of the “Danger Zone,” the temperatures in between 41°F (5°C) and 140°F.
- Cook foods until they reach proper temperatures.
- Keep food safe from cross contamination with careful storage and sanitizing.
- Change your gloves often, including each time you leave your work area and upon your return.
- Keep your workplace clean and safe. This will help keep you safe and well.

## ENVIRONMENTAL SAFETY

### Know Your Dining Center and Work Area

When you begin to work in the dining center it is important to familiarize yourself with your work area as well as the rest of the dining center. You might not be in your work area when an emergency happens, so you should know every exit from the building. Keep in mind the following:

- Know the evacuation routes from your workstation. Evacuation routes are posted throughout the dining center, and have the locations of fire alarms and fire extinguishers on them.
- Know the location of the MSDS (Material Safety Data Sheet) logbook.
- Know the location of the first aid kits.

Catering employees need to become familiar with campus facilities and their specific policies for evacuation and safety.

### FOOD SERVICE KITCHENS

#### *Knives*

- Always select the correct knife for the job.
- Before using a knife, inspect it for defects; the handle must be dry and free from splinters and burrs, and the blade should be properly sharpened.
- Always cut away from the body.
- Cut resistant safety gloves are required while using knives. If you have a knife in one hand you must have a cutting glove on the other. You will receive a written warning if you do not use a cutting glove.
- Pay close attention to the job whenever handling sharp knives. Distractions cause accidents.
- Never send a knife or pizza cutter to the dish room. Wash and sterilize the knife in the restaurant while wearing a safety glove.
- When not in use, knives or other sharp instruments should be stored in the racks provided. Do not cover knives with towels or aprons or leave them in a sink.

#### *Garbage Disposal*

- Do not stuff or pack waste into the opening of the disposal machine.
- Do not allow glass, metal, crockery, or plastics to enter the grinder. If this does occur, stop the grinder immediately.
- Electric garbage disposals operate safely and efficiently only when sufficient water is used. Make sure that water is on before starting. Do not attempt repairs or adjustments unless authorized.

#### *Dishwashers*

- Floors around dishwashers should be mopped frequently to prevent slips and falls.
- When moving carts, trays, or utensils consider your fellow employees in the area. Rush periods and close quarters call for job concentration and cooperation in order to prevent accidents.
- Do not overload the machine.

- If a machine jams, shut off the power and the hot water immediately. Serious burns can result from reaching into the washing area.

#### *Food Service Equipment*

- Operate a piece of equipment only after you have been trained to use it.
- When operating machines, give them your undivided attention. Never leave a machine running unattended. Shut off the power if you must leave even for only a moment.
- Make sure your hands and the surrounding area is dry before connecting electrical plugs to avoid electric shock.
- Ensure that guards provided are in place and operational before operating equipment.
- If a machine jams or malfunctions, contact your supervisor. Your supervisor will contact an authorized repair person.

#### *CLEANING AND CUSTODIAL SAFETY*

- If you see or detect a hazardous condition, including chemical spills, strange odors, or damaged machinery, report it to your supervisor immediately.
- Wear personal protective clothing or safety devices as directed by your supervisor.
- Wear rubber gloves and eye protection when using cleaning agents that may injure the skin.
- Do not use power equipment that is not mechanically safe. Report any unsafe condition of power equipment to your supervisor.
- Do not park equipment in front of electrical panels, fire equipment, or exit aisles.
- Carry full trash bags away from the body or place on a utility cart to prevent accidental cuts, or abrasions from items within the bag.

#### *Cleaning*

- Use appropriate cleaning fluids for floors, walls, surfaces and skin.
- Walk-in cooler and freezer floors must be kept clear, clean, and non-slippery at all times.
- When mopping heavily used corridors, always keep one side dry for use. Be sure to post wet areas with warning signs.
- Clean up liquid spills or waste materials promptly and completely. Place warning signs until area is dry.
- Make sure that portable electrical equipment is unplugged before cleaning.

#### *Chemical Safety*

To ensure the proper handling and storage of chemicals we use a Material Safety Data Sheet Or MSDS. The MSDS sheet tells all the necessary information that you may need about each chemical. Every chemical in the dining center has a MSDS sheet about it. If you ever have any questions or concerns about a chemical you can find it in the MSDS binder. Before using any chemical, you should be aware of the purpose of the chemical (what it is for) and how to properly use the chemical. When using chemicals it is important to use proper safety equipment, such as gloves and goggles. Use only those cleaning solutions that have been approved by your supervisor.

Do not use drinking cups or glass jars to hold industrial cleaning chemicals or solvents. Chemicals should remain in their original container until used, and all containers must be labeled with the chemical inside.

- Do Not Mix Chemical Cleaning Agents.
- Store poisons and cleaning chemicals in locked cabinets or closets and clearly label them.

- All chemicals used or handled shall be properly identified. This requirement includes waste chemical materials. Only approved containers may be used.

#### *Other Safety Policies/Procedures*

- Always use hot pads which are dry and in good condition when removing hot pans from ovens, stoves, or hot boxes.
- Refrain from fighting, horseplay, or distraction of fellow employees.
- Observe and obey all safety signs and procedures in any area you are assigned to work in.
- Leave safety devices, notices and warnings posted unless instructed otherwise by a supervisor.
- Report unsafe conditions to your supervisor or to the Office of Environmental Health and Safety.
- Use only approved stepstools or ladders.

### PERSONAL SAFETY

#### THREE MAJOR FACTORS OF INJURY OR ACCIDENT:

##### *1. Lack of Safety Awareness*

Know the location of the safety equipment and pay attention to safety training. Be aware that your unsafe actions could cause injury to someone else.

##### *2. Unsafe Conditions*

Unsafe conditions are a danger to everybody. These are things such as equipment malfunctioning, poor lighting, floor hazards, etc.

Along with notification of managers, it is important to warn your co-workers and customers of these conditions. Post wet floor signs for slippery floors, disable and post notes on faulty equipment, and verbally communicate the problem with the people that might be affected.

##### *3. Unsafe Behavior*

Unsafe behaviors need to also be reported. The first thing to do is to let the person know that they are acting in an unsafe manner. If they continue to act in this manner, report this immediately to a manager or concept leader. The concern for safety overrides all other factors.

- Three examples of unsafe behavior are not using a cutting glove when cutting with a knife, using just your back to lift heavy objects, and horse play.

#### INJURY PREVENTION

It is very important to take care of your back. When lifting or carrying objects, you need to be careful not to damage your back. A back injury can last for your entire life and limit what you can or cannot do. Do not attempt to lift anything that may be too heavy or bulky for your physical capacity. If in doubt, get help. When lifting, follow these techniques:

- Position objects to minimize twisting.
- Keep your head, back, and hips in a straight line.
- Test the weight you are lifting. Do you need help?
- Move close to the load.
- Bend your knees, feet apart.
- Get a good grip.
- Rise from crouch position.
- Lift with your legs.
- Give your body a break at the first sign of muscle fatigue.

### PREVENTING DISEASE TRANSMISSION

The risk of getting a disease while providing first aid is extremely low, and taking basic precautions can reduce the risk even further. When caring for a victim, you may come in contact with blood or other body fluids. Treat all blood and body fluids as if they were infected, even if you know the person. Each facility has one or more persons on staff trained in safe methods of cleanup for blood or bodily fluids. Seek the involvement of this person before attempting to clean up such materials.

If it is necessary to clean up after an injury or illness:

- Notify Your Supervisor
- Obtain a Hazmat bucket from manager.
- Use disposable gloves and other protective equipment when cleaning spills.
- Wipe up the spill with paper towels or other absorbent material.
- After the area has been wiped up, flood the area with a solution of 1/4-cup liquid bleach to one gallon of fresh water, and allow it to stand for twenty minutes.
- Dispose of contaminated material used to clean up the spill in a labeled biohazard container.

### PERSONAL PHYSICAL SAFETY

If you are ever threatened or attacked:

- Your best defense is your ability to stay calm, use your head, and pay attention to your instincts. Decide what you will do in various situations before they occur.
- If somebody that only wants personal property accosts you, give that property up.
- If you have to defend yourself, don't get scared, GET MAD! Shout "NO!", "STOP!", or "CALL THE POLICE!" Try to incapacitate or distract your assailant long enough for you to escape.
- Try to get an accurate description of your assailant. If a vehicle is involved, try to get the license number and a description of the car.

- Call 7-7000 immediately.

*If a crime is in progress:*

- Do not attempt to apprehend or interfere with the criminal except in the case of self-defense.
- If safe to do so, attempt to get a good description of the criminal. If entering a vehicle, note the license number, vehicle make and model, color, and any outstanding characteristics.
- Call 7-7000 immediately

DRIVING STATE VEHICLES

Any employee responsible for driving the delivery vehicles must have a valid driver's license and may need to attend the on-line driving class for large vehicles. Employees must be sure they have their license with them when driving, and must not use cell phone while vehicle is in gear. A Driver Authorization form must be completed (yearly) and be on file. Drivers will be responsible for following the rules of the road and exercise courteous and careful driving practices. UHDS will not be responsible for consequences from unsafe driving practices or improper parking choices while operating state vehicles. Accidents must be reported immediately to your shift leader. There is an accident packet located in the glove compartment of each vehicle, along with a disposable camera. All information must be completed and reported immediately and accurately, and pictures should be taken when necessary. Any equipment and/or supplies in the delivery vehicles must be strapped securely to ensure safety and avoid damages. Care should always be taken when loading and unloading product and/or equipment in and out of delivery vehicles. Everyone will be trained on the proper and safe operation of the lift gates in the vehicles.

EMERGENCY PROCEDURES

POWER OUTAGE PROCEDURES

Close register and secure cash.

Turn off all heat generating equipment

Remain in place unless directed to evacuate.

ON-THE-JOB INJURIES

Report all accidents immediately. If you are injured or become ill while working at OSU, please follow this step-by-step procedure.

- Report the injury or illness to your supervisor immediately.
- Assist your supervisor in completing required documentation within 24 hours of the accident in order to ensure your rights and protections under the worker's compensation act.
- If you do not seek medical attention, assist your supervisor in completing the Oregon State University Accident Report Form. This form is mandatory for all injuries that occur in the dining center.
- If you seek medical attention the SAIF 801 form must also be completed. This must be done before you leave the building, unless medically unsafe.

First Aid kits are available in each dining center. If the injury needs minor first aid that can be done at the dining center, treat your injury as needed. Ask for assistance if necessary. When cleaning a small cut or burn, the injured employees must leave their work area immediately. Use only hand washing sinks for first aid treatment. Notify your supervisor immediately when needing treatment and ask for assistance if necessary.

### *CALLING FOR EMERGENCY ASSISTANCE FOR A CO-WORKER OR GUEST*

Here at OSU we work with Oregon State Police (OSP) and the Department of Public Safety (DPS).

The number to call is 911 from a campus phone or 541-737-7000. When possible, have the person-in-charge call 911 or 7-7000. You will also want to send a person to help direct DPS/OSP personnel when they arrive. It is also a good idea to move any objects or equipment that might be in the way. If the victim is unconscious and no one is immediately available to help, go make the call, return to the victim, and then continue to give care. If you are confused or unsure what to do, make the call. It is far better to error on the side of caution. There isn't a charge for an ambulance unless someone is transported. The DPS dispatcher will need information from the caller. This information is necessary to send the exact type of help needed. It will include:

- Location (building and floor or room number)
- Street Address or Cross Streets if not in a building
- Caller's Name
- Telephone number where the call is being made.
- What happened?
- How many people are injured?
- The condition of the injured person(s)?
- The help/care being provided.

It is important to wait and not hang up on the EMS dispatcher. Let the dispatcher hang up first. This way it ensures that the dispatcher gets all the information that is needed. The next call should be to a Dining or UHDS manager, if there isn't one already present. Catering employees should always work in conjunction with facility managers and event coordinators.

### *FIRE SAFETY PROCEDURES*

#### *Fire Safety Policies*

- Know where the fire extinguishers are in your area, how to use them, and for what type of fires they are used for.
- Keep items a safe distance from fire sprinkler systems and sprinkler heads, fire extinguishers, fire alarms, insulated steam, and water lines.
- Make sure fire doors are not blocked and can be opened in the exit direction at all times.

*Fire Drills* teach us how to safely react during an actual fire.

Some key points to remember are:

- Know your building and surroundings.
- Know two ways out.
- Know the locations of manual alarm “pull” station located at all exit doors.
- Know the location of your evacuation assembly area.
- Remain with your evacuated group until told by the Fire Marshall or managers to return to the building.

### *Types of Fire Extinguishers*

Class A wood, cloth, and paper

Class B flammable liquids; gas, oil, some paints and solvents

Class C electrical equipment; power tools, wiring, fuse boxes, computers, and electric motors

Class D combustible metals; magnesium or sodium. These fires require special training

Class K cooking oils

### *Using a Fire Extinguisher (P.A.S.S.)*

P Pull pin from the fire extinguisher.

A Aim nozzle or hose at the base of the fire.

S Squeeze the trigger of the fire extinguisher.

S Sweep the nozzle or hose from side to side.

### *Fire Prevention and Safety*

There are three elements of Fire: fuel–heat–oxygen. Remove any of the three elements and... no fire!

### *Fire Alarms and the Fire Suppression System*

Learn the location of the fire alarms and the fire suppression system switches in your dining center. Fire alarms are located near each exit doors in the building. When you pull the fire alarm the fire department will automatically be alerted. The fire suppression system switches are in all of the exhaust hood systems over fryers, grills and other heat generating equipment. When the fire suppression system is activated, the area under the hood system will be covered with fire retardant foam. This will also set off the fire alarm. Use the fire suppression system only for fires under the hoods.

### *Fire Procedure*

When a fire is discovered, the first thing that should be done is to sound the alarm. Pull the fire alarm or send somebody to pull it. Also, call 9-1-1 from a campus phone, to notify the dispatcher that this is an actual fire. Give the location of the fire, type of fire, and directions to the location of the fire. Stay on the line and answer all questions of the dispatcher. Let the dispatcher hang up first.

If the fire is small and contained, you may try to put it out using a fire extinguisher. Keep your back to a clear exit and stand six to eight feet from the fire. Never endanger yourself to fight a fire. Before you fight a fire, make sure:

- Everyone has evacuated the building and is reporting to the designated assembly area.
- Someone has called 911 or 7-7000.
- The fire is small, confined, and not spreading.
  - Once the fire has been extinguished, slowly back away from the fire. Never turn your back on a fire. Watch the fire area and be prepared to repeat the process if the fire re-ignites.

Remember to use the proper extinguisher for the fire:

- An extinguisher labeled ABC may be used on all three classes of fire.
- Extinguishers labeled only for class A fires contain water and are dangerous if used on grease or electrical fires.
- A red slash through any symbol means that you cannot use the extinguisher on that class of fire.
- Use only one extinguisher. If one is not enough, evacuate the area.

*Do:*

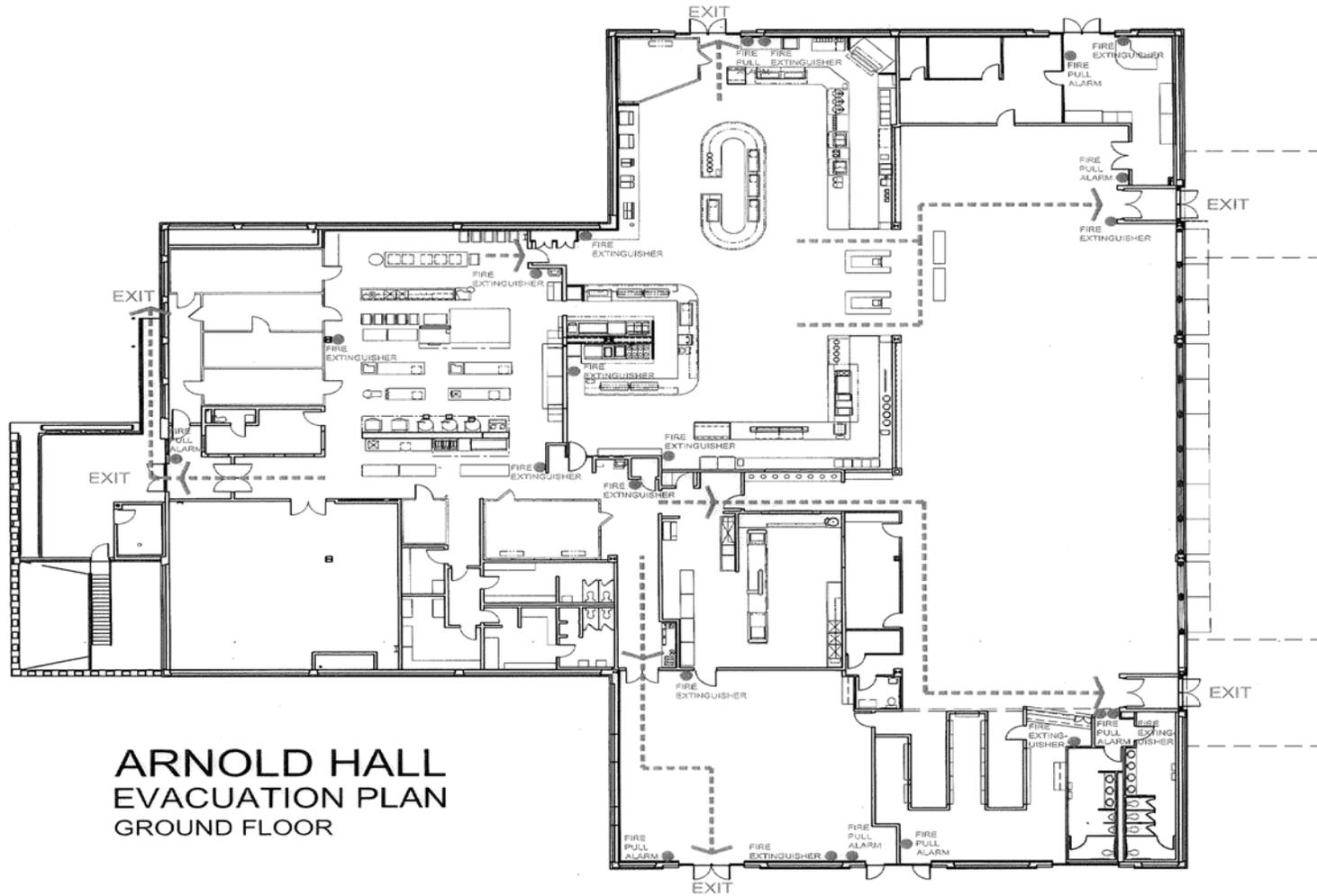
- If you are a cashier, assure that your cash register is locked. Take the register keys with you.
- Assure that any gas and heating elements are turned
- Assist customers in exiting the building in a calm and orderly fashion. If a customer appears to not understand what is going on, point to exits, write the message down on paper, or have the person follow you out of the building.
- Use the nearest, safest evacuation route. (See diagram for evacuating your dining center).
- Evacuate to a safe distance of 300 feet and check in with the Manager or Restaurant Leader present.
- Report to a Manager, police officer or firefighter on the scene if you suspect someone may be trapped inside the building.

*Do Not:*

- Do not stop for personal belongings or records.
- Do not walk through or stand in a cloud of smoke
- Do not leave the evacuation area before you check in with a Manager or Restaurant Leader.
- Do not return to the building until you have been told to do so by authorized personnel.

These rules apply to a real fire and a fire drill. Evacuations may happen with or without alarms. You must evacuate the building when the fire alarm sounds or a supervisor asks you to evacuate. Please remain in the area so that you may return to the building after authorized personnel asks you to.

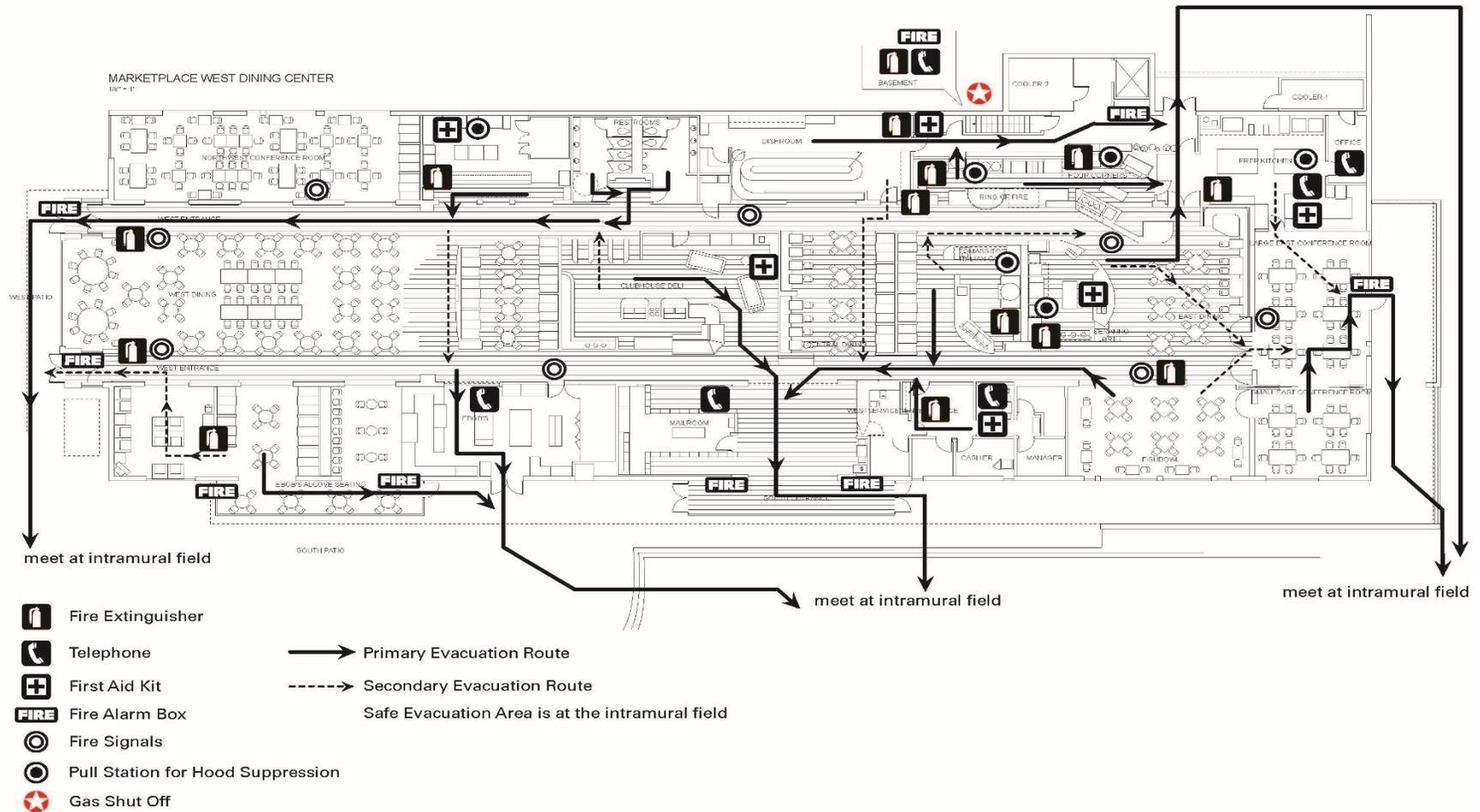
EMERGENCY EVACUATION ROUTE - ARNOLD CENTER



**ARNOLD HALL  
EVACUATION PLAN  
GROUND FLOOR**

EVACUATION ASSEMBLY AREA: PARKING LOT ON THE SOUTH SIDE OF BLOSS (TOWARDS WESTERN AVE.)

**EMERGENCY EVACUATION ROUTE – MARKETPLACE WEST**



**EVACUATION ASSEMBLY AREA: STUDENT LEGACY PARK**



## OSU CATERING

### AVAILABLE SERVICES

Full Service: Formal Tableside Service with China (formal attire required)

Buffet Service: Self-serve Buffets set up with paper products or China

Served Buffet: Server at Buffet Station to provide portion control

Receptions: Buffet & Passed food & beverage may be required

Alcohol Service: Certified Bartenders provide dispensing of alcohol (To accompany food service)

### Etiquette and Professionalism

OSU Catering provides food, beverage, and service to a variety of affairs, on and off campus. We frequently are at high-profile events with very prestigious guests. Many events request formal service, which requires knowledge of proper dining etiquette, as well as exhibiting a professional, respectful and helpful attitude.

### Uniforms

Catering students will be required to follow dress code guidelines and are issued two different uniforms or protective wear. Each new employee will be issued 2 - Grey OSU Catering polo shirts and 1 - Black formal long sleeved shirt when hired. Waist aprons are available as needed. Hair must be tied back and only closed-toe/closed heel safety shoes should be worn.

Casual: Black slacks and grey OSU Catering Polo with all-black non-slip safety shoes

Formal: Black slacks, black button down shirt, black/white tie (depending on event needs) and all-black non-slip safety shoes

### Order Gathering

Gathering consists of collecting all “dry good” and “paper products” for an upcoming event. Employees are given a checklist that will provide them with the equipment and/or supplies that need to be gathered for each event. Paperwork will be initialed by student completing the checklist for accountability and identification of training needs

### Scheduling

Catering students are not given set days or hours. Schedules are produced and posted weekly for the following week. Schedules are based on events and their special needs. Call-in shifts are included on the schedule, and confirmed by your leader or manager the day before the call-in shift. You will be responsible for locating a replacement to cover a shift that you are unable to work. This adjustment must still be approved by the Catering Manager or Catering Coordinator to ensure that the replacement qualifies to complete the duties assigned.

### Alcohol Servers

Catering students that are bartending must have a current and valid OLCC server license. The license is obtained outside of the workplace and is the financial responsibility of the student. Bartenders are liable for exercising judgment in regards to levels of intoxication and responsible for determining whether or not to continue service to a customer. Bartenders make an additional \$1.00 per hour for the shifts that require an alcohol server. Bartenders are also responsible for completing check-out and check-in accounting of all alcohol taken to a

particular event. Note: it is the policy of OSU Catering and Oregon State University to not “over-serve” alcohol to our customers. Being part of a state entity we hold ourselves and our employees to the highest standards when it comes to alcohol service.

### Cash Handling

Most situations requiring cash handling are during “Cash or No-Host Bars”. Cash handlers are issued a cash box with a specified “Beginning Bank”. They are to verify the amount and initial the paperwork to indicate they received the correct bank. A tally or log (often times tickets are issued) is kept of what has been served in order to balance the cash at the end of the shift. The cash handler counts and documents the cash total at the end of the night and gives the cash, cash box, key, cash count sheet, and any tally sheets or tickets to their shift leader. The Catering Manager or the Catering Operations Manager will verify the cash count. They will also audit the tally or tickets to ensure that the cash collected balances with charges for the beverages consumed.

### Keys & Equipment

Catering requires student staff to carry keys to vehicles and other facilities. Keys must be signed out to the responsible individual. Catering employees must ensure that the facility is secure when they are the last employee to leave. All keys must be checked back in to your shift leader prior to clocking out from your shift.

Catering employees must become familiar with the equipment used and the proper operating procedures for that equipment (such as warmers, chafers, etc). Employees should always use caution when handling breakable items.

### FACILITIES

OSU Catering provides service at off campus venues, in and outside of Corvallis.

The campus facilities that we deliver to the most are:

Memorial Union  
CH2M Hill Alumni Center  
LaSells Stewart Center

All three main facilities have “cleaning checklists” detailing exactly what tasks need to be completed at the end of an event, prior to OSU Catering leaving the facility. See your shift leader about the “closing lists” and make sure that we always leave any facility as “clean as” or “cleaner than” we found it. There is also training on the proper and safe use of facility equipment such as trash compactors, ice machines, coffee urns, etc. All employees need to be aware of the evacuation plan and delivery access for all three of these facilities, as well as other venues that we deliver to (such as the President’s office in Kerr, the President’s residence, Kelly Engineering, Valley Library, Weatherford, etc.). Some facilities have special entrances and we often cater at outdoor venues or in private homes.

## STUDENT CALL IN NUMBERS

|                             |                             |
|-----------------------------|-----------------------------|
| Bing's at Weatherford       | 541.713.8033                |
| Cascadia Market             | 541.737.3696                |
| Marketplace West            | 541.737.2100                |
| McNary Dining               | 541.737.1004                |
| Peet's Coffee               | 541.737.3696                |
| Southside Station at Arnold | 541.737.2005 / 541.737.2887 |
| OSU Catering                | 541.737.8554 / 541.737.1600 |

## USEFUL WEBSITES

[whentowork.com](http://whentowork.com)

[ORFoodHandlers.com](http://ORFoodHandlers.com)

<http://mytime.oregonstate.edu/>

[oregonstate.edu/food/](http://oregonstate.edu/food/)