DINING SERVICES STUDENT TRAINING MANUAL 2013–2014
meatballs
Garlic bread
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.
**UHDS VISION STATEMENT**

To be recognized as a world-class housing, dining, and educational enterprise.

**UHDS MISSION STATEMENTS**

To provide a living-learning environment as a gateway for academic and personal success through inclusive, innovative programs and services.

**DINING SERVICES VISION STATEMENT**

We aspire to be a culinary driven organization that promotes a culture of customer service excellence with a values based culture where team members are respected and encouraged to practice honor and integrity while continually seeking knowledge. UHDS Dining Services will be at the cutting edge of college and university dining programs around the country.

We will lead the way in refining a team based organizational structure in a just-in-time production environment. We will set the standard for food preparation and presentation. UHDS Dining Services aspires to provide 100% safe food 100% of the time. UHDS Dining Services will exceed customer expectations and be legendary for the friendliness and professionalism of our staff. Dining Services will be known for providing nutritious food choices, nutrition information and for assisting students with special dietary requirements. Dining Services will work to create programs and environments that foster academic success.
A LETTER FROM THE DIRECTOR

The mission of University Housing and Dining Services is to provide a living learning gateway for academic and personal success through inclusive, innovative, programs and services. And the vision for Dining Services is to be at the cutting edge of college and university dining programs.

That drive to continually improve led to national recognition of our dining program’s success with the presentation of the IVY Award in 2009 as one of the most inclusive, innovative, and trend setting food service programs in the country. We were recognized along with famous restaurants such as Bouchon in Napa California, Boulud in New York City and Abacus in Dallas, Texas.

This last year, Oregon State University received the highest score possible among colleges in the United States for our sustainability initiatives from The Princeton Review. Dining Services was a major contributor to the success of those initiatives due to composting programs, local purchasing, and the use of compostable materials.

On a daily basis Dining Services aspires to be known for healthy food that is full of flavor - a place where education and entertainment collide to create a celebratory and academically rich mixture of learning and culture.

Dining Services seeks to create welcoming dining environments where food is artfully prepared and served by a team of friendly students and professional staff. We are a team where all members are treated with respect and I welcome you to our team, knowing that you will make a positive difference in the lives of the people we serve.

Thank you for applying for and becoming part of the Dining Services team. I wish you much success in your academic and work endeavors.

Best regards,

Rich Turnbull
Retired Associate Director
INTRODUCTION TO OUR LOCATIONS

ARNOLD CENTER

SOUTHSIDE STATION
   Featuring sushi, tempura and a potpourri of other Asian dishes. Also serving breakfast, deli sandwiches, pizza, burgers, vegetarian entrées, soup & salad bar and world cuisines.

WEATHERFORD HALL

BING’S CAFÉ
   Made-to-order calzone and deli sandwiches, pastries and Starbucks coffee.

MARKETPLACE WEST

CALABALOO’S
   Gourmet burgers, veggie burgers, grilled chicken, fries and hand-dipped shakes.

CLUBHOUSE DELI
   Salad bar, soups, custom-made sandwiches and wraps, fresh whole fruit

EBGB’S (EVERY BEAN’S A GOOD BEAN)
   Serving Allan Bros. coffee. Pastries, hand-dipped ice cream, assorted beverages, snacks and sundries also available.

COOPER’S CREEK BBQ
   Featuring ribs, brisket and chicken smoked in-house, hot breakfast items and fresh tossed lunch salads.

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, phở and curry bowls.

TOMASSITO’S ITALIAN CAFÉ
   Enjoy pizza by the slice, calzones, pasta and other Italian favorites.
**MCNARY DINING**

**BOARDWALK CAFÉ**
- Salad bar, breakfast selections, lunch and dinner specials, baked potato, chili & soup bar and a stir-fry bar.

**CALABALOO’S**
- Gourmet burgers, veggie burgers, grilled chicken, fries and hand-dipped shakes.

**ZEPHYROS PASTA**
- Mediterranean entrees and made-to-order pastas with a variety of fresh sauces.

**ZEPHYROS PIZZA**
- Mediterranean inspired pizza, whole or by the slice, along with calzones, breadsticks and salads.

**ZEPHYROS DELI**
- Fresh, made-to-order sandwiches available on a variety of breads, plus soups and salads.

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

**RAINTREE COFFEE CO.**
- Fresh baked pastries, Starbucks coffee, salads, croissant sandwiches and quiche.

**INTERNATIONAL LIVING-LEARNING CENTER**

**CASCADIA MARKET**
- Community store featuring fresh produce, dairy section, grab-and-go items, deli sandwiches, frozen foods, local products, gelato and sundries.

**PEET’S COFFEE & TEA**
- This location brings a full service coffee shop to the south side of campus.
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 Café in Weatherford Hall, and Cascadia Market and Peet’s Coffee & Tea in the International Living-Learning Center. We also operate OSU Catering.

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

The UHDS vision “to be recognized as a world-class dining enterprise” starts with both our student employees and our full-time staff. We all need 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 employment opportunities. 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 working 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 16 years of age and enrolled at any high school, community college or university.
- Must be eligible to work in the U.S.
- Must meet the minimum credit requirements:
  - **US Citizen**
    - High School – regularly enrolled
    - Undergraduate – at least 6 credits
    - Graduate – at least 3 credits
  - **International Student**
    - Undergraduate – at least 12 credits
    - Graduate – at least 9 credits

**SUMMER:**
- Must have been a student at any high school, community college or university during spring term.
- Must be registered for Fall term.
- Be eligible to work in the United States.

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 letter of employment offer from UHDS which you will be able to use to obtain a social security card.

The University expects students to work a minimum of 8-10 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.
To be successful at anything, you must know the expectations in advance, and then make a decision to be successful! Dining Services is looking for student employees who are willing to make the decision to be successful. The following sections will begin to lay that foundation of expectations.

HOW TO BE A SUCCESSFUL DINING SERVICES STUDENT EMPLOYEE:

**Arrive on Time**
Please arrive on time and clock in no more than three minutes early. You must also clock out no more than three minutes after your scheduled shift ends. – See page 14

**Arrive in Uniform**
Each employee must know what uniform requirements are necessary where they work. If you forget a hat, or have lost a piece of clothing, please don’t hesitate to contact your manager for a loaner/replacement. Also, please wear your name tag and slip resistant shoes for your own safety! – See page 23

**Work Your Schedule**
Please provide a class schedule for the future term to your restaurant leader as soon as it becomes available. Also, please sign up for hours as soon as possible.
Please be familiar with the procedures to get your shift covered ahead of time. All locations use an online scheduling program – WhenToWork.com – you will receive an email from this website with your log-in information after you have been hired.

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. They would like to know that there may be a chance 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 12

How You Get Paid
Be familiar with the payment dates and methods. The pay period is from the 16th of the previous month to the 15th of the current month. You receive your paycheck where you requested on your new hire paperwork. You can also sign up for direct deposit and have online paperless statements. These extras can be arranged by simply talking to your manager!
–See page 14

Got Questions? Ask!
If you have any questions AT ALL, just ask! Even if it seems like you keep asking multiple questions.
GENERAL DINING SERVICE EXPECTATIONS

Please remember our goals include absolute food safety AND world-class customer service. You must be on time and ready to work by your scheduled time. This includes wearing your proper uniform, being clocked in, and in your work area.

**Things to do during breaks or when off the clock:**
- Studying
- Eating, drinking and chewing gum
- Sitting or leaning on counters in your own home
- Use cell phones, computers and music players
- Personal business and lengthy conversations with classmates
- Gossip, outside the workplace or not at all
- Have someone else prepare and ring-up your food

**Things to do while on the clock:**
- Store cell phones and personal items in a locker, away from you so you can focus on your job
- 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

**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 Oregon State will be accepted. Food Handler’s Cards must be turned in to the Assistant 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 at:**

Online at www.orfoodhandlers.com

or

Benton County Health Department.
530 NW 27th Street, Corvallis
Schedule Guidelines
Submit your class, activity, Mid-Term and Finals Schedules THREE weeks before the end of each term. Work can be scheduled around your declared classes and activities. In most cases your schedule is set for an entire term - with the exception of Catering, where it will vary week to week.

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, 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 Assistant Manager.

Changes to Your Schedule
If you cannot work one of your regularly scheduled shifts throughout the term, talk to your Restaurant Leader or Assistant Manager. Only the Restaurant Leader or Assistant 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.
If you are sick, you’re required to call in two hours before the start of your shift to the Dining Center to let your Restaurant Leader know. 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.

Tardiness and Absentee Policy
Tardiness is 5-15 minutes late without previous notification of an unavoidable occurrence. Missed shift is not confirming you have coverage for your shift, not prearranging to have the day off or calling off at the last minute.

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.
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, Peet’s Coffee & Tea or Nori Grill.
- 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 in your meal perq.

Meal Perqs do NOT include:
- Sushi or any food commercially packaged off-campus; i.e. Oreos, frozen burritos, monster cookies, candy bars, Ben & Jerry’s ice cream, etc.
- Non-Food items.
PAYROLL POLICIES AND PAY PERIODS

Please use the time clock and your OSU ID to clock in/out for each shift. Note that as you begin to work in different restaurants 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 5pm 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 5pm on the 16th of the month.

To receive your paycheck on time you must print your timesheet (Hourly-PDF multi-job), sign it and turn it in to your Assistant Manager.

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 Assistant 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 SERVICES – CUSTOMER SERVICE

UHDS values our guests and expects our employees to use PRIDE when serving our guests. Your time, attention and focus on world-class customer service is critical to providing an Experience of a Lifetime™. Below are ways the points of P.R.I.D.E., our customer service acronym, can be seen in Dining Services:

**Presentation:**
Check your appearance
Dress appropriately and always wear your name tag
Work space and facilities are clean and visually appealing
Menus and signs are accurate
Ensure work site is free from distracting clutter

**Responsiveness:**
Check your manner – your attitude greets our guests
Provide prompt service
Initiate the interaction i.e. “Good Morning!” “Today’s special is ___.” “Would you like to taste...?” SMILE

**Individualized Attention:**
Recognize a regular customer by name
Try to identify a customer’s needs i.e. “Would you like carrots with your sandwich?”
Stay with the customer until resolution has been reached
Customize service based on the customer’s needs and requests
Show interest if the guest has a problem – listen!

**Developed Systems:**
Provide services without fumbling around i.e. restock during slow periods, be proactive
Build support networks to solve problems i.e. ask the chef information on specific ingredients
Become knowledgeable about other functional areas within the Dining Center i.e. “Pizza is closed but the deli is open.”

**Execute our Mission:**
Look for barriers, distracters, and inhibitors to world-class service and offer solutions
Be sure we are “camera ready”
Ensure same day response to all customer requests related to safety, security, and basic living needs
Remember our slogan – Experience of a Lifetime™

**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.
OTHER POLICIES

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 Assistant 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
In compliance with state regulations, smoking isn’t permitted on campus. If you choose to smoke you must be off campus.
Drugs and Alcohol
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 or tranquilizers 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.

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. Do not 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.
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 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 Human Resources or a manager in your work area, and they will assist you. If you prefer to speak to someone outside the unit, you may speak to the Equal Opportunity Associate, Roni Sue, in the Office of Affirmative Action and Equal Opportunity at 737-0868. For further information, you may also access the Office of Affirmative Action and Equal Opportunity website at http://oregonstate.edu/oei.
MANDATORY REPORTING

The Oregon Legislature passed a bill in 2012 to include University employees as “mandatory reporters” of child abuse, effective January 1, 2013. If you have “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, you must immediately report the suspected abuse or abuser to local law enforcement or the Oregon Department of Human Services. The University requires you to also report this information to your supervisor. Please note that this legal obligation is personal to you, as an employee of an Oregon higher education institution, and applies 24 hours a day, 7 days a week, and in any location; even if you are not on work time or regardless of your assignment. All OSU employees are responsible for reporting suspected child abuse.

ORS 419B.005 mandates that employees of Oregon higher education institutions are considered by law to be mandatory reporters of child abuse. Children and youth are defined broadly to include all unmarried minors under the age of 18.

What is “abuse” under the mandatory reporting law?
• 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 subject a child to a substantial risk of harm to the child’s health or welfare; and
• Buying or selling a child.

When must you report?
As an employee, your obligations as a mandatory reporter are specific to you as an individual, not a time period, location, or role/duty. This means your obligation to report continues 24/7 no matter where you are.
ABUSE REPORTING PROCEDURE

1. If the report of suspected abuse is related to an OSU program, activity, service, or involves an OSU employee you must inform your supervisor and the Office of Human Resources.

2. You must immediately report to the State of Oregon Department of Human Services (DHS) or law enforcement if you have “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. The law requires an “oral” report, so reports are typically made by phone. You may be asked for additional written information from the agency you contacted. Most DHS offices throughout the state are open 8am to 5pm, Monday through Friday. After hours reports should be made to local law enforcement.

3. If possible, provide the following information:
   - Names and addresses of the child and parent;
   - Child’s age;
   - Type and extent of abuse;
   - The explanation given for the abuse; and
   - Any other information that will help establish the cause of abuse or identify the abuser.

4. In all cases, if imminent threat, required direct reporting to law enforcement (OSU Oregon State Police (OSP) unit and Department of Public Safety (DPS) if in Corvallis; if not in Corvallis, local law enforcement.

DHS Child Welfare Child Abuse Hotline: 541-757-5019 or 866-303-4643
(Benton, Linn and Lane Counties)

Resources
OSU’s Webpage about Mandatory Reporting:
http://oregonstate.edu/admin/hr/node/688

Full definition of child abuse in ORS 419B.005:
http://www.leg.state.or.us/ors/419b.html

Questions about reporting abuse or neglect:

OSU Employee Guidance for Responding to Disclosures of Sexual Violence or Harassment:
http://oregonstate.edu/oei/sites/default/files/sh_sv_response_final03.06.12.pdf
UNIFORM POLICIES

Upon working for Dining Services, you will be issued a hat, name tag, and two shirts. Catering employees will be issued 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 required to keep themselves properly groomed, i.e. hair & nails neatly trimmed, etc. Daily showering or bathing is highly recommended. No fingernail polish or false fingernails are allowed to be worn while working. Fingernails are to be kept short and clean.

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.
• Dangle earrings or large plugs, necklaces (including chokers), bracelets, fingernail overlays and polish are prohibited.
• Small earrings, studs or hoops, and medic alert bracelets are acceptable.
• A 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, left 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 front, right side of 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 Assistant 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.
Hat/Hair Restraint

An effective hair restraint must be worn at all times while you are working. Food service employees shall wear a hair restraint to eliminate food contamination and to prevent the hazard of hair entanglement in moving parts of machinery. In Dining Centers, a hat or visor will be issued to you as part of your working uniform. No other hat or visor is acceptable. If you lose/damage your hat or visor, you will be required to wear a hair net until you buy a replacement. Beard nets must be worn when beard exceeds ¼ inch in length.
To purchase a replacement hat
Hats will be sold to you for $9.00. Pay the Head Cashier who will hand you a receipt that you will give to the Assistant Manager. The Assistant Manager is the only person who can issue you a “replacement” hat or shirt. No hat will be issued for catering employees. However hair must be pulled back and maintained.

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. The 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. The Catering uniform is khaki 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, nylon pants, Capri’s or shorts are to be worn while you are working.
- Please wear pants/slacks free of holes, rips, or excessively baggy. They must also be pulled up and secured around the waist. Refrain from exposing any underclothing.

Replacement Uniforms
The Assistant 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.

Locker Policy
Lockers are located near the restroom area in all Dining Centers. No one should leave their belongings in lockers overnight. Dining Services accepts no responsibility for lost or stolen items. Please do not bring anything of value to work. UHDS reserves the right to inspect the contents of a locker at any time and may do so periodically.
DINING CENTER 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, Micros 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).

Returning the Drawer
1. Run two (2) clerk reports. Leave one in the drawer for the next shift. Take second report to count 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, Micros 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 he/she received at the dining center or a UHDS PRIDE card.
SERVING CUSTOMERS WITH FOOD ALLERGIES AND SPECIAL DIETARY NEEDS

UHDS is committed to serving guests with special dietary needs including 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 are identified in food display cards.

- milk
- eggs
- wheat/gluten
- soy
- fish and shellfish
- peanuts and tree nuts (e.g., walnuts, almonds, cashews, pistachios, pecans),

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

- If unsure if ingredients 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.

Food Allergy/Intolerance Disclaimer:
UHDS is committed to identifying ingredients that may cause reactions for those with food allergies and intolerances, and trains employees on safe handling procedures to minimize risk; however, because foods are prepared in a commercial kitchen, there is always some risk of cross contact of allergens and gluten. Consumers should also be aware of the risk that manufacturers of the commercial foods OSU uses may change the formulation of ingredients or substitute other ingredients at any time, without notice.
HAND WASHING

Hand washing is very important. Wash your hands often. This gets rid of germs that can make people sick. Washing your hands is one of the most important good health habits.

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.
- Because you must cover your mouth after you blow your nose, after you cough or sneeze.
- 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 carefully 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 140°F (60°C). Temperatures in between 41° and 140° 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)

PORK: 145°F (63°C)

BEEF, LAMB, FISH AND SEAFOOD: 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 dry foods.
- Store food away from cleaners and poisons.
- Be careful about storing food in galvanized cans or other containers with metal coatings. (Some foods can “pull off” the metal and that can cause poisoning.) If plastic bags are used, they must be approved for food use.
- Put raw meat on the lowest shelf and unwashed food below clean cooked food.
- Check the temperature: Freezers need to be at least 0°F (-18°C).
- Refrigerators need to be 41°F (7°C) or colder. Dairy products and 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 a wiping cloth to clean counter tops, tables, cutting boards and equipment. Rinse the wiping cloth in a sanitizing water mix or 1-teaspoon bleach and one gallon of cool water; do not add soap to this mix. If you use another kind of sanitizing mix, be sure it is approved by the Public Health Department. 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 grinder and 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.
• While using knives cut resistant safety gloves are required. 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.
- Handle trays with care and 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 alert and undivided attention. Never leave a machine running without attention. 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, scrapes, 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.

Vehicle/Golf Cart Safety

Any employee required to drive an OSU motor vehicle must complete the SAIF Driver’s Course. Additionally, they will be required to complete & submit the required documentation, as well as update their driving record information if it changes significantly. Motor vehicle checks will be conducted if motor vehicle use is a required function of the position.

Golf Cart Safety – Review & submission of the OSU Golf Cart Safety procedures and documents are required prior to vehicle usage. Refer to the separate OSU/UHDS Driving Policies.

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PERSONAL SAFETY AND FIRST AID
THREE MAJOR FACTORS OF INJURY ACCIDENT:

1. Lack of Safety Awareness
This problem is solved with training and providing employees the knowledge and tools necessary to work safely in a safe environment.

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.

When you have an equipment problem, follow this procedure:
• Notify a concept leader or manager immediately if it is unsafe or it failed. It is especially important when the equipment will negatively impact business as usual.
• Disable all equipment that is broken. Unplug the equipment if possible, label it as broken, and make sure that your co-workers know about it.

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. No person can ever tell you to act in a manner that is unsafe.

• Customers acting unsafely need to be told politely that their behavior is unacceptable. If the behavior continues, contact a manager or restaurant leader.
• 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.
• Use mechanical assistance when lifting heavy objects.
• 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. Sometimes it will be necessary to clean up after an injury or illness. If a blood spill occurs:

• Clean up the spill immediately, or as soon as possible after the spill occurs.
• 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.
**EMERGENCY PROCEDURES**

**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). When you call for emergency help, you talk with a dispatcher. The number to call is 9-911 from a campus phone or 541-737-7000. When possible, have the person-in-charge call 9-911 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 err 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 remember to 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.

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**Power Outage Procedures**
Close register and secure cash. Turn off all heat generating equipment. Remain in place unless directed to evacuate.
Fire Prevention and Safety
There are three elements of fire: fuel–heat–oxygen. Remove any of the three elements and... no fire!

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.

The Five Classes of Fires and fire extinguishers are
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 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, or 9-9-1-1 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.
EMERGENCY EVACUATION ROUTE – ARNOLD CENTER

EVACUATION ASSEMBLY AREA: LAWN IN FRONT OF ARNOLD, TOWARD THE ILLC
EVACUATION ASSEMBLY AREA: STUDENT LEGACY PARK
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 off.
- 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 or 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 – MCNARY CENTER

EVACUATION ASSEMBLY AREA: GRASSY AREA EAST OF DINING CENTER, TOWARD 11TH STREET
**UHDS STRATEGIC INITIATIVES**

**UHDS Customer Service Initiative (P.R.I.D.E.)**
Customer service is the most important tool to provide our customers an enjoyable visit in the Dining Centers. When customers enjoy their dining experience they will return with others. The quality and consistency of the service YOU provide has a direct impact on residents’ decisions to re-contract for dining services in successive years.

To achieve excellence, ensure P.R.I.D.E. in our Service
- **Presentation:** Send a message of pride in your Presentation
- **Responsiveness:** See interruptions as meaningful interactions
- **Individualized Attention:** Create an opportunity for a future interaction
- **Developed Systems:** Perform promised service dependably and accurately
- **Execute our Mission:** Ensure we provide a world-class choice for housing and dining

**Wellness Initiative**
UHDS is committed to creating environments that promote healthy behaviors. The UHDS Wellness Committee has been 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 Initiative**
The UHDS Sustainability Initiative is intended to:
- 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
Pillar of P.R.I.D.E.
The Pillar of P.R.I.D.E. Program is an opportunity for students, faculty, staff and other customers to express their appreciation to UHDS staff members for world-class customer service. The employee being recognized earns a nickel off each purchase for each nomination, up to fifty cents. If you want to nominate a UHDS staff member, you can fill out a Pillar of P.R.I.D.E. form found on the UHDS website, or a card located at each UHDS service center.

UHDS Sustainability Initiative
Core Values Statement: University Housing and Dining Services actively engages and promotes environmental stewardship through our sustainable business practices, personal choices, and educational endeavors.
The UHDS Sustainability Initiative is intended to:
• 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

UHDS Diversity Initiative
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 will create an inclusive environment and community through a commitment to equity issues regarding the free and safe expression of sex, gender identity, gender expression, race, color, ethnicity, religious affiliation or lack thereof, disability status, socio-economic status, poverty status, sexual and affectional orientation, international students and cultures, language fluency, veteran status, non-traditional-aged students, and student parents.
OSU CATERING POLICIES

SERVICES

The various styles of service that Catering provides are:

- **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 – Black OSU Catering Polo shirts and 1 - Black Formal Long Sleeved Shirt when hired.
- Waist aprons are available as needed.

  Hair will be tied back and only closed-toe/closed heel safety shoes will be worn.

- **Casual**: Khaki pants and OSU Catering Polo
- **Formal**: Black dress pants, black dress shirt, black/white tie and black dress 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 specific needs. Call-in shifts are included on the schedule, and confirmed by your leader or manager at least 24–48 hours prior to call-in shift. Although you will be responsible for locating a replacement to cover a shift that you are unable to work, the change must still be approved by the Banquet Manager or Catering Coordinator to ensure that the replacement is qualified to complete the duties assigned.

Break periods and meal periods are not formally scheduled, but will be based upon the needs and timing of events.

**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 a 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 “overserve” 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 shift leader puts the key back in the storage lock box and the cash box (with cash) is placed in a locked drawer for audit the next day.

The Catering Manager or the Catering Operations Manager will verify the cash count and remove the “Beginning Bank” amount, then deposit the proceeds through the University Cashier’s Office. They will also audit the tally or tickets to ensure that the cash collected balances with charges for the beverages consumed.
Driving State Vehicles

Any catering employee responsible for driving the delivery vehicles must have a valid driver’s license and will attend a safe driver’s training course, when available. A Driver Authorization form must be completed and on file.

Drivers will be responsible for following the rules of the road and exercise courteous and careful driving practices. OSU Catering 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.

Keys

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 we leave it. All keys must be checked back in to your shift leader prior to clocking out from your shift.

Equipment

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. Any breakage of equipment of dishware must be logged on the “breakage & spillage” report for further investigation and/or replacement.
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.

CATERING LEAD STUDENTS

Catering Lead Students have additional responsibilities and duties:

- Must have proven skill and knowledge regarding various catering services.
- Ensure accuracy, quality and timeliness of order deliveries and pickups.
- Proficient in operation of vehicles, equipment and tools provided.
- Ability to lead others, assign tasks and motivate student employees.
- Key, Cash, and Alcohol accountability for assigned events.
- Provide leadership duties and handle situations in shift leader’s absence.
- Log or Report any incidents occurring during shift leader’s absence.
- Must have valid and current Food Handler’s Card.
- Must have valid and current Driver’s License.
- Must have valid and current OLCC Server License.
- Assist with training of new employees on our procedures and standards.
STUDENT CALL IN NUMBERS

Arnold Center 541.737.2005 / 541.737.2262
Bing's 541.713.8033
Marketplace West 541.737.2100
McNary Dining 541.737.1004
OSU Catering 541.737.8554 / 541.230.4111
Peet's Coffee & Tea 541.737.3696
Cascadia Market 541-737.3696

USEFUL WEBSITES

whentowork.com
ORFoodHandlers.com
http://mytime.oregonstate.edu/
oregonstate.edu/foodatosu/hours
https://uhds.oregonstate.edu/myuhds/form/mf/pillar
Spaghetti with meatballs, garlic bread.