



Queen Elizabeth Park Community and Cultural Centre

Community Kitchen - Standard Operating Procedures (SOP) 05-14-18

OVERVIEW

This is a commercial-grade kitchen that provides cooking, baking and healthier choice programs for all ages. It is also available for community programs and events. Any items produced in the community kitchen cannot for any reason be sold to the public. This space is used for learning, fostering creativity and enjoyment.

Queen Elizabeth Park Community and Cultural Centre is not allergen-free.

If renting the community kitchen, the user requires 5 million dollars liability insurance adding the town to the policy. A town permit is required.

Equipment includes:

- 1 LG Fridge and Freezer
- 1 GE Monogram natural gas burners - four burners all with separate dial temperature controls
- 1 Bosch convection oven - all digital display and controls
- 1 GE non-convection oven - all digital display and controls (accessible)
- 1 Spring Air commercial hood exhaust system*
- 1 OMCAN commercial dishwasher**
- 2 Kitchen Aid - stand mixers, 2 food processors and 2 Immersion (hand) blenders, 1 toaster
- 2 microwaves (one accessible)
- 1 Fisher & Paykel commercial clothes washer and dryer ***
- 1 hand washing accessible sink
- 2 food safe sinks (one accessible)
- 1 speed rack with acrylic zippered cover
- 2 carts
- accessible program tables, tables and chairs
- various small wares and utensils. Contact the technician for a detailed inventory.

* Must be switched on before the natural gas burners and/or ovens are turned on. Turned off when done.

** Under counter commercial high temperature dish washing machine. Chemicals are connected and operating instructions are posted.

*** Detergent is connected to the washer and set-up for one press use.



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CLOTHING, HAIR AND FOOT WEAR

Shirts with sleeves and pants to be worn. Hair must be out of the face and tied back. Clean hats are welcome. Hoods must be worn down, off the head. Shoes must be closed toed with a sole/tread (no dress shoes). There are change rooms available and hairnets if needed. Aprons are provided.

JEWELRY

All rings and loose jewellery must be removed.

EQUIPMENT

The community kitchen provides the use of basic and some speciality equipment. Any external equipment required must be approved by the technician prior to program start. The technician will make the final decision if the equipment is permitted in the community kitchen.

Rental items are acceptable, however the technician must approve before program start.

BORROWING AND LOANING

No equipment can be borrowed or loaned from the QEPCCC community kitchen. No exceptions.

AUDIO AND VISUAL EQUIPMENT

The community kitchen has two cameras and two monitors available for use during programs. The cameras do not record and are not adjustable. They are permanently focused on the area around the four gas burners. The room is Wi-Fi accessible.

GENERAL SAFETY

Your personal health and safety is most important.

Please use common sense when in the community kitchen. If you are not sure, ask the technician or contact front desk/facility staff. Do not cover your field of vision by overloading yourself when walking with items. Take multiple trips if needed or use one of the carts that are provided. Walk and don't ever RUN. This is a potential slip and fall hazard.

EQUIPMENT SAFETY

Most equipment has specific uses for specific reasons. If you have not used something before, have forgotten or you are just not sure, the technician is available for guidance. If any equipment is not working properly or perceived to not be working properly, report it to the technician immediately.

KNIVES, KNIFE SAFETY SHARP OBJECTS

When walking with knives and sharp objects, be mindful of your surroundings. Knives must be carried with the tip/sharp part pointed down at the floor and held at your side. Knives and other sharp objects are an important part of kitchen operations. Knives need to be treated with respect. Knives must be cleaned and locked-up in the designated area once the program has ended. Do not leave knives in the knife rack.

HAND WASHING

Hands must be washed with soap and hot water upon every entry of the community kitchen or as needed. Aprons should be put on after hand washing. See the posted hand washing instructions at the designated hand wash sink.

FOOD & BEVERAGE

Food and beverage is not provided. It is the responsibility of the program to provide all items needed.

- **Town of Oakville pre-registered programs** - It is the responsibility of the programmer running the program to provide all items needed. The program menu and list of ingredients must be posted for all participants and parents of participants to view before the start of the program. Refer to Town of Oakville's Procedure *Food in Programs*
- **Community programs/rentals** - No food and beverage is provided. It is the responsibility of the organization running the program to provide all items needed.

There is no storage space available in the community kitchen. Food and beverage items need to be brought in the day of the program and removed the day of the program. Ongoing programs can temporarily store food and beverage items if the technician determines there is space available. Food and beverage items stored in the fridge or freezer must be properly covered,

labelled and dated. If not, it will be disposed. Outside food items cannot be brought in for personal consumption during any programs. Water fountains and refill stations are located throughout QEPCCC.

The town will not be held liable at any time for the state of any food and beverage items brought into and/or leaving the programs.

SAFE FOOD HANDLING

Safe food handling is essential to prevent cross contamination and possible food borne illness.

The QEPCCC community kitchen follows all guidelines provided by the Halton Region Health Department, Province of Ontario and the Government of Canada.

All food and beverage items being transported from the community kitchen to another room in QEPCCC must be covered or wrapped. Plastic wrap, aluminium foil and lids are provided. The speed rack is available with a clear vinyl cover that must be zipped closed during transit.

If unwrapped food is dropped on the floor, throw it out immediately.

Please see *Food Safety Tips, Steps to Compliance* and all other information posted in the community kitchen.

FOOD HANDLER CERTIFICATION

Programmers and instructors are not required to have Food Handlers certification to be permitted entrance into the community kitchen. However, it is highly recommended. If you are interested in obtaining this certification, please go to halton.ca

LIQUOR LICENSE, SERVICE AND CONSUMPTION

Any use of alcohol, for cooking and/or consumption requires a Special Occasions Permit and Smart Serve Certificate. This is the responsibility of the programmer/renter.

Alcohol is prohibited unless proof of a valid liquor license is provided by the permit holder, and posted during the function. Adherence to the Municipal Alcohol Policy 1980-234 is required. Proof of Smart Serve Certificate (www.smartserve.ca) for anyone pouring/serving the alcohol at a ratio of 100:1 participants and \$5 million liability insurance naming the Town of Oakville as additional insured is required.



APRONS, OVEN MITTS AND TOWELS

Aprons and towels are provided. Once the program has ended, place all items in the clothes washer to be laundered. If the oven mitts are dirty, they must be kept separate and placed in the designated container. Personal linens will not be laundered at QEPCCC. The technician operates the washing machine.

Wearing a personally owned Chef jacket or apron is welcome, only if clean.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE must be worn when required. If the PPE is refused, you will not be able to participate in the program. PPE provided by QEPCCC includes disposable vinyl gloves, hairnets and aprons etc.

MATERIAL SAFETY DATA SHEETS (MSDS)

MSDS are provided for all chemicals used in the community kitchen and are located at back of the kitchen in the general purpose area.

If you are unsure, don't remember what chemicals to use or what PPE to wear, consult with the technician. Chemicals must be locked-up in the designated area once the program has ended.

CLEANING

The community kitchen uses the industry best practice of "Clean as you go".

Do not wait until the end of the program to clean-up, this will create a mess and potential for disaster. Clean as needed, as you go.

All items need to be sprayed with water before placing them into the dishwasher. Scrapping and scrubbing only if needed.

Items are placed to the left side of the dishwasher on the counter, to be loaded dirty and will be unloaded clean, to the right on the counter. Placing dirty on clean or clean on dirty, now means all items are dirty. Once the items are unloaded from the dishwasher, they must be placed in the designated storage areas.

Dishwasher: The dishwasher must be drained, cleaned and parts replaced before leaving the community kitchen. Do not refill the dishwasher with water. See posted dishwasher operating instructions and/or ask the technician if help is needed. The total cleaning cycle is approximately 2.5 minutes.

Counter tops: All counter and table surfaces must be cleaned with provided cleaning products before the start of program, at end of program or as needed. Use provided chemicals and PPE (if needed) when cleaning all surfaces etc.

Stove top range: Natural gas burners must be cleaned at the end of the program or as needed. The cast iron burner grates can be washed in the dishwasher.

- The burners must be turned off and warm to the touch before starting to clean.
- Remove the cast iron burner grates and place one on a flat rack in the dishwasher to be cleaned. Scraping and scrubbing only if needed. Wash one rack at a time.
- Spray and wipe the burners with the provided cleaner and use a GREEN scrubby if needed.
- Once the burners are cleaned, replace the clean cast iron burner grates.

Ovens: Each oven must be cleaned at the end of every program or as needed.

- The ovens must be turned off and warm to the touch before starting to clean.
- Oven racks - if they are dirty, remove them to be cleaned. They must be cleaned in the two compartment sink to the left of the dishwasher. Spray and wipe using the cleaning products provided and a green scrubby if needed. The oven racks do not fit in the dishwasher.
- Spray and wipe the inside and outside of the ovens until clean. Use a green scrubby if needed.
- Replace oven racks if they were removed and close the oven door.
- It is highly recommended to have a tray/insert underneath the items being placed in the oven. This is used as a drip tray to help prevent spills etc.

PROGRAM COMPLETION

The community kitchen must be left in the same state that it was found before the program started.

All surfaces must be properly cleaned with the provided chemicals and cleaning equipment before the start of all programs, at the end of all programs and as needed.

The floor must be swept.

Garbage and recycling must be transported to the designated area for pick-up. See Garbage, Recycling and Food Waste below.

There are visual aids available to help guide you.

A check list must be completed and returned to the technician at the end of the program.

GARBAGE, RECYCLING AND FOOD WASTE

The community kitchen practices composting and recycling. There are garbage, compost and recycling pails with liners provided.

The garbage, compost and recycling pails must be transported outside in the hallway to the left of the community kitchen doorway at the end of the program. All bags must be tied.

Operational staff will pick-up bags and dispose.

FIRE SAFETY AND PROCEDURE

If the fire alarm sounds, remain calm and listen to any instructions from the QEPCCC staff. The designated fire exit is through the main kitchen door into the hallway.

INJURIES

Regardless of the severity, all injuries or perceived injuries must be reported to QEPCCC staff. 911 calls may be made from the community kitchen phone. There is a first aid kit located in the community kitchen.



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I have read and received a copy of the QEPCCC Community Kitchen - Standard Operating Procedures and by signing below agree to all the terms and conditions herein.

Name (printed): _____

Signature: _____

Date (mm/dd/yyyy): _____

Contact number: _____

Email (optional): _____

For Office Use Only

Technician Name (printed): _____

Technician signature: _____

Date (mm/dd/yyyy): _____



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PROGRAM COMPLETION CHECKLIST

Programmer/Instructor/Client name:

Program name:

Signature: Date:

This Checklist must be completed and returned to the Front Desk before leaving QEPCCC.

- Floors are thoroughly swept using the equipment provided
- Knives are properly cleaned and locked away in the designated area
- Dishware, glassware and cutlery etc. are properly cleaned and put away in the designated area
- Chemicals are put away and locked-up in the designated area
- Dirty linens are placed in the clothes washer or designated area
- Garbage, compost and recycling are tied and transported to the designated area
- Monitors have been turned off and remotes returned to the designated area
- Equipment is properly cleaned and put back in the assigned area
- The light switches are turned off
- Door is locked and the key is returned to the front desk.
- All surfaces are wiped clean with provided cleaner
- Fridge and freezer are cleared out and cleaned using provided cleaner. Permitted food items are labelled and dated.
- Natural gas burners, ovens, hood exhaust system and dishwasher etc. are turned off

Town Staff required:	
Received by Technician (Initial): _____	Date: _____
Comments: _____	