



## Pancake Program Heritage Kitchen and Hall Delivery Expectations and Mandatory Requirements

Welcome to Purple Woods Conservation Area and Heritage Hall owned and operated by Central Lake Ontario Conservation Authority (CLOCA). Your organization has expressed an interest in entering the lottery to participate in the 50<sup>th</sup> annual Purple Woods Maple Syrup Festival hosted at **Purple Woods Conservation Area, 38 Coates Road, Oshawa.**

The festival will be delivered on the following 12 dates and successful groups are encouraged to promote the event to friends, families and colleagues.

- **Friday March 7<sup>th</sup> – Diamond Sponsor Day**
- **Saturday March 8<sup>th</sup> and Sunday March 9<sup>th</sup>**
- **Wednesday March 12<sup>th</sup> and Thursday March 13<sup>th</sup>**
- **Friday March 14<sup>th</sup>**
- **Saturday March 15<sup>th</sup> and Sunday March 16<sup>th</sup>**
- **Saturday March 22<sup>nd</sup> and Sunday March 23<sup>rd</sup>**
- **Saturday March 29<sup>th</sup> and Sunday March 30<sup>th</sup>.**

Your group will be required to provide a **minimum of 8 adult volunteers** or a **minimum of 4 adults and 7 youth** to service **1, 2 or 3 days** of program delivery.

You will indicate your preferred dates in the application form.

<b>Workstation</b>	<b>Volunteers Required*</b>
Kitchen Station	2 adults
Drink Station	2 adults or 1 adult and 1 youth
Heritage Hall and Recycling Station	4 adults or 1 adult and 6 youth

\*For this program, an adult is aged 18 or older. Youth would be 14 to 17. Please note organizations that fail to provide the minimum volunteer requirements as outlined above in this table will result in a deduction of the community group donation and your organization will be removed from the pancake program contact list for participation in future Festivals. There are no concessions to this requirement. We encourage you to have back up volunteers.

CLOCA will donate **\$400 for each day of service** to your group.

A caterer will be hired to staff and supervise all aspects of kitchen operations.

Festival hours are from 9:30am to 2:30pm and community group volunteers are required to be onsite from **8:30am to 3:00pm**. The orientation session will begin at **8:40am** where volunteers will be trained on their station's duties.

It is your organization's responsibility to have a point person in charge of your volunteers with regards to breaks and emergency information. Pancake and drinks will be provided to all volunteers; however beans or sausages need to be purchased.

## Workstations

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

### 1. Kitchen Station (2 adult volunteers)

Volunteers are responsible for assisting with **preparing the individual syrup cups, preparing pancake plates and dishwashing/dishwasher duties** with the direction of the kitchen supervisor.



Catering **staff** will serve pancakes.

### 2. Drink Station (2 adults or 1 adult and 1 youth)

Customers purchase a **drink ticket** that will then be handed in at the drink station. The drinks consist of **apple cider (hot and cold), coffee and hot chocolate**. Milk and cream are placed on ice in clean stainless-steel containers to maintain 4°C temperature. The margarine is also kept at the drink station in its original container and placed on ice to maintain a temperature of 4°C.

### 3. Heritage Hall Cleaning, Waste Management and Recycling Station (4 adults or 1 adult and 6 youth)

The Heritage Hall is the location where festival visitors eat their pancakes. We can seat 236 people at any given time. Visitors have the option of purchasing a pancake meal that is picked up at the kitchen and then carried to the picnic tables provided. The meals are served with recyclable single serving plates and utensils that require sorting for disposal.

The community group volunteers' Heritage Hall duties are clearing tables, sorting and managing the waste, sanitizing table surfaces and cleaning up floor and table spills as required. A full cleaning supply closet is on site and volunteers can access it with a key that is in the kitchen. Gloves, hot water, buckets, single use wipes and waste containers are in the cleaning closet. Full bags of waste must be removed from their containers and taken outside to one of two large dumpsters located on the north-west side of the building. One bin is for recycling and the other

for garbage. Take the recycling and garbage to the bins by walking outside around the building so as not to interfere with store and pancake lineups.

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

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

### **Personal Hygiene Procedures**

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

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

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



### **Kitchen Safety Procedures**

#### **What Can Happen?**

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

### **Food Service/Kitchen Safety Procedures**

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

### **Slip, Trip and Fall Prevention Safety Procedures**

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

### **Serving/Cleanup Safety Procedures**

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

