



Food Service – Procedure Manual

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Food Service Department Employee Procedure Manual Commitment to Safety

The Baldwin-Whitehall School District is firmly committed to your safety. We will do everything possible to prevent workplace accidents and are committed to providing a safe working environment for you and all employees.

We value you not only as an employee but also as an individual critical to the success of your family, the local community, and the Baldwin-Whitehall School District.

You are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents (no matter how slight) are to be immediately reported to the Food Service Director or his/her designee if he/she is unavailable.

A key factor in implementing this policy will be the strict compliance to all applicable federal, state, local, and the Baldwin-Whitehall School District policies and procedures. Failure to comply with these procedures may result in disciplinary action.

Respecting this, the Baldwin-Whitehall School District will make every reasonable effort to provide a safe and healthful workplace that is free from recognized or known potential hazards. Additionally, the Baldwin-Whitehall School District subscribes to these principles:

1. Accidents are preventable through implementation of effective Safety programs and procedures.
2. Safety controls are a major part of our work, every day.
3. Accident prevention is good business. It minimizes human suffering, promotes better working conditions for everyone, holds the Baldwin-Whitehall School District in higher regard in the community, and increases productivity. This is why the Baldwin-Whitehall School District employees will comply with all safety and health regulations which apply to the course and scope of operations.
4. The Baldwin-Whitehall School District is responsible for providing the safest possible workplace for employees. Consequently, the Baldwin-Whitehall School District is committed to allocating and providing all of the resources needed to promote and effectively implement this safety program.
5. Employees are responsible for following safe work practices, school district rules, and for preventing accidents and injuries. The Baldwin-Whitehall School District will establish lines of communication to solicit and receive comments, information, suggestions, and assistance from employees where safety is concerned.
6. Administrators, department heads, and managers/supervisors of the Baldwin-Whitehall School District will set an exemplary standard with good attitudes and strong commitment to safety and health in the workplace. Administrators, department heads, and managers/supervisors must monitor the Baldwin-Whitehall School District safety and health performance, working environment, and conditions to ensure that program objectives are achieved.
7. Our safety program applies to all employees and persons affected or associated by the scope of this educational institution. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at the Baldwin-Whitehall School District must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries and keep each other safe and healthy in the work that provides our livelihood.

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Program Responsibilities: The Baldwin-Whitehall School District Food Service Department

The Baldwin-Whitehall School District Food Service Director and the Café Managers have been designated to administer the Food Service Department safety program.

The goals of the Food Service Director/Café Managers include:

- Evaluate applicants to determine if they meet criteria to work for the Food Service Department.
- Assign work to staff based on their (staff employees) ability to perform the work, in accordance with the collective bargaining agreement.
- Develop and enforce department safety rules and procedures.
- Ensure new employees receive orientation upon hiring or when transferred to another job within the department.
- Ensure equipment used by department personnel is maintained in safe operating condition.
- Train staff on how to perform their jobs in a safe manner. Newly hired employees in Food Service Department will receive "new employee orientation" before being assigned to perform any work duties. The Food Service Director and/or Café Managers will use a checklist of items that each new hire will need to know for this "new employee orientation".
- Investigate all employee injuries and recommend corrective action to prevent a recurrence.

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General Safety Rules:

Conduct:

Horseplay, practical jokes, etc. are forbidden. Employees are required to work in an injury-free manner displaying accepted levels of behavior. Conduct that places the employee or others at risk, or which threatens or intimidates others is forbidden. Employees are only permitted to be in the work area during their scheduled hours. Cell phones/recording devices are prohibited during regularly scheduled hours.

Training/Orientation:

All employees working in the Food Service Department shall receive orientation/training for their specific jobs. If you don't know how to do a job task, ask the Food Service Director or Café Manager.

Slip, Trip and Fall Hazards:

1. Keep storage areas free from unnecessary clutter, equipment, extension cords etc. that can cause slips, trips and falls. Good housekeeping contributes to accident prevention.
2. Wear appropriate footwear when weather conditions or working conditions (ex: dish washing area) pose slippery conditions. Appropriate footwear means non-slip treads.
3. Display "wet floor signs" on floors in areas that are wet and can cause someone to slip and fall. Use the "duck" walk when you need to walk across wet/slippery floors.
4. When cleaning floors make sure to look for items that can cause slips, trips and falls. A good practice is to constantly look around you while you're working to avoid falling into or tripping over anything.
5. Always use the handrail when climbing or descending the stairs.
6. Never rush through a job. Work at a pace consistent with safety for that particular job.
7. Never jump from elevated surfaces.
8. Watch where you walk. Make sure your pathway is clear of anything that can cause you to slip, trip or fall.
9. Do not climb or stand on chairs, desks or items not designed for that purpose. Use ladders or sturdy step stools that are provided by the school district – be sure to ask a co-worker for assistance.
10. Broken floor tiles and other poor floor conditions can cause slips, trips and falls. If flooring is loose, slippery or worn, put in a work order to fix it as soon as possible.
11. Check condition of rugs or mats and remove any that create a fall or trip hazard.
12. Mats should have beveled edges in areas where carts are used allowing carts to move easily.
13. Slip resistant rubber mats should be placed in areas where floor surfaces can become slippery (ex: dish washing areas).
14. Food particles and liquids on floors cause many injuries. Display "wet floor signs, then pick up/clean up spills and dropped materials as soon as possible (even if you didn't cause it) to prevent injuries to yourself and/or others.

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Ladder/Step Stool Safety

There are times when a food service worker may need to use a step ladder or step stool for placing objects on a shelf or removing objects from a shelf.

Choose the proper sized step ladder:

NOTE: Always consider the body weight of the worker and the weight of any materials that may be supported by the ladder when selecting the proper step ladder.

Ladders are labeled with "duty ratings" listing the number of pounds a ladder can accommodate. The four specific "duty ratings" are:

1. Type IA – extra-heavy-duty industrial ladders, built to hold up to 300 pounds.
2. Type I - commercial/industrial ladders, rated to hold up to 250 pounds.
3. Type II - commercial ladders, for loads up to 225 pounds.
4. Type III – light duty or household ladders, designed for up to 200 pounds.

When selecting a step ladder, always choose one that's the appropriate height for what you need to reach.

1. Inspect all ladders prior to use. Ladders with sharp edges, broken rungs, steps/rails or have any type damage should be taken out of service. Report these conditions to the Food Service Director.
2. Do not carry anything up or down a ladder. If you need to place objects onto a shelf or remove them from a shelf ask a co-worker to assist you. They can hand things to you (if you are placing objects on a shelf) or you can hand them objects (if you are removing objects from a shelf).
3. Ladders must be placed on a secure surface when used. Never place ladders on unstable surfaces.
4. Do not stand on boxes, chairs, desks, tables or other surfaces to reach something. Use a ladder or step stool of sufficient height to reach what you need.
5. Only one person is allowed on a ladder at any time.
6. Never stand on the top two steps of a stepladder.
7. Stepladders must always have the metal spreader bar or locking device fully open when used.
8. Always maintain three points of contact (both feet and one hand or both hands and one foot in contact with the ladder) when climbing up or down a ladder.
9. Always face the ladder when climbing up or down the ladder.
10. Never use a step ladder as a straight ladder by leaning it against a wall.
11. Never reach beyond arm length when working on a ladder.
12. Do not place a ladder near a doorway or blind corner without either placing a sign to warn others or have a co-worker standing to advise others that work is being performed.

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Proper Lifting Techniques & Material Handling:

1. If you need help lifting, carrying or moving an object, ask for it.
2. It is always better to plan each lift. Before lifting anything, lift slightly (without pulling off floor, etc.) to get an idea whether the load is light or heavy. If item is a box, push slightly to determine weight. If item is heavy, gauge whether you can handle it yourself or need assistance. When lifting, use your leg muscles squat close to the load, spread your feet slightly, keep your back straight and lift with your legs all the while keeping the load as close to your body as possible.
3. Where the Health Department permits, stock in the food service department should be stored so that the heavier items are on shelves approximately 36 to 48 inches high allowing the person moving the stock to pull it off from the shelf and placing the stock directly onto a cart that can be used for moving it to the desired location.
4. If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Never twist shoulders and hips before moving your feet.
5. Perform lifting movements smoothly and gradually; do not jerk the load.
6. Set down object in the same manner as you pick them up, except in reverse.
7. Avoid carrying/moving heavy objects. Use a cart, dolly or other mechanical device whenever possible to move the object. Consider using a cart when moving trays or other items.
8. Carts should be moved by pushing motion rather than pulling. Items (moved on carts) need to be firmly positioned to avoid shifting or falling during the move. If cart wheels do not move freely, place a work order to have the cart repaired.
9. Avoid lifting objects higher than your shoulders.
10. Wear protective gloves when lifting objects that have sharp corners or jagged edges.
11. Moving furniture (including tables in the cafeteria) should be done with caution. Work as a team with heavy furniture. Get a good grip on the object being moved, set your feet in a position that allows you to push the object.

Be careful where you place your hands when moving objects to avoid hands and fingers being caught in "pinch points".

12. Lifting large or bulky items will require at least two persons lifting (if mechanical devices aren't available). Lift as a team (in unison) using proper lifting techniques (grip the object firmly, lifting with leg muscles while keeping back straight) to avoid injury.

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Electrical Safety:

1. Do not use an extension cord as a permanent power source.
2. Extension cords must not be run through doorway, holes in ceilings or ceiling tiles, walls, or floors.
3. Never remove, bend or modify any metal prongs on the plug of a cord.
4. Do not plug one extension cord into another.
5. Always unplug an extension cord when you are finished using it. Do not pull on the cord itself, but grasp the plug to dislodge it from the outlet.
6. Unplug the electrical cord before making any adjustments to cooking equipment, including moving the equipment so the area beneath/around the equipment can be cleaned. Use lockout/tagout procedures (also see page 16).
 - Lockout / Tagout or lock and tag (LOTO) – is a safety procedure which is used in industry and research settings to ensure that dangerous machines are properly shut-off and not started up again prior to the completion of maintenance or servicing work. It requires that hazardous power sources be "isolated and rendered inoperative" before any repair procedure is started. "Lock and Tag" works in conjunction with a **lock** usually locking the device or the power source with the hasp, and placing it in such a position that no hazardous power sources can be turned on. The procedure requires that a **tag** be affixed to the locked device indicating that it should not be turned on.
7. Electrical outlets (or extension cords) within 6 feet of sinks or other sources of water should be equipped with ground fault circuit interrupter (GFCI) protection to prevent electrical shock.

Kitchen/Cooking Equipment Safety:

1. Employees must be trained before permission is given to operate equipment (ex: floor mixers/ slicers).
2. Keep guards (ex: floor mixers and slicers) in place as needed. If a machine jams, shut off the power (at breaker or unplug) immediately (use lockout/tagout procedures) and use a wooden push stick to free the blades of obstructions.
3. Before cleaning the cutting or rotating surface of equipment, disconnect the power source and use lockout/tagout procedures as necessary. Also, never leave a machine running without attention and always shut off the power even if you must leave for only a moment.
4. Do not use any unsafe or defective equipment. Report any unsafe or defective equipment immediately to your direct supervisor. It is a good practice to inspect all equipment prior to using.
5. Electrical cords for kitchen equipment must have a ground plug. Inspect electrical cords for defects. Do not use equipment with damaged electrical cords.
6. All cooking equipment should be turned off at the end of the work day. Check equipment before leaving the kitchen.

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Meat Slicer Safety:

Accidents involving meat slicers are the leading cause of lacerations in the food preparation industry. Employee training is essential to prevent accidents involving the use and cleaning of meat slicers. Food service workers must adhere to the following safety procedures when handling/using meat slicers:

1. Only employees who have been trained and are authorized by the Food Service Director or Café Manager are permitted to operate and/or clean a meat slicer.
2. Wear cut resistant gloves at all times when operating a meat slicer.
3. Always use the push guard for pushing food towards the blade. Never use hands for doing this task.
4. Never reach across the blade.
5. Make sure the meat or cheese being cut is not too big for the push guard to hold. Cut the meat or cheese into smaller pieces so they can be safely used in the slicer.
6. Return the blade setting to "zero" when finished using the meat slicer. Use locking features to keep blade in place if not operating.
7. If you are interrupted when using the slicer, stop slicing, turn off machine and respond to the person. Return to slicing only when your full attention is focused on operating the meat slicer.

Cleaning the Slicer:

- **Put on cut resistant gloves and keep gloves on during the entire cleaning process**
- Turn off and unplug the slicer (use lockout/tagout procedures if necessary to avoid accidental startup).
- Set the blade to "zero" so the gate is closed and blade even with the table tray.
- Remove food chute by unscrewing knob on the underside.
- Remove upper blade cover by loosening the two knobs, move cover so that the keyholes release the cover from the two metal pins.
- Remove lower blade cover by turning knob until the screw knob comes out. Be careful not to lose the screw.
- Soak all items removed in hot soapy water. Alert all co-workers not to put their hands into the soapy water.
- While removed parts are soaking, carefully wipe blade top and bottom. Clean all areas, including grips and handles. Be careful not to reach over blade! Rinse and dry all parts before reassembling.

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Knife Safety:

1. Keep knives sharp. Sharpen knives regularly. A sharp knife slices through food with less effort than a dull knife, which may slip off the food and cut you.
2. Wear cut resistant gloves (beneath sanitary glove) on the hand (non cutting hand) being used for holding food you are cutting.
3. Use the right knife for the right job; (for example - butcher knives should not be used for salad preparation). Food service employees should be trained on which knives are used for which purpose.
4. Use cutting boards as they provide a safe, stable surface upon which to cut foods. Cutting boards are more hygienic, improve control and help keep knives sharp as opposed to counter tops.
5. Cut in a motion that points away from your body.
6. Never attempt to catch a falling knife. If a knife falls, get your hands and feet out of the way. Keeping "just used" knives on cutting boards and away from table edges will reduce the likelihood of falling.
7. Keep your eyes on the blade when you have a knife in your hand, whether cutting something or carrying the knife.
8. Knives need to be cleaned immediately upon use. Never put a knife into a kitchen sink where others may reach in and cut themselves. Never put a knife into a sink full of soapy water. Knives should be placed on a counter top away from the edge until cleaned.
9. Store knives safely. When not in use knives should be stored in a knife rack or knife block. Knives should never be stored in a drawer unless a sheath or sleeve is protecting the blade.

Burn Safety:

1. Use oven mitts and oven sleeves (protects the forearm area) when placing item(s) to be cooked into an oven, stove, or onto a steamer or grill and when removing cooked items from an oven, stove, steamer or grill.
2. Stand back from hot pans or pots when you remove the lids to avoid steam burns.
3. Keep pot handles turned inward away from the stove edge.
4. Stand back from pots (without lids) that are boiling.
5. Be careful when draining hot pasta or pouring hot liquids from a pot into a smaller container, as food can splatter and burn you.
6. Never touch the stove top with your bare hand. You may not know whether the burners are still hot.

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Bloodborne Pathogens:

Food service employees may become exposed to Bloodborne Pathogens or Other Potentially Infected Materials (OPIM), and with this in mind the Baldwin-Whitehall School District has developed the following guidelines to protect our workers:

- Universal Precautions – We will treat all bodily fluid as if it was contaminated with a bloodborne pathogen and appropriate protection and sanitation steps will be taken.
- Only designated personnel who are trained, authorized and equipped to respond to medical emergencies and or bodily fluid spills will do so. All other personnel will avoid contact and notify their supervisor if a spill or exposure incident is encountered.
- Bloodborne pathogen kits are made available to all custodial personnel and are equipped with protective gloves and safety glasses to prevent contact with blood or other bodily fluids, so let the custodial staff member(s) perform the clean up.
- A bodily fluid spill requires that the affected area be cleaned and sanitized. Contaminated personal protective equipment will need to be discarded after use.
- All exposed personnel are required to wash their hands with soap and warm water (waterless skin sanitizer is available to use when potable water is remote from the scene) immediately after removing personal protective equipment.
- All employees who are authorized to respond to Bloodborne Pathogen contaminated materials will receive Bloodborne Pathogen awareness training upon hiring and annually thereafter.

If you do not know or do not understand the potential danger from bloodborne pathogens, contact your supervisor immediately.

Cleaning Chemicals:

Some cleaning chemicals (ex: oven cleaners) and other cleaning solvents used in the kitchen may contain chemicals that may be harmful if splashed in eyes, on skin or inhaled. When various chemicals are left out carelessly or improperly sealed they may pose a threat to employees. Chemicals should be stored in rooms that can be locked, and these doors should never be left open when the room is unattended. Chemicals should be stored at or below eye level; it is important to know what the chemicals are and what to do in case of an accident involving them.

- Know the nature of the chemicals being used. If you have questions, talk to your supervisor or refer to the Material Safety Data Sheets (MSDS) for chemicals. If chemicals should get splashed in your eyes or on your skin, it is important to know what to do to neutralize the chemical and prevent further harm.
- Read and know what the warnings on chemical containers mean and follow the precautions associated with each warning.
 - Danger
 - Warning
 - Caution
 - Hazard
- Wear protective gear when working with chemicals. Respirator, face mask, goggles and gloves are the best way to prevent a chemical spill or splash from causing serious bodily harm.
- Store all chemicals in an approved, clearly labeled, properly sealed container at or below eye level.
- Do not dispose of a chemical unless you know the procedure required to properly dispose of it and its container. Triple rinse all chemical containers before disposing of them.
- If a container with a chemical is found in an area and you are uncertain of the contents, leave it alone. If it has spilled or is unsealed, do not clean it up, do not put a lid on it, and do not touch it until it has been accurately identified. If you have questions, leave the area immediately and contact your supervisor.
- If you smell anything suspicious, clear the area and report the potential hazard to your supervisor immediately. Do not try to figure out what the smell is or what is emitting the odor.

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Hazard Communication Program

All hazardous chemicals used by the Food Service Department will be identified and labeled. Employees using or exposed to a hazardous chemical will receive training to understand the hazards associated with the storage or use of the chemical.

Hazardous Chemical – Definition – A chemical that is a physical or health hazard.

Physical Hazard – Definition – A chemical which is a combustible liquid, a compressed gas, explosive, flammable, organic peroxide, oxidizer, pyrophoric, unstable or water reactive.

Health Hazard – Definition – A chemical that is carcinogenic, toxic, a reproductive hazard, an irritant, a corrosive, a sensitizer, or damages any body system or part.

Safety Data Sheets (SDS) – Which list the physical and/or health hazard for each hazardous chemical will be maintained in a three ringed binder and available for all Food Service Department employees to view. A second binder with the same SDS will be kept in each school at the main office.

Globally Harmonized System Labels (GHS) – **All containers** which hold a hazardous chemical must be labeled with the following information: the identity of the hazardous chemical and the appropriate hazard warning alerting employees of the health and physical hazards presented by the chemical.

Training – Employees who are exposed or may come in contact with a hazardous chemical will receive training at the following intervals:

- At the time of the employee's initial job assignment.
- Whenever a new hazardous chemical is introduced, or when the hazard information regarding a currently used chemical changes or when the program elements change.
- Whenever the program administrator or other management members determines through observation that retraining would be beneficial.

Training will consist of the following:

- Review of operations where hazardous chemicals are present.
- Knowing the location of the hazardous chemicals and where to find the SDS binder.
- Methods and observations used to detect the presence or release of hazardous chemicals.
- Physical and health hazards of chemicals in the work area.
- Measures that employees are required to take to protect themselves from hazards including: procedures, work practices, emergency procedures and personal protective equipment requirements.
- An explanation of the labeling system and how to read an SDS.

Contractors - Contractors who will bring hazardous chemicals into the Food Service Department must:

- Provide the program administrator with a list and an SDS for each hazardous chemical that will be used in our facility and maintain a copy of the SDS for each approved chemical on site.
- Not bring chemicals into our facility unless approved by the district Facilities Manager.

Lockout/Tagout Procedures:

Prior to working on any machinery (especially when guards are removed), every energy source (electrical, hydraulic, chemical, mechanical, etc.) must be deactivated, stored energy dissipated, and the control locked in the "OFF" (safe) position.

Never remove or tamper with a lockout device (lock or tag) performed by another employee or contractor. If you see the lock, the tag, or both applied to an energy control device it means "Keep your hands off".

1. Do not perform any maintenance, inspection, cleaning, adjusting or servicing of any equipment without following the lockout/tagout procedures.
2. Electrical repairs and service shall only be performed by personnel qualified to perform this type work and authorized by the Baldwin-Whitehall School District Director of Facilities.
3. Personnel performing maintenance, inspection, cleaning, adjusting or servicing of equipment will utilize a "Lockout/Tagout" program that meets the OSHA standard for "Lockout/Tagout".
4. Personnel utilizing the "Lockout/Tagout" program will receive training when initially assigned to perform work and periodically thereafter.
5. All outside contractors performing electrical work for the district will utilize a "Lockout/Tagout" program.
6. Do not start equipment repair or maintenance work until you have verified that the tagged/locked out switch or control cannot be overridden or bypassed.
7. Do not remove another employee's protective tag or lock. Do not remove a lock or tag from equipment unless you placed it there.
8. If required to work on powered equipment (hydraulic, electrical, air, etc.) you must have your personal padlock with your name on it and personal key on your person at all times.

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Personal Protective Equipment:

Listed below are personal protective equipment (PPE) requirements for Baldwin-Whitehall School District food service employees. Please also see some job specific PPE requirements listed elsewhere in this safety handbook. Inspect your PPE prior to each use. Do not use damaged PPE. You are required to maintain and keep PPE clean.

A. Eye Protection:

1. Suitable safety glasses, goggles or face shields are required when your assigned work may result in a potential eye injury.
2. Eye protection is required when chemical SDS designate the use of eye protection is necessary when using the chemical. Some examples (but not all inclusive) where eye protection is required: When using oven cleaning chemicals.
3. Safety goggles or face shield is required over prescription glasses that do not have safety lenses.

B. Hand and Arm Protection:

1. Appropriate cut resistant gloves must be worn when using/cleaning the meat slicer and when holding food items being cut with a knife.
2. Appropriate oven mitts and oven sleeves (protects the forearm area) must be worn when handling trays, pans or other items which are warm or hot and when placing pans of food into an oven or stove and when removing pans of food from an oven or stove.
3. Appropriate gloves shall be worn when cleaning the grill.
4. Appropriate gloves must be worn if hands are exposed to hazardous chemicals, possibly oven cleaning chemicals.
5. Protective gloves must be worn any time you are exposed to blood or bodily fluids.

C. Respiratory Protection:

1. Check the oven cleaner MSDS to determine if a respirator is required when using this cleaner. If a respirator is required, then a respiratory protection program must be developed.
2. A mask must be worn when spraying the de-limer product when cleaning the dish machine.

D. Uniform Dress Code:

1. Uniforms must be worn at all times during your work shift.
2. Uniforms consist of approved uniform shirt and pants, hair net, and approved slip resistant shoes.
3. No jewelry permitted except for plain wedding band.

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Fire Safety:

A. Fire Extinguishers:

1. Fire extinguishers are placed throughout all Baldwin-Whitehall School District buildings and their location marked by signs.
2. Extinguishers shall have current inspection certificates affixed and be fully charged. If an extinguisher is discharged, you must notify your supervisor.
3. Access to fire extinguishers shall not be obstructed at any time.
4. Employees shall be trained on the use of fire extinguishers. Do not use an extinguisher unless you have been trained.

B. Emergency Evacuation:

1. All exits must be marked by lighted exit signs and access to all exits must be unobstructed at all times. Exit doors are to be unlocked during occupancy of any district building.
2. Know the sound of the fire alarm and the location of the nearest exit.
3. When a fire alarm sounds, evacuate the building immediately. Do not retrieve personal belongings or wait for co-workers. Also, close all doors behind you as you pass through. Never use elevators during a fire alarm situation.
4. If building evacuation is necessary, walk don't run to the nearest exit.
5. In case of a severe weather warning (ex: tornado) know the location of the nearest shelter.

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Work Related Incidents: (incidents are accidents or “near misses” which may or may not result in an injury)

1. All work related incidents are to be reported immediately to the School Nurse in the building where the incident took place. The school district’s Risk Manager will file all work related accident reports electronically with the insurance company.
2. Work related incidents will be investigated to determine the cause, so that appropriate actions/measures can be taken to prevent a recurrence to you or other Baldwin-Whitehall School District employees. Your cooperation in providing details of the event(s) involving the incident is expected.
3. Failure to report work related injuries in a timely manner can possibly lead to denial of your workers’ compensation benefits and can subject the employee to disciplinary action.