



Beaconhills College
IN ASSOCIATION WITH THE ANGLICAN & UNITING CHURCHES

Canteen/Food Services Volunteer Information Manual

Welcome and thank you for joining the Beaconhills College Canteen community! It would be impossible for our canteen to operate as a healthy and affordable service for students without your time and help.

There are many benefits to volunteering in a school canteen such as learning new skills and making new friends.

We hope this manual provides you with the information you need to get started however if you have any questions please feel free to come by the Canteen or contact our Food Services Manager:

Chetan Ghaisas

☎ 1300 002 225 EXT: 3084

Mobile No: 0436 474 914

Canteen/Food Services Volunteer Information Manual

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1. Introduction

The College is committed to providing nutritious food within in our canteen, which is a vital step in helping children set up healthy routines and habits for life. Our canteen is run with the help of a network of volunteers from our school community working together.

2. Before starting work

In line with Victorian Government legislation, Beaconhills College has developed a Child Protection and Safety Policy. The policy applies to the Board of Directors, staff, volunteers and external education providers, maintenance and service contractors to BHC.

1. All volunteers are to hold a current, and valid Working with Children Check(WWC) card;
2. The College requires you to review, and ensure your staff are familiar with, the Beaconhills College Child Safety Code of Conduct;
3. You are required to review and complete the Beaconhills College Child Safety Volunteers Registration and Acknowledgement form available online <http://beaconhills.vic.edu.au/child-safe/>

3. Roster of hours

All our volunteers are rostered according to their preferred days whenever possible. Occasionally it can be difficult to accommodate everyone's individual preferences. Our canteen roster can be found online, where you can login or register at <https://www.munchmonitor.com/School/VolunteerRosters>. Instructions for setting up an online Munch Monitor account are attached or is available online, by following this link <https://www.beaconhills.vic.edu.au/start/canteen/>.

Minimum short two hour shifts 10am – 12pm, or longer four hour shifts 10am – 2pm are available during the school term. Due to limited staff resources in the canteen, volunteers are an essential part of the team and every minute counts, so if you need to leave early or will be arriving late please let the Food Services Supervisor or College Reception know.(*contact details listed below*)

If you are unable to make your shift please contact:

- Food Services Supervisor Pakenham 5945 3070 or;
- Berwick 8768 1109 or;
- Reception 1300 002 225 Pakenham ext. 3070 or Berwick ext. 1109, to let us know at your earliest convenience.

4. Lunch and morning tea

A complimentary snack of the day or piece of fruit is provided to our volunteers during their shift. Unlimited water, tea and coffee are available throughout your shift.

5. Description of duties

Volunteer duties vary depending on the day and the requirements of that particular day. The Food Services Supervisor is responsible for assigning duties to each volunteer.

Volunteer duties generally include but are not limited to:

- Serving at recess and lunch time ;
- General food handling;
- Labelling and sorting lunch orders;
- Order preparation i.e., coffee, toasting sandwiches, preparation of sandwiches and salads;
- Packaging/ portioning meals;
- Restocking food and beverage items;
- Assembling in-house, pre-packaged snacks for sale, as required;
- Washing, drying and putting away equipment/ utensils;
- General cleaning & tidying;
- Recognise good manners and healthy choices;
- Role-modelling acceptable behaviour and language;
- Adhering to the policies of the Canteen, including Healthy Food Policy; Workplace Health & Safety; and Food Safety, as outlined by the Food Services Supervisor.

6. Shift reminders

- Always ensure you are signed in at the main reception (school requirement for evacuation procedures);
- Hair is tied back;
- No toes exposed – enclosed shoes must be worn at all times;
- Non-slip soled shoes;
- Jewelry is removed;
- Bags and valuables in designated area – please try to leave all valuables at home;
- Mobile phone on silent;
- Hands washed;
- Apron and hair covering on;
- Task allocation for the day, location of run sheet and recipe cards;
- Smoking is banned by legislation within of any part of the College grounds, and within 10 meters of the entrance gates;
- The consumption of alcohol is not permitted within or around College grounds. No persons working on site are to consume or to have consumed alcohol or illegal drugs before or during work.

7. Food Safety Policy

Attached/ appendix A

8. Canteen Menu

Attached/ appendix B

9. Food Safety and Hygiene Policy

Food safety laws affect every Victorian's health and safety. In Victoria, all food businesses must comply with the Food Act 1984, which oversees food safety. The Act also requires food premises to comply with the Australia New Zealand Food Standards Code.

Our College canteens are classified as a Class 2 Food Premises that handle high risk unpackaged food similar to restaurants or cafes. By law Food Safety Standards are applied throughout Australia and provide the minimum requirements to handle food safely As a volunteer you must be able to demonstrate skills and knowledge to prepare food safely and will be provided training to do so .

The main points to remember for our canteen include:

- Sign in and out for your shift at the main College reception;
- Wear clean and neat clothing with sleeves, no singlet tops permitted, enclosed non-slip sole shoes;
- Jewelry removed;
- Valuables and bags in designated areas, mobile phone on silent and in bag ;
 - The College is not responsible for personal valuables on College premises, it is recommended to not bring valuables to site
- Hair tied back if long, hair net or covering will be supplied by our canteen;
- A clean apron must be worn and will be supplied by our canteen, aprons must be discarded or washed after each shift and not shared between staff;
- Hair covering and apron must be taken off each time you leave the canteen and hands must be washed before you re-enter the canteen and put your apron and hair covering back on;
- No children allowed in the canteen at any time – if your child wishes to visit you, you will need to step out of the canteen;
- Hand washing procedures are to be followed;
- Safe food storage – food at room temperature:
 - 🕒 For under two hours can be used immediately or refrigerated
 - 🕒 Two–four hours can be used immediately but cannot be refrigerated
 - 🕒 Over four hours must be thrown away;
- All food in refrigerators need to be:
 - 🕒 Dated when opened if commercial or if homemade note the date made
 - 🕒 Stored in clear containers;
- All frozen foods require labelling with the date made or frozen if homemade.

10. Work Health and Safety

All volunteers are required to adhere to the policies of the canteen, including Work Health and Safety and food handling procedures. Work Health and Safety is the responsibility of everyone in the workplace.

FOOTWEAR

No toes exposed – enclosed shoes must be worn at all times. Heels or thongs can be unsafe and are not permitted in the canteen.

SHARP OBJECTS

The canteen is a food service business and requires the use of knives and other sharp objects in the preparation of foods. Please ensure that your knife is sharp and cutting board secure when using them. If you are uncomfortable using a knife or you cut yourself, please let the Canteen Food Services supervisor know immediately. Do NOT place knives into sinks filled with water. It can be difficult to see what is under the water and other people may cut themselves if they put their hands in.

HOT ZONES

There are many 'hot zones' in the canteen. These include the pie warmer, oven, toasters, hot plates, fry pans, Zip hot water heater, popcorn maker and hot water taps. Please use caution when working in and around these zones. Always use utensils to handle food and use hand protection such as oven mitts when taking trays from the oven. Do not leave hot trays, pots or utensils unattended.

CHEMICALS

During your shift in the canteen you may be handling chemicals such as dishwashing liquid, sanitiser and general---purpose spray cleaner. Ensure you wash your hands after use. You should not handle any other chemicals during your shift.

LIFTING AND BENDING

Please use caution when lifting any item. When lifting ensure you have a good grip and keep the load close to your body, this helps by keeping your centre of gravity over the feet and keeps back strain to a minimum. Bend your knees and lift with your legs, not your hips or back. When lowering your load ensure you bend the knees again. Avoid lifting with a fully bent back, when your back is twisted or bent sideways, after prolonged periods where your back has been bent or when you have been sitting for a long duration. Any lifting above 14kg requires two people.

SPILLAGES ON FLOOR

Report any spillages on the floor immediately. Follow the instructions given for the correct cleanup process, based on the spill, and ensure the spill is cleaned up, that signage is placed over the spill and avoid the work area until the spill has dried.

ELECTRICAL APPLIANCES

Please use caution when using electrical devices in the canteen and do not use them unless you have received instruction. Do not use electrical devices near running water or that appear damaged in anyway.

BOILING LIQUIDS

Please show extreme caution when working with boiling liquids, including from the kettle or a Zip hot water heater. Even a cup of coffee can be dangerous. If you are carrying hot liquids, make sure you have the correct hand protection, the floor is dry and clear of obstacles where you are working/walking and inform all other people in the canteen you are handling/moving a hot liquid. It's also important to be very careful with steam when opening oven doors, sandwich presses or taking lids off pots.

ILLNESS

Many food poisoning incidents are caused by people who continue to handle food after falling ill themselves. If you are unwell or have been in close contact with someone who is unwell, please do not attend your shift and inform the supervisor as soon as possible that you will be absent due to illness.

11. Other information

FIRST AID

The College has on site a qualified Health Centre Nurse, who will be contacted, or you will be directed to for any injury that cannot be managed within the workplace.

INAPPROPRIATE LANGUAGE AND HARASSING BEHAVIOUR

Inappropriate language and harassing behaviour of any nature is unacceptable and will not be condoned on College grounds.

TOILETS & AMENITIES

Use of student toilets is prohibited. You will have shared access to staff toilets at the College.

VEHICLES

Vehicles shall only be driven and parked in designated parking areas. Speed limit and other traffic signs (such as school or bus zone drop off/pick up areas) must be observed.

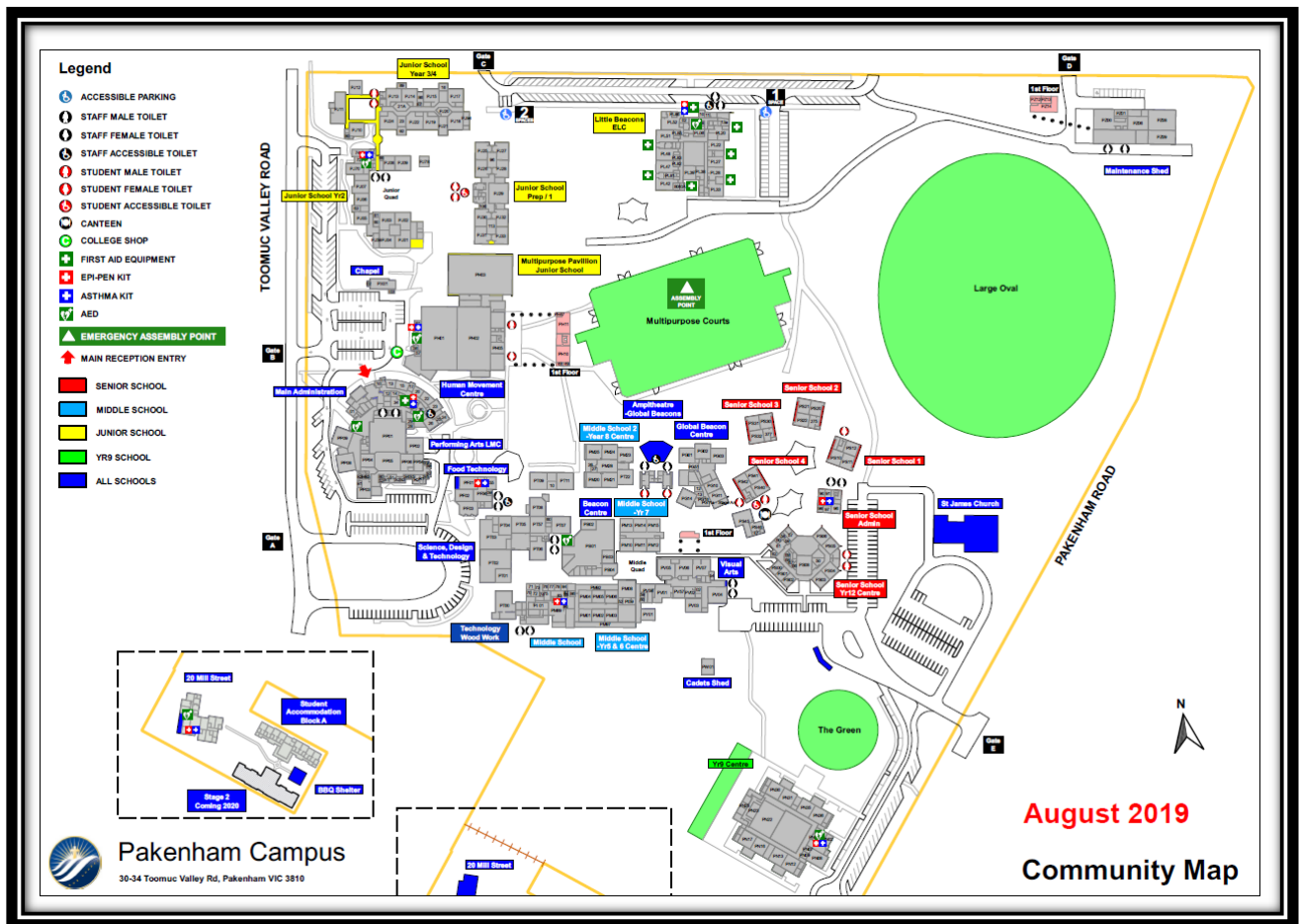
EMERGENCY EVACUATION AND CONTAINMENTS

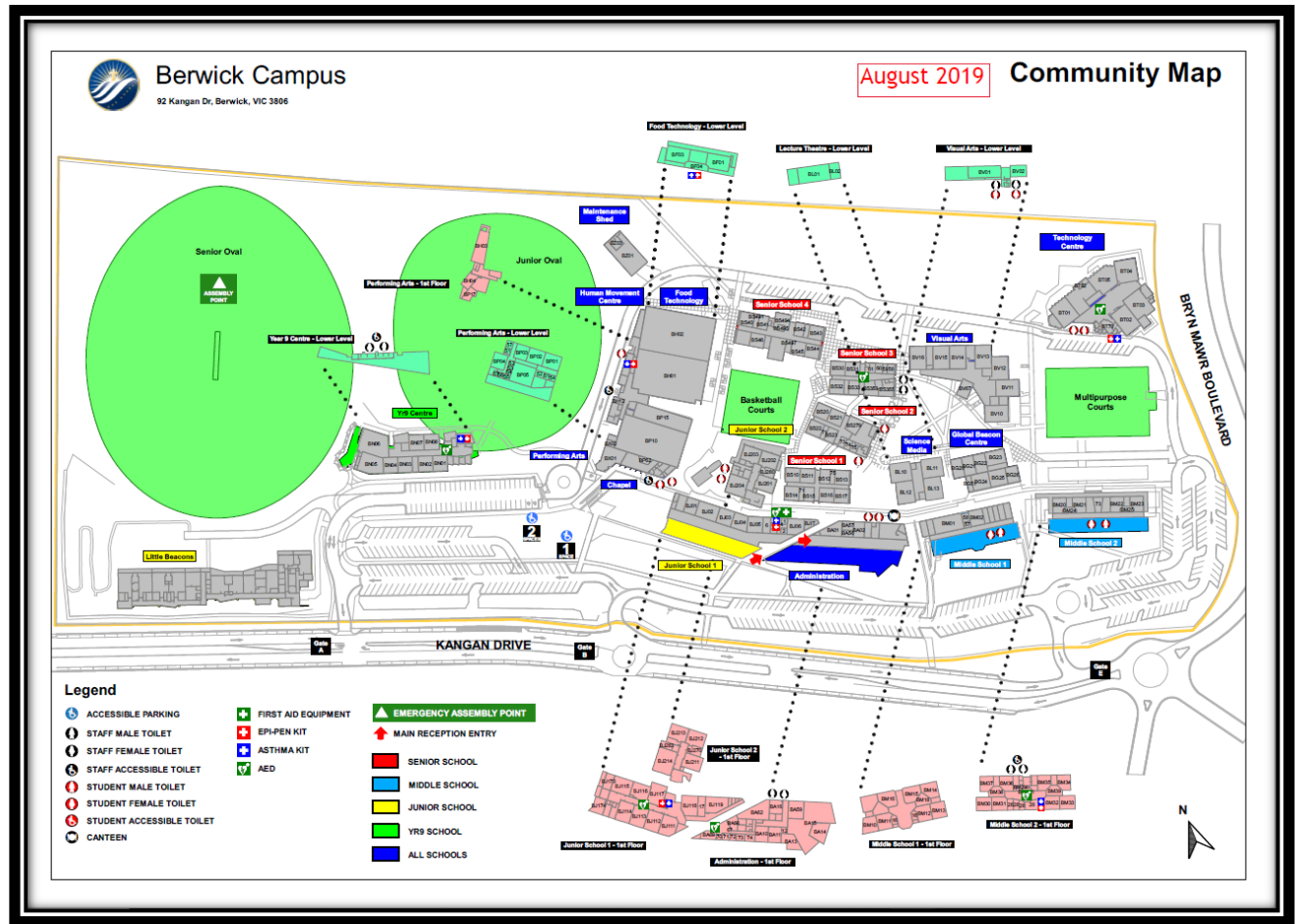
In the event of an emergency, such as a fire or containment situation, you as a volunteer are deemed to be a visitor to the College.

In the event of the evacuation alarm sounding, you will be directed by the local area warden to proceed to the designated evacuation assembly area, following exit signage and the directions of the College staff to the assembly point nominated.

12. Campus Maps

PAKENHAM





13. Emergency procedures

Emergency procedures:

These instructions must be followed to assist you in the event of an emergency. The Canteen Supervisor is the **Area Warden** and is responsible for evacuation or containment action within the defined workspace.

1.0 Emergency contact telephone numbers

Fire brigade/ambulance/police	000
State Emergency Services	13 74 68 or 9696 6111
24/7 Maintenance/Facilities	0417 412 655

2.0 Containment Action Plan

CONTAINMENT DEFINITION:

Containment refers to any incident where it is more sensible to remain within a room or building rather than move outside or through open areas.

College alarm SIGNAL:

Will be signaled by the sounding of **BEEP.....BEEP...BEEP** siren.

If a containment is required with your work site

- Contact College 24/7 - **0417 412 655**
- Contact emergency services DIAL **000**
- Shelter in place
- Once the situation is deemed safe, instigate **Evacuation Procedures**

3.0 Evacuation Action Plan

EVACUATION DEFINITION:

Evacuation refers to moving all people on the Campus to the designated **Evacuation Assembly Area**. There are maps and instructions located within the buildings and rooms.

College alarm SIGNAL:

Will be signaled by a **WOOP....WOOP....WOOP** siren.

If an evacuation is required within your work site

- Contact College 24/7 - **0417 412 655**
- Contact emergency services; DIAL **0 000**.
- Move to the **Evacuation Assembly Area**
- Account for all people within your group

Ensure no person re-enters area until "all clear" is advised by the designated Chief Warden

14. Appendix A: Food Safety Policy

Refer hard copy in workplace that is to be discussed with the Volunteer

15. Appendix B: Canteen menu (added as current menu at time of issue to the volunteer)

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