

# Community Kitchen Training Academy

a subsidiary of



## Student Catalog & Handbook

411 Mercy Drive \* Orlando, FL 32805  
(407) 295-1066 \* [www.feedhopenow.org](http://www.feedhopenow.org)

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## **About Second Harvest Food Bank of Central Florida**

### **Our Vision**

Inspiring and engaging our community to end hunger.

### **Our Mission**

To create hope and nourish lives through a powerful hunger relief network, while multiplying the generosity of a caring community.

### **Our Story**

Second Harvest Food Bank of Central Florida is a private, nonprofit organization that collects and distributes donated food and essential products to more than 500 nonprofit feeding programs in Brevard, Orange, Seminole, Osceola, Lake, and Volusia counties. Since opening its doors in 1983, the Food Bank has distributed close to 300 million pounds of product for its neighbors in need.

Our organization has been working to alleviate hunger in our community since it began as the Community Food Bank. In 1983, the first full year of operation, the Food Bank distributed 618,000 pounds of food to 75 non-profit agencies. In 1984, we joined America's Harvest (now known as Feeding America), and in 1988 changed our name to Second Harvest Food Bank of Central Florida.

In 1991, the Food Bank began our Second Helpings prepared food rescue program. In 1993, we opened our first Kids Cafe feeding site. In 1996, the Food Bank moved into our facility on Brengle Avenue, which has the capacity to store up to 1.5 million pounds of nonperishable and perishable food at any one time. In 1997, our Volusia Branch opened in Daytona Beach, followed in 2000 with the addition of the Brevard Branch in Cocoa which moved to West Melbourne in 2004. The branch facilities provide the nonprofit agencies in those counties with convenient local access to food resources for their programs.

In 2005, we added the Agency Development, Education, and Training Program to provide training resources for our partner agencies. Also in 2005, we added an additional facility on Princeton Avenue in Orlando to double the warehouse space. The volunteer food storage and salvage operations took place at the Princeton facility.

We implemented a new initiative in September 2006 called the Hi-Five Food Program. This program provides shelf-stable, easy-to-open food for chronically hungry elementary school children to take home on days that a school lunch is not available to them. In addition, the Food Bank distributes all TEFAP (USDA government commodities) product for the Florida Department of Agriculture in five (5) counties of Central Florida. The Food Bank is also a disaster relief organization, and we are very active in responding during those time of need.

2008 brought the addition of yet another important angle of attack on the problem of hunger. The Benefits Connection program was added to help connect people who need food assistance with existing (but unclaimed) benefits such as food stamps, Medicaid, Temporary Assistance to Needy Families (TANF), WIC, and Florida KidCare Insurance. Thousands of applications for benefits are now processed annually by our mobile outreach specialists and submitted to the Department of Children and Families for approval.

2012 after reaching our internal goal of raising 80% of the \$15 million needed to complete our campaign, the ground was broken on May 30, 2012 for the new Morgan & Morgan, P.A. Hunger Relief Center. This state of the art Food Bank facility greatly expanded our overall capacity and set the stage for millions more pounds of food per year for people in need.

The Community Kitchen Training Academy is a subsidiary of Second Harvest Food Bank of Central Florida. We are governed by a board of directors and headed by a CEO/President.

#### **Second Harvest Senior Staff**

President and CEO:	Dave Krepcho
COO:	Bill Collins
VP of Development:	Greg Higgerson, CFRE
VP of Agency Relations & Programs:	Karen Broussard
CFO:	Dawn Koffarnus
Director of HR:	Amy Lein

#### **Second Harvest Board of Director**

##### **Chair Person: Jim Schreiber**

Chief Operating Officer at IBM Technology & Intellectual Property

##### **Executive Vice Chair: Catherine Valeriano**

Vice President Culinary Operations at Sea World Orlando, Discovery Cove and Aquatica

##### **Treasurer: Allison Hudson**

Senior Financial Advisor at VALIC

##### **Secretary & Chief Governance Officer: Lisa Lochridge, APR**

Director of Public Affairs at Florida Fruit & Vegetable Association

##### **Vice Chair: Stephen Starks**

## Community Kitchen Training Academy

The Community Kitchen Training Academy is offered by Second Harvest Food Bank of Central Florida's Community Kitchen. This handbook will assist you with your questions about our Culinary Training Program, including eligibility, admission, program operation information and other important administrative information.

### **Mission:**

The mission of the Community Kitchen Training Academy is to stimulate learning and growth that leads to transformation and employability. Our goal is to change lives by providing qualified, at-risk and economically disadvantaged adults with the culinary and life skills training needed to work with competence and professionalism in the food industry for a sustainable and successful career.

### **The Community Kitchen Training Academy Advantage:**

- Our combination of classroom time, hands-on lab instruction, job shadow and externship opportunities creates a well-rounded curriculum, providing students with an intensive entry-level culinary and comprehensive life skills education within 14 weeks.
- Our program eliminates learning barriers by connecting students with available resources for transportation, childcare, health care, housing and food, as they are available.
- Our commercial kitchen offers a living laboratory environment for students, providing hands-on, real life learning opportunities in a successful working kitchen.
- Our award-winning chefs and talented staff offer individual attention and exceptional instruction within a small group setting.
- Our central location affords students the opportunity to meet and work with a wide variety of local culinary talents.
- We offer a student resource area, Internet access and quiet study space, complimentary tutoring and personal advising to every student at their request.
- Career placement support and guidance is available to all graduates.

### **Program overview**

The Community Kitchen Training Academy provides qualified, at-risk and economically disadvantaged adults with the culinary and life skills training needed to pursue a sustainable career in the food industry.

Students enrolled in the program gain valuable “hands-on” experience learning in our professional commercial kitchen, assisting in contract meal prep and catered events during their lab time with our team of award-winning chefs. The life skills component of our program prepares students for work-readiness, focusing on the importance of appropriate work behaviors, resumes and interviewing techniques, as well as household budgeting, stress relief, and time management.

Our 14-week program is provided at no charge to the student and is designed to assist with barriers that would prevent him/her from achieving success while enrolled, such as access to food, housing, transportation, childcare, and mental health needs. Students attend classes Monday through Friday, from 8:00 a.m. to 2:30 p.m., allowing them time for school and work.

The curriculum is divided into three (four-week) tiers covering food safety and sanitation, knife skills, and the basic culinary foundations needed to successfully obtain an entry-level position in any food service establishment across the country. While enrolled, students experience every aspect of the food service industry, from inventory and cost control, staffing and training, to production in a high-volume kitchen through banquet and catering operations, while developing a recipe portfolio they can use during job interviews.

Upon graduation students receive a professional graduation package that includes a culinary knife kit, an executive-style culinary jacket, a State-approved Food Handler’s certification, and a Second Harvest Certificate of Completion. We’ve also designed our Culinary Training Program to complement the two- and four-year formal culinary programs in the area, should students wish to continue with their culinary education. Our social services program tracks students’ progress and milestones after graduation, and assists them with GED placement, college applications, and continued job placement assistance.

### **Facility and Location**

The Community Kitchen Training Academy is located within the Second Harvest Food Bank of Central Florida building, located at 411 Mercy Drive in Orlando, at the intersection of Mercy Drive and Old Winter Garden Road. Our teaching facilities of approximately of 3,000 square feet include a classroom, community room and a working commercial kitchen, specifically designed for teaching and hands-on skills development in a fully equipped environment. The open floor plan of the commercial kitchen encourages interaction and valuable sharing of ideas, while engaging in the daily meal production for contract meal services and catered events.



### Campus Visits

We invite you to schedule an in-class observation and a tour to experience the program and meet our talented team of chefs and instructors. You will also have the chance to speak openly with current students. Sitting in on a class is the best way to determine if our school is right for you. Contact Idalia Nunez at (407) 514-1037 for more information and available dates.

### Culinary Training Program Contact Information

#### Nancy Brumbaugh

Food Service Director

[nbrumbaugh@FeedHopeNow.org](mailto:nbrumbaugh@FeedHopeNow.org)

407-514-1031

#### Idalia Nunez

Life Skills Education Manager

[INunez@FeedHopeNow.org](mailto:INunez@FeedHopeNow.org)

407-514-1037

### Full-Time Faculty

Name	Degree	Conferring Institution	
			Program Area
John Dizon	Associate	Le Cordon Blue	Culinary Arts
Katrina McGee	Masters	University of Central Florida	Social Work
Idalia Nunez	Masters	University of Central Florida	Business
Israel Santiago	Certification	American Culinary Federation	Culinary
Cindy Cha	Bachelors	CA State University, Fullerton	Child Develop.

### Second Harvest Food Bank of Central Florida

411 Mercy Drive  
Orlando, FL 32805  
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[www.feedhopenow.org](http://www.feedhopenow.org)

## Curriculum Overview

Our fourteen (14) week certificate program prepares students for entry-level positions in the culinary field with the basic knowledge of the food service industry. Classes begin promptly at 8:00 a.m. and run until approximately 2:30 p.m., Monday through Friday. Breakfast is provided each morning, and a half-hour lunch each afternoon for enrolled students.

### The program provides students the opportunity to:

- Understand the principles of food identification and nutrition;
- Learn and practice the professional skills used in food preparation and service;
- Gain experience in the proper use and maintenance of professional knives, hand tools, and commercial kitchen equipment;
- Become familiar with the layout and workflow of professional kitchens and restaurants;
- Gain appreciation for the history, culture, and international diversity of the culinary arts;
- Learn to communicate accurately and effectively;
- Develop a personal sense of professionalism necessary for working successfully in the food service and hospitality industries;
- Build upon academic and practice skills.

### State/DBPR Approved Food Handler Certification

Students learn practical food safety knowledge, applicable for immediate use within food establishments throughout the State of Florida. The Food Safety First!® Food Handler certification exam is administered during students' 9th week in the Community Kitchen Training Academy.

### Certificate of Completion

The awarding of a Certificate of Completion is based on successful completion of the requirements of the program, including applicable state basic skills requirements. Instructors use a variety of specific competency-based assessments and performance criteria to determine program completion.

### Training Topics Include:

- Foodborne Illness
- Sanitizing Food Contact Surfaces
- Potentially Hazardous Foods
- Cross Contamination
- Food Storage/FIFO
- HACCP, flow of food and its importance
- Integrated Pest Management
- Crisis Management
- Regulations & Standards

### **Laboratory Experience in the Community Kitchen**

The Community Kitchen Training Academy offers opportunities for hands-on experience in larger scale production and catered events. Students experience every aspect of the food service industry, from inventory and cost control, staffing and training, to production in a high-volume kitchen.

In weeks 12 and 13 of their training, students participate in a two-week internship and job shadow opportunity at a local food industry establishment where they have an opportunity to implement their culinary and life skills training in a new professional environment.

### **Course Descriptions**

The Community Kitchen Training Academy offers technical and professional skills courses that provide students the hands-on cooking, as well as the life, and employability skills they will need in the fast-paced, increasingly competitive food-service industry.

### **Course Numbering System**

Courses offered are identified by Class abbreviations and number. The course-numbering system helps advisers and students find appropriate courses. To determine if a course is appropriate for a student, read its course description, which includes prerequisites.

### **Unit of Credit**

One clock hour represent 50 minutes of instruction in the presence of an instructor plus appropriate breaks.

The following descriptions include all courses listed in chronological order. To successfully complete certificate program, all coursework must be completed to all 470 required clock hours.

### **TIER I, Weeks 1 – 4:**

#### **Introduction to Food Service 100-IFS (20 Clock Hours)**

**Prerequisite:** None

Lecture/demonstration classes providing an overview of the food service industry. Course focuses on food safety and sanitation, weights and measures, knife skills and identification, introduction to kitchen vocabulary, identification of kitchen equipment, utensils and kitchenware, intro to culinary math, intro to food product identity and intro to baking basics. Emphasis is on becoming familiar with the surroundings of the commercial kitchen and day-to-day operations, with safety being the focus. A grade of 75% or higher on each weekly written exam is necessary to move on to Intermediate Food Preparation 100 IFP.

### **Introduction to Food Service Lab 100-IFSL (20 Clock Hours)**

**Prerequisite:** None; however, lab must be taken concurrently with 100-IFS

A hands-on overview of the food service industry. Course focuses on actual practice of food safety and sanitation, weights and measures, knife skills and identification, introduction to kitchen vocabulary, identification of kitchen equipment, utensils and kitchenware, culinary math, food product identity and baking basics. Emphasis is on becoming familiar with the surroundings of the commercial kitchen and day-to-day operations, with safety being the focus. A satisfactory progress grade on each weekly hands-on demonstration is required to move onto Intermediate Food Preparation 100 IFP.

### **Food Service Safety and Sanitation 100-FSSS (20 Clock Hours)**

**Prerequisite:** None; however, lab must be taken concurrently with 100-IFS and 100-IFSL

Food Safety First!® Food Handler is an approved State/DBPR approved. Students learn practical food safety knowledge, applicable for immediate use within food establishments throughout the State of Florida. The Food Safety First!® Food Handler certification exam is administered during students' ninth week of enrollment in the Community Kitchen Training Academy, with training reinforced throughout their entire twelve weeks.

### **Introduction to Food Service Life Skills 100-IFSLS (50 Clock Hours)**

**Prerequisite:** None

Lectures and workshops emphasizing stress management, adaptability, personal productivity, people skills, self-direction and problem solving in relation to personal and professional situations. Students will also participate in lectures and workshops emphasizing job placement strategies and personal finance, resume writing, interviewing skills and techniques, grooming and dressing for success, preparing students for life after graduation and sustainable employment in the food industry.

### **TIER II, Weeks 5 – 9:**

### **Intermediate Food Preparation 100-IFP (20 Clock Hours)**

**Prerequisite:** 100-IFS, 100-IFSL, 100-FSS

Lecture/demonstration classes emphasizing the basic principles involved with the preparation of food. Students learn to recognize standard products and understand how products are affected by different preparation methods. Coursework focuses on an introduction to preparation methods for meats, salads, soups, stocks and sauces including produce, meat and dairy identification and proper storage. This course covers basic cooking techniques such as roasting, braising, sautéing, poaching, grilling, broiling and their relation to baking methods. A grade of 75% or higher on each weekly written exam is required to move on to Advanced Food Preparation 100-AFP.

### **Intermediate Food Preparation Lab 100-IFPL (20 Clock Hours)**

**Prerequisite:** 100-IFS, 100-IFSL, 100-FSS; must be taken concurrently with 100-IFP

Hands-on classes emphasizing the basic principles involved with the preparation of food. Students learn to recognize standard products and understand how products are affected by different preparation methods. Coursework focuses on an introduction to preparation methods for meats, fruit, greens, herbs, spices, produce identification, proper storage, and stocks. This course allows for the practice of basic cooking techniques—such as roasting, braising, sautéing, poaching, grilling, and broiling—and their relation to baking methods. A satisfactory grade on each weekly hands-on demonstration is required to move on to Advanced Food Preparation 100-AFP.

### **Food Preparation Safety and Sanitation 100-FPSS (20 Clock Hours)**

**Prerequisite:** None; however, lab must be taken concurrently with 100-IFS and 100-IFSL

Food Safety First!® Food Handler is an approved State/DBPR approved. Students learn practical food safety knowledge, applicable for immediate use within food establishments throughout the State of Florida. The Food Safety First!® Food Handler certification exam is administered during students' ninth week of enrollment in the Community Kitchen Training Academy, with training reinforced throughout their entire fourteen weeks.

### **Intermediate Food Preparation Life Skills 100-IFPLS (20 Clock Hours)**

**Prerequisite:** None

Lectures and workshops emphasizing stress management, adaptability, personal productivity, people skills, self-direction and problem solving in relation to personal and professional situations. Students will also participate in lectures and workshops emphasizing job placement strategies and personal finance, resume writing, interviewing skills and techniques, grooming and dressing for success, preparing students for life after graduation and sustainable employment in the food industry.

### **TIER III, Weeks 10 - 14:**

### **Advanced Food Preparation 100-AFP (40 Clock Hours)**

**Prerequisite:** 100-IFS, 100-IFSL, 100-FSS, 100-IFP, 100-IFPL; must be taken concurrently with 100-AFPL

Lecture/demonstration classes emphasizing advanced methods involved with the preparation of food, where students learn to prepare products such as soups, stocks, savory items, fruits, entrées, sauces (both hot and cold), vegetables, starches, and practicing advanced culinary knife skills and cuts. Coursework focuses on various cooking methods, catering trays, plating, meat identification, and the preparation of fish and shellfish, as well as food and labor costs. A Grade of 75% or higher on each weekly written exam is required to participate in the final four weeks of the program (2-week internship and final assessment project).

### **Advanced Food Preparation Lab 100-AFPL (40 Clock Hours)**

**Prerequisite:** 100-IFS, 100-IFSL, 100-FSS, 100-IFP, 100-IFPL

Hands-on classes emphasizing advanced methods involved with the preparation of food, where students prepare products such as soups, stocks, savory items, fruits, entrées, sauces (both hot and cold), vegetables, starches, and practicing culinary knife skills and cuts. Coursework focuses on various cooking methods, catering trays, plating, meats identification, and the preparation of fish and shellfish. In addition, students will focus on how to create prep lists and calculate edible portion and food waste costs. A satisfactory grade on each weekly hands-on demonstration is required to participate in the final four weeks of the program (2-week internship and final assessment project).

### **Advanced Food Safety and Sanitation 100-AFSS (40 Clock Hours)**

**Prerequisite:** None; however, lab must be taken concurrently with 100-IFS and 100-IFSL

Food Safety First!® Food Handler is an approved State/DBPR approved. Students learn practical food safety knowledge, applicable for immediate use within food establishments throughout the State of Florida. The Food Safety First!® Food Handler certification exam is administered during students' ninth week of enrollment in the Community Kitchen Training Academy, with training reinforced throughout their entire fourteen weeks.

### **Advanced Food Preparation Life Skills 100-AFPLS (40 Clock Hours)**

**Prerequisite:** None

Lectures and workshops emphasizing stress management, adaptability, personal productivity, people skills, self-direction and problem solving in relation to personal and professional situations. Students will also participate in lectures and workshops emphasizing job placement strategies and personal finance, resume writing, interviewing skills and techniques, grooming and dressing for success, preparing students for life after graduation and sustainable employment in the food industry.

### **Culinary Externship and Job Shadow 100-CE/JS (80 Clock Hours)**

**Prerequisite:** 100-IFS, 100-IFSL, 100-FSS, 100-IFP, 100-IFPL, 100-AFP, 100-AFPL

Students participate in a two-week externship and job shadow opportunity off-site, at a reputable food service establishment where they will shadow the executive chef and work various stations throughout the kitchen. This course provides a planned work-based experience that will provide students with an opportunity to fine-tune skill sets learned in coursework and enhance workplace skills through supervised practical experiences related to their career objectives.

**Final Assessment and Graduation 100-FA (40 Clock Hours)**

**Prerequisite:** 100-IFS, 100-IFSL, 100-FSS, 100-IFP, 100-IFPL, 100-AFP, 100-AFPL

Students return to Second Harvest for their final week where they will take their final exams and use this time to make adjustments to resumes, practice interview techniques and schedule job interviews, and hone their job search skills while preparing for graduation.

## Grading and Student Performance Evaluations

Student performance is measured and rated by a competency-based rubrics system that is aligned with the employment goals targeted by curriculum materials and rated as:

Unacceptable	Needs Attention	On Track	Work Ready
1	2	3	4

### Food Safety

- Use of barriers
- Safe cooking temps, rapid cooling times/methods, proper storage and stacking order
- Hygiene
- Cross contamination and food handling

### Equipment Knowledge

- General equipment and utensils Identification
- Operating, Handling and Cleaning
- Safety

### Kitchen Math

- General arithmetic skills

- Reading Recipes
- Conversions, weights and measures

### Knife Skills

- Safety
- Technique
- Accuracy
- Speed

### Culinary Knowledge and Skills

- Awareness of basic ingredients and products
- Understanding of basic terms and techniques
- Ability to remember and replicate skills and processes

In the event a student is not able to reach a satisfactory level of “on track” or “work ready” at any time during the program, the student will be provided the opportunity to participate in additional study and practice time. Students not able to consistently meet a satisfactory level with additional study and practice time are required to meet with the Life Skills advisor to reevaluate their eligibility.

A student will be placed on probation for failing to maintain a minimum satisfactory grade level of “on track” or “work ready” (Evaluations will be given 4th week, 8th week, and 12th week of the program.) If a student is suspended for unsatisfactory progress, they may not return to the SHFB without the permission of the Life Skills Education Manager. If a student is dismissed, they are eligible to re-apply for future classes with the permission of the Life Skills Education Manager.



## Academic Calendar, 2017-2018

Group	Session Dates	Application Deadline	End of 1 <sup>st</sup> Marking Period	End of 2 <sup>nd</sup> Marking Period	End of 3 <sup>rd</sup> Marking Period
Group 24:	May 15, 2017 – August 18, 2017	May 8, 2017	June 9, 2017	July 7, 2017	August 4, 2017
Group 25:	July 31, 2017 – November 3, 2017	July 24, 2017	August 25, 2017	September 22, 2017	October 20, 2017
Group 26:	October 2, 2017 – January 12, 2018	September 25, 2017	October 27, 2017	November 24, 2017	December 22, 2017
Group 27:	December 4, 2017 – March 9, 2018	November 27, 2017	December 29, 2017	January 26, 2018	February 23, 2018
Group 28:	February 12, 2018 – May 18, 2018	February 5, 2018	March 9, 2018	April 6, 2018	May 4, 2018
Group 29:	April 23, 2018 – July 27, 2018	April 16, 2018	May 18, 2018	June 15, 2018	July 13, 2018

### Holidays/Breaks

The following Community Kitchen Training Academy observes the following Federal Holidays:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

### Registration Dates

Registration must be completed five days prior to group start dates.

## Community Kitchen Training Academy Admission

In all admissions and recruitment-related activities, Second Harvest Culinary Training Program shall comply with the fair consumer practices provisions of Sections 1005.04 and 1005.34, F.S., and Rule 6E-1.0032, F.A.C., and the rule regarding agents, Rule 6E-2.010, F.A.C.

### All applicants must meet the following criteria:

- Minimum 18 years of age;
- Authorized to work in the United States;
- Have experienced financial instability (unemployment, low wage, government assistance, etc.) during the last 12 months;
- Must not possess a criminal history involving arson, sexual battery or violent crimes. All other criminal activity records must be at least three years prior to application date and will then be considered on a case-by-case basis;
- Must agree to disclose and provide criminal history records;
- Must agree to a background check and drug test;
- Must be drug and alcohol-free for at least one year prior to application date, or enrolled in a rehabilitation support program;
- High School Diploma or G.E.D. preferred, or the ability to meet minimum aptitude requirements based on curriculum needs;
- Demonstrate an enthusiasm for and willingness to commit to the Program and food service industry;
- Must have the physical ability to perform required kitchen duties as assigned, including standing for long periods of time, lifting (which may include up to 50 lbs.), bending and, on occasion, working in rooms with cool temperatures (below 40° F).
- Must be able to attend classes Monday through Friday, 8 a.m. to 2:30 p.m. for 14 weeks.

### Applicants must submit the following in order to be considered for the Program.

1. Completed and signed application;
2. Copy of diploma, GED certificate, or official transcripts from the highest level of education completed;
3. Copy of a valid driver's license, state or government issued photo ID.

### Application Deadline:

Applications must be received at least 5 days prior to the requested Session start date.

### Application Criteria and Processing

Once all completed admission materials have been received, the Admissions Team meets to review the following factors:

- Admission criteria has been met
- Dedication and ability to complete all program requirements
- Solid learning capabilities
- Ability to work effectively in a small team
- Integrity, positive attitude and a strong work ethic

**All classes take place at:**

Second Harvest Food Bank of Central Florida  
411 Mercy Drive  
Orlando, FL 32805

**Applicants with a Disability**

The Community Kitchen Training Academy complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to participate in the program solely by reason of that disability. The Community Kitchen Training Academy provides reasonable accommodations for candidates with documented disabilities. Reasonable accommodations may include priority seating, enlargement of notes, testing accommodations and assistance with lifting depending on the student's documentation and specific functional limitations.

Wheelchair access is available throughout our facility. Candidates with visual, sensory, or physical disabilities that would prevent them from program participation under standard conditions may request special accommodations and arrangements. An applicant who wants to request accommodations because of a disability must notify Community Kitchen Training Academy in writing at the time of application and provide appropriate documentation about the disability and the requested modification. The Community Kitchen Training Academy staff will consider modifications of the requirements on an individual basis. Individuals with a physical or mental disability will be assessed on a case-by-case basis. While our facilities meet health code standards, we are not equipped to accommodate all individuals with physical impairments.

**Application Criteria and Processing**

Once all completed admission materials have been received, the Admissions Team meets to review the following factors:

- Admission criteria has been met
- Dedication and ability to complete all program requirements
- Solid learning capabilities
- Ability to work effectively in a small team
- Integrity, positive attitude and a strong work ethic
- Commitment to pursuing a career in the culinary arts/food service industry
- Commitment to pursuing a career in the culinary arts/food service industry

The Admissions Team consists of the Admission Representative, the Executive Chef or designated Chef Instructor, and other faculty and Career Placement staff as needed. Applicants will receive notification regarding the disposition of their application within 3 days of the enrollment date.

**Acceptance Decisions from the Admissions Committee fall into three categories:**

**Accept:**

Applicants will be notified by phone and in writing regarding your enrollment date, orientation information, and next steps.

**Wait List:**

If your application is wait-listed, your application has been accepted, however the program enrollment is full and you will be notified of the next available opening and/or approximate date of enrollment.

**Hold**

Incomplete applications will be placed on hold and applicants notified in writing, by phone or email, based on the applicant's preferred method of contact. Incomplete applications will be held for 30 days, after which the applicant must submit a new application.

**Decline:**

An application may be declined for a number of reasons. Declined applicants will be notified in writing and may contact the Life Skills Education Manager for additional details. If appropriate, students may reapply to a future program.

**Leave of Absence Policy**

Students must sometimes interrupt their studies for a variety of reasons (financial, academic or personal). Students choosing to take a leave of absence must first contact the Life Skills Education Manager to discuss their plans while on leave to work out any conditions that may be necessary for a smooth return to the Community Kitchen Training Academy.

Students who plan to be absent from the Program for more than four consecutive days must file a leave of absence to preserve their program placement. Students made have a total of three absences during the 14 weeks. Any student with four or more consecutive absences who has been approved for a leave of absence may return to the next session starting from the point missed moving forward.

A Leave of Absence Request Form must be completed by all students to request a leave of absence; notifying instructors or no longer attending classes does not complete the process. Students are required to fill out all information on the form, including all comment sections relating to reasons for their leave of absence. Leaves of absence will take effect as of the date indicated on the form.

Students on leave are not permitted to attend classes or participate in externship/lab work assignments while their leave is in effect. Leaves of absence will not be approved for students subject to disqualification or dismissal due to academic deficiencies or disciplinary action. After the Leave of Absence Form has been approved and signed by the Life Skills Education Manager, it will be reviewed and student transcripts will also be updated to reflect coursework completed to date.

Each student granted a Leave of Absence must complete a Readmission Form in order to rejoin the Program. The Readmission Form must be submitted by the application due date for the Program Session for which the student wishes to enroll (see current catalog for dates).

### **Program Withdrawal**

Students who find it necessary to withdraw may do so by written letter or by phone directly to the Life Skills Education Manager at Second Harvest Food Bank of Central Florida. The “date” of withdrawal will be the date we receive the student’s request to withdraw.

### **Credits for Prior Learning**

Currently, Community Kitchen Training Academy does not accept the transfer of credits from other institutions. Transferability of credits to other institutions is at the discretion of the accepting institution. It is your responsibility to confirm whether credits will be accepted by another institution of your choice. In the event that the student is transferring to another state or entity, an official transcript can be provided to that entity upon formal written request of the student.

### **Articulation with Valencia College**

Community Kitchen Training Academy has an Articulation Agreement with Valencia College. For students wanting to continue their culinary training, the agreement provides graduates six (6) semester hours of college credit towards the A.S. degree in Culinary Management or certificate programs at Valencia College.

### **Complaints, Disciplinary Actions and Appeals**

Students have both the right to receive clear information and fair application of Community Kitchen Training Academy grading policies, standards rules, and requirements as well as the responsibility to comply with them in their relationships with faculty and staff members. The Second Harvest Culinary Program prohibits discrimination against students and employees on the basis of race or ethnicity, creed, color, national origin, sex, marital status, sexual orientation, age, religion, the presence of sensory, mental or physical disability or status as a disabled or Vietnam-era veteran. Community Kitchen Training Academy employees are responsible for ensuring that their conduct does not discriminate against anyone; they are expected to treat people conducting business with respect and may expect the same consideration in return. The Community Kitchen Training Academy recognizes that disputes may sometimes arise and encourages the parties involved to resolve the conflict informally whenever possible. If resolution cannot be reached, a formal process provides an impartial and equitable way to resolve those conflicts.

### **Informal Complaint Process**

Informal complaints offer an individual the opportunity to express and resolve misunderstandings, complaints, or grievances at the lowest level possible by speaking directly with the employee or departmental supervisor. The aggrieved person should make an appointment to talk directly with the employee to attempt to reach a mutual agreement. In some situations, such as a discrimination

complaint, the aggrieved person may be more comfortable requesting a meeting with the employee's supervisor instead. Both parties should be courteous, flexible, and respectful, as concerns are identified and possible resolutions discussed. Both sides should be open to alternative solutions or suggestions. If the problem cannot be solved together, the following formal complaint procedures may be used.

### **Formal Complaint Process**

All formal complaints must be made in writing and should include the complainant's name; student's name; address; e-mail address; telephone number; time(s); date(s); place(s); complete description of the complaint; and, in the case of grade complaints, both the grade received in the course in question and the reason for the grade complaint, specifying as accurately as possible all necessary performance scores and attendance data. Within five school days, the Life Skills Education Manager will meet with the student.

### **General Complaint Procedure**

A student who has a complaint about an employee's performance or behavior that is not discriminatory or about the program or processes should write to the Director of Human Resources. Complaints should be filed as soon as possible or within one (1) week after the incident occurs.

### **Appeal**

If either party is dissatisfied with the decision of the Director of Human Resources, s/he may appeal in writing to the Vice President of Agency Relations and Programs within ten days after the date of the letter. The person filing the appeal should identify why s/he is dissatisfied with the outcome of the complaint and provide any additional information to be considered.

### **Discrimination, Sexual Harassment, Harassment, Battery, and Assault Complaint Procedure:**

Whenever a complaint alleges discrimination, sexual harassment, any other form of harassment, battery or assault, this procedure should be used rather than the other complaint procedures. Sexual harassment, harassment, discrimination, battery, and assault complaints will be investigated under this procedure. A student or member of the public who believes s/he has been the victim of one of these listed offenses should bring his/her complaint immediately to the Department of Human Resources. These complaints must be filed within one (1) month after the incident(s) occurred.

Community Kitchen Training Academy will act promptly to investigate the complaint and will attempt to protect the rights of the individual bringing the complaint (the complainant), the alleged discriminator, and any witnesses involved. All parties involved have the right to protection from any retaliating behavior by the alleged discriminator or any Community Kitchen Training Academy employee. All complaints shall be kept as confidential as is reasonably possible during the investigation/resolution process; however, complaints may be subject to public disclosure under the state's Public Disclosure Act, and therefore, Community Kitchen Training Academy cannot assure confidentiality to any participant in the process.

**Appeal:**

If the complainant is not satisfied with the disposition of the complaint, she/he may file a written appeal to the President/CEO within ten days after notification of the disposition of the complaint. This request should include any and all additional information s/he wants the President/CEO to consider. The decision regarding the appeal, including appropriate corrective measures, shall be made in writing by the President/CEO within fourteen (14) days after receipt of an appeal.

**External Complaint:**

Any student, employee, applicant for admission or employment, or member of the public using Community Kitchen Training Academy facilities who believes s/he has been discriminated against has the right to bypass the internal process and file a discrimination complaint with one of the agencies listed below or any other agency with the jurisdiction to hear such complaints. Individuals seeking assistance from state and federal agencies need to be aware that many agencies have strict timelines regarding the filing of complaints.

Equal Employment Opportunity Commission  
2 South Biscayne Blvd., Suite 2700  
Miami, Florida 33131  
(800)-669-4000

Human Rights Commission  
2009 Apalachee Parkway, Suite 200  
Tallahassee, FL 32301  
800-342-8170

U.S. Office of Civil Rights  
Office for Civil Rights/Atlanta, U.S. Department of Education  
61 Forsyth Street, S.W., Suite 19T70  
Atlanta, GA 30303  
404-974-9406

Commission for Independent Education  
325 West Gaines Street, Suite 1414  
Tallahassee, FL 32399-0400  
850-245-3200

**Academic Complaint Procedure:**

A student who wishes to express and resolve misunderstandings, complaints, or grievances with faculty members regarding grades, grading issues or policies in a fair and equitable manner should bring his/her complaint to the Community Kitchen Training Academy's Executive Chef/Community Kitchen Director.

The Executive Chef/Community Kitchen will discuss with the student his/her concerns including the options available to resolve the concern. The student's written complaint, including remedies sought, shall be forwarded to the faculty member concerned, who must provide a written response within ten (10) instructional days. If the written response does not resolve the complaint to the student's satisfaction, s/he may submit a written request to the Vice President of Agency Relations and Programs within ten (10) days after the date of the letter. The person filing the appeal should identify why s/he is dissatisfied with the outcome of the complaint and provide any additional information to be considered.

**Placement Assistance and Placement Disclaimer (6E-1.0032(6)(j)):**

According to the National Restaurant Association, the restaurant industry now employs nearly 13 million people. Over the next decade, the industry is projected to add over 1.8 million jobs. Through our established relationships in the community, we actively promote the Community Kitchen Training Academy throughout Central Florida and within the industry to assist in connecting students to prospective employers.

We are committed to identifying the best employment opportunities for our graduates and to providing employers with the best possible candidates. Our career services assistance intensifies as students near graduation. Although placement assistance is provided to students while in school and after graduation, the Community Kitchen Training Academy does not guarantee employment.

Students are required to participate in an exit interview with the Community Kitchen Training Academy staff during their last four weeks to outline the processes and procedures of placement. Students will also be required to complete and return two post-completion evaluations; one at 6 months and another at 12 months after completing the program.

**Student Support Services**

Academic support is always available and often recommended. The case manager and Life Skills Education Manager are always available to assistance students with academic and personal advisement.

Community Kitchen Training Academy offers a variety of supportive services or has established relationships with dozens of community partners throughout its more than thirty (30) years of existence in the Orange County community. The following supportive services or resource connections are available to students:

- **General and mental health care**
- **Child care services**
- **Housing assistance**
- **Food assistance**
- **Transportation assistance**
- **Credit counseling services**
- **Career placement services**



## Code of Conduct

Students are expected to observe certain standards of job performance and good conduct. When job performance or conduct does not meet Food Bank standards, the Food Bank will endeavor, when it deems appropriate, to provide the student a reasonable opportunity to correct the deficiency. If, however, the student fails to make the correction, he or she will be subject to disciplinary action up to and including termination from the program.

The rules set forth below are intended to provide students with notice of what is expected of them. Necessarily, however, such rules cannot identify every type of unacceptable conduct and performance. Therefore, students should be aware that conduct not specifically listed below but which adversely affects or is otherwise detrimental to the interests of the Food Bank, other students, employees, or customers may also result in disciplinary action up to and including termination.

### Job Performance:

Students may be disciplined for poor job performance, including but not limited to the following:

- Below-average work quality or quantity;
- Poor attitude (for example, rudeness or lack of cooperation);
- Excessive absenteeism, tardiness (including unauthorized extended meal breaks), and abuse of paid break privileges;
- Failure to follow instructions or Food Bank procedures; or
- Failure to follow established safety regulations.

### Conduct at Events and Field Trips:

Students may be disciplined for unacceptable conduct while acting as a representative of the Food Bank at various events, receptions, conferences, meetings, etc. Conduct expectations include, but are not limited to the following:

- No alcohol may be consumed by Food Bank employees at Food Bank sponsored events or receptions;
- While alcohol consumption at conferences, training or other related non-Food Bank sponsored receptions is not banned, employees are expected to use good judgment in the consumption of alcohol;
- Under no circumstances, will the Food Bank be responsible for paying for any alcohol, either directly or indirectly through employee reimbursement; and
- The highest standard of conduct is expected at all times.

### Misconduct:

Students may be disciplined for misconduct, including but not limited to the following:

- Insubordination;
- Dishonesty;

- Theft;
- Discourtesy;
- Misusing or destroying Food Bank property or the property of another on Food Bank premises;
- Violating conflict of interest rules;
- Disclosing or using the Food Bank's confidential or proprietary information without authorization;
- Falsifying or altering Food Bank records, including an application for employment;
- Interfering with the work performance of others;
- Altercations;
- Harassing, including sexually harassing, employees or customers;
- Being under the influence of, manufacturing, dispensing, distributing, using, or possessing alcohol or illegal or controlled substances on Food Bank property or while conducting Food Bank business, except pursuant to a bona fide prescription and provided that the employee's ability to perform his/her job functions is not impaired by such lawful use;
- Gambling on Food Bank premises or while conducting Food Bank business;
- Sleeping on the job or leaving the job without authorization;
- Possessing a firearm or other dangerous weapon on Food Bank property or while conducting Food Bank business (Notwithstanding the foregoing, employees with concealed weapons permits may keep their firearms locked in private vehicles that are parked in the Food Bank's parking lot);
- Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of the Food Bank, its students, employees, customers, or property;
- Failing to report to the Food Bank, within five days, any conviction under any criminal drug statute for a violation occurring in the workplace.
- Refusing to submit to testing for drugs and/or alcohol.

### **Search & Seizure Guideline**

The Food Bank believes that maintenance of a workplace that is free of drugs, alcohol, and other harmful materials is vital to the health and safety of its employees and to the success of the Food Bank's business. The Food Bank also intends to protect against the unauthorized removal of Food Bank property and to assure its access at all times to Food Bank property, records, documents, and files. Accordingly, the Food Bank has established this Guideline concerning inspections and searches for prohibited materials and for Food Bank property on Food Bank premises. This Guideline applies to all employees of the Food Bank.

### **Definitions; For purposes of this Guideline:**

- "Prohibited materials" means firearms and other weapons, except as otherwise provided by law, explosives and/or hazardous materials or articles, illegal drugs, legal but controlled substances, except when possessed by an employee to whom they are prescribed, drug-related paraphernalia, alcoholic beverages, or Food Bank property that you are not authorized to have in your possession.

- "Food Bank property" means all documents, records, and files relating to the Food Bank's business, and all equipment and other property of any kind, whether owned, leased, rented, or used by the Food Bank.
- "Food Bank premises" means all premises and locations owned or leased by the Food Bank or under the control of the Food Bank, including but not limited to, parking lots, lockers, and storage areas.
- "Reasonable suspicion" means a suspicion that is based on specific personal observations of an employee's manner, disposition, muscular movement, appearance, behavior, speech, or breath odor; information provided to management by an employee, by law enforcement officials, by a security service, or by other persons believed to be reliable; or a suspicion that is based on other surrounding circumstances.
- "Possession" means having the substance or property on one's person or otherwise under one's control.

### **Access to Food Bank Property**

In order to assure access at all times to Food Bank property, and because you may not always be available to produce various documents, records, files, or other items of Food Bank property that are properly in your possession when they are needed in the ordinary conduct of the Food Bank's business, the Food Bank reserves the right to conduct a routine inspection or search at any time for Food Bank property.

Routine searches or inspections for Food Bank property may include your locker, classroom mailbox, desk, file cabinet, closet, jump drive, computer file, or similar places where you may place Food Bank property or Food Bank-related information, whether or not such places are locked or protected by access codes.

A routine good-faith search for Food Bank property might result in the discovery of your personal possessions or personal information. Accordingly, you are encouraged not to bring into the workplace any item of personal property or store in any of the Food Bank's systems any personal information that you do not want to reveal to the Food Bank.

### **Prohibited Materials**

Except where prohibited by law, inspections or searches for prohibited materials on Food Bank premises will be conducted whenever the Food Bank has reasonable suspicion to believe that you may be in possession of such materials in violation of this Guideline. Inspections or searches for prohibited materials may be conducted by an independent security service or by the Food Bank with its own personnel. Inspections or searches for prohibited materials may include your locker, desk, file cabinet, closet or similar place where you may place personal possessions, whether or not such places are locked. Inspections or searches for prohibited materials may also include your vehicle when the vehicle

is on Food Bank premises, or your pockets, purse, briefcase, lunch box, or other item of personal property that you are wearing or carrying while on Food Bank premises.

The Food Bank reserves the right to take appropriate action to prevent any employee from removing Food Bank property without authorization.

### **Monitoring**

The Food Bank reserves the right to monitor employee use of Food Bank telephones, computer networks, and electronic mail systems. Monitoring may be performed by observation or through mechanical, electronic, or other means. Monitoring may take place on a regular or random basis and will be used to monitor an employee's job performance, for training or quality control purposes, or in instances in which the Food Bank has a reasonable suspicion that an employee is using Food Bank property in an unauthorized manner. Your use of the Systems constitutes your consent to any monitoring that may occur.

### **Disciplinary Action**

If you are found to be in possession of prohibited materials in violation of this Guideline, you will be subject to discipline, up to and including termination, regardless of the Food Bank's reason for conducting the search or inspection.

If you refuse to cooperate with a search or inspection, the Food Bank will take that refusal into consideration in determining appropriate disciplinary action. It is therefore to your advantage to cooperate with the search or inspection whenever prohibited materials are present.

### **Disposition of Prohibited Materials**

Except as otherwise provided by law, any prohibited materials (or any materials that are suspected of being prohibited by this Guideline) that are found in your possession during an inspection or search will be collected by the Food Bank and will be placed in a container, sealed, and marked with (1) the date collected, (2) names of persons present, (3) circumstances of discovery, and (4) a general description of the contents placed in the container. You will be given a receipt for any materials that were found in your possession (or that the Food Bank suspected of being in your possession).

If, after further investigation, it is determined that the materials collected were not prohibited by this Guideline, the collected materials will be returned to you (except as provided below) and a receipt will be obtained from you. In cases where it is suspected that the collected materials consist of illegal drugs or other controlled substances, the Food Bank will arrange for disposition in accordance with advice from the Drug Enforcement Administration or other appropriate law enforcement authorities. In cases where the collected materials consist of (or are suspected of consisting of) firearms or other weapons, explosives, or other hazardous materials or articles, the Food Bank reserves the right to dispose of the materials in whatever manner that it deems to be in the interest of safety to its employees or to return the materials to you at a designated time and location.

### **Non-Fraternization**

In order to promote the efficient operation of the Food Bank's business and Culinary Program, and to avoid misunderstandings, complaints of favoritism, other problems of supervision, security, morale, and possible claims of sexual harassment, students are forbidden to date or pursue romantic or sexual relationships with employees or fellow students with whom they work, directly or indirectly. Students who violate this guideline will be subject to discipline, up to and including expulsion.

### **Harassment / Sexual Harassment**

The Food Bank is committed to providing a learning atmosphere free of sexual harassment as well as harassment based upon such factors as race, color, creed, pregnancy, religion, sex, national origin, age, disability, veteran status, marital status, or any other classification protected by law. The Food Bank strongly disapproves and will not tolerate harassment of employees or students by students, managers, supervisors, or co-workers. The Food Bank will also attempt to protect students and employees from harassment by non-employees on the Food Bank's premises.

Harassment includes verbal, physical, and visual conduct that creates an intimidating, offensive, or hostile working environment, or that interferes with work performance. Some examples include racial slurs; ethnic jokes; posting of offensive statements, posters, or cartoons; or other similar conduct. Sexual harassment includes solicitation of sexual favors, unwelcome sexual advances, or other verbal, visual, or physical conduct of a sexual nature.

If you believe that you are a victim of harassment by any Food Bank personnel or any other person on the Food Bank's premises, you should report the harassment promptly to your Life Skills advisor, supervisor or manager (or to any other member of management), and/or to the President/CEO who is responsible for investigating the matter. Instructors or managers who receive complaints or who observe harassing conduct should inform the President/CEO immediately. The Food Bank emphasizes that you are not required to complain first to your instructor or supervisor if your supervisor is the individual who is harassing you or if you are otherwise uncomfortable reporting the harassment to your supervisor.

Every complaint of harassment that is reported to the President/CEO will be investigated thoroughly, promptly, and in a confidential manner. In addition, the Food Bank will not tolerate retaliation against any student or employee for complaining of harassment to their supervisor, the President/CEO or to any other member of management.

If an investigation reveals that a Food Bank student or employee has engaged in harassment, the offender will be disciplined. Disciplinary action for a violation of this policy can range from verbal or written warnings up to and including immediate termination, depending upon the circumstances. With respect to acts of harassment by customers or vendors, appropriate corrective action will be taken after consultation with appropriate management personnel.

### **Conflicts of Interest**

All students must avoid activities or relationships that conflict with Second Harvest Food Bank of Central Florida's interests or adversely affect the Food Bank's reputation. The types of activities and relationships employees must avoid include, but are not limited to:

- accepting or soliciting a gift, favor, or service that is intended to, or might appear to, influence the employee's decision-making or professional conduct;
- accepting, agreeing to accept, or soliciting money or other tangible or intangible benefits in exchange for the employee's favorable decisions or actions in the performance of his or her job;
- accepting employment or compensation or engaging in any business or professional activity that might require disclosure of Food Bank confidential information; and
- accepting employment or compensation that could reasonably be expected to impair the individual's independent judgment in the performance of official duties for the Food Bank.

Students must disclose actual or potential conflicts to their Life Skills advisor as soon as they become aware of them. Failure to make required disclosures or resolve conflicts of interest satisfactorily can result in discipline.

In addition, the employees shall, through daily conduct, exemplify the values and ideals of the Food Bank as set forth in the Ethics Policy adopted by the Board of Directors. The Ethics Policy is incorporated into this document as Attachment II.

## Attendance

Students are expected to be present from 8 a.m. to 2:30 p.m. during their 14 week enrollment. If a student is absent, he or she will be expected to make up the time missed within five days of returning. Instructors will schedule make-up time and will record/report make-up hours.

**A student may receive disciplinary actions, up to and including termination from the program for the following:**

- Reporting to school late or leaving early;
- Failing to observe the time limits for break and lunch periods
- Failing to obtain approval prior to leaving school early;
- Excessive, unscheduled absences; and
- Failure to notify their Life Skills advisor in advance of anticipated tardiness or absence

### Definitions:

- **Excused Absence:** Is an absence for a legitimate reason that is explained in advance or with a phone call to one of the training staff members. Upon returning to class, the student will submit supporting documentation for the absence.
- **Unexcused Absence:** An absence that occurs when a student calls to report that he or she will not be present less than 24 hours from their shift and does not give a valid reason upon returning to class. If a student incurs one unexcused absence, he or she will receive a verbal warning from a CTP and this will be documented in the student's file.
- **Tardy:** A student is considered tardy when they arrive for class 15 minutes or later from their scheduled start time. Three tardiness will equal one unexcused absence.
- **No Call- No Show:** A no call, no show for class may result in a dismissal from the program.
- **Extenuating Circumstances:** Absences that occur due to an extenuating circumstance will be reviewed and handled on a case-by-case basis.

**If you anticipate being late or will be absent, students are expected to follow these procedures:**

1. Immediately call and speak to your Life Skills advisor.
2. Provide the reason for the absence, tardiness.
3. Provide the expected time of arrival or return.
4. Upon return, make arrangements with instructors to schedule make up work

### Early release:

It is recommended that early release from class be avoided, however in the event of an emergency, alert your Chef Instructor or Life Skills advisor.

### Appointments:

- Students are expected to schedule personal appointment outside of training hours.

- Students in half-way houses, transitional housing or recovery programs are required to have all appointments approved by their case managers and provide a notice from case managers authorizing appointments.
- Students must provide documentation (e.g., note of explanation from doctor or an authorized agent) for any missed class time. All students are required to make up any missed class time.

#### **Restroom and breaks:**

Students will be given two 10-minute break times during the day and a 30-minute lunch break. Restroom breaks should be taken during this time. Smoking breaks are not permitted.

#### **Probation and Dismissal Policy**

A student may receive a disciplinary action up to and including dismissal for the following infractions:

1. Failure to maintain a minimum satisfactory grade level of “on track” or “work ready” (Evaluations will be given 4th week, 8th week, and 12th week of the program.) Failure to complete class assignments.
2. Failure to adhere to any of the classroom & kitchen guidelines.
3. Excessive tardiness, defined as four occasions of tardiness within 14 weeks.
4. Excessive absences, defined as being absent for four or more consecutive days.
5. Taking unauthorized breaks.
6. Failure to comply with the proper uniform and hygiene policy.
7. Failure to comply with kitchen Safety and Sanitation policies.
8. Inappropriate relationships or fraternization with specified groups.
9. Removing food from the kitchen.

#### **If a student violates any of the policies above, they will receive the following disciplinary measures:**

1. After one infraction, a student will receive a verbal warning that explains the severity of the infraction.
2. After a second infraction, a student will receive a written warning.
3. A third infraction may result in dismissal from the program.

If a student incurs any additional infractions, he or she will be subject to further disciplinary action, up to a suspension or dismissal from the program. A student will be immediately dismissed for the following reasons:

- a. Violation of the Culinary Job Training Program fraternization policies.
- b. Verbal or physical harassment towards another student, CTP/SHFB staff member or visitor of the SHFB.
- c. Sexual harassment towards another student, CTP/SHFB staff member, volunteer, or visitor of the SHFB.
- d. Displaying pornography
- e. Display of anger or aggression in the workplace that create a threatening work environment for others.



- f. Possessions, use, or sale of illegal substances or alcohol on work premises.
- g. Possessions, use or sale of weapons, firearms, or explosives on work premises.

If a student is dismissed from the Culinary Training Program, they MAY NOT return to the SHFB without the permission of the Life Skills Education Manager.

If a student is dismissed, they are eligible to re-apply for future classes with the permission of the Life Skills Education Manager.

If a student is dismissed for physical violence or threats of physical violence, there is no consideration for re-admittance.

*The actions above serve as examples; this is not meant to be an all-inclusive list. We emphasize that dismissal decisions will be based on an assessment of all relevant factors.*

## Financial Information and Scholarships

### Tuition, Fees and Other Charges:

All tuition and fees listed in this Catalog issued by the Second Harvest Community Kitchen Training Academy are subject to change without prior notice by action of the Second Harvest Board of Trustees.

Certificate of Completion	Tuition	Fees
Full-time Program	\$5,284/session	\$250 (Uniforms, Class Materials, Books and Lab Supplies)

The approved course-related fees primarily fit into the following categories:

- Consumable Supplies used to learn skills in the program (examples: recipe ingredients)
- Instructional materials or items of personal use that become the student's property (examples, uniforms, school supplies, ServSafe Certification, and shoes)

If you do not make full payment on your tuition and fees and your account is sent to a collection agency, you will be responsible for all collection costs, including agency fees, attorney fees, and court costs, in addition to whatever amounts you owe.

### Refund Policy:

1. Cancellation can be made in person, by electronic mail, by Certified Mail or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.

3. Cancellation after the third (3rd) Business Day, but before the first class, results in a refund of all monies paid, with the exception of the registration fee (not to exceed \$150.00).
4. Cancellation after attendance has begun, but prior to 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
5. Cancellation after completing 40% of the program will result in no refund.
6. Termination Date: In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.
7. Refunds will be made within 30 days of termination of students' enrollment or receipt of Cancellation Notice from student.

## Dress Code

Maintaining a professional businesslike appearance is very important to the success of the Food Bank. The image we project must demonstrate that we are professional, productive, thorough, and reliable. Appearance is a major element of our image.

Personal appearance is a powerful business tool. Uniforms are provided by the Food Bank to personnel in certain job areas involving regular contact with partner agencies. This ensures that our image of professionalism is reinforced consistently to our partner agencies as well as to the public at large. A neat professional appearance is a requirement. It is expected that all employees will exercise good judgment and dress appropriately for their jobs.

You are always a representative of the Food Bank. Part of the impression that you make on others depends on your choice of dress, hygiene and courteous behavior.

### Student Uniforms:

Your uniform is an important part of your mise en place (everything needed to cook and perform your daily tasks) and an important part of your job. Students are expected to arrive to class every day in their standard uniform:

- Second Harvest Culinary Program chef coat
- Plain white t-shirt
- Black pants
- Black socks
- Black non-skid kitchen shoes
- Appropriate toque or cap
- Full apron
- ID tag
- Thermometer

- Sharpie
- Timer
- Mini notebook

**In addition, students are expected to adhere to the following guidelines:**

- Long hair must be tied back and tucked completely under your toque or cap.
- Fingernails, both male and female, should not extend past the tip of the finger.
- Fingernail polish, clear coat, fake nails, nail extensions, gel nails, or anything artificial attached to the nail is not permitted.
- Any tattoos deemed inappropriate must be completely and discretely covered at all times.
- With the exception of a plain band, jewelry of any kind, including earrings, rings, bracelets, retainers, plugs, piercings, etc. are not permitted.
- For men, mustaches are permitted, but must be well-groomed, trimmed daily, and must not extend below the upper lip. Beards are allowed but must be kept short, simple, clean and groomed.
- For women, light neutral makeup is permitted, however lipstick, lip liner, eye liner, heavy eye makeup, or false lashes are not permitted.
- Heavy perfumes or colognes is not permitted.

Second Harvest Food Bank will assign students the items needed for their proper uniform, including chef coat, non-skid shoes, cap, full apron, ID tag, thermometer, sharpie marker and timer, and notebook.

**Students are responsible for providing their own white t-shirt and black socks.**

With the exception of shoes, and your own t-shirts and socks, the uniform items listed above are considered LOANED items to the student and may not be removed from Second Harvest property at any time. Each student will be provided a locker, where uniform, personal, and classwork items may be stored.

**Uniform pick up and drop off:**

Uniform apparel (coats, pants, hats, aprons) are located in the warehouse salvage area with the washer and dryer. **Students are expected to follow these procedures for pick up and drop off:**

1. Arrive at least 15 minutes early to allow plenty of time to pick up and change into your uniform.
2. Select one chef coat, one pair of pants, one cap, and one apron.
3. Remove hangers and place into the provided hanger rack.
4. Use the appropriate rest room area to change into your uniform.
5. Store personal items in your locker.
6. Place your thermometer and sharpie marker in your sleeve pocket.
7. Place your mini notebook in your pant pocket.
8. Ensure shoes are tied tightly and uniform buttons are secure.
9. Do not wear your apron until you are in the kitchen.
10. At the end of the day, remove all items from pant and coat pockets.
11. Use the appropriate rest room areas to change out of your uniform.
12. Place soiled apparel in appropriate laundry bins, located in the salvage area

**Personal property and lost and found**

It is recommended that you store personal items in your locker at all times. Lost or stolen items should be reported to your Life Skills advisor immediately. Second Harvest is not responsible for lost or stolen items, however we will make every effort to assist in locating the lost or stolen items.

**Professional attire:**

In the event that you are not required to wear your chef whites or designated tier uniforms, please follow these guidelines for professional attire:

Examples of appropriate attire include slacks, shirts, suits, ties or skirt and jacket, skirt and blouse or sweater and dresses. Unacceptable attire includes sheer or revealing clothing, shorts, athletic shoes, flip-flops, tube tops, T-shirts and blue-jeans\*.

Hair must be neat and clean: extreme hair styles are not acceptable. Jewelry should be used to accent attire and used in moderation. Excessive body piercing (eyebrows, lips, tongues, multiple earrings, etc.) is also deemed inappropriate. Tattoos with profanity or distasteful subjects should be covered. Employees must wear closed-toe shoes with a covered heel or back-strap. Sandals or backless shoes (i.e. mules, slides or flip-flops) are prohibited for safety reasons.

Nail polish is to be kept conservative in color and design and nail lengths should be kept short enough to effectively perform one's job. Cologne and perfume should be used in moderation. Consideration for coworkers should be kept in mind with respect to use of perfumes and lotions, as well as the maintenance of personal hygiene and body odors.

Failure to comply with these regulations will result in disciplinary action.

## Standard Operating Procedures

### Food Bank Telephone & Computer Systems

All electronic and telephonic communication systems (“Systems”) and all communications and information transmitted by, received from, or stored in those Systems are the property of the Food Bank and may not be deleted, removed, or otherwise disposed of except with express permission of the Food Bank consistent with the employee’s job duties and responsibilities. All pass codes or encryption keys are the property of the Food Bank. The Food Bank retains the right to monitor all of its electronic and communication systems at its discretion, including, but not limited to, listening to, recording, transcribing, copying, or otherwise storing in a separate location all voicemail, email, data and program files, etc. Your email is subject to monitoring and access by the company. Use of email communications to harass or sexually harass co-workers, to solicit sex with others, or to reveal corporate secrets, is prohibited and subjects you to discipline, up to and including termination.

Employees using any of the Food Bank-provided Systems for personal purposes do so at their own risk of loss and expressly consent to Food Bank monitoring, recording, and transcription of all such personal use. Personal use of the Food Bank-provided equipment, including Systems, shall be limited to use that is incidental to the Food Bank’s business usage, that is personal to the employee, and that occurs on an irregular and infrequent basis. Employees are prohibited from using the Food Bank’s Systems for any commercial activity unrelated to the Food Bank’s business or unrelated to the employee’s employment with the Food Bank. Use of the Systems must not disrupt the operations of the Food Bank and not interfere with your productivity.

Employees are not permitted to use a pass code, to use an encryption key, to access a file, or to retrieve any stored communication unless authorized to do so, or unless they have received prior clearance from an authorized Food Bank representative. Employees are not permitted to use a pass code that has not been issued to that employee or that is unknown to the Food Bank. Employees are not permitted to use an encryption key or program that has not been provided by the Food Bank or that has not been provided to the Food Bank prior to use. Further, employees are not permitted, without proper authorization, to provide other employees or individuals access to a pass code or encryption key.

In addition to the foregoing prohibitions, employees are prohibited from engaging in the inappropriate use of all Systems. Inappropriate use may result in loss of access privileges and disciplinary action up to and including termination.

Inappropriate use of the Systems includes, but is not limited to:

- Unauthorized access of another employee’s email or voicemail account or any other account maintained on the Systems as well as unauthorized access to data stored on any electronic or telephonic system. This would include any attempt to obtain unauthorized access.
- Any effort to inhibit authorized access to data, mail, or programs stored on electronic or telephonic systems.
- Any effort to prevent the Food Bank’s monitoring of an electronic or telephonic system.

- Transmission of obscene or harassing messages to any other individual such as hate mail, obscenity, ethnic slurs, racial comments, off-color jokes, antisocial behavior, etc.
- Use of the electronic and/or telephonic communication system to violate any other policy of the Food Bank.
- Any illegal, unethical, or other activity that could adversely affect the Food Bank, including the Food Bank's reputation or image.
- Accessing sexually-oriented Internet sites or the receipt, storage, or transmission of sexually-oriented material.
- Unauthorized downloading of software.
- Unauthorized copies of copyrighted materials whether created, distributed, or knowingly utilized.
- Unauthorized attempts to break into any computer whether it belongs to the Food Bank or another organization.
- Copying, sending, or posting confidential materials of the Food Bank or its clients.
- Sending chain letters.

Employees who violate this policy are subject to disciplinary action up to and including termination.

### **Social Media, Networking Policy**

At the Food Bank, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these policies for appropriate use of social media. This policy applies to all employees who work for the Food Bank.

### **Guidelines**

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site (such as Facebook, Twitter, LinkedIn and Instagram), web bulletin board or a chat room, whether or not associated or affiliated with the Food Bank, as well as any other form of electronic communication.

The same principles and guidelines found in Second Harvest Food Bank's policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of Second Harvest Food Bank or the Food Bank's legitimate business interests may result in disciplinary action up to and including termination.

### **Know and follow the rules**

Carefully read these guidelines, Second Harvest Food Bank's Ethics Policy, the Food Bank's Media & Communications Policy and the Discrimination & Harassment Prevention Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

### **Be respectful**

Always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of the Food Bank. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

### **Be honest and accurate**

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Food Bank, fellow associates, members, customers, suppliers, or people working on behalf of the Food Bank or competitors.

### **Post only appropriate and respectful content**

Maintain the confidentiality of Second Harvest Food Bank's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

- Do not create a link from your blog, website or other social networking site to the Second Harvest Food Bank website without identifying yourself as a Food Bank employee. See the Media & Communications policy; only the President/CEO and/or the VP of Development or his/her representative may respond or speak to the media on any Food Bank-related issue.
- Express only your personal opinions. Never represent yourself as a spokesperson for the Food Bank. If Second Harvest Food Bank is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Second Harvest Food Bank, fellow associates, members, customers, suppliers or people working on behalf of the Food Bank. If you do publish a blog or post online related to the work you do or subjects associated with the Food Bank, make it clear that you are not speaking on behalf of Second Harvest Food Bank. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Second Harvest Food Bank."

### **Using social media at work**

- Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the company Equipment Policy. Do not use the Food Bank email addresses to register on social networks, blogs or other online tools utilized for personal use.

### **Retaliation is prohibited**

- Second Harvest Food Bank prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any associate who retaliates against

another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

#### **Media contacts**

- Associates should not speak to the media on the Food Bank's behalf. All media inquiries should be directed to the President/CEO and/or the VP of Development.

Nothing in this Social Media Policy is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed to them by Section 7 of the National Labor Relations Act, as amended, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Social Media Policy will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their Section 7 rights.

#### **For more information**

If you have questions or need further guidance, please contact Human Resources.

#### **Customer Relations**

Positive customer relations are critical to the successful operation of the Food Bank. Customers of the Food Bank include Member Agencies, Donors, Volunteers, Co-workers, and the Communities in which we operate. Every employee is a representative of the Food Bank to our customers. All employees should strive to provide the most courteous, friendly, helpful, respectful, and attentive customer service.

Contact with customers may be in person, over the telephone, or by written e-mail or paper communication. Employees must communicate in a professional manner and review any written communication prior to sending (including hitting the "send" button on an email) to be sure that the intended message is clear, courteous, helpful and respectful, in addition to being free of grammatical or typographical errors. Keep in mind that any communication might be seen, heard or read by your supervisor, co-workers or the media. Please review the policy regarding media contact in this Handbook under Media and Communications.

#### **Media and Communications**

The Food Bank believes it is important to have a unified and consistent message and "look." The President/CEO and Vice President of Development are responsible for handling official communications of the Food Bank, including all responses to media requests. Only the President/CEO and/or Vice President of Development may respond or speak to the media on any Food Bank-related issue. At times, the President/CEO and/or Vice President of Development may direct another Food Bank employee or representative to speak or communicate on behalf of the Food Bank. This express, prior authorization is required for all types of communication regarding the Food Bank including, but not limited to, in person conversations, telephone, e-mail, and blogging.

Should a student of the Food Bank be contacted by any media source, the student should decline and direct the media to the Executive Chef or Life Skills advisor.



Students have the right to refuse media coverage using their name or likeness. Each student will be given the opportunity to sign a photo release stating whether or not they are available to participate in photo, video, interview, and media opportunities.

### **Cell Phones and Beepers**

Use of cell phones for personal calls or recreation/entertainment purposes is prohibited during school hours, except when on break. During school hours, cell phones must be switched to silent or buzz-mode. In the event a student must accept an emergency call, the student should excuse themselves and step out of the classroom or kitchen and take their call in the Volunteer break room. Beepers are not permitted.

### **Smoking**

In compliance with the Florida Clean Indoor Act, the Food Bank has designated its facility and its immediate surroundings to be non-smoking. Employees and volunteers are restricted to smoking outside the facility in designated areas only. There are no smoking breaks allowed. Students are not allowed to smoke during school. Employees are also restricted from using tobacco products in any other form on Food Bank property.

The Food Bank provides a variety of resources to students who want to stop smoking, including information/literature, quit-smoking clinics and referrals for other sources of help.

Students who violate this policy on smoking will be subject to disciplinary action up to and including termination.

### **Parking**

Students and employees must park in the back employee lot on Second Harvest property. When entering the property from Mercy Drive, turn left into the parking lot. Students who violate this policy will receive disciplinary action that may result in loss of parking privileges.

### **ID Badges**

Students will be provided with an access ID badge that will allow them to access the building from 7 a.m. to 3 p.m., Monday through Friday. Badges are restricted to work only during the times stated above, with access to the West side entrance. Time and date of each badge entry and use is recorded by computer.

### **Building Access**

Students may only enter the building through the employee entrance, located on the West side of the building, facing Mercy Drive.

Students may freely access the following areas of the building:

- Classroom
- Locker area
- Restrooms in front of lockers
- Community kitchen
- Salvage area of the warehouse for uniforms only

Access to all other areas of the building are not permitted unless accompanied by your Life Skills advisor, Chef Instructor, Executive Chef, or a Second Harvest staff member.

**Video and security cameras**

Second Harvest is equipped with multiple security cameras throughout the building that record 24 hours a day, 7 days per week. In addition, the Community Kitchen is equipped with cameras that record and display activity in the kitchen to the general public.

## Safety Program & Policy

The Food Bank strives to maintain safe working conditions. The success of our safety program depends on the cooperation of everyone. You are asked to learn the safety rules, observe them at all times, and to immediately report any potential safety hazards, injuries or accidents to your supervisor.

The safety of our students is of the greatest interest to all levels of management and supervision, ranking in importance above production, quality, cost and services.

Our basic philosophy is that all personal injuries can be prevented. All students and employees, at every level, are expected to fully accept responsibility for their own safety and for the safety of those with whom they work. There is no place in the organization for an unsafe employee.

We will maintain a vigorous safety and injury prevention program and will allocate the necessary resources to assure a safe and healthful work environment.

### On the Job Injuries

Any student injured on the job must immediately notify his/her supervisor. Even if you don't think the injury is serious, you must notify your supervisor immediately following the incident.

It is the responsibility of all students to perform their job duties in a safe manner.

#### Students will:

- Observe all safety and health rules and procedures.
- Report any job-related injury, illness or property damage to their supervisor immediately.
- Report hazardous conditions (unsafe equipment, floors and material) and unsafe acts to their supervisor.
- Be aware of any potential hazards of their job.
- Know and follow established safety procedures for carrying out their jobs.
- Observe all hazard warning and no smoking signs.
- Keep all aisles, hallways and working areas clear of slipping or tripping hazards.
- Know the location of fire/safety exits and evacuation procedures.
- Keep all emergency equipment such as fire extinguishers, fire alarms, fire hoses, exit doors and stairways clear of obstacles and debris.
- Report to work free from the influence of alcohol and/or drugs.
- Refrain from fighting, horseplay, or distracting fellow workers.
- Operate only the equipment for which they are authorized and properly trained.
- Follow proper lifting procedures at all times.
- Avoid wearing frayed, torn, or loose clothing, jewelry, or long unrestrained hair near moving machinery or other sources of entanglement, or around electrical equipment.
- Actively support and participate in Second Harvest efforts to provide a safety and health program.

- Cease work when their ability or alertness is so impaired by fatigue, illness, or other causes that it might unnecessarily expose themselves or others to injury.

In addition, students will abide by these expectations:

- If you are unsure how to safely perform any task, ask your Chef Instructor, the Sous Chef or Executive Chef for direction.
- If you feel that a task is beyond your physical capabilities, ask for help.
- Use common sense when performing any job.
- Know the location of your First Aid Kit, and notify management if any item needs to be replenished.
- Keep all work areas neat, clean, and organized.
- Know the locations of hand-held fire extinguishers
- Know the location of fire alarm pull stations
- Do not block fire extinguishers and fire alarm pull stations
- Do not operate any equipment unless appropriate safety guards are in place and you have been trained in the proper operation of the equipment
- Employees must wear appropriate personal protective equipment whenever required. These include but aren't limited to company-approved slip-resistant safety shoes, rubber gloves, splash-resistant goggles, hot mitts, cut-resistant gloves, protective aprons, etc.
- Never run, with or without a knife
- Be cautious in congested areas and blind corners – use BEHIND, SHARP, CORNER, HOT to alert others you are approaching.

### **Blood borne pathogens**

The two most prevalent blood borne pathogens in the United States are Human Immunodeficiency Virus (HIV) and Hepatitis B Virus (HBV). There is no cure for HIV and it may lead to the Development of Acquired Immune Deficiency Syndrome (AIDS). HBV is a liver disease that leads to cirrhosis and liver cancer. HBV is the most prevalent form of Hepatitis.

If any student feels they have been exposed to a blood born pathogen, you must notify your supervisor immediately.

### **Universal precaution**

The term “Universal Precaution” means treating human blood and other bodily fluids as if they are contaminated with HIV, HBV, or other blood borne pathogens.

At the facilities of Second Harvest the first responders to an accident, which involve blood or other bodily fluids, practice Universal Precaution by wearing disposable gloves at a minimum.

**Remember Safe Practices**

- Never pick up broken glass, syringes, or sharp metal with your hands. Use pliers, tongs, or a broom and dustpan.
- Never compress trash into a bag with your hands or feet. Remove some of the trash and place it into another bag.
- Never carry trash next to your body or allow it to bounce off your legs. Hold it away from your body and always use disposable gloves.

**Hazardous Communications:**

The intent of the “Right to Know Law” means that every employee must be provided all the necessary information about potentially hazardous chemicals in their workplace. The most common physical injury to occur when exposed to a hazardous chemical is a burn. Your first line of defense when exposed to most, but not all, hazardous chemicals is water. Flush the area with plenty of cold water, do not rub the exposed area, pat dry, and notify your supervisor immediately.

**MSDS (materials safety data sheet):**

Each department using chemicals, maintains their own MSDS book and is responsible for ensuring it contains an inventory list and an MSDS for each chemical in use in that department. A complete set of MSDS sheets for all chemicals used at Second Harvest Community Kitchen is located in the kitchen, with a duplicate located in the Executive Chef’s office.

**Information contained on an MSDS:**

1. Ingredients
2. Storage and Handling
3. First Aid
4. How to Clean Up Spills
5. Physical and Health Hazards
6. Proper Personal Protective Equipment
7. Which Chemicals React Violently

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**Information contained on an MSDS:**

1. Ingredients
2. Storage and Handling
3. First Aid
4. How to Clean Up Spills
5. Physical and Health Hazards
6. Proper Personal Protective Equipment
7. Which Chemicals React Violently

**Hand Washing Policy:**

The first component of hygienic hand practices is HAND WASHING. We cannot stress too frequently the importance of using proper hand washing procedures. Hand washing is the single most effective means of preventing the spread of bacteria and viruses that can cause infections and food borne illness.

We all must properly wash our hands before or after the following activities:

- Before starting to work with food, utensils or equipment.
- Before and after handling raw foods.
- After handling soiled utensils and equipment.
- After using the restroom.
- After touching the hair, face, or body.
- After sneezing, coughing, or using a handkerchief or tissue.
- After smoking, eating, drinking, or chewing gum or tobacco.
- After using any cleaning, polishing, or sanitizing chemical.
- After taking out garbage or trash.
- After touching animals.
- After clearing tables or busing dirty dishes.
- After touching anything that may contaminate hands, such as un-sanitized equipment, work surfaces, or washcloths.

**Proper Hand Washing Procedure:**

1. Wet your hands with warm running water.
2. Apply soap, not a hand sanitizer solution, and work up a soapy lather that covers hands and forearms.
3. Rub hands together for at least 20 seconds (sing Happy Birthday to yourself, twice).
4. Be sure to wash palms, back of hands, under fingernails and between fingers.
5. Rinse hands thoroughly under warm running water.
6. Dry hands with single-use paper towels. Turn off the faucet with paper towels to prevent re-contamination of hands.

**Illness:**

The food we prepare is delivered to clients with poor nutrition and low or compromised immune systems. All students handling food must notify their Life Skills advisor and Chef Instructor if they experience any of the following:

- Have been diagnosed with an illness due to Salmonella Typhi, Shigella species, E.coli O157:H7, Norovirus or Hepatitis A; or have had an illness in the past as a result of one of these; or live in the same household as someone who has such an illness; or have traveled within the last 50

days to an area outside the United States or to an American territory where there was an epidemic caused by one of these.

- Symptoms associated with acute gastrointestinal illness such as diarrhea, fever, vomiting, jaundice or a sore throat with fever.
- Pink eye or any eye infection
- Bacterial or other infections
- Open or oozing cuts, scrapes, sores, burns or wounds on hands or arms

### **Fire Safety:**

Learn where all the fire alarms and fire extinguishers are located in your work area. The most commonly used fire extinguisher on workplace is the ABC type, which handles most fires. Before use, check electrical equipment to ensure the power supply cords are in good condition. Report any damaged or frayed cords immediately. Never block fire equipment or emergency exits.

### **Fire Emergency:**

Second Harvest has an established procedure for handling fires and evacuation of any areas that might be in danger. If a supervisor is available, follow his/her instructions; if not available, follow the instructions below:

### **If you see smoke or flames remain calm and do the following:**

- Call a Supervisor and the General Manager immediately.
- If the fire is out of control, activate the fire alarm and leave the building.
- Alert and assist fellow students and employees in evacuation.
- Fight fires only if they are small enough to contain with an extinguisher.
- Follow emergency procedures in place for your department.
- When clear of hazard, await instruction from Management.
- Never put your personal safety in jeopardy.

### **Fire Extinguisher Operation:**

Check the gauge on the fire extinguisher, make sure it reads “Full”, if it does not, locate another fire extinguisher. Use the acronym “**PASS**” to operate the fire extinguisher:

1. Pull the pin
2. Aim at the base of the fire
3. Squeeze the handle
4. Sweep the base of the fire

### **Back Safety**

#### **Proper Lifting Technique:**

1. Stand as close to the item as possible, on firm ground with feet apart.
2. Bend your knees, keep your back and neck straight.
3. Grab the item with your whole hand, not just your fingertips. Get a good grip.
4. Tighten with your abdominal muscles.

5. Lift with your legs
6. Bring the item close to your body for extra support and balance
7. Turn by pivoting the feet, not by twisting the upper body.
8. Never carry a load that blocks your vision.
9. Put the item down by reversing the above steps.

### **Floor Safety**

Every employee is responsible for looking for and correcting floor hazards. Remember to warn others of the hazard and to watch their step.

IF YOU SPILL IT, WIPE IT UP! IF YOU DROP IT, PICK IT UP! When encountering a spill, find the source of the spill and correct it. The following steps should be followed:

- Do not leave the spill unattended.
- Do not allow people to pass through the spill.
- Call Maintenance or have a fellow employee do it for you.
- Do not leave the area until someone arrives to clean it or guard the spill for you.
- Whenever a mop is used, a “Caution Wet Floor” sign must also be used.

### **Drug Free Workplace**

All employees are provided the Second Harvest Food Bank of Central Florida’s Drug Free Workplace Program and Policy Manual at time of hire.

It is the policy of the Food Bank that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance at the Food Bank or in the course of work for the Food Bank is prohibited. This policy applies to all employees and volunteers. Any student or staff member who violates this policy is subject to criminal prosecution and/or immediate termination from employment, regardless of length of employment, assignment, prior record or any other consideration.

As an enrollment condition, students must agree to abide by the Drug Free Workplace Program and Policy and must notify their Life Skills advisor of any criminal conviction related to drug activity in the workplace within five (5) days after such conviction. Failure to report a conviction pursuant to this paragraph may result in immediate termination from employment.

Any student whose performance is suspected to be impaired as a result of the use of illegal drugs or the illegal use of legal drugs may be required to take a drug test.

Any student whose performance is impaired as a result of the use of illegal drugs or the illegal use of legal drugs may be required to participate in a diagnostic and treatment program as a possible condition for continued enrollment, or face termination charges for violation of student standards.



