

Manly Vale Public School Red Owl Canteen Handbook

**Version 2.0
Updated September 2017**



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Operational Procedures
Red Owl Recipes and Wrapping**

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1. RED OWL CANTEEN POLICY

Objectives of the Manly Vale Public School Red Owl Canteen

Our healthy Red Owl Canteen at Manly Vale Public School is the heart of our school community and offers a vital service for our students and staff by providing healthy, tasty and affordable food.

The Red Owl Canteen aims to:

- Encourage the development of good eating habits consistent with the Australian Dietary Guidelines.
- Provide a variety of food and drinks consistent with the *Fresh Tastes @ School NSW Healthy School Canteen Strategy*.
- Provide nutritious and attractively presented selection of food and drink at reasonable prices.
- Provide students with practical learning experiences about making healthy food choices that reinforce classroom teaching on nutrition.
- Function as an efficient business enterprise by covering costs and being a service to the school community.
- Demonstrate high standards of food safety and hygiene in relation to the preparation, storage and serving of food at the canteen consistent with the national *Food Standards Code*.
- Provide an opportunity for the school community to participate in decisions concerning the operation of the school canteen through the Canteen Committee.
- Encourage courtesy and consideration among all personnel using canteen facilities.
- Provide an opportunity for parent and community involvement in children's education environment.
- Provide a financial contribution towards resources for all students in the school.

Distribution of the Red Owl Canteen Handbook

A copy of this policy and supporting documents will be on permanent display in the school canteen office, with other copies held by the school Principal and Canteen Committee.

Review of the Red Owl Canteen Handbook

This Handbook should be updated annually, or as agreed by the school/Canteen Committee/P&C.

2. MANAGEMENT OF THE RED OWL CANTEEN

The Red Owl Canteen is managed by a Canteen Committee. This Committee is elected annually at the Annual General Meeting of the school's P&C Association. The P&C may re-organise, disband or close the Committee. Such decisions are to be supported by majority vote at a general or special meeting.

The Committee must consist of a minimum of four members - Co-ordinator, Treasurer, Secretary and Specials Day Co-ordinator. The Committee typically meets monthly or as needed, with minutes of the meeting recorded.

2.1 Role of the Canteen Committee

- Report to the P&C/Principal.
- Propose any major decisions on the operation of the canteen. These include long and short-term goals, policies, employment, legislation matters and finance.
- The co-ordinator, secretary and treasurer of the Canteen Committee will liaise directly with canteen staff and volunteers on matters relating to the day-to-day management of the canteen and report matters of importance to the Canteen Committee.

2.2 Responsibilities of the Canteen Committee

- Implement the canteen policy and initiate annual review of this policy.
- Ensure canteen staff are aware of and implement the *Fresh Tastes NSW Healthy School Canteen Strategy*.
- Organise, control and evaluate the needs of the canteen. Approval must be sought from the P&C/Principal for any major purchases for the canteen.
- Make decisions on the items to be sold in the canteen and approve the sale prices of new items.
- Establish the required profit margin and appropriate control.
- Produce a canteen menu and price list.
- Employ and dismiss the Supervisor according to legislation and as required.
- Provide job descriptions and performance reviews for paid staff.
- Ensure a healthy and safe work environment.
- Support, encourage and acknowledge the efforts of paid and voluntary staff.
- Ensure the legal requirements of the canteen are maintained (including food safety, current and applicable awards, tax, superannuation, long service leave and insurances).
- Ensure all financial records are in order and an audit is performed at the end of each year.
- Present a monthly and yearly financial report to the P&C, as required.
- Meet regularly (typically monthly in school terms or as required) and record minutes of each meeting.
- Foster support for the canteen from the school community.
- Monitor and if required, upgrade the condition of the canteen's facilities and major equipment.

2.3 Roles and Responsibilities of Committee Members and School Representatives

1. Canteen Coordinator/ Committee members

- Oversee the overall management of the Red Owl Canteen
- Prepare monthly reports for P&C
- Chairs and co-ordinates monthly Committee meetings
- Review the menu always ensuring that the *Fresh Taste @ Schools Strategy* is met
- Publish term/season menus
- Attends district canteen meetings.

2. Secretary/ Committee members

- Prepare agenda and meeting minutes for Committee meetings and circulate
- Prepare and ensure documentation up to date – policy, procedures, posters, newsletters, surveys, feedback and volunteer forms.

3. Treasurer

- Confirm banking of daily canteen takings with bank statement and daily takings book.
- Arrange for collection of invoices and statements
- Arrange payment of authorised invoices
- Reconcile creditors accounts with creditors' statements
- File all payment documents
- Pay Supervisor – fortnightly as a direct debit to bank account
- Pay superannuation to nominated super funds for any paid employees by 28th of month following end of quarter (Mar, Jun, Sep & Dec)
- Pay PAYG Withheld amounts to ATO by 28th of month following end of quarter (Mar, Jun, Sep & Dec)
- Reconcile to bank statement for each month
- Provide a Profit and Loss Statement for monthly P&C meeting
- Complete stocktake at the end of each term and year
- Prepare a mark up schedule for the beginning of each menu and when prices are revised
- Prepare annual Profit and Loss Statement at the end of each year for P&C
- Ensure appropriate contracts exist for management of cash and stock
- Maintain cheque account including signatories
- Review Red Owl Canteen Price List to maintain gross margin.

4. Specials Day Co-ordinator

- According to *Fresh Tastes @ School NSW Healthy School Strategy*, the school is permitted to have two days per term where non-authorised food is permitted to be served - Red Food Days. Other Green and Amber Specials Days can also be organised.
- Prepare the Special Day Menu, date and pricing in conjunction with the Committee and Principal
- Prepare the Lunch Order Form
- Advertise Specials Day date, menu and theme in Bush Telegraph
- Liaise with Canteen Supervisor
- Prepare and serve with assistance
- Complete Special Day costing report.

5. School Principal

- Is not elected to sub-committee position, being automatically a member by virtue of his/her position as Principal (ex-officio member)
- Acts as an advisor on Department of Education & Communities' policies
- Does not have the right to veto discussions or decisions of the sub-committee
- The Principal must be given notice of every sub-committee meeting but the meeting is not dependant on the Principal being able to attend.

6. Student Representatives

- Student concerns, ideas, feedback etc. relating to the Red Owl Canteen may be raised at class meetings and at the SRC meetings; provided via a Feedback Form or provided via a survey response.
- SRC Teacher representative will forward issues raised to the Red Owl Canteen Coordinator.

- Similarly, matters raised at Red Owl Canteen meetings are to be brought to the attention of the SRC Teacher representative.
- No children are permitted in the Red Owl Canteen.

2.4 Roles and Responsibilities of Canteen Supervisor

Volunteers

- Welcome, supervise, delegate, support and thank volunteers
- Induct volunteers into the canteen including training in food safety (ensure they sign on completion)
- Prepare the volunteer roster prior to each term
- Provide the complete roster to the school office before the end of term for them to photocopy and distribute with the Bush Telegraph
- Provide the school office with the updated fortnightly roster for the Bush Telegraph
- Update the volunteers list which includes names, telephone numbers and availability status.

Stock Control

- Ensure ordered stock complies with *Fresh Tastes @ School NSW Healthy School Strategy*
- Receive and check all ordered supplies against supplier's invoices/delivery docket, signing for payments
- Ensure stock complies with *Food Standards Code* and Stock Control Procedures, including checking for contamination, monitoring and recording temperature on arrival; monitoring and recording daily hot food; monitor fridge and freezer temperatures daily
- Ensure stock is stored appropriately
- Follow Red Owl Canteen Routine procedures ensuring standard recipes are followed.

Cash

- Serve at counter, taking money and providing change
- Count the daily takings each day together with a volunteer and record amounts in the daily takings book, both sign the attendance book to verify the takings
- Storing and preparing the cash float for the next day.

Hygiene

- Undertake training as required such as Warringah Council's Food Handlers' Course
- Ensure acceptable hygiene standards are maintained at all times
- Follow the Red Owl Washing Up and Cleaning Procedure
- Ensure all equipment and utensils are cleaned immediately before use
- Monitor the condition of facilities and equipment and make recommendations to the canteen sub-committee where necessary.

Security

- Maintain the security of the Red Owl Canteen ensuring all windows and doors are locked and alarm is turned on.

Meetings

- Attends Red Owl Canteen meetings monthly and participates in committee decisions

2.5 Roles and Responsibilities of Volunteers

Volunteer Duties For Lunch Service Only

When the Red Owl Canteen is open for lunch service only, one or two volunteers are required from 1.00 to 1.30pm to serve drinks, snacks and icecreams.

The duties of the volunteers are

- Obtain canteen keys and instructions for opening the canteen from the school office
- Sign into the staff book (in the canteen office near the phone) on arrival

- Wash hands
- Serve children at lunchtime (icecreams, snacks and drinks)
- Wipe up any spills
- Count money
- Record the taking and sign off
- Return keys and money to the office.

Volunteer Duties for Full Canteen Service

When the Red Owl Canteen is open for full lunch orders and recess service, volunteers are needed from the hours of 9 am (or earlier) to 1.45pm. Complimentary lunch is provided to volunteers on these days.

The duties of the volunteers are

- Sign into the staff book (in the canteen office near the phone) on arrival
- Wash hands
- Follow the directions of the Supervisor to prepare food for service
- Maintain high standards of hygiene and implement safe food handling practices.
- Serve children at recess and lunchtime
- Wipe up any spills
- Assist the Supervisor count the takings
- Sign off in the staff book.

3. Nutritional Guidelines

The Red Owl Canteen, follows the NSW Government Healthy School Canteen Strategy. (Ref: <https://healthyschoolcanteens.nsw.gov.au/>). The aim is to increase the availability of healthy food and drink options in school canteens to make the healthy choice, the easy choice. The strategy is consistent with the 2013 Australian Dietary Guidelines and classifies food and drinks as either Everyday or Occasional. Sugary drinks will continue not to be sold.



Australian Guide to Healthy Eating

Enjoy a wide variety of nutritious foods from these five food groups every day.
Drink plenty of water.



Key Guidelines

1. Menu Items - must consist of $\frac{3}{4}$ Everyday foods and $\frac{1}{4}$ Occasional Foods. Every section of the menu should include at least 1 Everyday food or drink.
2. Portion Size must be adhered to recommended sizes
3. Marketing of Products – Occasional foods should be promoted
4. Special Canteen Days – School can invite Canteen to cater for a special event i.e. school fair/celebration but canteen must be fully integrated as part of the overall event

3.1 Menu Items

3.1.1 Definition of an Everyday Food

- Everyday food and meals are those made from the 5 food groups, plus water
- Everyday food and drinks can be fresh or packaged.

Five food groups

1. **Vegetables** and legumes/beans.
2. **Fruit**, including fresh, dried, frozen, canned in juice, 99% fruit juice.
3. **Grain foods**, including bread, breakfast cereals, rice, pasta, oats – wholegrain and high-fibre varieties are recommended.
4. **Lean meats** and alternatives, including poultry, fish, eggs, tofu, legumes and beans.
5. **Milk, yoghurt, cheese** and/or alternatives – choose mostly reduced-fat varieties.
Choose milk alternatives such as soy, rice or almond milk with calcium added.

Plain water

- Children need water as their main drink.
- Chilled, filtered, spring or sparkling water are suitable options.

3.1.2 Definition of an Occasional Food

- Limit Occasional food to no more than ¼ of your canteen menu.
- These are mostly higher in saturated fat, sugars and/or salt, and may have little nutritional value. They are not needed as part of a healthy diet and should be eaten only sometimes and in small amounts.
- These should not be the main choices on your menu.
- Only the healthiest versions of these packaged foods with a Health Star Rating of 3.5 and above should be sold in school canteens
- Check that your Occasional food or drink does not exceed the recommended **portion size**
- These foods should not be promoted.

Health Star Rating



The Health Star Rating (HSR) system is a quick and easy way to compare the nutrient content of packaged foods. It scores the overall nutritional content of packaged foods and rates them from ½ a star to 5 stars. The more stars, the healthier the choice. The HSR of around 30,000 food and drinks is available at <http://www.foodswitch.com.au>

Note: Adding an Occasional food ingredient (e.g. crumbed chicken) to an Everyday food (e.g. wholemeal bread) makes the end product (crumbed chicken sandwich) an Occasional food (no matter how many Everyday foods are included).

For example:

- Crumbed chicken + wholemeal bread = Occasional sandwich
- Lean skinless chicken and salad + wholemeal bread = Everyday sandwich ✓

This also applies to Meal deals i.e. Adding an Occasional food to an Everyday food in a meal deal makes the meal deal Occasional.

For Example:

- Lean beef and salad burger + potato wedges = Occasional meal deal
- Add Everyday drink, fruit/yoghurt to the burger to make the meal deal Everyday ✓

3.1.3 Essentials Shopping List

In addition to stocking your fridges and pantry with Everyday food such as vegetables, legumes, fruit, bread, pasta, rice, lean meats, fish, chicken and dairy food, you can use these pantry and fridge items in your preparation and cooking to make healthy Everyday meals and snacks.

✓ Buy	X Avoid
<p>Healthy oils e.g. canola, sunflower, olive, grapeseed, corn and soybean.</p>	<ul style="list-style-type: none"> • Palm, coconut, palm kernel oils incl solid coconut oil for baking and any animal fats such as lard/duck fat.
<p>Spreads, Salad dressing and mayonnaise</p> <ul style="list-style-type: none"> • Margarine • Yeast spreads and vegetable extracts* • Jam/marmalade/honey/golden syrup • Red, white and balsamic vinegar • Lemon or lime juice • Salad dressings* made from oils listed above e.g. French, mayonnaise, aioli, ranch and Caesar dressing 	<ul style="list-style-type: none"> • Dressings containing cheese or cream • Butter • Chocolate nut spread
<p>Pastry</p> <ul style="list-style-type: none"> • Pastry (puff, shortcrust, filo) - look for packaged products that have a Health Star Rating (HSR) of 3.5 or above. Filo to be prepared with only small amounts of oil listed above. 	<ul style="list-style-type: none"> • All other pastry
<p>Herbs, spices and seasoning</p> <ul style="list-style-type: none"> • Fresh and dried herbs and spices • Curry powder and pastes • Seasoning packets (use salt-reduced where available), for example, taco seasoning 	<ul style="list-style-type: none"> • Salt (Himalayan, rock, table, sea, chicken, popcorn) • All other seasonings
<p>Stock</p> <ul style="list-style-type: none"> • Stock or soup base (use salt-reduced where avail) 	<ul style="list-style-type: none"> • All other stocks
<p>Dairy food and dairy alternatives</p> <ul style="list-style-type: none"> • Milk, including milk alternatives with added calcium, such as soy or rice milks (preferably reduced fat) 	<ul style="list-style-type: none"> • Butter (including lemon, garlic and dairy blends) • Cream or sour cream

✓ Buy

- Cheese, including cottage and cream cheese, preferably reduced fat
- Yoghurts with no added confectionery (preferably reduced fat)

X Avoid

- Milk alternatives with no added calcium such as soy or rice milks

Condiments, sauces and marinades

- Recipe bases/cooking sauces - look for packaged products that have an HSR of 3.5 stars or above - prepare as per instructions on the pack.
- Tomato paste
- Tomato and other table sauces, e.g. BBQ, sweet chilli, fish, soy, sauce, gravies (use salt-reduced where avail)
- Vinegar (distilled, rice, cider, balsamic)
- Reduced-fat/light coconut cream and coconut milk

- Sauces made with cream or butter
- Regular coconut milk and coconut cream

Baking products

- Sugar (brown, caster or raw; single-serve packs for beverages), honey and syrups, e.g. maple and golden syrups. Limit use in canteen-made recipes.
- Desiccated coconut (in small amounts)
- Baking powder or bicarb soda
- Milk flavourings, syrups and powder - look for packaged products with HSR of 3.5 stars or above (up to 1 tablespoon per portion)
- Cocoa
- Vanilla essence
- Yeast, instant dried
- Breadcrumbs
- Flour (preferably wholemeal)
- Pancake and pikelet mix
- Eggs
- Food colour
- Gelatine, agar

- Confectionery, e.g. hundreds and thousands, chocolate chips, icing.

Flavourings

- Milk flavourings, powder and syrups - use in small amounts (drinks should have less than 1 level tablespoon per portion)

* Use in small amounts, lightly spread or use individual portion packs

Ingredients used in the "Avoid" column should not be used in the school canteen.

3.2 Portion Size

Portion size is the size of the meal, snack or drink as it is sold in the school canteen.

Tools

<https://healthyschoolcanteens.nsw.gov.au/canteen-managers/balancing-your-menu/ready-reckoner>

- **Portion sizes** apply to flavoured milk, juices and hot meals.
- Are all food and drinks served within the recommended maximum portion sizes (e.g. fruit juice 250mL, muffins 80g)?

3.3 Marketing

- Promote the EVERYDAY foods you sell through advertisements in the school newsletter or on notice boards, signage and displays.
- Use new packaging methods to help make EVERYDAY foods look more appealing and place the EVERYDAY foods at eye level in the fridge or on the front counter.
- Price healthier EVERYDAY foods at a lower cost than an OCCASIONAL item. Increase the mark up of OCCASIONAL foods to compensate for lower prices of EVERYDAY foods to ensure your costs are covered.
- Include EVERYDAY foods and drinks in meal deals or specials.
- OCCASIONAL food and drinks should not be promoted or displayed in prominent positions. Remove OCCASIONAL foods from display at eye level, point of sale, meal deals and specials.

3.4 Special Canteen days

- There will no longer be two 'Red' food days per term. However, at the discretion of the principal the school may choose to invite the canteen to cater for a special event, such as a school fair, or school celebration. On such occasions, menu items can align with the school's plans enabling the school canteen to be fully integrated as part of the school celebration or special event.

In Summary, the above are the minimum requirements that our school canteen must meet to satisfy the Department of Education Healthy Eating Canteen Guidelines. Where possible, our aim should be to exceed these requirements to ensure our kids have healthy choices. It is noted that the canteen needs to continue to be profitable so a balance does need to be met to ensure we meet/exceed these guidelines but the food is appealing and tasty so that the kids continue to want to buy from the canteen and waste (unsold items) is minimised.

4. OPERATIONAL PROCEDURES

4.1 Hours of Operation

Our canteen currently operates

- **Tuesday - 1pm-1.30pm** - drinks/snacks/counter sales only. No lunch orders.
- **Mon/Wed/Thurs/Fridays - full service** at recess and lunch, with lunch orders placed before school.

4.2 Ordering Process

Children/Parents/Staff may order using a brown paper bag with money, delivered to the canteen window before 9am on the lunch order day or prior. Alternatively, orders may be placed online using the Flexischools system. Parents/children need to log in and set up an account.

Special Orders must be placed before the day. Children doing PSSA sport need to leave school early on Friday so may not order hot food. PSSA orders must be marked and separated as they need to be ready at early.

No change may be given to students using Canteen Vouchers.

4.3 Flexischools Orders and Operations

MVPS uses the Flexischools online system of lunch orders (and some P&C fundraising activities). Parents can register at the Flexischools system. An alternative ordering system (ie paper bags) should always be available as the Canteen did receive negative feedback in 2014 when a Specials Day was via Flexischools only.

Instructions for Canteen Supervisor for downloading Flexischools orders -

- Turn on the laptop computer and label printer at the beginning of the day
- Insert the internet dongle (computer can be temperamental if the dongle is in during startup)
- Click the green "fs" link on the toolbar at the bottom of the screen to open Flexischools
- To print the labels - click the "print labels" after 9am on the day of orders (then stick labels to brown bags)
- To print the order summary - click the second tab.

If there are problems

- Try restarting Flexischools and/or the computer
- Call Flexischools on 1300 361 769
- Flexischools username - Sarah Langley & password - william
- If the labels aren't printing, ring flexischools
- If flexischools website is down and flexischools phone line is busy, you would have to call the office and get the teachers to ask all children who have lunch orders to come to the canteen please.

To retrieve the sushi orders on a Thursday by 10.00am

- Login to flexischools
- Username - Sarah Langley
- Password - william
- Click on suppliers admin
- Go to Reports, click on weekly item summary
- Check the date you need and click item summary
- Scroll down to find the sushi orders
- If you are having any trouble, ring flexischools and they will gladly help you
- Call Sushibar - phone number 9521 1530 (or in phone book under ` S `) to order sushi for Friday.

4.4 Children without lunch orders or money

Children who present at the Red Owl Canteen without lunch or money must be sent to the school office for a 'pink slip'. The 'pink slip' is then presented to the Supervisor for a lunch order. A simple sandwich and piece of fruit (or equivalent) may be provided only. The 'pink slip' is given to the child to present to the parent for payment. These are followed up by the Supervisor.

4.5 Anaphylaxis and other Medical Conditions

All children with allergies or other health conditions such as diabetes (and known to the school) will have their photograph and allergies displayed in the Red Owl Canteen. These children should only be served by the Canteen Supervisor.

If children with anaphylaxis require special food, it must be labelled and kept in appropriate storage, as managed by the Supervisor.

An EpiPen is kept in the school office. In case of an emergency, the Canteen Supervisor/volunteer calls the school office. The child's card should then be removed from the wall to assist first aiders and ambulance officers.

4.6 Environmentally Sound Guidelines

To implement the school's policy which is to:

- **REDUCE** - the use of packaged products, paper and plastic products such as cling film substituting with greaseproof paper etc., aluminium cans/by encouraging children to bring their own containers.
- **RECYCLE**- whenever possible aluminium cans, milk cartons, recycling paper and cardboard facilities (Recycling Shed / VISY) recyclable plastics
- **REFUSE** polystyrene cups, plastic straws, use of cling film to cover sandwiches, individuals containers such as sauce packets when a single container is available and meets the relevant hygiene standards.

4.7 Purchase and Maintenance of Equipment

- All maintenance and repair matters must be referred to the Coordinator and taken to the Committee.
- Equipment purchases must be approved by the Red Owl Canteen Management Committee. The Red Owl Canteen Management Committee may approve purchases up to and including \$500. Purchases over \$500 must be approved by the P&C.
- Before purchase of any equipment the ABN number must be obtained from the treasurer of the P&C.
- All reasonable endeavours to be made to ensure a competitive price is obtained for the item to be purchased ie three quotes to be sought.
- Upon purchase of item, its description and serial number must be recorded by the school, including details of the item purchased, date purchased, cost price, manufacturer's operating and maintenance instructions and the maintenance schedule.
- All items to be marked with school Red Owl Canteen's name and date of purchase.

4.8 Red Owl Canteen Personal Hygiene Procedures

The practises listed below are in accordance with the *Food Act 2003* and *Food Standards Code 3.2.2*.

All canteen workers must take all practical measures to ensure that anything from their body, clothing or jewellery does not contaminate the food.

- Use a separate basin with soap and paper towels for washing hands.
- Wash your hands under warm running water using soap and dry them with a paper towel. Wash hands
 - before handling food
 - after using the toilet

- after eating, drinking or smoking
- after blowing your nose, or sneezing
- after combing or touching hair
- after touching scalp or body
- in between handling raw and cooked foods
- after touching waste food or rubbish, dirty equipment or the ground
- before starting work and when returning from a break
- after handling money or if you touch food with the hand that handled the money.
- Do not wash hands in food preparation sinks. Do not clean equipment in hand washing or food preparation sinks.
- Keep hands away from mouth while preparing food because droplets of saliva can contaminate food. Use tongs, clean hands and/or vinyl, non latex, non powdered gloves for handling food. Gloves should be changed as often as you would wash your hands. Wear gloves if nail polish is worn, Fingernails should be kept short when preparing food.
- Clean aprons are to be worn every day over clean clothes. Avoid floppy jumpers or cardigans
- Hair should be back from face and/or tied back.
- Do not taste or eat while preparing or handling food. Taste testing must be done with a disposable utensil.
- Do not hold any utensil or other appliance with the eating or serving end.
- Do not place any utensil or other appliance used for eating, drinking or serving in a pocket of a person's clothing.
- Handbags, clothing, newspaper and other personal items should be placed in the canteen office and not on benches.
- Do not sit, walk, stand or be on a food contact surface, eg bench top.
- If a person is suffering from any of the conditions below then it is not appropriate to be in a food-handling environment such as the school canteen for 48 hours
 - Loose stools or diahorrea
 - Fever
 - Vomiting
 - Sore throat
 - Diagnosed as suffering from food poisoning
 - Been in contact with a person who has an infectious disease.
- Cover all sores or cuts with waterproof brightly coloured dressings that are frequently changed.
- Toileting and spitting must be undertaken outside the canteen.
- Smoking is not permitted in school grounds including the canteen.

4.9 Red Owl Canteen Food Handling Procedures

The guidelines below are in accordance with the *Food Act 2003* and the *Australia and New Zealand Food Standards Codes Safety Standards (3.2.2 and 3.2.3.)*.

4.9.1 Stock Control

- Order supplies carefully to ensure that perishable food is as fresh as possible.
- On receipt from a supplier, stock must be checked for contamination and temperature
- Temperature of stock must be checked and recorded (see Temperature section below).
- Rotate stocks properly and order only what is required.
- Store food according to manufacturers requirements.
- Food must be covered at all times in refrigeration. Food stored overnight in the fridge must be labelled with product name and date according to the manufacturers directions (eg Tomato Paste, use by 1 Jan 2015).
- Do not store food, food utensils and food preparation equipment on the ground.
- Store raw food on the bottom shelves of the refrigerator and cooked or ready to eat food on the upper shelves.
- Ensure all containers have lids, or that food is covered by foil or cling film.

- Sandwich fillings and mixtures containing meat, fish, dairy or eggs and which are prepared in advance must be kept refrigerated and labelled.
- Ensure frozen food is frozen on delivery and then immediately placed in freezer.

4.9.2 Equipment

- Handle all food with clean utensils.
- Ensure separate utensils are used for the preparation of different fillings to avoid cross contamination
- Clean and sanitised utensils, equipment and chopping boards must be used for raw and ready to eat products.
- Use disposable non latex non powdered gloves where appropriate.

4.9.3 Temperature Control

- Equipment and food temperate must be monitored using a calibrated temperature monitoring device.
- **Records of food temperatures must be maintained.** This includes
 - On receipt of food from a supplier, contamination must be checked and temperature measured and recorded (with frozen food, checked that it is 'hard')
 - On days of full service, refrigerator temperatures must be monitored
 - On days of full service, hot food temperatures are monitored and recorded. Take temperature of 2 hot food items (preferably one 'homemade meal' and one 'ready to eat' food such a pie). Record on *Hot Food Food Monitoring Form*. If the temperature is not above 60°C for 'ready to eat' food or 75°C or 70°C for 2 minutes on 'homemade food', continue to reheat and retest.
 - Validate temperatures of frozen food annually - cook a batch of 'homemade' product, check temperature (must be 75°C or more or 70°C for 2 minutes), check temperature after 2 hours in the freezer (must be 21°C or less), check again after 4 hours in the freezer (must be 5°C or less).
- Thermometers must be replaced annually (with the manufacturer's calibration information retained) or the calibration must be checked annually. To check calibration, put the themometer in a slurry of icy water (0°C) and in a pan of water on a rolling boil (100°C). The themometer must stay within +/- 1°C of the correct temperature.
- Thaw or defrost food in the refrigerator or according to manufacturers instructions, do not leave on benches or sink. Do not refreeze thawed food.
- Food must be cooked to a core temperature of 70°C for 2 minutes.
- Food must be sold
 - If hot, above 60°C
 - If cold below 5°C
 - If frozen, while still hard frozen.
- Temperature Danger Zone is between 5°C and 60°C. The 2 hour 4 hour table has been designed as a guide outlining when food that has been in the temperature danger zone should be refrigerated used or thrown away.

Total time limit between 5°C and 60°C	What you should do
Less than 2 hours	Refrigerate or use immediately
Between 2 hours and 4 hours	Use immediately - do not refrigerate
More than 4 hours	Throw out

4.9.4 Contamination

- Do not place, so that it can come into contact with food, a ticket, label or other article, which is unclean or liable to contaminate the food.
- Ensure that students cannot touch food that they are not going to consume.

4.10 Work Health and Safety

The school canteen must comply with the the Department of Educations and Communities' Work, Health and Safety procedures and policy.

- Posters displaying the WHS information relevant to the canteen are displayed on the WHS noticeboard area in the canteen office.
- All hazards should be reported to the Principal using the correct referral forms located in the school office.
- No children or animals may be in the canteen
- Closed in shoes should be worn by all workers in the canteen
- Fire fighting equipment is to be easily accessible and must not be removed from its correct position unless for legitimate use. Fire fighting equipment is to be maintained by the school management.
- **The school's emergency evacuation drill is** to be clearly displayed behind the door of the Red Owl Canteen. All canteen staff of the canteen **must** follow the evacuation procedures located in the red folder at the back of the canteen door.
 - If an alert bell rings please contact the office immediately and report who is in the canteen. Depending on the emergency the bell, this could mean a Lockdown or Evacuation. Refer to the red folder on the back of the door for clarification. Contact the office immediately when a continuous bell or alarm is sounded.
 - Lockdown - Close and lock canteen doors and shutters. Call school office and report occupants of the canteen. Do not open the door or window until the "all clear" is given over the phone system.
 - Evacuation - If an immediate evacuation is required a hooter will sound and a message will come over the phone system to move to the front asphalt area. Please report immediately to the Principal or Workplace manager.

4.11 Red Owl Canteen Cleaning Procedure

- Only approved food safety grade chemicals (detergent and sanitisers) can be used for cleaning in the canteen.
- Safety datasheets must be available for each chemical and stored in the chemical cupboard (under the sink).
- All cleaning equipment is to be stored away from food and utensils used for food.
- Wipe down benches before preparing food, between activities and if any spills occur.
- Supervisor to replace dishcloths, tea towels and aprons daily.
- Do not use bench or washing up cloths to wipe floors. New or clean cloths are to be used daily. Old cloths may be discarded or washed in a washing machine and then re-used.

4.11.1 Washing Up Procedure

Ensure proper washing up procedures are employed:

- Fill both bowls of the sink with clean water. Detergent in one, clean water in the other. Have enough detergent in the water for it to stay sudsy throughout wash.
- Wash glasses/cups first and the dirtiest utensils last.
- Wash all cups, plates, knives and forks.
- Soak utensils in the second bowl for at least 30 seconds to rinse and sanitise. This step kills the germs.
- Air dry only, by laying utensils in the rack provided and leave until dry. Use a clean tea towel only if in a hurry as a tea towel can re-contaminate and undo all your good work.
- When putting away, check breakable soft cracks and chips, if broken, discard immediately.

4.11.2 Daily Cleaning

- Cooking equipment and surfaces should be cleaned when visually spoiled.
- At the end of each full service, benches and service counter should be sprayed and wiped with appropriate spray detergent, washed off with water then sprayed with a sanitiser.

4.11.3 End of Term Cleaning

- The entire Red Owl Canteen, including equipment, should be thoroughly cleaned on the final day of each term. This includes cupboards, shelves, freezers, refrigerators, Pie Warmers and oven.

4.11.4 Duties of the School Cleaner

- Remove rubbish each day.
- Sweep floors daily with a dust control mop and then damp mop thoroughly using the approved liquid cleaner.
- Replace paper towel and hand soap.
- Voluntarily undertake school cardboard/paper recycling.

4.12 Pest Control Requirements

- Supervisor to ensure premises are free from flies, cockroaches, ants and vermin and to report any evidence of such to the Red Owl Canteen Coordinator. If required a pest contractor may be called. Safety datasheets for the chemicals must be supplied and stored in the chemical cupboard (under the sink).

Pest Services are conducted by an approved Pest Contractor (must be a reputable company that has an understanding of the requirements of a food handling environment) each school term, with copies of the reports retained.