

Western Oregon University Campus Dining - Policies and Procedures

WELCOME TO WESTERN OREGON UNIVERSITY CAMPUS DINING

Campus Dining would like to welcome you to our team. As a student staff employee, the contribution you make in your position is a valuable asset to our department. With the efforts of all our staff members, we can reach the goal of quality meals and quality service.

We look forward to working with you and would like you to know that your success at this job is important to us. It is with your efforts and the efforts of our other employees that we can provide excellent service to our customers.

Customer Service

Often our student staff directly interacts with our customers. We hope you will put your best foot forward in serving our customers. Most of our customers dine with us daily. They appreciate when they are missed and enjoy when staff acknowledges them. Dining Services encourages all employees to learn the names of our customers and call them by name. Our customers will enjoy the personal service they receive.

EMPLOYMENT PROCEDURES

Affirmative Action Statement

Western Oregon University prohibits discrimination based on race, marital status, religion, sex, age, disability, sexual orientation, or national origin. This policy implements various federal and state laws, executive orders, Title IX, and its regulations, and applies to employment, admission, education, and facilities.

Mandatory Reporting

As an employee or student employee for Campus Dining, you are known as a responsible employee (aka mandatory reporter). Incidents such as stalking, dating violence, intimate partner violence, sexual harassment, sexual assault, and rape need to be reported. You must report immediately even when you are off duty.

If a student begins to tell you about a sexual assault or sexual harassment incident, you should interrupt the student and explain you are mandated to report any information they confide in you and your statement to the individual should be like: "I need to tell you that I am considered a responsible employee. If someone shares something with me, I must inform the university. I don't want to scare or intimidate you, but your safety and overall health is our number one concern. The reason we do this is to make sure you can get all the help and support you need. If you do not want details of what occurred included or are not interested in making a complaint at this time, you have the right to maintain your privacy. I will only include what you confide in me."

Link to Report:

<https://wou.edu/student/sexual-misconduct-resources/anonymous-report-form/>

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Eligibility

As a student employee, the payroll department requires that you be currently enrolled for 6 or more credit hours. During the summer, employees must either be enrolled in at least 6 credits and pre-registered for fall.

Hiring

Campus Dining has a hiring order that is followed due to the number of applicants. The order is as follows:

1. You are a past employee.
2. You have past food service experience.
3. Availability meets the need
4. Date applied

Many of our new employees will be hired prior to the beginning of each academic term. This ensures a fully accessible staff. All student employees must reapply for work during pre-registration for the following term. The schedule for the following term will be given no later than the first day of finals week except for the fall term when the schedule will be available on When-to-Work after Labor Day.

Work Schedule

As a student employee, you may work a maximum of 20 hours per week. The 20 hours per week limit includes all hours worked on Campus, not 20 hours per week per department. When school is not in session, a student may work up to 40 hours per week, if approved by the manager. Employees can request to have their name submitted for approval to work over 20 hours a week. Employees can submit a request form from the student affairs webpage under policies and forms:

<https://wou.edu/student/services/request-approval-to-work-over-20-hrs-wk-on-campus-form/>

If approved, both you and your supervisors will receive an email letting you know the number of hours approved. During school, no student is allowed more than 30 hours a week.

When-To-Work

All schedules will be posted one week in advance on When-to-work. Schedules are normally given out Thursday for the following Monday. **Be sure that all your information is up to date and that your availability is accurate at the time of hire/Start of the new term. If updating your availability, it is your responsibility to contact the Scheduling Supervisor. Use a time off request if you are needing to change your schedule for that particular week.** At the time of hire, you will get an email directing you to the website. You will be given a temporary username and password that you will later change to your preference. Have your account set up as soon as possible. If you have any problems accessing When-to-Work please contact your supervisor. Your work schedule for the week will remain as close as possible to

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the same all term except for Finals Week. Catering employees work on a flex schedule.

RETAIL DINING

Retail dining consists of several different areas. These areas include Caffè Allegro, The Press, and Catering. Each area has different positions one may be assigned. These positions include cashier, stocker, barista, server and food preparation, etc. It will be the employee's responsibility to learn each position assigned to them. As part of retail dining, there may also be an opportunity to cross-train in multiple areas.

Part-time Student Positions

Entry food service workers are placed in the following jobs:

Servers	Janitorial
Cafe Allegro	The Press
Bakery	Catering
Pizza	Bartending
Concessions	Student Supervisor
Curry/Stir Fry	

Valsetz Food Court and Retail Dining Training

Training sessions are completed on "New Student Week" and during the first week of classes. Students hired after that will be trained on the job.

To help our students become successful, employee training will be provided for all the positions offered. Because our team goal is quality service, we expect the employees to work cooperatively on tasks when needed. The more positions you can work successfully, the more valuable you will become and then you will be able to receive more work hours.

Oregon Minimum Wage Schedule - Senate Bill 1532

July 1, 2022	\$13.50
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Student Supervisors

Experienced enough to train new students in several positions, including the cash register. Willing to work a position you are trained for that is normally filled by a classified position when there is a shortage. Student Supervisors must also be able to lead a student crew and set a good working example for fellow student workers. Also, they are responsible for opening and/or closing shifts and working with little supervision.

Student supervisors make minimum wage + \$ 0.50.

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Payroll Computer

All employees must clock in and out on the payroll computer. **When taking a half-hour lunch break you will need to clock out and back in on the computer.** Do not clock in or out for other employees. This is considered fraud and could lead to termination of employment. If the payroll computer is not working, please handwrite your time on the clipboard near the Payroll Computer. Also, you must check out with your supervisor prior to clocking out to make sure your assistance isn't needed in other areas. **Remember to sign your time on the payroll computer. You do this by going into the manage account screen. You will need to know the PIN number that you use to register for classes with. All time must be signed at the end of the pay period. The last day of the pay period is the 11th of every month.** Paychecks are available at the payroll office in the Administration building on the last working day of the month, 8:00 AM to 5:00 PM, or if you signed up for direct deposit your statement will be available through Wolf Web on the last working day of the month. Remember to bring a piece of photo ID to pick up your check. Only you can pick up your check.

Direct Deposit

It is possible to have your paycheck deposited directly into your checking account. Your check is deposited automatically on the last working day. Your payroll statement will be available on Wolf Web. If you are interested in this service or want more information, see your supervisor or ask for a form from the Payroll Department.

Employment Resignation

If you find that you must leave your position with Campus Dining, please give the Scheduling Supervisor advance notice.

We prefer two weeks minimum of time and written notice so that we can find a replacement for your position and provide you with a recommendation of employment if requested in the future.

More information regarding Student Employment Policies can be found at:
<https://wou.edu/hr/student-employment-policy/>

BASIC INFORMATION

Phone Numbers

Mainline/Sick number 503-838-9400
Running late or sick? Leave a message by pressing 9

<u>Valsetz</u>		<u>Retail Dining</u>	
Albert Worotikan	503-838-8382	Jane Cameron Jensen	503-838-8935
Ben Lipp	503-838-9323		
Jen Levesque	503-838-9282	Catering kitchen	503-838-8639
Kitchen	503-838-8934	Café Allegro	503-838-8971
Jane Cameron Jensen	503-838-8935	Amanda Owren	503-838-8639

If problems occur when no classified staff is available, you may need to call the following:

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Information Desk 503-838-8261
Physical Plant 503-838-8239
Public Safety 503-838-8418 (general)
503-932-3419 (after hours cell phone)
503-838-9000 (emergency only)
89000 if on campus

Poison Control Center 1-800-382-0026

Building Access

Valsetz employees will access the door by the loading dock. This door will normally be unlocked prior to morning shifts. If for some reason the door is locked call the Kitchen at 503-838-8934. Retail, you will clock in at Valsetz prior to starting your shift and then head to WUC.

Breaks

When you are working a shift of 2.1 successive hours you are entitled to a fifteen-minute break. When you are working a shift longer than 6 hours, you are required to take a half-hour meal break, which you clock out for. Schedule breaks with your supervisor so that your assigned tasks can be completed during your absence. You can purchase a beverage at wholesale price and drink it in the dining room when you are on your break.

Discounted Meals

You are allowed to purchase a meal here using a worker meal discount. You are given 100% off a meal up to \$12.00 a day on non-pre-packaged. On the day that you work. You may use your discount at any dining on campus but if you are going to another area to eat you will need a note from your supervisor or a classified staff member stating you worked that day. You will be given a meal policy paper that will go over the rules in more detail that you will be required to sign.

Food Handlers Card

Employees are required to obtain a food handlers card within 30 days of employment. Here's a list of sites that you get your card from.

<http://www.orfoodhandlers.com>

<https://www.efoodcard.com>

<https://www.oregonfoodhandler.com>

Please bring a copy of your card so we can put it in your file. You can email it to us as well.

Information Board

With so many employees working at different times, it is hard to keep communication channels open. Please take the time to read all notices posted in Valsetz and in Werner Restaurants. The information posted there may include new policies, memos, reminders, deadlines for finals week sign-up and applications for the following term.

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Temperature Controls

To assure food safety, all cold food needs to be kept at 41 degrees or below, while hot food needs to be held at 140 degrees or above. It is for these reasons that we do not allow guests to take unused food from events (catering only) and that we limit the time that the food is available to no more than 4 hours.

POLICIES ON ATTENDANCE

Notification of Absence

As a staff member, you are an important part of the food service operation, and your job must be done. In case of illness or emergency, please call 503-838-9400 as soon as possible, preferably a **4-hour** notice unless early morning staff has not arrived. If you are going to be late, please call as soon as possible.

Substitution

Each term **be sure that all your information is up to date and that your availability is accurate at the time of hire/Start of the new term. If updating your availability, it is your responsibility to contact the Scheduling Supervisor. Use time off request if only needing to change schedule for that particular week.**

When you find that you cannot cover a shift that you are assigned to for a given day, it is your responsibility to find someone who is qualified to work your shift and to contact your supervisor about the situation. Put the shift up on the trade board in the W2W program and if someone picks it up you are excused for that shift. **If no one picks it up, you are still responsible for the shift.** When adding hours by picking up shifts on the trade board, be sure not to sign up for more than 20 hours of work per week.

Disciplinary Action for Attendance

The importance of your actions and performance in your role as a Campus Dining team member affects many other people. Failure to perform in the prescribed manner can have a serious impact on fellow team members and guests. For clarification, these guidelines have been established:

- Late for a shift, without prior notification to the Supervisor on duty.
- Absence or failure to show up to work.

Consequences (3 or more above)

- Verbal warning- Talk with Food Coordinator about violation. This will be recorded in W2W
- Written Warning- Talk with Food Coordinator, sign that you received the written warning and will then be recorded in W2W
- Discharge: Talk with Scheduling Supervisor and at this time your employment will be terminated

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POLICIES ON LEAVE

Oregon Sick Leave for Students

- Students may accrue up to 80 hours per fiscal year but are only allowed to roll 40 hours into a new year. A fiscal year is July 1st to June 30th of the following calendar year.
- Students paid using work-study funds will not accrue or use sick leave for hours worked.
- Students may use previously accrued sick leave for qualifying absences regardless of position. Students must work with their supervisors to determine the proper protocol for use of sick leave in the department.
- Students earn 1 hour of sick time for every 30 hours worked. To check your sick leave balance, refer to the student employment verification page on the portal.

Family Medical Leave Act (FMLA)

- Students are considered eligible for FMLA if they have worked 1,250 hours over the past 12 months (approx. 24 hours per week).
- Students who wish to obtain additional information on using FMLA can contact the Human Resources Office via phone (503-838-8490) or by visiting the office on the third floor of the Administration Building during work hours (Monday through Friday: 8 am – 5 pm).

POLICIES ON DRESS CODE

Dress Code

Employees are asked to come to work dressed neat and clean. A sanitary environment is maintained in the dining services operation and our goal is to give the best service we can to our customers. If your clothing is inappropriate for work, your supervisor may send you home. We ask that you follow these guidelines:

Valsetz and Retail Dining provides a uniform shirt to wear at work. Please keep the shirt clean and wear it to all your shifts. All hats worn by employees should be uniform hats. The black baseball cap provided is to be worn by all student workers. If you provide your own hat, it must be a solid black baseball cap or a black cap with the WOU logo. Please place bills forward. (No sideways or backward bills) Name tags provided should be worn on your shirt. There is a designated place to leave them until the next time you work.

Longer hair (on the collar or longer), must be worn up, and inside the hat, braided back or covered with a hair net. Beards must be trimmed.

Employees working in the food preparation areas and dish room must wear an apron. All employees must wear clean, black, closed-toe shoes in good repair and labeled as "slip-resistant". Sandals, heels, or clogs are not permitted for safety reasons. For sanitary reasons, sleeveless shirts are not permitted.

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Please do not wear sweats or spandex pants to work. Black full-length jeans or pants are required.

There are special dress code requirements for Catering employees that range from formal attire to a polo shirt and black pants. The catering Supervisor will advise catering employees on their dress code.

Dining Services Policies

- ⇒ All personal belongings must be left in a locker or cubbyhole provided for student employees. Personal belongings cannot be left in production areas or visible by customers. **This includes cell phones and all electronic devices.** If these items are brought to work. (Please leave them in a locker provided for you)
- ⇒ Do not enter walk-in coolers unless your duties require it, or you are gathering items for your meal after your shift.
- ⇒ Eating, chewing gum, smoking, and chewing tobacco in any food service area is strictly prohibited. Water or other beverage and food must be consumed in the dining areas.
- ⇒ Do not let visiting friends distract you from your duties. Keep visits short and never ignore customers.
- ⇒ All students driving state vehicles need to be cleared through security and issued a state driving card. Student employees should not use their own vehicles in connection with their college employment.

POLICIES ON HEALTH AND SANITATION

Food Handlers Training is required as a condition of employment and the following information will be covered in a Food Handler Class. It is very important that every employee understand the following information.

Sanitation

Sanitation is important for any successful food service operation. Food is easily contaminated by careless handling. Chances of food contamination can be minimized if every employee follows a few simple rules.

- ⇒ Wash hands completely with soap and warm water before reporting to your workstation. Always wash your hands after using the restroom, eating, coughing, sneezing, grooming hair, and smoking. Using the restroom requires double hand washing, once in the restroom and again in the kitchen or workstation. Washing hands helps to stop the spread of E. coli, Hepatitis A, and other dangerous bacteria that can contaminate food.
- ⇒ Stay home from work if you are contagious. This is for the safety of our customers and fellow workers. If you do not know if you are contagious, you can contact the Student Health Service at 503-838-8313 or 8-8313 using a campus phone. Please contact us as soon as possible so coverage for the shift may be

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found.

⇒ Food should always be served with utensils or plastic gloves. If you touch a trash can or touch anything other than food, you must wash your hands and put on new gloves.

⇒ Please do not eat, chew gum, smoke, or chew tobacco in any of the food service areas. This rule is strictly enforced. The Dining Area is the only area where eating or drinking is allowed. Never drink or eat in front of customers when you are working.

Hepatitis “A” Alert

Hepatitis A is caused by a virus that can be spread in food and in beverages.

Symptoms of Hepatitis A include:

- ⇒ Achiness, tiredness, fever
- ⇒ Loss of appetite, pain in the upper abdomen
- ⇒ Nausea, vomiting, diarrhea
- ⇒ Urine may turn dark and bowel movement light or yellow
- ⇒ Eyes and skin may become jaundiced (turn yellow).

People infected with Hepatitis A may have symptoms so mild they may not realize they are infected and can spread the disease. Others may be sick for a few days to a few weeks. Occasionally people become very ill and are hospitalized.

Infected people have Hepatitis A virus in their bowel movements (feces). The virus gets on their hands when they use the toilet.

Infected people can spread Hepatitis A virus to food or beverages they handle. Other people who eat food or drink beverages that have Hepatitis A virus in them, may become infected too.

Spread of Hepatitis “A” Virus Can Be Reduced

People who are sick must not handle food or beverages or work in food preparation or service facilities. People with any symptoms of Hepatitis A, especially vomiting or diarrhea, must be particularly careful not to work if sick.

Hepatitis A virus must be kept off food and beverages.

- Hands must be washed every time a toilet is used.
- The first thing that needs to be done when entering a food preparation or service area is wash one’s hands.
- Touching food with hands must be avoided whenever possible. Spoons, forks, tongs, and scoops should be used.
- The use of gloves when handling food may help. If gloves are used hands must be washed before they are put on and when they are taken off. Gloves must be used for only one task. Gloves must be discarded after one use.

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POLICIES AND PROCEDURES ON SAFETY IN THE WORKPLACE

Safe Work Environment

Western Oregon University requires mutual respect between and among managers, faculty, employees, co-workers, and supervisors. Behaviors that contribute to an intimidating work environment, such as abusive language or behavior, are unacceptable and will not be tolerated. Employees who believe that they are subject to such behavior should raise their concerns with an appropriate manager or supervisor as soon as possible,

SDS Hazardous Communications and the Global Harmonizing System

In order to comply with the safety of our employees in and around hazardous materials, it is **MANDATORY** that you watch and sign the SDS (Safety Data Sheet) sheet confirming you understand the policies, regulations, and handling of hazardous materials. Also, note that this video may pop up with an error depending on what type of browser you are using. Google Chrome or FireFox is best for watching this video:

https://www.wou.edu/admin/safety/hazcom_ghs/index.php

Safe Procedures

Our primary concern is for the safety of our workers. We emphasize the following procedures in an attempt to protect you from injury. Most accidents are a result of carelessness, unsafe acts, or unsafe conditions. Take the time to follow these rules.

⇒ Watch out for dangerous conditions like greasy or wet floors, food, or cleaning agents. Please take the responsibility to clean them up.

⇒ If glass or china is broken, please take the responsibility to clean it up. **DO NOT LET THE CUSTOMER HELP YOU.** Pick up large pieces with gloves on. Be careful not to cut yourself. Put in a half-full garbage can in the dish room. Tell the dish room staff that there is glass in the garbage can. Put a wet floor sign out if needed. Remove all food that may have glass or china in it from the serving area.

⇒ Always keep the floors as dry as possible. Clean up any liquid or food spills immediately.

⇒ Do not run in any part of the building.

⇒ Be careful when using the equipment. If you do not know how to use a machine, wait until you have been properly trained. Be sure to always turn off a machine before reaching inside to fix it.

⇒ Concentrate on your work and try not to distract others from their work.

⇒ Always pick up any items that may be hot with a dry hot pad or mitt. Remove plastic film from the serving pans by starting at the corner away from you to avoid a steam burn.

⇒ When lifting heavy objects, be sure to lift with your legs and never use your back. Keep in mind you can place objects on a cart rather than carrying something heavy.

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LIFT 'LIST'

L = Legs apart, knees bent

I = Instep facing the desired direction

S = Straight back with object held close

T = Turn your body as a unit – Don't twist

Injuries

As a student employee, you are covered while working by the State Accident Insurance Fund (SAIF) for any injuries on the job. Insurance forms must be completed within 24 hours of the accident in cases where a doctor's visit is required. Both supervisor and the injured employee will fill out this form together. Notify the supervisor on duty whenever an injury occurs. Form can be found online at:

<https://wou.edu/hr/files/2017/11/Supervisor-Occupational-Injury-Report-fillable-.pdf>

⇒ When assisting with any flesh wound, wear plastic gloves.

⇒ If burned, run cold water over the burn immediately and keep it under water for at least five minutes.

⇒ In the event of any emergency, tell someone to get a supervisor immediately to assist you.

⇒ The supervisor will need to fill out an accident form to record the injury.

Cell phones

Cell phones are not allowed upstairs. Please leave them downstairs locked in a locker. You will be written up if you are found using your cell phone. You are allowed to use it on your break.

WHAT MAKES CAMPUS DINING UNIQUE

Alcohol Services

There may be times when alcohol is served at a catering event. Only servers with OLCC certification are allowed to bartend or pour wine at the table. Servers without their certification may still serve food and non-alcoholic beverages. If you wish to obtain OLCC certification, there are many classes throughout the state that you may take. For more information go to:

<https://www.oregon.gov/olcc/Pages/portalservicepermits.aspx>

The Food Pantry

As of spring 2015, Retail Dining has been working with the Food Pantry here on campus to help reduce the amount of food waste. At the end of each business day any food that is brought down from the stores (donuts, muffins, sandwiches, parfaits, fruit cups, etc.) will be wrapped and re-dated for 48 hours. A designated Food Pantry volunteer will then come to the Werner Center kitchen to pick up the food.

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Compostable Items

Campus Dining takes pride in its ability to provide compostable items to our customers. Campus Dining composts all organic wastes at the Pacific Region Compost Site (PRC) in Benton County. The compost produced at this site is later used by farmers for use in their fields. We also use compostable products made from corn and sugar cane material, unlike other plastic items which are made from oils. Atacama, a local company in Albany Oregon, is where we purchase our compostable items. We are the only department on campus that has the ability to compost our own organic waste.

Student Employees

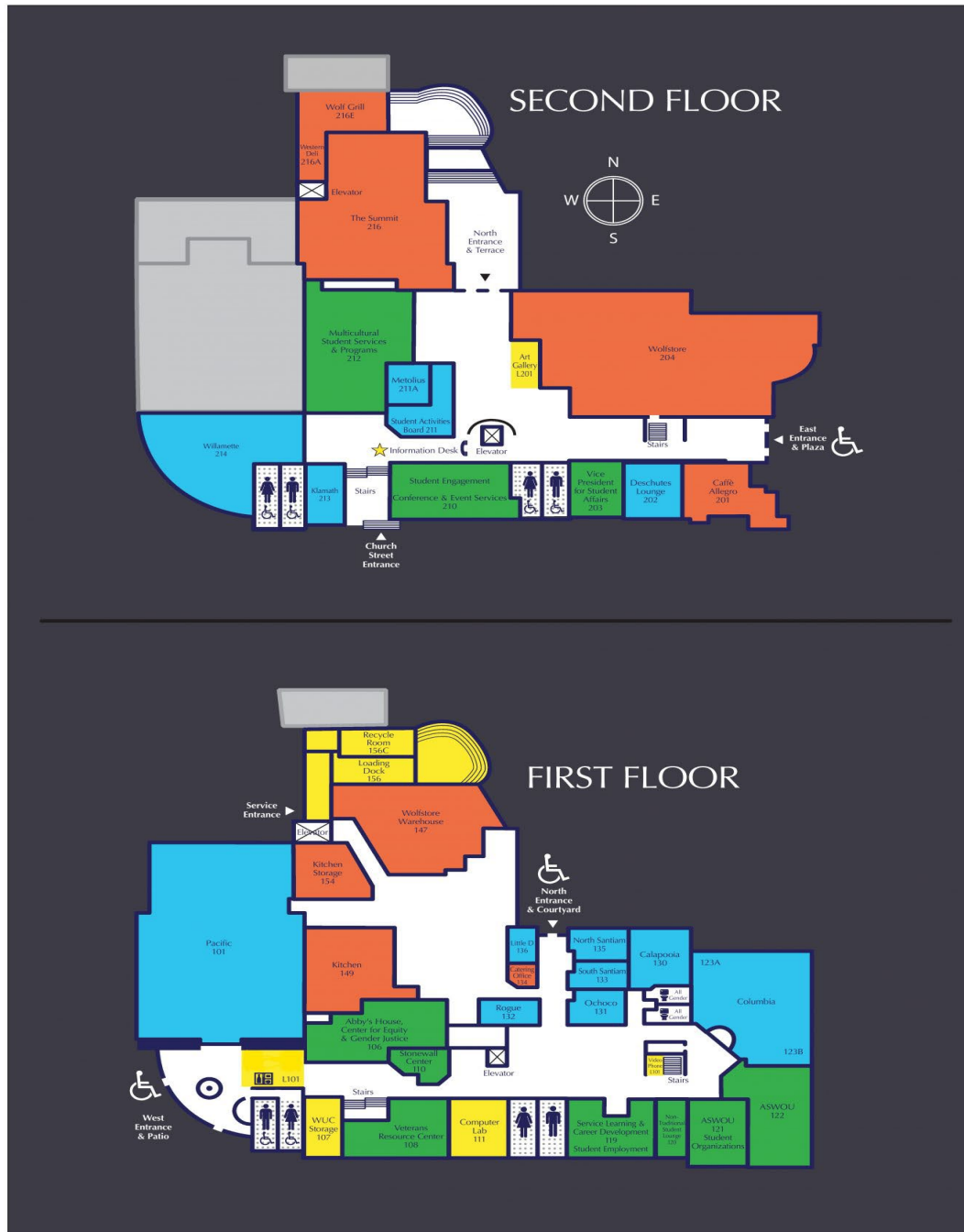
Campus dining offers employment to a range of students here on campus. We hire students who are from the area to students who come as international students. We offer employment to those with or without work-study, and those who may be either a traditional or nontraditional student. With such a vast variety of student workers, we rely heavily on their availability to work within our departments. We take pride in being able to offer an experience in food service to students here at Western Oregon University. Without our dedicated staff, we alone could not provide such outstanding services to our campus and community.

Thank you for taking the time to read through the information in this handout. We hope that the information we have provided will help us keep our dining services a fun and safe place to work at.

SAFETY IS AN ATTITUDE.

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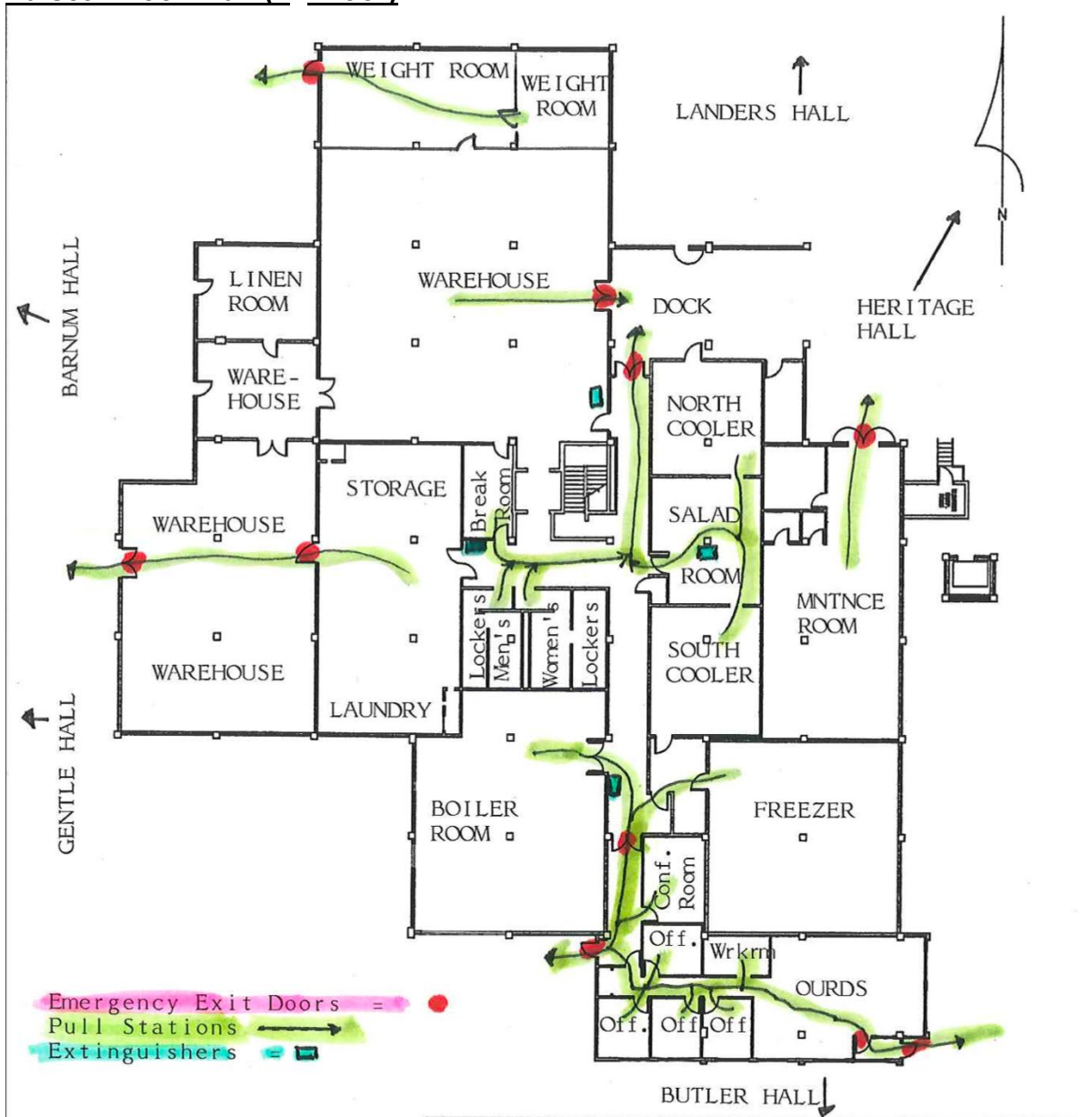
WERNER UNIVERSITY CENTER FLOOR PLAN



CONFERENCE/LOUNGE	DINING SERVICE/RETAIL	STUDENT SERVICES	STUDENT SERVICES
CALAPOOIA ROOM 130	WOLFSTORE WAREHOUSE 147	ABBY'S HOUSE, CENTER FOR EQUITY & GENDER JUSTICE 106	STUDENT ACTIVITIES BOARD 211
COLUMBIA ROOM A 123A	CAFFE ALLEGRO 201	EQUITY & GENDER JUSTICE 106	STUDENT EMPLOYMENT 119
COLUMBIA ROOM B 123B	CATERING OFFICE 134	ASWOU (STUDENT GOVERNMENT) 122	STUDENT ENGAGEMENT 210
DESCHUTES LOUNGE 202	KITCHEN 149	ASWOU / STUDENT ORGANIZATIONS 121	VETERANS RESOURCE CENTER 108
KLAMATH ROOM 213	KITCHEN STORAGE 154	CONFERENCE & EVENT SERVICES 210	VICE PRESIDENT FOR STUDENT AFFAIRS 203
METOLIUS ROOM 211A	THE SUMMIT 216	MULTICULTURAL STUDENT SERVICES & PROGRAMS 212	SUPPORT SERVICES
NORTH SANTIAM ROOM 135	WESTERN DELI 216A	NON-TRADITIONAL STUDENT LOUNGE 120	ART GALLERY L201
PACIFIC ROOM 101	WOLFSTORE 204	SERVICE LEARNING & CAREER DEVELOPMENT 119	VENDING L101
ROGUE ROOM 132	WOLF GRILL 216E	STUDENT EMPLOYMENT 119	COMPUTER LAB 111
OCHOCO ROOM 131		STONEWALL CENTER 110	LOADING DOCK 156
SOUTH SANTIAM ROOM 133			RECYCLE ROOM 156C
WILLAMETTE ROOM 214			VIDEO PHONE L101
			WUC STORAGE 107

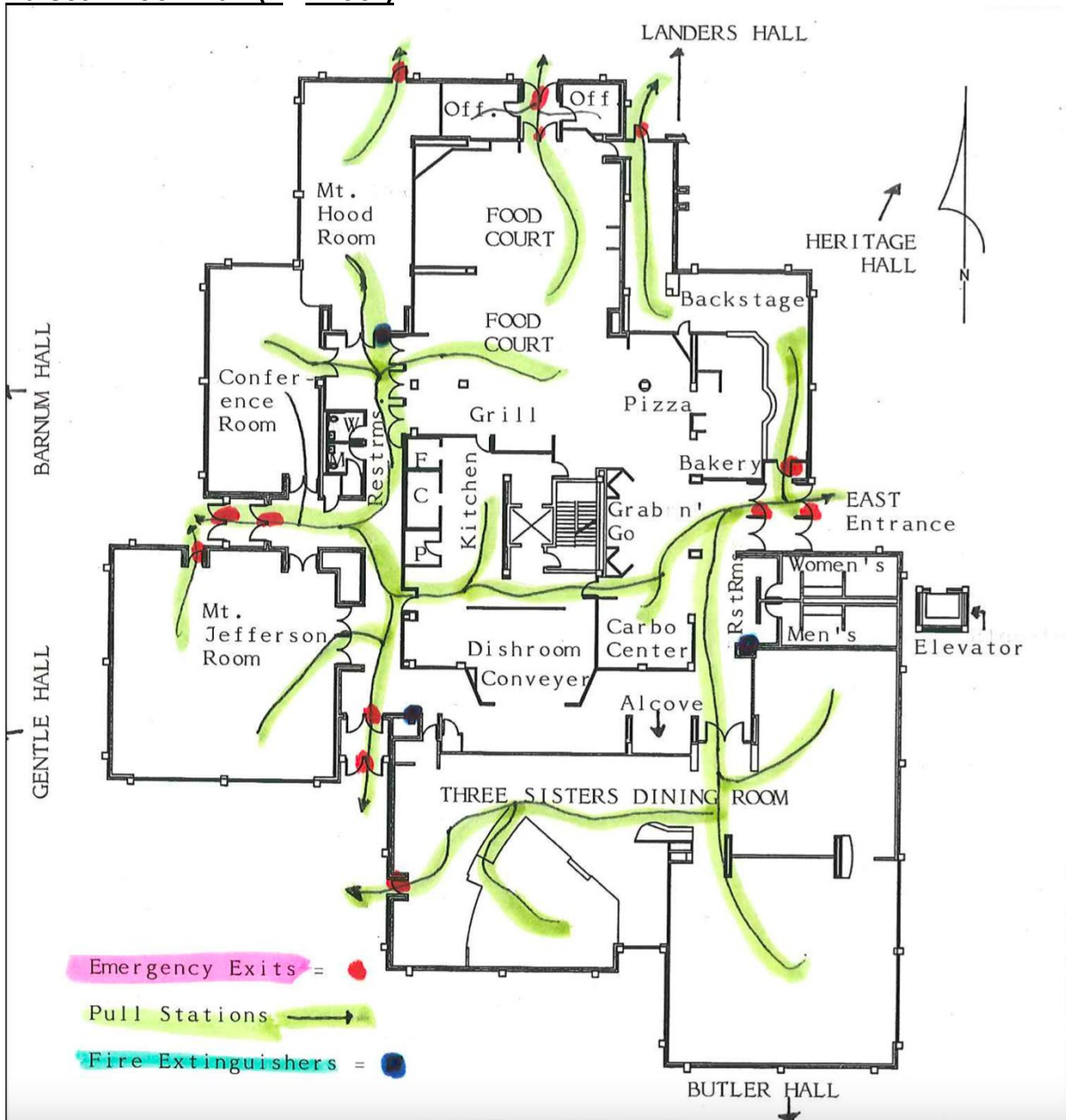
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Valsetz Floor Plan (1st Floor)



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Valsetz Floor Plan (2nd Floor)



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I have received and reviewed the Campus Dining policies and procedures packet. I understand that I must follow these guidelines. If I fail to do so, I can be written up and possibly terminated.

Print Name

Signature

Date